

# ANNUAL REPORT 2019





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50 libraries

1.41 million  
population

36 cities

2,049 square  
mile service area

18 school districts

1,218 staff



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## INTRODUCTION

The King County Library System's Annual Report shares with the public our major milestones and accomplishments, and 2019 was a banner year in many ways.

The Library System won awards for its buildings, earned another national Five-Star rating for overall excellence—the highest possible—and became second in the nation (third in the world) for circulation of digital materials. The year also marked the conclusion of KCLS' 15-year, \$172 million Capital Bond Program, made possible by King County voters, which established KCLS as one of the most impressive and respected in North America.

In 2019, we also advanced key Strategic Initiatives to improve service county-wide, and our patrons gave us the top rating of "excellent" in an independent Patron Satisfaction Survey. KCLS also advocated for patrons and access to information by leading a nation-wide boycott of Macmillan Publishers when it changed its policies to restrict patron access to eBooks.

We are very grateful for the public's trust and support, and hope you, our patrons, enjoy reviewing and reflecting on the highlights of KCLS' 2019 Annual Report.

*Lisa G. Rosenblum*

Lisa G. Rosenblum, Executive Director

# STRATEGIC INITIATIVE HIGHLIGHTS

A five-year Strategic Framework, created with broad public input, guides and aligns KCLS' work. The Framework encompasses KCLS' mission, vision, values and strategic goals and initiatives. The seven Strategic Initiatives addressed in 2019 were: **Removing Barriers to Access, ideaX Makerspace, Economic Empowerment, Capital Investment Program, Green Initiative, Region Reorganization and Payroll Analysis.**

## 1 REMOVING BARRIERS TO ACCESS

**Student eCards** (electronic library cards) provide equitable access to KCLS' online resources. They are available to students and teachers in 18 school districts served by KCLS, as well as through partnerships with Tukwila and Highline School Districts and local colleges.

**404,987** public student (K-12) accounts

**28,586** college student accounts

**46,924** teacher accounts

**157,721** database uses by student eCards  
Opposing Viewpoints, Biography in Context,  
Science Online and Britannica Online were  
the most popular databases

**15,189** eBook uses by student eCards

**Changes to collection policies** welcomed back patrons who had been blocked and unable to check out materials. Raising the block limit from \$10 to \$25 unblocked 90,996 patrons. Checkout limits also were raised from two to five items for 6,800 patrons with limited checkout status, granting them greater access.



Mobile Services made changes to **Library2Go!** to achieve greater equity county-wide, helping low-income patrons. ABC Express and Library2Go! merged into Library2Go!, the bookmobile service that visits children, caregivers and families each month. Scheduling, parking and restructured driver responsibilities make the service more efficient.

**1,413** visits

**44,557** children served







## 2 iDEAX MAKERSPACE

KCLS supports STEAM (Science, Technology, Engineering, Art/Design and Math) learning as a way to prepare patrons for future educational and economic opportunities.

An **ideaX Makerspace** opened at the Bellevue Library in 2018, offering residents the chance to try out virtual reality, 3D printing, programmable sewing machines and other activities. A second ideaX Makerspace will open at the Federal Way Library in April, 2020. Other STEAM programs are offered year-around at KCLS libraries.

**434** programs at Bellevue ideaX Makerspace,  
**234** others across the System

**14,292** people attended with  
**8,887** at Bellevue Library

From post-program surveys:

**94%** reported an increased knowledge of  
the topic attended

**93%** reported an increased confidence in  
learning new skills

### **3 ECONOMIC EMPOWERMENT**

KCLS broadens opportunities for low-income and diverse populations with programs that provide business and networking skills needed to navigate today's economy.

The **Economic Empowerment Initiative**, funded by an \$81,000 Workforce Development grant to the KCLS Foundation, offers classes ranging from entrepreneurship, small business certification and teen economic empowerment to Artificial Intelligence. KCLS partners included such organizations as Entrepreneurship and Small Business (ESB), Business Impact NW and Seattle-King County WorkSource.

