



# Board of Trustees Meeting - Public Forum Agenda

KCLS Service Center / Hybrid  
Wednesday, June 25, 2025  
5:00 PM

Click to join meeting via Zoom

<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](https://teams.microsoft.com/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 - May 28, 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 Reports
  - 1. Monthly Finance Report: Donna Zirkle
- F. Action Items
  - 2. Approval of Monthly Expenditures
- G. Staff and Director's Reports
  - 3. Government Relations Update: John Sheller
  - 4. ITS Update: BJ Colvin
  - 5. KCLS Foundation Update: Lisa Yamasaki
  - 6. Director's Report: Heidi Daniel



# Board of Trustees Meeting - Public Forum Agenda

KCLS Service Center / Hybrid  
Wednesday, June 25, 2025  
5:00 PM

- H. Board Committee Reports
- I. Trustees' Reports
- J. Adjournment



# King County Library System

Board of Trustees Meeting Minutes  
Kirkland Library | May 28, 2025, 5pm

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## Present

### **KCLS Board**

Crystal Goodwin  
Harish Kulkarni  
Srini Raghavan  
Verna Seal  
Laura Valenziano

### **KCLS Staff**

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

*\*attended remotely*

## Motions Approved

1. Board Meeting agenda
2. April 30, 2025 Board meeting minutes
3. Payroll expenditures
4. General Fund expenditures

## Call to Order

President Laura Valenziano called the meeting to order at 5:03pm. Verna Seal, Srini Raghavan and Crystal Goodwin were in attendance in person. There was a quorum. Harish Kulkarni joined the meeting at 5:10pm during the Finance and Facilities report.

## Approval of Agenda

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

## Approval of Board Minutes

**Crystal Goodwin moved approval of the April 30, 2025 Board Meeting minutes. Srini Raghavan 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 presented the monthly Finance report as of the end of April 2025. Year-to-date (YTD) revenues were \$67M, against the yearly revenue budget of \$150.6M which was approximately 45%. YTD expenses were \$49.6M, which is 30% of the total expense budget of \$164.6M. CIP expenses YTD at the end of April were \$1.3M, accounting for 10% of the total budget of \$12.5M.

Donna mentioned that the 2026 budget process will begin soon.

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# King County Library System

Board of Trustees Meeting Minutes  
Kirkland Library | May 28, 2025, 5pm

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## Approval of Monthly Expenditures

**Crystal Goodwin moved approval of Payroll expenditures for April in the amount of \$3,444,982.40:** (4/11) Ck#00202351-00202369; 932071866-932073002; (4/25) Ck#00202370-00202383; 938755489-938756611. **Verna Seal seconded, and the motion passed unanimously.**

**Srini Raghavan moved approval of General Fund #0010 expenditures for April in the amount of \$6,676,346.73:** Travel Advances – 1542-1547; (4/10) Ck#5015379-5015382; 1159066-1159186 (4/11) Ck#1159187-1159188; (4/17) Ck#5015383-5015438; 1159189-1159289; (4/24) Ck#1159290-1159426; 5015439-5015442 (4/30) Ck#1159427-1159516; 5015443; (5/05) Ck#1159517-1159584. Voids – Ck#5015413. **Crystal Goodwin seconded, and the motion passed unanimously.**

## Staff and Director's Reports

### Glacier Region Report

Glacier Regional Manager Denise Bugallo was joined by Librarian and Information Services Managers Marian Labeck and Naomi Fogerty to give an overview of the Glacier Region, which includes the Carnation, Duvall, Kingsgate, Kirkland, Skykomish and Woodinville Libraries.

The regional presentation included examples of how the region is fulfilling the different aspects of the KCLS Service Strategy, as well as how librarians strategically plan, develop, deliver and evaluate KCLS services.

