



# Board of Trustees Meeting

# Agenda

Kirkland Library  
Wednesday, May 28, 2025  
5:00 PM

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[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)

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

- A. Call to Order
- B. Approval of Agenda
- C. Approval of Minutes - April 30, 2025
- D. Public Comment

*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: Donna Zirkle  
Donna Zirkle
- F. Action Items
  - 2. Approval of Monthly Expenditures
- G. Staff and Director's Reports:
  - 3. Glacier Region Report: Denise Bugallo
  - 4. Curious Creatures Deep Dive: Chase Gallagher and Angie Benedetti
  - 5. 2024 Annual Report: Chase Gallagher



# **Board of Trustees Meeting**

# **Agenda**

**Kirkland Library**  
**Wednesday, May 28, 2025**  
**5:00 PM**

- 6. Director's Report: Heidi Daniel  
Denise Bugallo, Chase Gallagher, Angie Benedetti, Heidi Daniel
- H. Board Committee Reports
- I. Trustees' Reports
- J. Adjournment



# King County Library System

Board of Trustees Meeting Minutes

KCLS Service Center/Hybrid | April 30, 2025, 5pm

## Present

### KCLS Board

Crystal Goodwin  
Jeffery Guddat  
Harish Kulkarni  
Srinu Raghavan  
Verna Seal  
Lalita Uppala  
Laura Valenziano

### KCLS Staff

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

*\*attended remotely*

## Motions Approved

1. Board Meeting agenda
2. March 26, 2025 and April 2, 2025 Board meeting minutes
3. Payroll expenditures
4. General Fund expenditures
5. CIP Plan Adjustment

## Call to Order

President Laura Valenziano called the meeting to order at 5:05pm. Verna Seal, Lalita Uppala, Jeff Guddat, Harish Kulkarni, Srinu Raghavan, and new Trustee Crystal Goodwin were in attendance in person. There was a quorum.

## Approval of Agenda

**Verna Seal moved approval of the Board Meeting agenda. Harish Kulkarni seconded, and the motion passed unanimously.**

## Approval of Board Minutes

**Lalita Uppala moved approval of the March 26, 2025 and April 2, 2025 Board Meeting minutes. Srinu Raghavan seconded the motion. All voted in favor and the motion passed unanimously.**

## Public Comment

Patron Eleni Mantilla talked about a recent experience she and her children had at the Kent Library, during which she felt they had been mistreated by staff and a security guard.

## Finance and Facilities Report

Finance and Facilities Director Donna Zirkle presented the monthly Finance report as of the end of March 2025. Year-to-date (YTD) revenues were \$11.8M, against the yearly revenue budget of \$150.6M which was approximately 8%. YTD expenses were \$37.8M, which is 23% of the total expense budget of \$164.6M. CIP expenses YTD at the end of March were \$979K accounting for only 8% of the total budget of \$12.5M.

The end of March marks the end of the 1stquarter; most revenues and expenses are on track. The 876% overage in miscellaneous revenues is as a result of the recent closure of a bond fund. The expense for vehicle replacement due to storm damage will be offset by insurance recovery. Replacement projects for



# King County Library System

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the year include replacement of children's chairs which has already begun, as well as carpet replacement planned for the fall.

## Capital Investment Plan (CIP) Adjustment

Donna explained the provision of the KCLS CIP budget that requires KCLS to notify the Board if the planned spend is expected to be 10% or more over the approved budget. The central sorting machine, housed in the Preston, WA. distribution center, was due to be replaced in 2026. But due to aging equipment and the difficulty finding replacement parts, it needs to be replaced sooner. The amount originally budgeted in mid-2024 and approved in December for the sorter replacement was \$3.8M. Current estimates indicate the cost will be \$6.9M, a difference of \$3.1M. The plan is to make up the difference using \$1.2M in reserves, and \$1.9M from the recent closure of the bond fund.

Organizational Strategy Manager Lisa Fraser explained the hub and spoke sorting system KCLS uses and described the full scope of the three-year Automated Materials Handling (AMH) replacement project. In 2024, KCLS released a Request for Proposal (RFP), took bids, and selected the current vendor for the new project. It includes four AMH system replacements installed at community libraries in 2024; the central sorter project in 2025, and 15 additional AMH replacements in 2026. KCLS has a total of 19 community libraries with AMH machines in addition to the central sorter, and all were due to be replaced over the course of the project.

