



Board of Trustees Meeting - Public Forum Agenda

KCLS Service Center / Hybrid
Wednesday, March 26, 2025
5:00 PM

Click to join meeting via Zoom

[https://teams.microsoft.com/l/meetup-](https://teams.microsoft.com/l/meetup-join/19%3Ameeting_MWU3M2RkNWYtZGEwNC00NDA0LWEyN2YtMWQ4N2JlOGY3OWM4%40thead.v2/0?context=%7B%22Tid%22%3A%22ecd4c4ad-646a-442f-aaaa-d05860ad9707%22%2C%22Oid%22%3A%221b85d672-b24c-4a2d-ac02-199e878fe899%22%7D)

[join/19%3Ameeting_MWU3M2RkNWYtZGEwNC00NDA0LWEyN2YtMWQ4N2JlOGY3OWM4%40thead.v2/0?context=%7B%22Tid%22%3A%22ecd4c4ad-646a-442f-aaaa-d05860ad9707%22%2C%22Oid%22%3A%221b85d672-b24c-4a2d-ac02-199e878fe899%22%7D](https://teams.microsoft.com/l/meetup-join/19%3Ameeting_MWU3M2RkNWYtZGEwNC00NDA0LWEyN2YtMWQ4N2JlOGY3OWM4%40thead.v2/0?context=%7B%22Tid%22%3A%22ecd4c4ad-646a-442f-aaaa-d05860ad9707%22%2C%22Oid%22%3A%221b85d672-b24c-4a2d-ac02-199e878fe899%22%7D)

If you would like to speak during the Public Comment, please email BoardMeetingSupport@kcls.org by 4:00pm on February 28.

- A. Call to Order
- B. Approval of Agenda
- C. Approval of Minutes - February 26, 2025
- D. Public Forum

In the interest of time and to allow as many members of the public the opportunity to speak, comments are limited to three (3) minutes if speaking on one's behalf or five (5) minutes if speaking on behalf of a group or organization.

Commenters should refrain from using the public comment period to engage in speech or conduct that disrupts, disturbs or otherwise impedes the orderly conduct of a meeting, including derogatory remarks, profanity, or personal attacks.

- E. Finance and Facilities Report
 - 1. Monthly Finance Report: Erhiza Rivera
Erhiza Rivera
- F. Action Items
 - 2. Approval of Monthly Expenditures
- G. Staff and Director's Reports
 - 3. Service Center 2AB After Hours Access: Angie Miraflor
 - 4. Mobile Services: Christine Anderson
 - 5. KCLS Foundation Update: Lisa Yamasaki



Board of Trustees Meeting - Public Forum Agenda

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5:00 PM

- 6. Director's Report: Heidi Daniel
Angie Miraflor, Christine Anderson, Lisa Yamasaki, Heidi Daniel
- H. Board Committee Reports
- I. Trustees' Reports
- J. Adjournment



King County Library System

Board of Trustees Meeting Agenda
March 26, 2025 | KCLS Service Center

Click [here](#) to join the meeting via Microsoft Teams.
Meeting ID: 245 253 311 90 -- Passcode: 3gs95Vz7

If you would like to speak during the Public Forum section please
email BoardMeetingSupport@kcls.org by 2:00pm on March 26.

A. Call to Order

B. Approval of Agenda

C. Approval of Minutes—February 26, 2025 ([Attachment A](#))

D. Public Forum

In the interest of time and to allow as many members of the public the opportunity to speak, comments are limited to three (3) minutes if speaking on one's behalf or five (5) minutes if speaking on behalf of a group or organization.