- Student Success: KCLS youth programs in the region support 65 schools serving preschool to teenage students and there are partnerships with local community organizations to support food insecurity.
  - Lifelong Learning: The region provides a wide range of support and opportunity in areas such as civic engagement; life skills; health and social services; arts and literature; the environment and sustainability; and science, technology, engineering and math (STEM).
  - Engaging with Books and Reading: Librarians use multiple modes of delivery to connect with patrons in the library, plus online and out in the community. By providing things like world language Story Times, book groups, and tables at community events librarians connect with patrons of all ages and interests.
  - Making Meaningful Connections: Libraries provide space and opportunity for collaboration in the region. Glacier region has worked with community members to co-create accessible spaces, family programming, and immigrant support.
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# King County Library System

Board of Trustees Meeting Minutes  
Kirkland Library | May 28, 2025, 5pm

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## Curious Creatures Deep Dive

Director of Library Outreach, Programs and Services Angie Benedetti talked about this summer's new Summer Reading Program, which is centered in equity and access to create reading incentives and opportunities for children ages newborn through 17.

KCLS is shifting the focus of the program to participation this year, not just completion, which has historically been the goal. By ensuring that each child receives a kit full of fun incentives to start their reading journey, KCLS hopes to build a connection with children and families, encouraging them to stay engaged with the library throughout the summer. KCLS will be capturing the number of people who start the program in addition to those who finish it.

Upon registering for the program, children can pick a free book to keep and are provided with a "welcome kit" which includes a welcome letter, activity log, coupon to a Red Robin restaurant, age group appropriate sasquatch-themed incentives and a bookmark. Upon completion, individual finisher prizes include a Curious Creatures water bottle, stadium bag or voucher for Seattle Storm tickets. Grand prize drawings will be held at each library; prizes include Kobo e-Readers, sasquatch plush toys, and a Yeti tumbler.

The Summer Reading Program is tied to the Curiosity Isn't Quiet ad campaign and uses artwork from the new library card designs. The program launches on June 7, with several launch parties planned across the System between June 7 and July 1. Prizes are available beginning July 1. The King County Library System Foundation is the primary sponsor of this program.

## 2024 Annual Report

Heidi Daniel introduced the 2024 Annual Report, which was simplified from previous years' text-heavy format. This report shares high-level data showcasing the great accomplishments of staff throughout the year. Visually, a new feature of the report is a cutaway view of a modern library highlighting the wide range of activities taking place inside. The trustees were presented with a draft hard copy version of the report; the final version will be available online for the public soon.

## Director's Report

Executive Director Heidi Daniel talked about some of her recent activities around the county. She attended the sneak peak of the Sound Transit Redmond Link Expansion; met with Des Moines Mayor Traci Buxton; participated in a ride-along with the Mobile Services team to three Renton senior living facilities, and met with King County Elections Director Julie Wise at the Skyway Library.

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# King County Library System

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Heidi discussed some innovation and AI projects that the Information Technology Services (ITS) Department is working on.

She introduced new Collection Management Services (CMS) Director Jen Baxter, who started on May 12.

To conclude, Heidi shared an overview of the month's metrics, as presented in the written Director's Report, and some kudos from patrons.

## Board Committee Reports

Laura Valenziano reported that the Board Development Committee has begun working on the agenda for the October 18, 2025 Board retreat. Heidi announced that Urban Libraries Council CEO Brooks Rainwater will be present, and will talk about the national landscape and current trends for public libraries. Our levy polling consultants, Northwest Passage, will also provide an update on their polling work so far.

## Trustees Reports

Laura described her recent positive experience at the Issaquah Friends of the Library book sale.

## Adjournment

Laura Valenziano adjourned the meeting at 6:17pm.

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Laura Valenziano, President

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Jeff Guddat, Secretary

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# FINANCE REPORT

## King County Library System

June 25, 2025

### 1. GENERAL FUND COMMENTARY

Expenditures in May 2025 were \$12.2M compared to the monthly budget average of \$13.7M and represented 7.4% of the annual budget. Last year, May expenditures were \$14.1M, or 9.3% of the 2024 budget. The year-over-year change in total expenditures is 0.9%.

### 2. GENERAL FUND HIGHLIGHTED EXPENDITURE ITEMS

#### ***Supplies***

May expenditures of \$148K consisted primarily of \$67K for Supply – Program, \$55K for Operating Supplies and \$22K for Operating Supplies.