Organizational Project Manager Paula Allen talked about the differences between the existing system and the proposed system upgrades. She listed some expected results, including improved turnaround time for items, reduction in maintenance cost and repair time, and improved delivery schedules. She also showed diagrams of the physical layout of the new machine and talked about how the workflow would be streamlined.

Next steps for the project include finalizing a new location, confirming the equipment order with the vendor, preparing the new site, and training staff.

## Approval of Monthly Expenditures

**Jeff Guddat moved approval of Payroll expenditures for March in the amount of \$3,446,693.58:**

(3/14) Ck#00202320-00202336; 917397011-917398145; (3/28) Ck#00202337-00202350; 924119258-924120377. **Crystal Goodwin seconded, and the motion passed unanimously.**

**Crystal Goodwin moved approval of General Fund #0010 expenditures for March in the amount of**

**\$7,285,114.57:** Travel Advances – 1534-1541; (3/13) Ck#1158477-1158601; 5015330-5015333 (3/20)

Ck#1158602-1158699; 5015334-5015370; (3/27) Ck#5015371-5015376; 1158700-1158844; (3/31)

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# King County Library System

Board of Trustees Meeting Minutes

KCLS Service Center/Hybrid | April 30, 2025, 5pm

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Ck#1158845-1158908; (4/03) 1158909-1158924; (4/07) 1158925-1159065; 5015377-5015378. Voids - 0.

**Verna Seal seconded, and the motion passed unanimously.**

**Harish Kulkarni moved approval of the CIP Plan Adjustment as presented. Sрни Raghavan seconded the motion. All voted in favor and the motion passed unanimously.**

## Staff and Director's Reports

### Mobile Services

Outreach Services Coordinator Christine Anderson gave an update on Mobile Services. She started by describing the structure of her department, which is comprised of the four following distinct service groups that bring the library to patrons:

- Health and Social Services: Dropoff visits to social service agencies, shelters and tent cities
- Home Service: Doorstep delivery or U.S. Mail delivery
- Library2Go!: Childcare and neighborhood bookmobile visits
- Traveling Library Center: Senior community lobby stop visits

Mobile Services lost three outreach vehicles in the bomb cyclone of November 2024. Christine described the ways the department has modified their services to compensate for the vehicle loss. The replacement of two vehicles is currently underway and will be partially offset with insurance recovery. The KCLS Foundation is generously donating funds to support the purchase a new bookmobile and collection.

Christine also described the Mobile Services Plan, which she created to outline current and future service, focusing on serving the needs of patrons who physically can't come to a library and where our limited resources will have the greatest impact. The plan also details key performance indicators her team can use to measure their impact and includes the development of a vehicle replacement plan to ensure continuity of service in the event of another disruption in service.

### Summer Reading

Communications and Marketing Director Chase Gallagher and Director of Library Outreach, Programs and Services Angie Benedetti talked about the upcoming Summer Reading Program.

Chase gave a sneak peek at the Curious Creatures program, which will be targeting readers ages 0 to 17. The program features the Sasquatch from the new library cards that were introduced earlier this year. He will give more information about Curious Creatures at the next Board meeting.

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# King County Library System

Board of Trustees Meeting Minutes

KCLS Service Center/Hybrid | April 30, 2025, 5pm

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Angie announced a new partnership for this year's Summer Reading Program aimed at increasing adult participation. In a first-ever collaboration with Seattle Public Library and Seattle Arts and Lectures, KCLS will be offering Book Bingo beginning on Monday, May 19. Patrons will read books of different categories as depicted on a bingo card, with the goal of getting a "bingo" (completing a full line of books). Patrons who complete full rows can enter a drawing for prizes that will be available through both Seattle Public Library and KCLS.

## Communications

Chase Gallagher gave an update on staffing for his department which included the recently hired Social Media Strategist; a Marketing Manager, and Video Content Specialist.

He also reported on some initial results from the Curiosity Isn't Quiet ad campaign, which launched in late February 2025. Ads are on Sound transit buses and light rail trains, plus social media, streaming services and radio. There were 9.8 million impressions through the end of the first quarter of 2025. The ads are outperforming benchmarks in terms of cost per unit, and according to Google analytics the ads have translated into over 5,000 website sessions.