**500+** people served, majority female and non-white

**39** sessions

Startup 425 participants reported plans to create up to **650** new full time jobs in the next year and anticipate approximately **\$77 million** in revenue





A new **Welcoming Center at Kent Library** offers assistance and support to immigrants, refugees and others as they transition to new lives. The Center features Welcoming Ambassadors who affirm the library as a safe and inclusive place. Support includes legal and job-search assistance, English-language skills, entrepreneur and small business support and how to obtain a driver's license. Children's Story Times and a monthly Family Social Time build connections.

**459** people served

**64%** identified as a new arrival to the country

**Mobile Services** expanded its outreach to encampments and shelters for those experiencing homelessness. KCLS provides internet service, Wi-Fi, computer access, books and other materials. Mobile Services also partners with social-service organizations to connect patrons with local resources.

**545** people served

**40** visits



## 4 CAPITAL INVESTMENT PROGRAM

KCLS completed the 15-year, \$172 million **Capital Bond Measure** approved by voters in 2004. The bond produced 17 new (rebuilt) libraries, 11 expanded libraries, 15 renovated libraries, a parking-lot expansion and a three-level garage. The renovated Boulevard Park Library opened and the new Kent Panther Lake Library became KCLS' 50th library.

Upon completion of bond projects, KCLS began a new maintenance phase—the **Capital Investment Program (CIP)**—a five-year plan to cover major repairs of capital assets to protect taxpayers' investment in libraries. Projects completed include carpeting, HVAC replacements, interior and exterior building repairs, roof replacements and repairs, and a vehicle replacement.

**30** projects completed

**\$4.1** million invested



## 5 GREEN INITIATIVE

KCLS followed green and sustainable practices for its new and remodeled libraries under the bond measure; the **Green Initiative** continues sound environmental practices.

The Initiative includes an organization-wide reduction of paper, plastics and associated costs. KCLS made updates to equipment and procedures that give patrons more options when using library services, while increasing efficiency and decreasing resource use. New automated cash registers and printing kiosks installed at libraries make printing, payment and other transactions more convenient.

**25,000** transactions at new kiosks in the last quarter of 2019

Photocopies: **45%** of transactions, previously cash-only

Printing: **22%** of transactions, previously limited without a pay option

Library account payments: **33%** of transactions, previously cash only in library, or credit card online

**\$30,869** revenue from kiosks

About **60%** credit card transactions, which were not possible previously



## 6 REGION REORGANIZATION

KCLS restructured into nine regions to enhance cooperation, create more balance and provide a more equitable mix of libraries and staffing to better meet varied needs across the county.

## 7 PAYROLL ANALYSIS

KCLS analyzed its current payroll system to secure a long-term, stable and accurate payroll system to be implemented in 2020.



## OTHER NOTABLE ACCOMPLISHMENTS



### **KCLS staff are trustworthy sources of information and educational support.**

Librarians answer questions, provide valuable resources and help patrons find whatever they seek. Knowledgeable staff connect residents with the books, materials and programs they want or need for enjoyment, school, research, career or other life goals.

**593,060** reference questions answered by staff in libraries

Ask KCLS questions:

**34,297** phone, **9,526** email, **8,407** live chat

**10,109** Book A Librarian (one-on-one assistance) sessions

## KCLS expands access for kids to help them prepare for the future.

The Library System offers hundreds of literacy and learning programs, activities and resources for children and teens. These include World Story Times in 13 different languages, Study Zone homework help and outreach to incarcerated youth. Summer Reading and Summer Meals, a partnership with local food banks and social-service organizations, helps kids learn, grow and thrive outside the school year.

**57,903** registered for Summer Reading

**62,155** attended programs

**24.6 million minutes** read

**8,243** meals were distributed through Summer Meals at  
**14** sites

**11,425** students were served through Study Zones at  
**39** libraries

**4,171** Story Times, **143,043** attendees

**961** World Language Story Times, **17,684** attendees

**719** Play & Learn programs in English and other languages, **28,417** attendees

**1,309** incarcerated youth served at the Children and Family Justice Center



**Technology access and knowledge for all patrons—digital equity—is critical to succeed in education, and in the current and future economy.**

KCLS prioritizes and increases digital equity across the county in many ways, in libraries and through outreach. KCLS provides computers, Wi-Fi, technology classes, databases and materials like eBooks and downloadable books.

