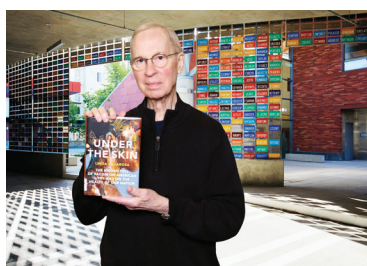


King County Library System 2022 Annual Report



KING
COUNTY
LIBRARY
SYSTEM

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Front Cover: KCLS Staff Picks, Best Books of 2022



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Moving Ahead, Making a Difference

The year 2022 was a time of rebuilding for the King County Library System (KCLS), following challenges posed by the COVID-19 pandemic.

Rebuilding included many significant milestones, summarized in this Annual Report. KCLS launched new initiatives, pursued partnerships and grant funding, and sustained its commitment to excellence and innovation to help individuals and communities thrive.

As public health restrictions eased in early 2022, KCLS opened more buildings and added more hours. By April, patrons enthusiastically returned to in-library programming, including Story Times and Author Talks. KCLS continued to offer virtual or hybrid access to the Board of Trustees meetings, events and our extensive digital collections.

KCLS once again was named a national leader in digital circulation. Patrons checked out nearly 8 million digital titles (7,957,226) through OverDrive, a digital reading platform used by the Library System. KCLS is ranked second in the U.S. and fourth in the world for digital circulation.

Reflecting strong fiscal management and stewardship of taxpayer dollars, KCLS received another clean audit from the State Auditor, as well as the Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award for the second year in a row.

KCLS launched diversity, equity and inclusion (DEI) and intellectual freedom initiatives, expanding access, digital equity and social connections for all ages. The Library System prioritized literacy for everyone and addressed learning loss due to COVID with programs and services supporting students, teachers, parents and caregivers. A new Makerspace opened at the Federal Way Library to enhance STEM (Science, Technology, Engineering and Mathematics) learning, and thousands of students received help with math, reading and homework through Study Zone.



KCLS partnerships delivered assistance to people experiencing homelessness, connected residents to mental-health specialists, and offered job, small business and tax support. Other partnerships ranged from those with Public Health-Seattle & King County and affiliates to provide COVID-19 vaccine clinics and rapid test kits at libraries, to reducing KCLS' environmental footprint through Puget Sound Energy's renewable energy program.

In 2022, the Library System dedicated itself to make a difference in people's lives—providing opportunities and resources to positively impact the residents of King County.

Please enjoy reading about the highlights of a busy and meaningful year.

Lisa Rosenblum

KCLS Executive Director

People Count

18,349,410 total items checked out

10,392,184 physical checkouts

7,957,226 digital checkouts

KCLS was the second-highest digital circulating library in the U.S. and fourth in the world.

563,876 registered borrowers

482,050 full-service cards or eCards

81,826 student and teacher eCards

1,628,820 Wi-Fi connections

490,557 public computer logins

3,394 in-person programs

65,436 attendees

3,602 online programs

89,963 attendees

45,735 attended Story Times
for babies, toddlers and families,
online and in-person

Story Times online were held in English,
Chinese, Spanish, Vietnamese and Hindi.

45,246 virtual information services offered
through Ask KCLS and Bellevue Library

1,979 patron contacts and **1,542**
referrals to library, shelter, medical
and other community resources
through Peers in Libraries

95,112 patrons served by Mobile Services
4,116 visits for all services

23,915 teens ages 13-17
attended **1,825** programs

81 programs and **380** attendees at the
Children & Family Justice Center

Moving Beyond the Pandemic

By the end of February, the Library System was able to expand in-library hours, increasing open hours by 18% system-wide. This helped to ensure patrons access to a local library seven days a week in each region.



KCLS provided 35 COVID-19 vaccine clinics at 7 libraries with Public Health-Seattle & King County and affiliates, and provided rapid test kits at libraries. Governor Inslee attended a vaccine clinic held at Tukwila Library.

Acknowledging the pandemic's economic impact on many residents, KCLS cleared late fines for patrons with a one-time waiver called A Fresh Start for All. The initiative unblocked accounts, enabling patrons to once more access KCLS materials. KCLS returned to pre-pandemic circulation practices in September.