The ad campaign is transitioning from the launch phase to the "always on" phase, which means there will always be something in the news from KCLS. A big push is coming as the kickoff for Summer Reading approaches. The campaign will include ads in Spanish.

## Director's Report

Executive Director Heidi Daniel first talked about dashboard metrics as presented in the written Director's Report.

She mentioned that the Washington state legislature adjourned its 2025 regular session without passing an increase to the annual 1% revenue growth limit factor.

Heidi talked about the recent Dia event, which took place at the Burien Library on April 26, and she showed some pictures from the event. There were over 700 people in attendance, including King County Councilmember Teresa Mosqueda who came to the event with her daughter.

Heidi concluded her report with some kudos sent in from patrons over the past month.

## Board Committee Reports

Finance Committee representative Jeff Guddat gave three updates:

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# King County Library System

Board of Trustees Meeting Minutes

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1. He attended the annual insurance review, which covers the various insurance policies the library has to protect directors, officers, property, etc. KCLS is using a new insurance broker this year and Jeff was impressed with the firm's presentation. Premiums increased by only a small amount.
2. He recently attended a meeting with the state auditors to discuss the 2022 and 2023 fiscal years. They came back with a clean opinion, meaning everything is financially sound.
3. Jeff talked about a recent report published by the state auditor's office about recent computer-related thefts that occurred over a two-year period at KCLS. As a taxpayer funded entity, KCLS is required to report all thefts, regardless of size. KCLS did report the thefts.

Jeff said the auditors disagreed with KCLS staff on the conclusions following the investigation of the thefts, but the extent of the disagreement is not what Jeff would consider material. KCLS has internal controls, and they worked to alert staff about the thefts. Since the thefts, the internal controls have been improved.

## Trustees Reports

There were no trustee reports.

## Executive Session

At 6:59pm Laura Valenziano announced that the Trustees would be meeting in Executive Session per RCW 42.30.110, Section 1(g) – Performance Review of a Public Employee. She said they would return at 7:20pm.

At 7:22pm the Trustees returned, and the general meeting resumed.

**Jeff Guddat moved approval of a one-time 2%merit award for the Executive Director for her positive 2024 annual performance review. Lalita Uppala seconded the motion. All voted in favor and the motion passed unanimously.**

## Adjournment

Laura Valenziano adjourned the meeting at 7:23pm.

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Laura Valenziano, President

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Jeff Guddat, Secretary

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# FINANCE REPORT

## King County Library System

May 28, 2025

### 1. GENERAL FUND COMMENTARY

Expenditures in April 2025 were \$11.8M compared to the monthly budget average of \$13.7M and represented 7.2% of the annual budget. Last year, April expenditures were \$11.6M, or 7.6% of the 2024 budget. Year-over-year change in total expenditures is 5.2%.

### 2. GENERAL FUND HIGHLIGHTED EXPENDITURE ITEMS

#### ***Supplies***

April expenditures of \$244K consisted primarily of \$75K for Supply – Program, \$58K for Supplies – Building Maintenance, \$39K for Operating Supplies, and \$31K for Supplies - Gas and Oil.

#### ***Staff Development***

April expenditures of \$100K consisted of Training and Individual Development.

#### ***Professional Services***

April expenditures of \$335K included \$94K for Programs, \$78K for Operations, \$65K for Administration, \$51K for Catalogue & Processing.

#### ***Communication***

April expenditures of \$122K, included \$111K for Telephone-Data and Voice, and \$11K for Postage.

#### ***Operating Leases***

April expenditures of \$273K primarily consisted of \$203K for Operating Lease and \$70K for Operating Lease – Rental and Copiers.

#### ***Utilities***

April expenditures of \$237K included electricity, water, and waste management services.

#### ***Repairs and Maintenance***

April expenditures of \$1.2M included \$433K for Custodian and Day Porter Services, \$332K for Facilities related Repairs and Maintenance, \$236K for ITS Repairs and Maintenance, \$109K for HVAC, \$35K for Art Maintenance, and \$31K for Roof Cleaning.

#### ***Reserves***

There were no reserve expenditures in April.

#### ***Miscellaneous***

April expenditures of \$63K consisted primarily of Ad Valorem Refunds and Banking Fees.