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E. Finance and Facilities Report

1. Monthly Finance Report: Erhiza Rivera ([Attachment B](#))

F. Action Items

1. Approval of Monthly Expenditures

G. Staff and Director's Reports

1. Service Center 2AB After Hours Access: Angie Miraflor
2. Mobile Services: Christine Anderson
3. KCLS Foundation Update: Lisa Yamasaki
4. [Director's Report](#): Heidi Daniel

H. Board Committee Reports

I. Trustees' Reports

J. Adjournment



King County Library System

Board of Trustees Meeting Minutes

KCLS Service Center/Hybrid | February 26, 2025, 5pm

Present

KCLS Board

Jeffery Guddat
Harish Kulkarni*
Srinu Raghavan
Verna Seal
Laura Valenziano

KCLS Staff

Maria Bassett
Angie Benedetti
BJ Colvin
Heidi Daniel
Lisa Fraser
Chase Gallagher
Angie Miraflor
Danielle Perry
Cecie Streitman
Lisa Yamasaki
Donna Zirkle

**attended remotely*

Motions Approved

1. Board Meeting agenda
2. January 29, 2025 Board meeting minutes
3. Payroll expenditures
4. General Fund expenditures
5. Resolution 2025-01 Dissolution of KCLS GO Bond Fund, 2005
6. Resolution 2025-02 Surplus Vehicles

Call to Order

President Laura Valenziano called the meeting to order at 5:03pm. Srinu Raghavan, Jeff Guddat and Verna Seal were in attendance in person. Harish Kulkarni attended remotely. There was a quorum.

Approval of Agenda

Verna Seal moved approval of the Board Meeting agenda. Jeff Guddat seconded, and the motion passed unanimously.

Approval of Board Minutes

Srinu Raghavan moved approval of the January 29, 2025 Board Meeting minutes. Harish Kulkarni seconded the motion. All voted in favor and the motion passed unanimously.

Public Comment

There was no public comment.

Finance and Facilities Report

Finance and Facilities Director Donna Zirkle reviewed the December 2024 final figures. Final revenues were \$149.1M, which is 102% of the expected total of \$146.4M. Year-to-date (YTD) expenses were \$148.8M, which is 97% of the budget of \$152.7M. CIP expenses at the end of 2024 were \$13.7M, which ended up exceeding the budgeted amount of \$11.5M.

A large driver for the revenue surplus was investment income which ended up being 300% of budget. On the expense side, staff vacancy savings accounted for over \$7M and helped offset some of the expense overages due to CIP projects such as the service center computer room AC unit and the unexpected Shoreline emergency restroom repair, as well as repairs following the severe storm in November 2024.



King County Library System

Board of Trustees Meeting Minutes

KCLS Service Center/Hybrid | February 26, 2025, 5pm

In October 2024 the decision was made to utilize some of the excess revenue and improve the patron experience by supplementing the KCLS electronic book collection. Approximately \$1.8M in surplus funds was spent on library materials. Overall, 2024 was expected to have a \$6.3M deficit, but due to the factors listed above, KCLS finished the year with a small surplus.

Donna also presented the monthly Finance report as of the end of January 2025. Year-to-date (YTD) revenues were \$0.3M, against the yearly revenue budget of \$150.6M. YTD expenses were \$14.1M, which is 9% of the total budget of \$164.4M. CIP expenses YTD at the end of January were \$256K, accounting for only 2% of the total budget of \$12.5M. KCLS purchased two high-efficiency trucks in January.

Donna introduced Resolution 2025-02 to surplus two older vehicles.

Controller Erhiza Rivera introduced Resolution 2025-01 which was the dissolution of the KCLS GO Bond Fund from 2005. Erhiza gave a brief background of the fund, which was initiated following a voter approved measure in September 2004 with \$65M in bonds. The final debt payment was made on the bond in December 2024 and the residual balance in the account is \$2.0M. Upon dissolution of the fund, the balance will be transferred to the general fund.

Approval of Monthly Expenditures

Verna Seal moved approval of Payroll expenditures for January in the amount of \$5,110,059.12: (1/03) Ck#00202241-00202255; 881790126-881791233; (1/17) Ck#00202256-00202270; 889992118-889993224; (1/31) Ck#00202271-00202284; 896827310-896828417. **Jeff Guddat seconded, and the motion passed unanimously.**

Srini Raghavan moved approval of General Fund #0010 expenditures for January in the amount of \$9,695,037.49: Travel Advances – 1524-1529; (1/09) Ck#5015143-5015146; 1157390-1157531 (1/16) Ck#1157532-1157674; 5015147-5015203; (1/23) Ck#1157675-1157764; 5015204-5015205; (1/31) Ck#1157765-1157897; 5015206-5015241; (2/06) Ck#1157898-1158001; 5015242; Voids - 0. **Harish Kulkarni seconded, and the motion passed unanimously.**

Resolution 2025-01

Verna Seal moved approval of Resolution 2025-01 Dissolution of KCLS GO Bond Fund, 2005. Jeff Guddat seconded, and the motion passed unanimously.