Sometimes
**ALL WE
NEED
IS A**
*fresh
Start*

Implementing Strategic Initiatives

KCLS' **Strategic Framework** was updated to guide the Library System's work for the next five years. It reflects KCLS' commitment to public service and accountability, and a deep intention to enhance lives, forge connections and strengthen communities.

Building Communities of Inclusion and Belonging

DIVERSITY, EQUITY AND INCLUSION

KCLS' new DEI department completed a comprehensive **DEI Assessment Project**. A staff team engaged in hundreds of hours of community and KCLS staff interviews and listening sessions, as well as securing in-depth demographic and community data from Seattle-based Berk Consulting. The assessment included languages, accessibility, educational and demographic data for KCLS' service area, and made recommendations for actions to implement over the next five years.

KCLS added a **Welcoming Center** at Tukwila, joining Kent and Bellevue Libraries as places where immigrants, refugees and new arrivals are greeted by trained ambassadors, who connect them with services and assistance in English, Spanish, Arabic, Somali and other languages. Welcoming Centers helped coordinate events to celebrate World Refugee Day and to help resettle Afghan, Ukrainian and other refugees.



Multicultural programming celebrated Día (Children's Day/Book Day), Pride Month and Juneteenth. KCLS also hosted the filming of a public access TV show, *Look, Listen and Learn* for BIPOC children and caregivers. A partnership with La Patrona Radio featured a monthly *Bibliovoz* show and podcast promoting KCLS news, resources, services and events for Spanish-speaking patrons.

REDUCING BARRIERS

Mobile Services as well as Social and Health Services worked with 45 community organizations to deliver or extend access to 500 laptop, Wi-Fi hotspots or laptop hotspot kits to eligible people across KCLS' service area, including visits to shelters, food banks, senior housing, youth services and other sites. Funding came from a variety of grants, including one from the federal Emergency Connectivity Fund (ECF). The ECF is part of a \$7.17 billion program funded by the American Rescue Plan Act of 2021 (ARPA) to support remote learning.

Digital Navigators provide free, one-on-one mentoring to improve digital literacy. KCLS also completed a major technology upgrade to the largest meeting room at the Service Center to enable in-person/remote participation at public Board of Trustees meetings.

LanguageLine InSight, an iPad app dedicated to video and audio interpretive service, facilitates conversations between staff and patrons with limited English skills, offering translation in 35 languages, including American Sign Language. The service, funded by the ARPA grant, is available through Mobile Services and at some libraries.



KCLS installed updated lockers at Bothell and Covington Libraries, and added new lockers at Kirkland, Woodinville, Tukwila and Federal Way 320th Libraries. The lockers allow patrons to pick up holds 24/7.

SOCIAL AND HEALTH SERVICES

Mobile Services delivered library materials to residents in assisted living communities, adult family homes, homeless communities, women's shelters, childcares and other locations.

95,112 patrons served through 4,116 outreach visits

One example is Fusion House, which provides temporary housing for unhoused families, including many recent immigrants. The visits included books for children in their spoken language, library resources, signing up residents for library cards and providing computers.

KCLS expanded support to active and former military Veterans and their families, including mental health, caregiver resources and special events.

KCLS became the first system in Washington State, and one of the few nationwide, to offer the Peers in Libraries program. It offers trained Peer Service Specialists who identify and offer help to those struggling with mental health, psychological trauma, substance abuse or criminal justice involvement.



Peers engaged with 1,979 patrons, referring 1,542 people to library, shelter, medical and other community resources.

INNOVATIVE RESPONSES TO COMMUNITY NEEDS

More than 35% of KCLS cardholders are age 50 and older, including grandparents and caregivers who visit libraries with their families.

Nearly **1,200** people attended **36** online Gentle Tech Help classes to learn digital proficiency.

An online Pioneers in Aging series inspired **1,215** people, who heard expert speakers discuss healthy aging.

Almost **3,400** registered for SilverKite Community Arts programming, which offered online and in-person crafts, writing and various creative courses year-around.

Library cardholders of all ages took advantage of Check Out Washington, which provides a free 14-day State Parks Discovery Pass and Adventure Kit to encourage exploration of parks and nature. The program is a partnership with Washington State Parks, the Washington State Library, Washington State Parks Foundation, and the Washington departments of Natural Resources (DNR) and Fish and Wildlife (WDFW), with funding from the state and the Washington State Employees Credit Union (WSECU).