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

May expenditures of \$36K consisted of Training and Individual Development.

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

May expenditures of \$477K included \$116K for Technology, \$107K for Programs, \$90K for Operations, \$81K for Administration.

#### ***Communication***

May expenditures of \$191K, included \$185 for Telephone-Data and Voice, and \$7K for Postage.

#### ***Operating Lease***

May expenditures of \$267K primarily consisted of \$236K for Operating Lease and \$31K for Operating Lease – Rental and Copiers.

#### ***Utilities***

May expenditures of \$344K included electricity, water, and waste management services.

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

May expenditures of \$887K included \$453K for Facilities related Repairs and Maintenance, \$311K for ITS Repairs and Maintenance, \$100K for HVAC, and \$23K for Vehicle Repair.

#### ***Reserves***

There were no reserve expenditures in May.

#### ***Miscellaneous***

May expenditures of \$50K consisted primarily of Ad Valorem Refunds and Banking Fees.

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

May expenditures of \$1.1M included \$607K for Downloadable Material-Licensed & Purchased, \$390K for Books, and \$115K for Non-book Media, Periodicals & Databases.

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

### *Facilities-CIP*

May expenditures of \$8K consisted of \$7K for Furniture and \$1K for Roof Replacement.

### *ITS-CIP*

May expenditures of \$118K consisted of \$85K for Branch Security and \$21K for Technology & Laptop Refreshment.

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

May revenues were \$12.1M, which is primarily Property Tax and Investment Interest revenue. May YTD revenues reflect 52.5% of the total budgeted amount. The year-over-year change in total revenue is 4%.

## **4. CASH POSITION OVERVIEW**

The cash balance in the General Fund (#001) as of May 31, 2025, was \$161,175,798.

## **5. INVESTMENT RETURN**

The County Investment Pool's gross rate of return for May 2025 was 4.49% This was 0.24 percentage points higher than the 90-day T-Bill average rate of 4.25%.