Resolution 2025-02

Srini Raghavan moved approval of Resolution 2025-02 Surplus Vehicles. Harish Kulkarni seconded, and the motion passed unanimously.



King County Library System

Board of Trustees Meeting Minutes

KCLS Service Center/Hybrid | February 26, 2025, 5pm

Staff and Director's Reports

Advertising Campaign

Communications and Marketing Director Chase Gallagher announced that the new library cards previously presented to the Board would be available to the public in community libraries beginning Tuesday, March 4. The launch of the new cards will coincide with the launch of the "Curiosity Isn't Quiet" advertising campaign, which will begin on February 27. Advertisements will be on light rail trains in Bellevue and Redmond and eventually on several Sound Transit buses around the county.

Chase's team continues to work on social media and streaming video ads. He shared one version of the launch video, which will be on various streaming platforms.

Public Services Update

Deputy Director Angie Miraflor gave an update on the three public services departments.

She talked about the vacant director position in the Collection Management Services (CMS) department. She and other staff members will be conducting final interviews in early March. The CMS team is also working on an updated patron request form, which should help with quicker response times and improved service delivery overall.

In Operations, the Staffing Model Evaluation is nearing completion, and the final report is due soon. KCLS staff have been working with consultants Moss Adams to look at staffing needs and workflow with the goal of identifying optimal staffing levels. The Sammamish Library will add Sunday hours on April 27; at that point the location will be open seven days per week.

Angie showed a photo from the recent Emerging Radiance art exhibit opening at the Bellevue Library. The exhibit was made possible by a partnership with the City of Bellevue. The art depicts the experience of Japanese American farmers in the Bellevue area between 1920 and 1942 and uses augmented reality to enhance visitors' experience and understanding.

Finally, Angie talked about a couple of highlights in the Library Programs and Outreach department. KCLS will offer free tax help again this year; 16 library locations will offer assistance to patrons. There are no age or income limits on the service. The program is made possible by partnerships with the AARP Foundation, United Way of King County and PIM Savvy Community Outreach. KCLS will also be well represented at the upcoming Emerald City Comic Con in Seattle; KCLS staff will have an outreach table and participate in five panel discussions.



King County Library System

Board of Trustees Meeting Minutes

KCLS Service Center/Hybrid | February 26, 2025, 5pm

Director's Report

Executive Director Heidi Daniel discussed the end-of-year Key Performance Indicators for 2024, which included a slight decrease in physical circulation in 2024 vs. 2023, but increases in digital circulation as well as foot traffic.

Heidi talked about the recent KCLS Leadership Team (KLT) retreat in late January. At the retreat, the team worked through several exercises to help prepare KCLS leaders to face future challenges and ambiguity, and prioritized department projects.

She also talked about attending Library Legislative Day in Olympia, WA on February 5. She and Government Relations Manager John Sheller met with representatives to discuss a wide range of issues of importance to libraries including legislation in support of a more sustainable eBook pricing model and the 1% funding cap.

Board Committee Reports

There were no Board committee reports.

Trustees Reports

Laura Valenziano gave an update on the open Board of Trustee position. She and Heidi Daniel were able to interview several applicants for the position and the decision is now in the hands of the county. She also mentioned that the Board would be watching trustee attendance more closely and would like all trustees to commit to 80% meeting attendance.

Adjournment

Laura Valenziano adjourned the meeting at 6:09pm.

Jeff Guddat, Secretary



FINANCE REPORT

King County Library System

March 26, 2025

1. GENERAL FUND COMMENTARY

Expenditures in February 2025 were \$11.5M compared to the monthly budget average of \$13.7M and represented 7% of the annual budget. Last year, February expenditures were \$10.6M, or 6.9% of the 2024 budget. The year-over-year change in total expenditures is 6.4%.