#### ***Library Materials***

April expenditures of \$1.3M included \$766K for Downloadable Material-Licensed & Purchased, \$424K for Books, and \$83K for Non-book Media, Periodicals & Databases.

## **Capital Investment Program (CIP)**

### *Facilities-CIP*

April expenditures of \$244K consisted of \$138K for SC: Computer Room AC and \$31K for Vehicle Replacement, \$28K for Children's Furniture, and \$25K for Carpet Replacement.

### *ITS-CIP*

April expenditures of \$61K consisted of \$39K for Branch Security and \$22K for Technology & Laptop Refreshment.

## **3. GENERAL FUND REVENUE OVERVIEW**

April revenues were \$55.3M, which is primarily Property Tax and Investment Interest revenue. April YTD revenues reflect 44.5% of the total budgeted amount. The year-over-year change in total revenue is 5.3%.

## **4. CASH POSITION OVERVIEW**

The cash balance in the General Fund (#001) as of April 30, 2025, was \$161,322,228.

## **5. INVESTMENT RETURN**

The County Investment Pool's gross rate of return for April 2025 was 4.55% This was 0.34 percentage points higher than the 90-day T-Bill average rate of 4.21%.

# A/P Vendor Payments > \$20,000

# APRIL 2025

Fund	Vendor	Amount	Description
<b>Personnel</b>			
001	Premera Blue Cross Total	\$ 846,485	Medical premiums
001	Public Employ Retire Sys(PERS)-EFT ONLY Total	\$ 778,001	PERS
001	Empowerment Retirement-EFT Total	\$ 225,194	457 retirement plan
001	Department of Labor & Industries Total	\$ 136,676	Quarterly workers comp industrial insurance
001	Kaiser Foundation Health Plan Total	\$ 126,836	Medical premiums
001	Delta Dental of WA - Washington Dental Total	\$ 63,854	Dental premiums
001	Employment Security Dept-Unemploy Comp Total	\$ 54,951	Quarterly unemployment compensation billing
001	ConnectYourCare, LLC Total	\$ 54,111	Health care flexible spending account plans
001	WSCCCE, AFSCME, AFL-CIO Total	\$ 39,247	Union dues
001	Standard Insurance Company Total	\$ 38,335	Life and AD&D insurance premiums
001	DayForce US, Inc. Total	\$ 31,394	Payroll HCM billing
<b>Buildings</b>			
001	CCS Washington Janitorial Inc. Total	\$ 436,870	Monthly janitorial/day porter/hazmat
001	MacDonald-Miller Facility Solutions Total	\$ 266,531	HVAC maintenance/repairs/upgrades
001	Puget Sound Energy (UTILITIES) Total	\$ 135,622	Utilities
001	Southcenter Owner LLC (LEASE) Total	\$ 51,989	Building lease
001	Lake Hills Investments-LK HILLS LEASE Total	\$ 51,960	Building lease
001	Artech Incorporated Total	\$ 49,262	Art maintenance and collection management
001	Reef Preston LLC/Integrated Real Est Svc Total	\$ 33,791	Building lease
001	ESSEX Commercial Maintenance LLC Total	\$ 32,991	Pedestrian bridge repair, repairs - various branches
001	Jimmy's Roofing - Seattle Total	\$ 31,331	Maintenance/roof repairs - various branches
001	MGP XI-A Town Center Lake Forest, LLC Total	\$ 29,385	Building lease
001	Milliken & Company Total	\$ 25,156	Carpet replacement - Valley View
001	Supply Source Inc - SAMS Total	\$ 24,617	Janitorial supplies
001	Corti Construction Inc. Total	\$ 24,282	Building repairs - Valley View, Lake Hills
001	Max Power Electric, LLC Total	\$ 21,309	Fire alarm installation - Bothell
<b>Collections</b>			
001	OverDrive, Inc. Total	\$ 716,751	Downloadable books, audio, video, and music
001	Ingram Library Services Total	\$ 255,622	Print materials including Choice Reads and physical processing
001	Baker & Taylor, Inc. Total	\$ 141,085	Print materials, Lucky Day collection, audiobooks and physical processing
001	Midwest Tape Total	\$ 78,071	Audiobooks, music CDs, DVDs, physical processing and the digital subscription to Hoopla for comics, movies &TV and music
001	The Shelf Media, Inc. Total	\$ 21,731	Electronic database subscription
<b>Other</b>			
001	U.S. Bank VISA Total	\$ 132,079	VISA charges (supplies/training/advertising/subscriptions)
001	Homeland Patrol Division Security LLC Total	\$ 107,660	Security service - various branches
001	Ednetics Inc. Total	\$ 106,523	SALTO access control materials & service - various branches
001	King County Finance (TELECOMM/I-NET) Total	\$ 78,189	I-Net billing KC wide area network
001	Agilebits Inc. Total	\$ 69,480	Cybersecurity software subscription
001	COPACINO + FUJIKADO LLC Total	\$ 57,481	Professional services - marketing
001	Alliant Insurance Services, Inc. Total	\$ 55,643	Flood insurance annual renewals
001	CDW Government, Inc. Total	\$ 53,513	Computer equip/parts/software
001	Amazon.com Total	\$ 47,327	Operating supplies
001	French Touchup LLC Total	\$ 43,633	Furniture refinishing
001	Cardinal Media, Inc	\$ 41,750	Video Production - Study Zone grant
001	Esker Inc. Total	\$ 38,431	P2P Invoice automation software
001	SDM Consulting, LLC Total	\$ 37,000	Staff training
001	Ricoh USA Inc. Total	\$ 31,840	Copier leases
001	Accoutrements LLC Total	\$ 30,692	Supplies - Summer Reading Program
001	BizLibrary Total	\$ 30,121	Online staff training platform
001	Peer Washington Total	\$ 29,167	Professional services for Peers in Libraries grant
001	King County Treasury-permits, SWM chgs Total	\$ 27,389	Annual surface water management fees
001	Ryder System, Inc. Total	\$ 26,771	Fleet vehicles lease/maintenance/repairs
001	ERP-One Consulting Inc. Total	\$ 25,262	JDE Consultant fees and software subscription