During a July 25-30 heat wave, 11 libraries remained open for an additional 56 hours beyond normal to serve as cooling centers. During those extra hours, 1,168 people sought relief from the high temperatures.

Responsive and Inspirational Service

EDUCATION AND STEM LEARNING FOR ALL AGES

KCLS opened a second Makerspace at the Federal Way Library in September, enhancing STEM learning for patrons at both the south and north (Bellevue Library) areas of the county. Hands-on activities include 3D printing, laser cutting machines, sewing and electronics. The Federal Way Library Makerspace ribbon-cutting drew 500 children, families and community leaders.



1,794 attendees at **143** online and in-person programs
at Federal Way Library Makerspace

Bellevue Library Makerspace held **88** programs, drawing **1,654** patrons

Homework help was available all year through **Study Zone Plus**. In addition to Tutoring, Study Zone included Reading Buddies, which pairs volunteers with children learning to read; Math Club and Talk Time for Kids & Teens.

305 adult and teen volunteer mentors

10,229 hours of tutoring | **7,110** in-person and online student visits

936 visits to Tutors

2,928 visits to Reading Buddies

2,370 visits to Math Club

876 visits to Talk Time for Kids & Teens

Summer Reading for All Ages is the annual reading challenge, running June 1 through August 31.

20,000 patrons hit the half-way reading mark of **500** minutes

15,000 achieved the finisher goal of **1,000** minutes

30,000 patrons of all ages attended **1,700** programs,
half attending in-person and half online

18,755 books distributed in **543** visits to **185** partner sites

These sites serve high-priority youth, including the Burien Community Center, Centro Rendo–St. Vincent de Paul and Polaris Apartments, a Kent School District meal site.

3,000 STEM activity kits were distributed

ECONOMIC EMPOWERMENT

As economic hardships due to the pandemic continued for many residents, KCLS offered services to increase resiliency and provide opportunities for personal and professional development. These included the **Invest in Yourself** program and webpage to help residents pursue their career dreams, find a job or start their own business.

Patrons could also **Find Financial Assistance** for housing, tuition, rent and other basic needs, and receive business mentoring from expert volunteers.

Your Next Job provides free one-on-one help, answering job and unemployment questions online or by phone in 11 different languages.



Veterans can find employment, small business, entrepreneurial and other support through library resources.

KCLS also offered online courses for patrons seeking technology certifications.

Organizational Excellence

Organizational performance was enhanced through a number of initiatives, including a new five-year strategic plan that continues to focus on public service across all departments, aligning with KCLS' Mission, Vision and Values.

Collection Management Services (CMS) undertook changes to improve workflow and patron service, including reorganizing staffing to enhance collaboration and communication.



The Materials Delivery Services Department merged with CMS to consolidate and align all print and non-print services. CMS implemented an Automated Shipping Notification (ASN) Receiving System to help automate KCLS' receiving process for more streamlined delivery of materials.

CMS also formed a Collection Advisory Team, composed of CMS members and library staff, for system-wide coordination of collection recommendations, decisions and standards, including World Languages. As Intellectual Freedom grew as a nation-wide issue, KCLS launched an Intellectual Freedom Committee, charged with oversight of training, policies, documentation, education and communication regarding relevant topics.

Information Technology Services (ITS) upgraded networks and improved staff and patron equipment. ITS also assessed technology security risks and began to implement solutions, including Multi-Factor Authentication (MFA) and data-protection solutions.



Human Resources contracted with Mercer Health & Benefits LLC to conduct an audit of KCLS' health care plans. The Dependent Eligibility Verification (DEV) audit includes eligibility information and ensures compliance with legal, fiduciary and fiscal responsibilities, as well as better predicting future health care obligations.

Innovating for Success

GREEN INITIATIVE

Through ongoing Green Initiatives and new partnerships, the Library System has implemented ways to reduce its carbon footprint and do its part to address climate change. KCLS' **Capital Investment Program (CIP)** includes Facilities projects aimed at moving KCLS closer to compliance with Washington State's Climate Commitment Act and the Strategic Climate Action Plan.