2. GENERAL FUND HIGHLIGHTED EXPENDITURE ITEMS

Supplies

February expenditures of \$237K consisted primarily of \$93K for Operating Supplies, \$48K for Supplies – Building Maintenance and \$35K for Supplies – Gas and Oil.

Staff Development

February expenditures of \$45K consisted of Training and Individual Development.

Professional Services

February expenditures of \$261K included \$126K for Programs, \$56K for Administration, and \$56K for Catalogue & Processing.

Communication

February expenditures of \$117K, included \$90K for Telephone-Data and \$13K for Postage.

Operating Leases

February expenditures of \$251K primarily consisted of \$181K for Operating Lease and \$70K for Operating Lease – Rental and Copiers.

Utilities

February expenditures of \$64K included electricity, water, and waste management services.

Repairs and Maintenance

February expenditures of \$1.3M included \$385K for Parking Lots, \$375K for Facilities related Repairs and Maintenance, \$300K for ITS Repairs and Maintenance, \$141K for HVAC, and \$96K for Day Porter Repair and Maintenance.

Reserves

There were no reserve expenditures in February.

Miscellaneous

February expenditures of \$26K consisted primarily of Ad Valorem Refunds and Banking Fees.

Library Materials

February expenditures of \$1.5M included \$876K for Licensed Downloadable, \$355K for Books and \$284K for Non-book Media, Periodicals and Databases, & Purchased Materials.

Capital Investment Program (CIP)

Facilities-CIP

February expenditures of \$488K consisted of \$251K for AMH Management System and \$190K for SC: Computer Rm AC Unit.

ITS-CIP

February expenditures of \$68K consisted of \$25K for Patron Technology Refreshment and \$24K Branch Security.

3. GENERAL FUND REVENUE OVERVIEW

February revenues were \$2.8M, which is primarily Property Tax and Investment Interest revenue. February YTD revenues reflect 2% of the total budgeted amount. The year-over-year change in total revenue is -7.4%.

4. CASH POSITION OVERVIEW

The cash balance in the General Fund (#001) as of February 28, 2025, was \$121,611,206.

5. INVESTMENT RETURN

The County Investment Pool's gross rate of return for February 2025 was 4.63% This was 0.41 percentage points higher than the 90-day T-Bill average rate of 4.22%.