**2 million** computers sessions

**84.8 million** minutes

**5.6 million** Wi-Fi connections

**1.1 million** database uses

**1,729** computer class attendees











**Libraries are places of social engagement and connection, bringing together people of all ages to engage in a broad spectrum of events and programs.**

Patrons may gather to discuss books, genealogy, sports and neighborhood issues. They participate in music, arts and education programs and explore hands-on science, technology and craft activities. Study rooms are continually in demand, and meeting rooms, designed for flexible uses and attendance, are heavily used for interests ranging from Repair Cafés and robotics clubs to community celebrations.

**27,509** programs, **620,509** attendees

**51,039** meeting room bookings,  
**136,000** hours of use

**KCLS mobile services delivers books, materials and technology directly to seniors at retirement communities, assisted living facilities and the homebound to educate and empower seniors.**

An \$11,000 grant from the Snoqualmie Tribe funds a Music, Memory and Virtual Reality for Older Adults Program, which includes visits to independent living, assisted living, memory care facilities and the tribal center.

**4,160** visits

**34,394** people served

**KCLS partners with King County District Court and the City of Redmond to offer Community Court and Resource Center, which aims to address the underlying challenges that may contribute to an ongoing pattern of criminal behavior.**

The Court, based at Redmond Library, handles low-level offenses such as petty theft, shoplifting or trespassing, and connects participants to employment, financial and housing assistance, drug and alcohol treatment and other supportive services.

**2,600** visits to the Resource Center

**90** Court participants, **56** graduates



**KCLS expanded its literacy and learning programs for immigrant communities to enhance service to residents in King County with limited English proficiency.**

Libraries are a valuable resource for those new to the country, offering multilingual books and materials, newspapers from around the globe and programs such as English as a Second Language (ESL) Classes, Talk Time Classes, World Language collections and U.S. Citizenship Classes.

**965** Talk Time Classes, **10,291** attendees

**416** U.S. Citizenship Classes, **3,980** attendees

**468** ESL Classes, **5,653** attendees

**72,888** items in the World Language collection in  
**24** languages

**26,719** issues printed of **35** different world  
language newspapers



**The Library System partners with King County Elections and the League of Women Voters to provide nonpartisan voter-education programs and information.**

King County Elections staff shared information at libraries on voter registration and the new VoteWA system. KCLS offered classes such as "How to Run for Office," as well as databases for election research. Vote Centers at Federal Way and Bellevue Libraries gave residents an easy way to update their voter-registration information, and ballot boxes at 19 libraries make it more convenient for citizens to vote.

**75,803** ballots dropped at a KCLS library  
ballot box

**21.59%** of King County ballots dropped in  
library ballot boxes

**85** new voters registered at Bellevue Library,  
**40** at Federal Way Library





**KCLS libraries are hubs for readers; residents of King County love books and are among the most literate in the country.**

A Patron Satisfaction Survey finds that libraries are heavily used, and that the traditional functions of a library—offering materials in print and digital form—are the highest-rated priorities overall. The 6.7 million digital items circulated makes KCLS second in the country (third world-wide). The vast collection of books, magazines and digital materials—as well as movies, music and art—serves a wide range of patron interests and expectations.