KCLS enrolled in two of Puget Sound Energy's (PSE) renewable energy programs, (Green Power and Carbon Balance), creating a partnership that allows libraries to be powered with electricity generated by 100% renewable energy and match natural gas usage with carbon offsets. The PSE partnership reduces our carbon footprint, helping to remove from the environment an estimated 19.2 million pounds of carbon dioxide (CO₂) per year.

GRANTS

KCLS hired a full-time professional grants administrator to proactively apply for funding opportunities to meet community needs and stretch tax dollars to serve more people in critical areas.

Staff also applied for KCLS Foundation grants. These efforts produced an increase of 563% or \$1.4M over 2021.

A \$364,480 American Rescue Plan Act (ARPA) funded two new lockers for patrons to pick up library materials 24/7; LanguageLine expansion to further serve diverse communities; upgraded library study rooms with videoconferencing equipment to support online meetings, and technology upgrades to the KCLS Service Center's main meeting room, allowing patrons to attend in-person or remotely.

A federal Emergency Connectivity Fund grant provided remote-learning funds to purchase 200 laptops and 200 hotspots, including broadband service. Information Technology Services (ITS) and Library Outreach, Programs and Services staff worked to procure, configure and deliver the devices.

Other grants included \$100,000 from the Bill & Melinda Gates Foundation, and two Humanities Washington grants, totaling \$20,000, to support Prime Time Family Reading programs at Covington and Kent Libraries. The program partners with a local elementary school to model reading and discussion techniques that families can replicate at home, creating environments that promote lifelong learning.

KCLS Foundation

Through private donations, KCLSF provides funding that enhances the Library System and extends its reach to more patrons spanning all ages. It focuses on five areas: literacy and learning; services to those experiencing homelessness; diversity, equity and inclusion (DEI); economic empowerment; and access and innovation. The Foundation provided over \$1.7 million in grants to KCLS in 2022.



In addition to its annual support of Summer Reading, the Foundation funded the early literacy program Raising a Reader and a second Makerspace at Federal Way Library. KCLSF previously funded the first Makerspace at Bellevue Library.

Through Foundation funding, KCLS became the first library in the state and one of the few nationally to offer mental health services through Peers in Libraries. KCLS introduced a Foundation-funded program enabling **Teen Advisory Boards** to launch community-based projects or programs. KCLSF also supported programs aimed at engaging older adults, including arts, technology, health and estate planning.

The Foundation funded the **Welcoming Center** at the Kent Library, which provides tutoring, citizenship preparation, internet access, and other resources for immigrants, refugees and new arrivals. Afghan refugees were among those helped through a partnership with KCLS and the International Rescue Committee. KCLS also worked with the Afghan American Community of WA (AACW) to deliver school supplies, winter clothing and study guides for taking a driver's test.

A major highlight was the Foundation's 28th Annual Literary Lions Gala, which raised \$558,935. The Gala included keynote speaker Rainn Wilson and successful Author Salons—special dining, sports and other events hosted by popular writers including David Guterson, Larry Stone, Art Thiel, Renee Erickson, Tan Vinh, Jonathan Evison, Willy Vlautin, Debra Prinzing, Kristin Hannah, Megan Chance and Christof Koch.



The King County Library System is deeply grateful for the generosity of donors and the continued support of the KCLS Foundation.

Finance and Facilities

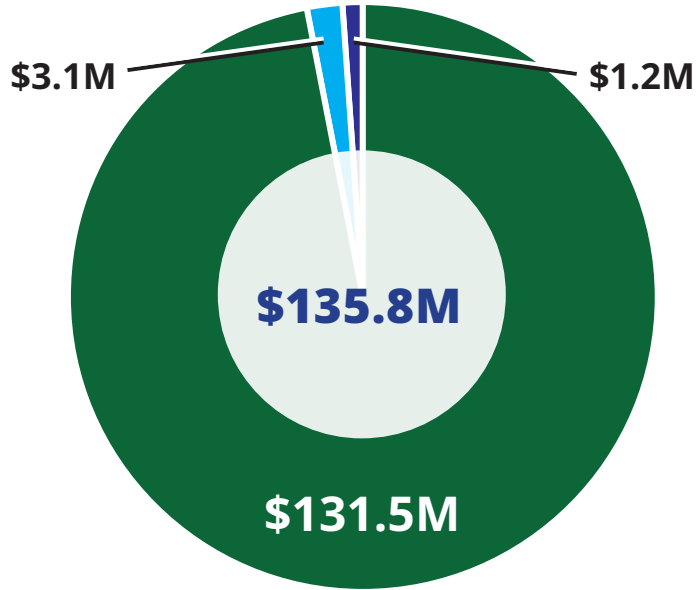
In 2022, the Facilities Management Services and Finance merged into one department.