A/P Vendor Payments > \$20,000

FEBRUARY 2025

Fund	Vendor	Amount	Description
Personnel			
001	Premera Blue Cross Total	\$ 828,837	Medical premiums
001	Public Employ Retire Sys(PERS)-EFT ONLY Total	\$ 769,895	PERS
001	Empowerment Retirement-EFT Total	\$ 223,157	457 retirement plan
001	Kaiser Foundation Health Plan Total	\$ 130,336	Medical premiums
001	Delta Dental of WA - Washington Dental Total	\$ 63,299	Dental premiums
001	ConnectYourCare, LLC Total	\$ 59,791	Health care flexible spending account plans
001	WSCCCE, AFSCME, AFL-CIO Total	\$ 38,794	Union dues
001	Standard Insurance Company Total	\$ 38,096	Life and AD&D insurance premiums
001	DayForce US, Inc. Total	\$ 37,436	Payroll HCM billing
Buildings			
001	MacDonald-Miller Facility Solutions Total	\$ 616,778	HVAC maintenance/repairs/upgrades
001	Northwest Landscape Services Total	\$ 417,201	Landscape maintenance/repairs - various branches
001	T&B Products dba C4 Products LLC Total	\$ 111,974	Automatic door parts/maintenance/replacement - various branches
001	CCS Washington Janitorial Inc. Total	\$ 99,741	Monthly janitorial/day porter/hazmat
001	Larsons Glass Co. Inc. Total	\$ 74,368	Furnish/install new doors/repairs - various branches
001	Jimmy's Roofing - Seattle Total	\$ 56,005	Roof Replacement - North Bend, maintenance - various branches
001	Prime Electric LLC Total	\$ 52,453	Electrical installation/repairs/services
001	Southcenter Owner LLC (LEASE) Total	\$ 51,989	Building lease
001	Lake Hills Investments-LK HILLS LEASE Total	\$ 50,530	Building lease
001	Reef Preston LLC/Integrated Real Est Svc Total	\$ 45,410	Building lease
001	Day & Nite Plumbing & Heating Inc. Total	\$ 33,654	Plumbing repairs/service calls
001	N2 Squared LLC Total	\$ 29,547	Repairs/maintenance - various branches
001	E & L Flooring Services LLC Total	\$ 27,355	Flooring/upholstery repair/maintenance - various branches
001	Supply Source Inc - SAMS Total	\$ 23,603	Janitorial supplies
Collections			
001	OverDrive, Inc. Total	\$ 826,196	Downloadable books, audio, video, and music
001	Ingram Library Services Total	\$ 160,842	Print materials including Choice Reads and physical processing
001	Baker & Taylor, Inc. Total	\$ 121,957	Print materials, Lucky Day collection, audiobooks and physical processing
001	Cengage-Gale Learning Inc., Total	\$ 93,349	Electronic database subscription
001	Midwest Tape Total	\$ 57,587	Audiobooks, music CDs, DVDs, physical processing and the digital subscription to Hoopla for comics, movies &TV and music
001	Mackin Educational Resources Total	\$ 46,145	Children's books, pre-binding children's books and physical processing
001	Encyclopaedia Britannica, Inc. Total	\$ 36,300	Electronic database subscription
001	NewsBank Total	\$ 26,286	Electronic database subscription
001	Scholastic Library Publishing Total	\$ 25,977	Electronic database subscription
Other			
001	Lyngsoe Systems Inc. Total	\$ 250,930	Automated materials handling system service, parts & maintenance
001	Apex Facility Resources Inc. Total	\$ 181,103	Furnishings - various branches
001	Monday.com Ltd Total	\$ 127,066	Project management software subscription
001	COPACINO + FUJIKADO LLC Total	\$ 95,311	Professional services - marketing
001	U.S. Bank VISA Total	\$ 90,137	VISA charges (supplies/training/advertising/subscriptions)
001	King County Finance (TELECOMM/I-NET) Total	\$ 78,189	I-Net billing KC wide area network
001	Peer Washington Total	\$ 73,354	Professional services for Peers in Libraries grant
001	Homeland Patrol Division Security LLC Total	\$ 49,822	Security service - various branches
001	Ricoh USA Inc. Total	\$ 47,007	Copier leases
001	Enerspect Medical Solutions LLC Total	\$ 46,041	Defibrillators and cases
001	Suburban Propane Total	\$ 36,902	Building supplies - Preston
001	Amazon.com Total	\$ 35,451	Operating supplies
001	ERP-One Consulting Inc. Total	\$ 27,464	JDE Consultant fees and software subscription
001	Ednetics Inc. Total	\$ 26,037	SALTO access control materials & service - various branches
001	Esker Inc. Total	\$ 25,942	P2P Invoice automation software
001	Oracle America Inc. Total	\$ 24,170	JDE software license/support/maintenance
001	Integrity Auto Repair Inc. Total	\$ 23,384	Vehicles maintenance and repairs
001	Jackson Manufacturers CO., Inc Total	\$ 22,843	Book returns and carts