APRIL 2025 Vendor Payments for MAY Board Meeting

001	General Fund
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# GENERAL FUND REVENUES

April

	2025				2024				
Revenues Received:	Budget 2025	April Received	YTD Received	% Budget Received	% Budget Received	Unaudited 2024	YTD Received	% Growth Over 2024 YTD	
Property Tax, Current Year	\$ 140,952,257	\$ 54,451,501	\$ 61,975,785	44.0%	43.7%	\$ 135,676,067	\$ 60,223,932	2.9%	
Property Tax, Prior Years	1,678,060	201,427	792,185	47.2%	64.4%	1,540,171	1,104,257	(28.3%)	
Other Taxes	363,899	1,181	108,373	29.8%	37.3%	363,821	114,910	(5.7%)	
Timber & State Shared Revenues	96,681	120	3,108	3.2%	8.2%	109,188	9,291	(66.5%)	
Contracts	565,383	5,000	5,000	0.9%	0.6%	654,102	5,000	0.0%	
Printing/Photocopies	379,757	37,226	141,253	37.2%	51.9%	373,333	124,892	13.1%	
Damaged Materials/ Fines & Fees	37,709	4,040	12,694	33.7%	11.2%	37,353	13,424	(5.4%)	
Lost Materials	57,453	3,748	19,202	33.4%	18.6%	57,930	20,968	(8.4%)	
Investment Interest	3,600,000	441,884	1,389,618	38.6%	64.7%	6,001,183	1,293,351	7.4%	
Grants	-	-	-	N/A	0.0%	12,838	-	N/A	
KCLS Foundation	1,641,854	82,675	271,546	16.5%	43.4%	1,502,401	639,823	(57.6%)	
E-Rate	1,000,000	-	-	0.0%	6.7%	1,104,743	87,688	(100.0%)	
Unrealized Gain/(Loss) on Investments	-	-	-	N/A	N/A	573,448	-	N/A	
Miscellaneous Revenues/Other Financing Sources	262,007	27,951	2,324,217	887.1%	N/A	1,528,782	54,576	4158.7%	
<b>TOTALS</b>	<b>\$150,635,060</b>	<b>\$55,256,753</b>	<b>\$67,042,979</b>	<b>44.5%</b>	<b>43.5%</b>	<b>\$149,535,362</b>	<b>\$63,692,111</b>	<b>5.3%</b>	