For the second straight year, KCLS received Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award for the substance and clarity of its public budget documents. The award is an acknowledgement of the Finance Department's commitment to communicate finances with transparency and accuracy, and to produce a budget that effectively serves as policy, a financial plan, operations guide and a communication tool.

The Library System once more received a clean audit from the Washington State Auditor's office, which conducts a Financial Statements Audit and Accountability Audit. The Financial Statements Audit examines whether KCLS has properly presented its financial statements with no material misstatements. The Accountability Audit assesses areas of risk specific to KCLS or topic areas identified by all state agencies. KCLS has received clean audits ("no findings") every year since 1994.

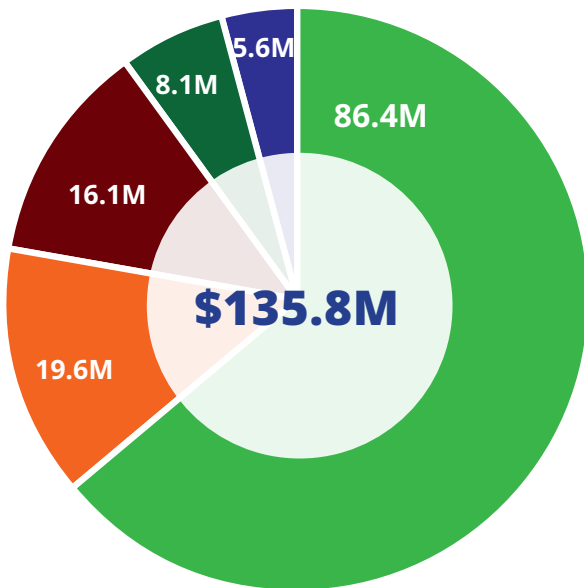
Facilities maintains KCLS buildings and vehicles through its **Capital Investment Program (CIP)**. In 2022, Facilities began energy efficiency improvements at the Service Center, including upgrades to the boiler system, lighting and building controls. Facilities also works with **Information Technology Services (ITS)** to improve technology throughout the system.

KCLS BUDGET REVENUE BY SOURCE



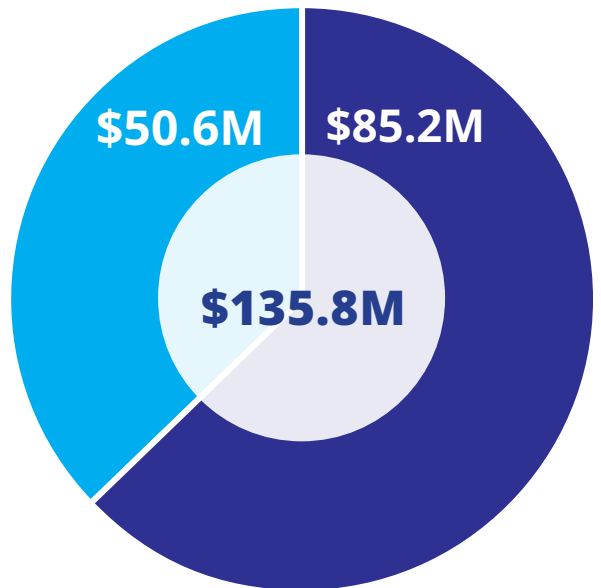
- Property Tax 97%
- Other Revenue 2%
- Intergovernmental Revenue 1%

KCLS BUDGET EXPENDITURES BY DIVISION



- Public Services 64%
- Facilities Management Services 14%
- Administration 12%
- Information Technology Services 6%
- Capital Investment Programs 4%

KCLS BUDGET EXPENDITURES BY CATEGORY



- Personnel 63%
- Non-personnel 37%

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