001	General Fund
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GENERAL FUND REVENUES

February

	2025				2024			
Revenues Received:	Budget 2025	February Received	YTD Received	% Budget Received	% Budget Received	Unaudited 2024	YTD Received	% Growth Over 2024 YTD
Property Tax, Current Year	\$ 140,952,257	\$ 1,941,943	\$ 1,942,319	1.4%	1.5%	\$ 135,676,067	\$ 2,013,941	(3.6%)
Property Tax, Prior Years	1,678,060	148,929	426,280	25.4%	35.8%	1,540,171	613,806	(30.6%)
Other Taxes	363,899	104,577	104,577	28.7%	35.1%	363,821	107,992	(3.2%)
Timber & State Shared Revenues	96,681	2,950	2,965	3.1%	0.6%	109,188	680	335.9%
Contracts	565,383	-	-	0.0%	0.0%	654,102	-	N/A
Printing/Photocopies	379,757	30,952	65,264	17.2%	24.8%	373,333	59,684	9.3%
Damaged Materials/ Fines & Fees	37,709	3,070	6,291	16.7%	6.0%	37,353	7,243	(13.1%)
Lost Materials	57,453	4,380	9,643	16.8%	10.2%	57,930	11,495	(16.1%)
Investment Interest	3,600,000	503,126	503,126	14.0%	23.0%	6,001,183	460,503	9.3%
Grants	-	-	-	N/A	0.0%	12,838	-	N/A
KCLS Foundation	1,641,854	8,850	14,084	0.9%	3.2%	1,502,401	46,627	(69.8%)
E-Rate	1,000,000	-	-	0.0%	0.0%	1,104,743	-	N/A
Unrealized Gain/(Loss) on Investments	-	-	-	N/A	N/A	573,448	-	N/A
Miscellaneous Revenues/Other Financing Sources	262,007	5,537	7,859	3.0%	N/A	1,528,782	7,255	8.3%
TOTALS	\$150,635,060	\$2,754,314	\$3,082,408	2.0%	2.3%	\$149,535,362	\$3,329,226	(7.4%)

Credit Card Payments	February Received	% of Month's Payments	YTD Received	% of YTD Payments	% of YTD Payments	Unaudited 2024	YTD Received	% Growth Over 2024 YTD
Damaged Materials/ Fines & Fees	673	21.9%	1,603	25.5%	22.1%	7,759	1,600	0.2%
Lost Materials	1,662	37.9%	4,060	42.1%	39.9%	24,341	4,584	(11.4%)
TOTALS	\$2,335	31.3%	\$5,663	35.5%	33.0%	\$32,099	\$6,184	(8.4%)

GENERAL FUND EXPENDITURES

February

2025

2024

DESCRIPTION	BUDGET 2025	February EXPENDED	YTD EXPENDED	% Budget EXPENDED	% Budget EXPENDED	Unaudited 2024 EXPENDED	YTD EXPENDED	% Growth Over 2024 YTD
Salaries	\$ 71,822,373	\$ 5,147,189	\$ 10,819,297	15.1%	15.2%	\$ 62,764,738	\$ 10,194,975	6.1%
Benefits	27,765,268	1,802,870	4,089,581	14.7%	16.8%	21,859,992	4,230,304	(3.3%)
SUB-TOTALS	\$ 99,587,641	\$ 6,950,059	\$14,908,877	15.0%	15.6%	\$84,624,730	\$14,425,279	3.4%
Supplies	2,881,645	236,942	581,981	20.2%	24.2%	3,317,458	718,749	(19.0%)
Staff Development	1,307,650	45,514	95,167	7.3%	5.9%	748,578	67,226	41.6%
Prof. Services	5,448,484	261,037	935,648	17.2%	13.8%	4,898,910	729,886	28.2%
Communications	1,507,233	116,622	141,867	9.4%	11.5%	1,093,400	121,091	17.2%
Travel	152,802	3,150	4,250	2.8%	15.2%	127,459	27,925	(84.8%)
Advertising	656,625	100,780	116,987	17.8%	1.9%	322,247	9,648	1112.6%
Operating Leases	3,406,598	251,264	709,924	20.8%	22.1%	3,114,537	701,535	1.2%
Insurance	1,200,882	14,911	360,018	30.0%	29.8%	1,052,563	340,102	5.9%
Utilities	2,529,480	64,251	276,606	10.9%	4.0%	2,559,058	97,492	183.7%
Repairs & Maintenance	15,709,539	1,338,222	3,323,754	21.2%	20.5%	15,401,814	2,834,783	17.2%
Reserve	1,200,000	-	-	N/A	N/A	-	-	N/A
Miscellaneous	413,010	25,807	58,760	14.2%	23.7%	610,977	88,506	(33.6%)
Intergovernmental	168,400	27,324	29,967	17.8%	7.1%	170,876	7,317	309.5%
Library Material	15,881,740	1,510,673	3,200,856	20.2%	18.5%	17,221,055	2,845,036	12.5%
SUB-TOTALS	\$ 52,464,088	\$ 3,996,495	\$ 9,835,784	18.7%	17.6%	\$ 50,638,933	\$ 8,589,296	14.5%
Facilities - CIP	\$ 7,957,000	\$ 488,143	\$ 554,737	7.0%	0.3%	\$ 10,085,359	\$ 23,856	2225.3%
ITS - CIP	4,576,801	67,943	256,913	5.6%	26.6%	3,780,445	\$ 983,290	(73.9%)
SUB-TOTALS	\$ 12,533,801	\$ 556,086	\$ 811,651	6.5%	8.8%	\$ 13,865,804	\$ 1,007,147	(19.4%)
TOTALS	\$ 164,585,530	\$ 11,502,640	\$ 25,556,312	15.5%	15.7%	\$ 149,129,467	\$24,021,722	6.4%