**632,950** library card holders

**9.7 million** visitors

**6.7 million** digital items circulated

**21.2 million** items circulated





# 2019 CIRCULATION BY REGION

LIBRARY	CHECKOUTS	LIBRARY	CHECKOUTS	LIBRARY	CHECKOUTS
FALL CITY	81,335	LAKE FOREST PARK	188,306	FEDERAL WAY	427,338
ISSAQUAH	538,926	RICHMOND BEACH	161,380	FEDERAL WAY 320 <sup>th</sup>	189,187
NORTH BEND	164,619	SHORELINE	657,373	VASHON	233,072
SAMMAMISH	821,282	<b>NORTHWEST REGION TOTAL</b>	<b>1,007,059</b>	<b>SOUTHWEST REGION TOTAL</b>	<b>849,597</b>
SNOQUALMIE	141,185	BOTHELL	934,483	ALGONA-PACIFIC	124,920
<b>EAST REGION TOTAL</b>	<b>1,747,347</b>	KENMORE	265,658	AUBURN	280,895
BOULEVARD PARK	29,650	KINGSGATE	336,349	MUCKLESHOOT	18,907
BURIEN	310,466	KIRKLAND	620,366	<b>SOUTH REGION TOTAL</b>	<b>424,722</b>
GREENBRIDGE	35,697	<b>NORTH REGION TOTAL</b>	<b>2,156,856</b>	<b>ALL LIBRARY REGIONS</b>	<b>14,335,369</b>
TUKWILA	85,101	CARNATION	79,538	MOBILE SERVICES	148,050
VALLEY VIEW	78,900	DUVALL	165,358	YOUTH SERVICE CENTER	14,087
WHITE CENTER	118,841	REDMOND	1,155,385	<b>SPECIAL SERVICES</b>	<b>162,137</b>
<b>WEST REGION TOTAL</b>	<b>658,655</b>	REDMOND RIDGE	92,725	ASK KCLS	10,533
FAIRWOOD	426,164	SKYKOMISH	10,321	DOWNLOADS <small>Includes streaming</small>	6,704,564
RENTON	176,891	WOODINVILLE	404,337	INTERLIBRARY LOAN	14,061
RENTON HIGHLANDS	278,590	<b>NORTHEAST REGION TOTAL</b>	<b>1,907,664</b>	PROFESSIONAL	25,408
SKYWAY	101,709	BELLEVUE	1,039,805	<b>CENTRAL/SPECIAL SERVICES</b>	<b>6,916,703</b>
SOUTHCENTER	66,477	CROSSROADS	369,519	<b>SYSTEM TOTAL</b>	<b>21,252,072</b>
<b>CENTRAL REGION TOTAL</b>	<b>1,049,801</b>	LAKE HILLS	307,545		
DES MOINES	181,740	<b>BELLEVUE REGION TOTAL</b>	<b>1,716,869</b>		
KENT	303,162	MERCER ISLAND	323,311		
KENT PANTHER LAKE	82,156	NEWCASTLE	340,928		
WOODMONT	134,092	NEWPORT WAY	455,780		
<b>SOUTHCENTRAL REGION TOTAL</b>	<b>701,150</b>	<b>NORTHCENTRAL REGION TOTAL</b>	<b>1,120,019</b>		
BLACK DIAMOND	60,158				
COVINGTON	444,343				
ENUMCLAW	147,002				
MAPLE VALLEY	344,127				
<b>SOUTHEAST REGION TOTAL</b>	<b>995,630</b>				

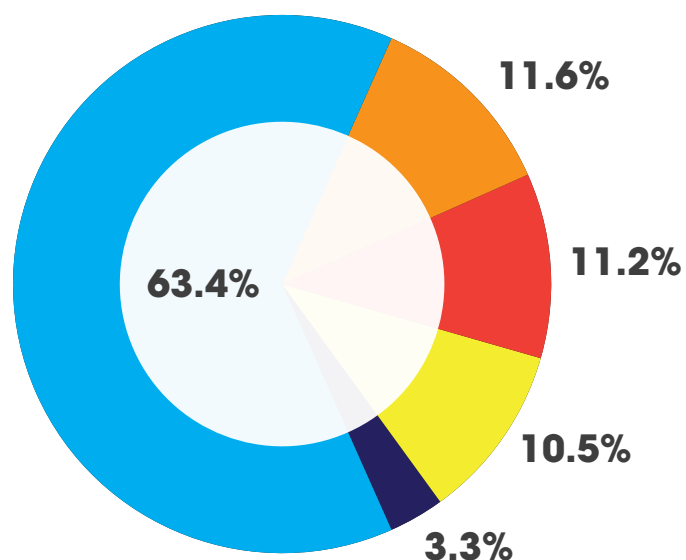
# FINANCIAL REPORT

In 2019, revenue increased 2.5% over the prior year primarily due to growth in housing values and new construction. Prudent financial management held spending to 96% of budget and allowed KCLS to maintain a strong financial position while continuing to invest in the services and resources that have the greatest impact on our communities. KCLS continued to budget expenditures with a long-range financial forecast in mind and an objective to defer the next levy lid lift beyond the original 2018 target date. Each year, the Washington State Auditor conducts both a Financial Statements Audit and Accountability Audit. The Financial Statements Audit examines whether KCLS has properly presented its financial statements with no material mis-statements. The Accountability Audit assesses areas of risk specific to KCLS or topic areas identified for all state agencies. KCLS has received clean audits (“no findings”) every year since 1994.