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

# MAY 2025

Fund	Vendor	Amount	Description
<b>Personnel</b>			
001	Public Employ Retire Sys(PERS)-EFT ONLY Total	\$ 1,179,200	PERS
001	Premera Blue Cross Total	\$ 834,576	Medical premiums
001	Empowerment Retirement-EFT Total	\$ 337,486	457 retirement plan
001	Kaiser Foundation Health Plan Total	\$ 129,651	Medical premiums
001	ConnectYourCare, LLC Total	\$ 87,576	Health care flexible spending account plans
001	WSCCCE, AFSCME, AFL-CIO Total	\$ 78,324	Union dues
001	Delta Dental of WA - Washington Dental Total	\$ 64,221	Dental premiums
001	Standard Insurance Company Total	\$ 38,466	Life and AD&D insurance premiums
001	DayForce US, Inc. Total	\$ 28,960	Payroll HCM billing
<b>Buildings</b>			
001	Puget Sound Energy (UTILITIES) Total	\$ 256,245	Utilities
001	MacDonald-Miller Facility Solutions Total	\$ 100,214	HVAC maintenance/repairs/upgrades
001	Lake Hills Investments-LK HILLS LEASE Total	\$ 60,846	Building lease
001	Southcenter Owner LLC (LEASE) Total	\$ 51,989	Building lease
001	Reef Preston LLC/Integrated Real Est Svc Total	\$ 44,603	Building lease
001	Northwest Landscape Services Total	\$ 31,092	Landscape maintenance/repairs - various branches
001	Jimmy's Roofing - Seattle Total	\$ 30,707	Roof repairs and maintenance - various branches
001	Prime Electric LLC Total	\$ 28,089	Electrical installation/repairs/services
001	B10 Mountain A WA LLC Total	\$ 27,977	Building lease
001	Supply Source Inc - SAMS Total	\$ 26,561	Janitorial supplies
<b>Collections</b>			
001	OverDrive, Inc. Total	\$ 560,632	Downloadable books, audio, video, and music
001	Ingram Library Services Total	\$ 219,620	Print materials including Choice Reads and physical processing
001	Baker & Taylor, Inc. Total	\$ 139,854	Print materials, Lucky Day collection, audiobooks and physical processing
001	Bibliocommons Inc. Total	\$ 82,725	CORE subscription services/annual renewals/training
001	Midwest Tape Total	\$ 82,702	Audiobooks, music CDs, DVDs, physical processing and the digital subscription to Hoopla for comics, movies &TV and music
001	ProQuest LLC Total	\$ 31,302	Electronic database subscription
001	EBSCO Total	\$ 30,284	Primary periodicals vendor and database subscriptions such as Consumer Reports, Novelist and LibraryAware book newsletters
001	Mackin Educational Resources Total	\$ 20,876	Children's books, pre-binding children's books and physical processing
<b>Other</b>			
001	Alliant Insurance Serices, Inc. Total	\$ 999,282	Annual renewal of property & vehicle liability insurances
001	EnvisionWare Inc. Total	\$ 304,641	Equipment/software/licenses/support/maintenance for self-service kiosks and coin change machines
001	King County Finance (TELECOMM/I-NET) Total	\$ 156,378	I-Net billing KC wide area network
001	Homeland Patrol Division Security LLC Total	\$ 101,477	Security service - various branches
001	Ednetics Inc. Total	\$ 94,379	SALTO access control materials & service - various branches
001	Lyngsoe Systems Inc. Total	\$ 69,721	Automated materials handling system service, parts & maintenance renewal
001	COPACINO + FUJIKADO LLC Total	\$ 64,235	Professional services - marketing
001	Image Source Inc. Total	\$ 58,309	Supplies - Summer Reading grant
001	Esker Inc. Total	\$ 57,036	P2P Invoice automation software
001	CDW Government, Inc. Total	\$ 55,881	Computer equip/parts/software
001	U.S. Bank VISA Total	\$ 51,392	VISA charges (supplies/training/advertising/subscriptions)
001	Element of Change Total	\$ 40,375	Professional services - Leadership
001	Integrity Auto Repair Inc. Total	\$ 36,665	Vehicles maintenance and repairs
001	Peer Washington Total	\$ 29,237	Professional services for Peers in Libraries grant
001	Amazon.com Total	\$ 29,126	Operating supplies
001	Ryder System, Inc. Total	\$ 28,370	Fleet vehicles lease/maintenance/repairs
001	French Touchup LLC Total	\$ 26,455	Furniture refinishing
001	KNOWBE4, Inc. Total	\$ 24,706	Security training platform
001	Oracle America Inc. Total	\$ 24,170	JDE software license/support/maintenance
001	NEXOS Marketing LLC Total	\$ 21,050	Professional services - marketing

# GENERAL FUND REVENUES

May

	2025				2024				
Revenues Received:	Budget 2025	May Received	YTD Received	% Budget Received	% Budget Received	Unaudited 2024	YTD Received	% Growth Over 2024 YTD	
Property Tax, Current Year	\$ 140,952,257	\$ 10,731,276	\$ 72,707,061	51.6%	51.5%	\$ 135,676,067	\$ 71,013,598	2.4%	
Property Tax, Prior Years	1,678,060	136,048	928,233	55.3%	74.9%	1,540,171	1,284,036	(27.7%)	
Other Taxes	363,899	122,528	230,901	63.5%	59.3%	363,821	182,589	26.5%	
Timber & State Shared Revenues	96,681	6,156	9,265	9.6%	15.9%	109,188	18,006	(48.5%)	
Contracts	565,383	-	5,000	0.9%	0.6%	654,102	5,000	0.0%	
Printing/Photocopies	379,757	35,624	176,877	46.6%	64.6%	373,333	155,397	13.8%	
Damaged Materials/ Fines & Fees	37,709	1,604	14,298	37.9%	13.2%	37,353	15,825	(9.6%)	
Lost Materials	57,453	3,373	22,575	39.3%	22.3%	57,930	25,161	(10.3%)	
Investment Interest	3,600,000	458,776	1,848,394	51.3%	86.8%	6,001,183	1,735,385	6.5%	
Grants	-	-	-	N/A	0.5%	12,838	2,325	(100.0%)	
KCLS Foundation	1,641,854	469,991	741,537	45.2%	68.5%	1,502,401	1,011,179	(26.7%)	
E-Rate	1,000,000	-	-	0.0%	39.5%	1,104,743	513,375	(100.0%)	
Unrealized Gain/(Loss) on Investments	-	-	-	N/A	N/A	573,448	-	N/A	
Miscellaneous Revenues/Other Financing Sources	262,007	110,400	2,434,617	929.2%	N/A	1,528,782	79,630	2957.4%	
<b>TOTALS</b>	<b>\$150,635,060</b>	<b>\$12,075,779</b>	<b>\$79,118,758</b>	<b>52.5%</b>	<b>51.9%</b>	<b>\$149,535,362</b>	<b>\$76,041,507</b>	<b>4.0%</b>	