King County Library System

Director's Report – March 2025

Public Services

Operations

The Riverview, Olympic and Soundview regions will be drafting, implementing and assessing a prototype patron-behavior framework for patrons 17 and under that incorporates restorative justice concepts. The prototype will result in an adaptable behavior tool that focuses on the centering of equitable access to the library for our young patrons, and empowers staff to utilize creative approaches to reengagement. Over the next nine months, the three regional leadership teams will work collaboratively with public service staff from the Librarian, Operations Manager, Public Services Assistant, and Library Technical Assistant classifications to create this prototype.

Library Outreach, Programs and Services

The bomb cyclone in November 2025 caused the loss of three mobile services vehicles. Before selecting replacement vehicles, some members of the public services leadership team will be conducting a thorough review of the Mobile Services Department and creating a comprehensive plan that defines current services and explores future service needs for patrons who can't come to a physical library location. The plan will provide a pathway to meeting needs with fewer resources and will include measurable outcomes for success. Outreach Services Coordinator Christine Anderson will present an overview of the mobile services department, the upcoming review, and how their services were impacted by November's storm at the March Board meeting.

Administrative Services

Human Resources

In 2024, during the regular annual Automated External Defibrillator (AED) supply audit, the Human Resources Safety team discovered that many AED machines, while functioning properly, had expired warranties. To uphold KCLS' commitment to ensuring staff and patrons have access to these life-saving devices, HR Safety Team launched a project to replace 34 AED machines at community libraries, as well as installing a new AED machine at the Service Center on the 3rd floor.

This initiative created an opportunity to standardize all AED machines across the KCLS System, ensuring consistency in make and model for easier and more reliable use. The project was successfully completed in February 2025, one month ahead of schedule, thanks to the focused efforts of HR Safety and the Facilities teams.



King County Library System

Director's Report – March 2025

Government Relations

Chase Gallagher and John Sheller represented KCLS at the Urban Libraries Council **Voices for Libraries** event in Washington D.C., presenting information and data about our services to congressional staff with jurisdiction in our service area. I serve on the ULC Board, and we take a bipartisan approach to reminding our elected officials of the value of library services to our shared constituents.

KCLS actively monitors and analyzes federal and state actions of potential impact to library services, patrons, and staff.



[Library advocates met with Congresswoman Kim Schrier March 7](#)

KCLS Foundation

The KCLS Foundation's annual Literary Lions Gala was held on Saturday, March 15 at the Bellevue Library. After over a decade of having the event at a Bellevue hotel, the return to the Bellevue Library was a welcome change for attendees, who were able to tour the library and visit location highlights like the Makerspace, the Memory Lab and the recently installed Emerging Radiance art exhibit.

The event was a team effort and involved many Service Center departments and community library staff. The ITS team mobilized to break down patron computer workstations on the 2nd floor of the library prior to the event, and set them all back up again afterwards. Facilities staff worked with Foundation staff and Bellevue library management to make sure the physical space was ready. Graphics staff created wayfinding and all other signage for the event.

The inspiring event highlighted 22 authors and six KCLS program exhibits, and raised \$317K.