Credit Card Payments	April 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	1,211	30.0%	3,233	25.5%	21.7%	7,759	2,911	11.1%
Lost Materials	839	22.4%	7,275	37.9%	39.3%	24,341	8,235	(11.7%)
<b>TOTALS</b>	<b>\$2,050</b>	<b>26.3%</b>	<b>\$10,508</b>	<b>32.9%</b>	<b>32.4%</b>	<b>\$32,100</b>	<b>\$11,146</b>	<b>(5.7%)</b>

# GENERAL FUND EXPENDITURES

April

2025

2024

DESCRIPTION	BUDGET 2025	April EXPENDED	YTD EXPENDED	% Budget EXPENDED	% Budget EXPENDED	Unaudited 2024 EXPENDED	YTD EXPENDED	% Growth Over 2024 YTD
Salaries	\$ 71,822,373	\$ 5,553,426	\$ 22,132,130	30.8%	30.6%	\$ 62,764,738	\$ 20,549,939	7.7%
Benefits	27,765,268	2,006,983	8,121,815	29.3%	29.8%	21,859,992	7,493,489	8.4%
<b>SUB-TOTALS</b>	<b>\$ 99,587,641</b>	<b>\$ 7,560,409</b>	<b>\$30,253,945</b>	<b>30.4%</b>	<b>30.4%</b>	<b>\$84,624,730</b>	<b>\$28,043,428</b>	<b>7.9%</b>
Supplies	2,881,645	243,761	1,029,386	35.7%	41.4%	3,317,458	1,232,682	(16.5%)
Staff Development	1,307,650	99,863	255,914	19.6%	20.6%	748,578	235,481	8.7%
Prof. Services	5,448,484	335,195	1,539,186	28.2%	28.9%	5,029,163	1,528,194	0.7%
Communications	1,507,233	121,700	379,722	25.2%	27.4%	1,093,400	289,216	31.3%
Travel	152,802	17,612	37,091	24.3%	30.5%	127,459	56,101	(33.9%)
Advertising	656,625	58,552	232,816	35.5%	4.0%	322,247	20,354	1043.8%
Operating Leases	3,406,598	272,936	1,285,030	37.7%	37.7%	3,114,537	1,197,750	7.3%
Insurance	1,200,882	52,124	459,949	38.3%	32.0%	1,052,563	365,175	26.0%
Utilities	2,529,480	237,307	754,187	29.8%	34.2%	2,559,058	837,065	(9.9%)
Repairs & Maintenance	15,709,539	1,175,990	6,379,398	40.6%	39.3%	15,468,518	5,448,875	17.1%
Reserve	1,200,000	-	-	N/A	N/A	-	-	N/A
Miscellaneous	413,010	63,114	189,209	45.8%	48.4%	610,977	180,966	4.6%
Intergovernmental	168,400	3,985	37,743	22.4%	23.9%	170,876	24,801	52.2%
Library Material	15,881,740	1,272,948	5,468,774	34.4%	36.2%	17,221,055	5,583,585	(2.1%)
<b>SUB-TOTALS</b>	<b>\$ 52,464,088</b>	<b>\$ 3,955,085</b>	<b>\$ 18,048,407</b>	<b>34.4%</b>	<b>34.8%</b>	<b>\$ 50,835,890</b>	<b>\$ 17,000,244</b>	<b>6.2%</b>
Facilities - CIP	\$ 7,957,000	\$ 244,051	\$ 856,413	10.8%	8.2%	\$ 10,143,659	\$ 644,078	33.0%
ITS - CIP	4,576,801	61,361	428,319	9.4%	39.5%	3,803,989	\$ 1,457,793	(70.6%)
<b>SUB-TOTALS</b>	<b>\$ 12,533,801</b>	<b>\$ 305,412</b>	<b>\$ 1,284,732</b>	<b>10.3%</b>	<b>18.3%</b>	<b>\$ 13,947,648</b>	<b>\$ 2,101,871</b>	<b>(38.9%)</b>
<b>TOTALS</b>	<b>\$ 164,585,530</b>	<b>\$ 11,820,906</b>	<b>\$ 49,587,084</b>	<b>30.1%</b>	<b>30.9%</b>	<b>\$ 149,408,268</b>	<b>\$47,145,543</b>	<b>5.2%</b>



# King County Library System

Director's Report – May 2025

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## Administration

### Information Technology Services (ITS)

ITS has launched a pilot technology initiative at the Crossroads and Southcenter locations. This pilot introduces two patron device charging lockers aimed at enhancing convenience and accessibility for library visitors. We are working closely with both community library locations to gather feedback and evaluate the effectiveness of these lockers as we consider future expansion. This initiative aligns with our commitment to integrate technology solutions that support community needs and improve the overall library experience.