Credit Card Payments	May 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	75.5%	3,233	22.6%	18.4%	7,759	2,911	11.1%
Lost Materials	839	24.9%	7,275	32.2%	32.7%	24,341	8,235	(11.7%)
<b>TOTALS</b>	<b>\$2,050</b>	<b>41.2%</b>	<b>\$10,508</b>	<b>28.5%</b>	<b>27.2%</b>	<b>\$32,100</b>	<b>\$11,146</b>	<b>(5.7%)</b>

# GENERAL FUND EXPENDITURES

May

2025

2024

DESCRIPTION	BUDGET 2025	May EXPENDED	YTD EXPENDED	% Budget EXPENDED	% Budget EXPENDED	Unaudited 2024 EXPENDED	YTD EXPENDED	% Growth Over 2024 YTD
Salaries	\$ 71,822,373	\$ 5,812,625	\$ 27,944,755	38.9%	38.5%	\$ 62,764,738	\$ 25,834,059	8.2%
Benefits	27,765,268	2,046,062	10,167,878	36.6%	37.2%	21,859,992	9,360,258	8.6%
<b>SUB-TOTALS</b>	<b>\$ 99,587,641</b>	<b>\$ 7,858,688</b>	<b>\$38,112,633</b>	<b>38.3%</b>	<b>38.1%</b>	<b>\$84,624,730</b>	<b>\$35,194,316</b>	<b>8.3%</b>
Supplies	2,881,645	148,469	1,177,855	40.9%	45.9%	3,317,458	1,364,481	(13.7%)
Staff Development	1,307,650	35,947	291,861	22.3%	25.5%	748,578	291,779	0.0%
Prof. Services	5,448,484	476,874	2,016,060	37.0%	38.1%	5,029,163	2,012,553	0.2%
Communications	1,507,233	191,618	571,340	37.9%	37.2%	1,093,400	393,242	45.3%
Travel	152,802	3,872	40,963	26.8%	34.1%	127,459	62,791	(34.8%)
Advertising	656,625	70,117	302,933	46.1%	5.0%	322,247	25,255	1099.5%
Operating Leases	3,406,598	267,306	1,552,336	45.6%	45.9%	3,114,537	1,458,859	6.4%
Insurance	1,200,882	660,177	1,120,126	93.3%	83.2%	1,052,563	948,607	18.1%
Utilities	2,529,480	344,294	1,098,481	43.4%	43.7%	2,559,058	1,069,929	2.7%
Repairs & Maintenance	15,709,539	886,553	7,265,952	46.3%	47.3%	15,468,518	6,561,246	10.7%
Reserve	1,200,000	-	-	N/A	N/A	-	-	N/A
Miscellaneous	413,010	50,449	239,658	58.0%	68.5%	634,521	256,139	(6.4%)
Intergovernmental	168,400	6,235	43,978	26.1%	33.3%	170,876	34,535	27.3%
Library Material	15,881,740	1,112,655	6,581,429	41.4%	44.8%	17,221,055	6,909,306	(4.7%)
<b>SUB-TOTALS</b>	<b>\$ 52,464,088</b>	<b>\$ 4,254,566</b>	<b>\$ 22,302,973</b>	<b>42.5%</b>	<b>43.8%</b>	<b>\$ 50,859,434</b>	<b>\$ 21,388,720</b>	<b>4.3%</b>
Facilities - CIP	\$ 7,957,000	\$ 8,341	\$ 864,754	10.9%	37.2%	\$ 10,143,659	\$ 2,905,935	(70.2%)
ITS - CIP	4,576,801	118,453	546,771	11.9%	48.7%	3,780,445	\$ 1,795,670	(69.6%)
<b>SUB-TOTALS</b>	<b>\$ 12,533,801</b>	<b>\$ 126,794</b>	<b>\$ 1,411,525</b>	<b>11.3%</b>	<b>40.9%</b>	<b>\$ 13,924,104</b>	<b>\$ 4,701,604</b>	<b>(70.0%)</b>
<b>TOTALS</b>	<b>\$ 164,585,530</b>	<b>\$ 12,240,047</b>	<b>\$ 61,827,131</b>	<b>37.6%</b>	<b>40.1%</b>	<b>\$ 149,408,268</b>	<b>\$61,284,641</b>	<b>0.9%</b>