King County Library System

Director's Report – March 2025



Members of the KCLS Leadership Team

Patron Feedback

RAVE in The Seattle Times:

"RAVE to an employee at the Bothell Library. When I mentioned a book I ordered many months ago was in transit for a lengthy time, she looked it up and found the book had just disappeared. She phoned me at home to let me know she had ordered the book through interlibrary loan. What a great service!"

From Ask KCLS

"I absolutely LOVE your "Curiosity Isn't Quiet" advertising slogan – it should win awards. It is brave and hopeful, and a reminder that the good life springs from the life of the mind."

Library Closures

Valley View Library: March 21-31 for building repairs

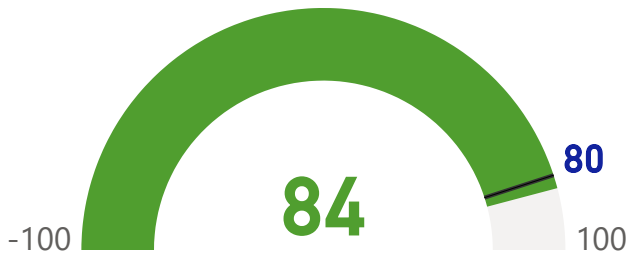


King County Library System

Dashboard - February 2025

Key Performance Indicators (KPIs)

3-Month Rolling Net Promoter Score



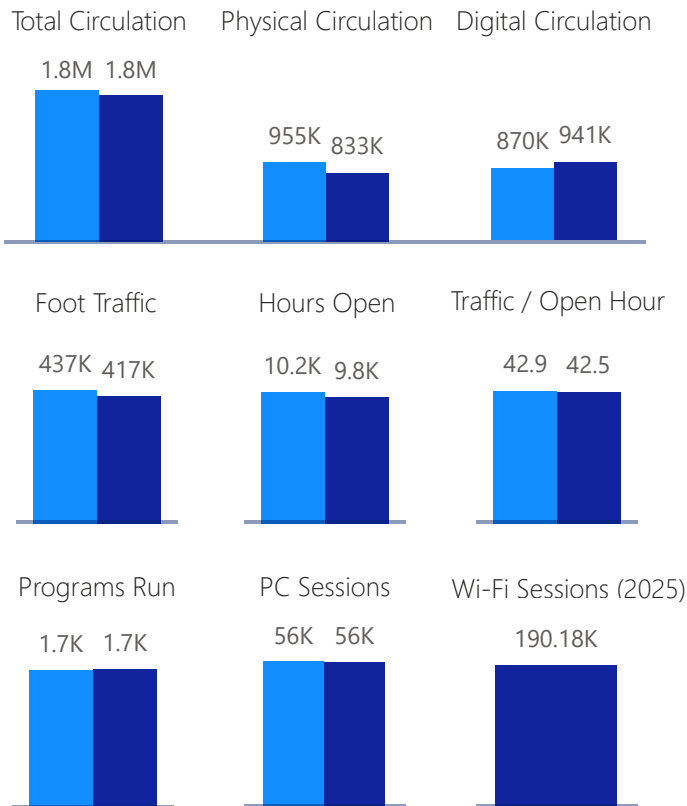
Learned something new



Felt sense of connection



February Totals - 2024 vs 2025



Active Households & Cardholders

Active Households are any household that has a patron who has used their library card in a specific timeframe. A household may have multiple patrons residing at one address; if any one of those patrons uses their library card, then the entire household is active. This accommodates common usage situations, *i.e.*, several children who all hold their own library card but their parent is the one who manages holds and checks out books.

Active Cardholders are any individual patron who has used their library card in a specific timeframe. We report users active in the last year as well as the last two years.

252K

1-Year Active Households

44%

Household Market Pen

386K

1-Year Active Cardholders

446K

2-Year Active Cardholders

Top: Three Key Performance Indicators (KPIs) and 2024 targets. Net Promoter Score measures patron satisfaction. The other KPIs measure the increase in knowledge and feeling of connection among program participants.

Above left: Year-over-year comparison of operational metrics that are standard for public libraries. Wi-fi statistics are unavailable for 2024.

Above right: Active households and cardholders, measuring how many people in the KCLS service area are active users.