The 2025 computer replacement waves are well underway. This annual process involves upgrading both patron and staff computers across multiple branches. ITS staff have completed Auburn, Fairwood and Shoreline, with Covington and Fall City currently in progress. These upgrades are designed to improve performance and ensure reliable access to technology for both staff and patrons.

ITS successfully launched a new public records request portal, providing a more transparent and user-friendly process for the public to request records. This new system not only simplifies access but also streamlines internal processing, helping to ensure that timelines are met and that requests are efficiently managed.

### Human Resources

May is Mental Health Awareness Month! In recognition of this important awareness month, HR shared the following insights: Employees are actively engaging with KCLS mental health and wellness benefits, like the Calm App and Employee Assistance Program (EAP), with positive results. Calm has a 44% signup rate and 76% engagement rate, exceeding industry averages. Users consistently report meaningful mental health benefits from engaging with the app. EAP usage in early 2025 shows an engagement rate of 36%, with high success rates in improving depression, anxiety and absenteeism, based on direct participant feedback. The program also shows a strong return on investment (ROI), at 200%, highlighting its effectiveness and value to staff well-being.

## Government Relations

I joined Redmond Mayor Angela Birney and numerous elected officials in celebrating the opening of Sound Transit's Redmond Technology Station near the Microsoft campus. We took the inaugural ride May 7 prior to its May 10 grand opening. The Redmond mayor is pictured on the left with interim King County Executive Shannon Braddock and King County council member Claudia Balducci.





# King County Library System

Director's Report – May 2025

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I had a great conversation about community needs and library services with Des Moines Mayor Traci Buxton, pictured on the left. Traci is currently president of the Sound Cities Association and shared her regional view of the challenges and opportunities in KCLS' service area. She was duly impressed by our new library card artwork.

I met with staff from Senator Patty Murray's Office to share impacts of federal policy changes, most notably the termination of our Climate Smart Communities award from the National Endowment for Humanities, and impacts to our patrons resulting from the uncertainty of the Institute of Museum and Library Services block grant to Washington State. The Seattle Times reported that layoff notices were sent to 47 State Library employees and several cuts are planned for the Washington Talking Book & Braille Library that we refer patrons to.

Staff attended the memorial service for our late State Senator Bill Ramos, of the 5th Legislative District that includes Issaquah. Bill was very welcoming to me both in Olympia and at Issaquah Rotary, and was a driving force behind the current improvement projects on Highway 18.

## KCLS Foundation

### Grants

Funding was approved for two Agility grants:

#### **Agility Grant | Check Out Washington: Additional Access**

This grant expands KCLS' popular Check Out Washington program, which allows patrons to borrow free Discover Passes to access Washington State Parks. With existing passes in high demand and current funding set

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# King County Library System

Director's Report – May 2025

to expire in June 2025, this grant ensures continued equitable access by adding 100 more passes to the collection. The program removes financial barriers, promotes wellness through nature access, and supports KCLS' commitment to equity by prioritizing outreach in underserved communities.

## Agility Grant | Fall & Winter Adult Reading Challenge Program

This grant supports the launch of a new KCLS-wide reading initiative tailored for adults, designed to inspire a love of reading and to build community through curated book lists, themed events, and interactive programming. With funding for approximately 1,000 incentive prizes, the program encourages engagement across all 49 library locations while highlighting diverse stories and fostering lifelong learning. It also addresses a critical service gap by providing targeted programming for King County's 1.8 million adult residents.

### Events

#### May 16 | Accordion Eulogies: A Night of Culture, Cuisine & Conversation

Guests enjoyed an evening of music, memory, and storytelling at Sea Mar Museum of Chicano/a/Latino/a with author Noé Álvarez. Noé shared his Mexican American experience with his poignant memoir *Accordion Eulogies*. Attendees were treated to traditional Mexican food, a live accordion performance by Lado Exclusivo, and a welcoming space to connect with others who believe in the power of libraries and cultural heritage.