## EXPENDITURES

**\$124,458,791**

<span style="color: blue;">●</span> Salaries & Benefits	<b>\$78,796,629</b>
<span style="color: orange;">●</span> Building Related	<b>\$14,465,146</b>
<span style="color: red;">●</span> Books & Other Materials	<b>\$13,960,740</b>
<span style="color: yellow;">●</span> Other Operating Expenditures	<b>\$13,105,672</b>
<span style="color: darkblue;">●</span> Facilities - CIP	<b>\$4,130,604</b>

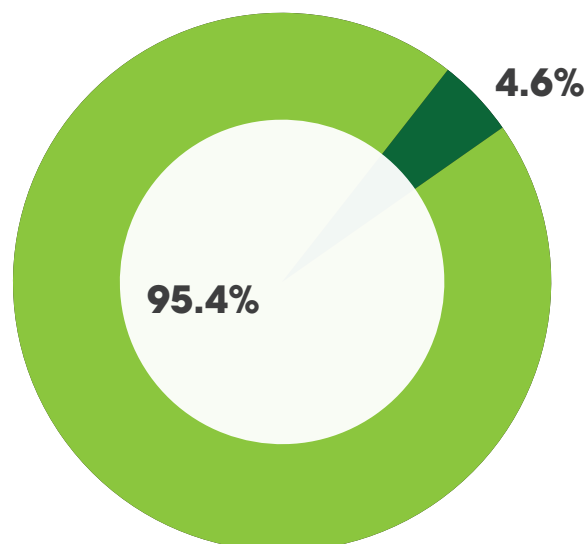


## REVENUES

**\$127,646,768**

<span style="color: lightgreen;">●</span> Local Property Taxes	<b>\$121,872,337</b>
<span style="color: darkgreen;">●</span> All Other Sources	<b>\$5,774,431</b>

Investment Interest	\$1,634,707
Fines & Fees	\$1,205,084
Miscellaneous	\$849,795
KCLS Foundation	\$687,824
Federal (eRate)	\$438,623
Other Taxes	\$466,442
Contracts	\$491,957





## KCLS FOUNDATION

Kristin Barsness, Interim Executive Director, KCLS Foundation

The King County Library System Foundation (KCLSF) adds significant value to taxpayers. KCLS' nonprofit fundraising arm supplements public-funded core services with private donations that support an array of literacy and other educational programs to better serve community needs. The monies raised funded 60% of the Library System's direct program costs, including Summer Reading for All Ages, the Welcoming Center in Kent and the creation of a new ideaX Makerspace at the Federal Way Library. Individual donations make up the majority of funds raised, with the annual Literary Lions Gala as the Foundation's the most visible fundraising event.

The 2019 Gala raised \$467,000 for libraries. In total, KCLSF raised nearly \$1.5 million.

# KCLS GOVERNANCE AND ADMINISTRATION

King County Library System is governed by the seven-member Board of Trustees in accordance with RCW 27.12.192.

Board members are appointed by the King County Executive and confirmed by the King County Council.

Trustees serve for no more than two consecutive five-year terms.

## KCLS BOARD OF TRUSTEES



Lalita Uppala  
Board President



Pamela Grad



Max Harned



Ron Higgs



Robin McClelland



Anne Repass



Angélica Alvarez

## KCLS ADMINISTRATION



Lisa G. Rosenblum  
Executive Director

Cynthia McNabb, Deputy Director, Administrative Services

Christine Schonhart, Deputy Director, Public Services

Julie Acteson, Director, Community Relations and Marketing

Jenny Engstrom, Director, Library Operations

Nicholas Lee, Director, Finance

Tess Mayer, Director, Library Outreach, Programs and Services

Jed Moffitt, Director, Information Technology Services

Danielle Perry, Interim Director, Human Resources

Bruce Schauer, Director, Collection Management Services

Greg Smith, Director, Facilities Management Services





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