May 16: Accordion Eulogies



#### May 17 | Sound of Seattle: Rooftop Rhythms

Music and library lovers gathered for music and conversation with Authors Eva Walker and Jake Uitti of *Sound of Seattle: Rooftop Rhythms*, and a live rooftop performance from The Black Tones. It was a high-energy Live Pages event with a glimpse into the stories and process behind Walker and Uitti's new book celebrating the city's legendary artists and venues.

#### August 24 | Kick It with KCLS Foundation

Plans are underway for a new fundraising event. Join us August 24th for Kick It with KCLS Foundation—an exclusive Sounders Match Day experience in a private terrace suite at Lumen Field. This special event will bring together 100 guests for a night of community, connection, and philanthropy, featuring catered food and drinks, a silent auction with



# King County Library System

Director's Report – May 2025

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unique items, and prime views of the Sounders vs. Kansas City match. The evening also serves as the soft launch of our NextGen Changemakers program, a new giving circle designed to engage young professionals through exclusive events and hands-on opportunities to support the future of libraries.

## Kudos

KCLS received exciting news about two community libraries from popular local publications:

- The Renton Library was recently named one of Seattle Met's favorite libraries in the metropolitan area.
- The Fall City Library was named the best library of 2025 in 425 Magazine.

KCLS was featured in a [recent article](#) in *The Seattle Times* about Summer Book Bingo. This is the first year KCLS joins Seattle Public Library and Seattle Arts & Lectures in the popular Summer Reading Program for adults.

## Looking Ahead

- Summer Reading Launch Parties: June 7-July 1
  - KCLS Juneteenth Event: June 14 at the Federal Way Library
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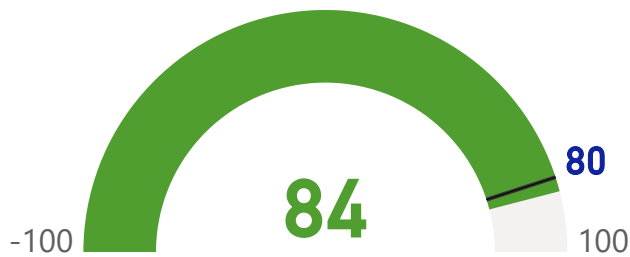


# King County Library System

Dashboard - April 2025

## Key Performance Indicators (KPIs)

3-Month Rolling Net Promoter Score



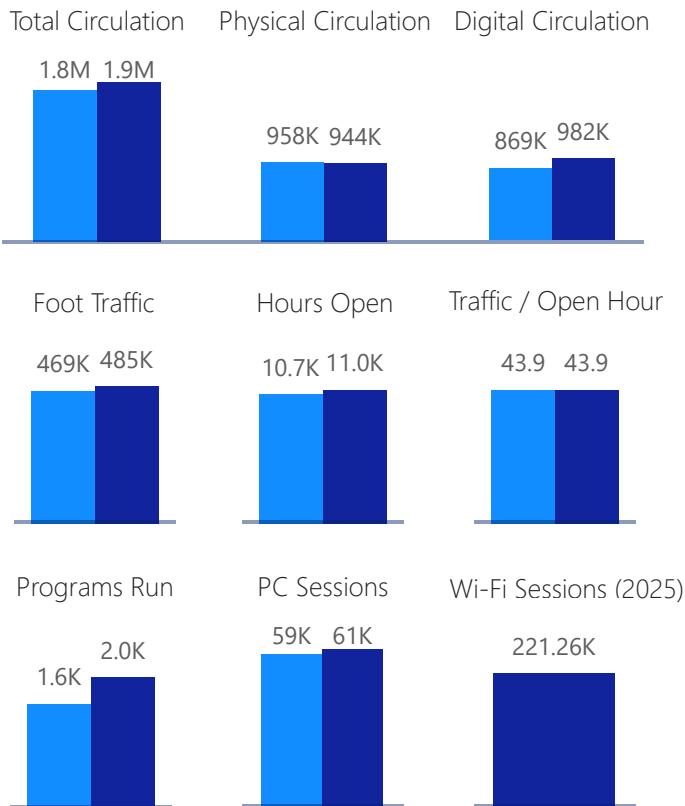
Learned something new



Felt sense of connection



## April 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 Penetration

389K

1-Year Active Cardholders

450K

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.