# King County Library System

Director's Report – June 2025

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## Public Services

### Summer Reading Update

As presented at last month's Board meeting, we are offering two programs for readers this summer: Curious Creatures for kids and teens, and Book Bingo for adults. Both programs are going strong. Curious Creatures started on Saturday, June 7, and as of June 17 there were already over 14,000 kids and teens registered for the program. For context, this number exceeds the total number of finishers from the entire summer of 2024.

Kickoff parties at the Maple Valley Library on June 7 and the Burien Library on June 13 each drew over 400 participants. Book Bingo continues to attract ambitious readers. Since its launch in May, the booklists associated with the Bingo categories are consistently some of the most popular on the website. "Pacific Northwest Nature" is a particular favorite.

## Equity and Social Impact

### Juneteenth: A Freedom Celebration

The Equity and Social Impact Department hosted KCLS' annual Juneteenth Celebration at the Federal Way Library on Saturday June 14, in partnership with local mentoring groups Phenomenal She and Game of Life. More than 500 community members came out to commemorate the Juneteenth holiday.





# King County Library System

Director's Report – June 2025

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The library offered a full day of programming, with a community resource fair that featured 16 community-based organizations, a vendor market outside of the library with 12 black-owned businesses, and a community leader forum, hosted by Emmy award-winning media professional TraeAnna Holiday, and five highly regarded community leaders:

- Andrea Caupain, Co-Founder of BIPOC ED Coalition; Interim Managing Director for Black Future Co-Op Fund
- Washington State Representative Debra Entenman
- Brian Carter, Executive Director of 4Culture
- Shaude' Moore, CEO of Central District Community Development and
- Preservation Development Authority Senior Pastor Joseph Bowman IV of Integrity Life Church in Federal Way.

Participants spoke of the importance of events like this and said how much it means to see KCLS centering “multi-generational cultural celebrations” for underrepresented communities. The conversation explored the critical role KCLS plays as a connector to resources and in offering accessible places for the community to gather.



The library gave away nearly 150 books that were generously donated by the KCLS Foundation. At the well-attended community mural experience hosted by Jeneva Marie, patrons were invited to answer questions in a variety of formats and every giveaway book included a short two-minute survey to give KCLS feedback about the types of programs, services, books and other offerings community members would like to see from the library in the future.

Patrons and community members celebrated Freedom Day through song, dance, art and many meaningful

conversations. Staff overwhelmingly received positive feedback about the event and the library's community partners are already planning for next year!

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# King County Library System

Director's Report – June 2025

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## Administration

### Human Resources

The HR department recently completed an annual reclassification review process. This process allows employees and/or supervisors to request a position review to determine if significant changes have occurred to work being performed that would qualify for a classification change. Generally, this means that the incumbent is performing a significant percentage of their work outside of their current job description. There were 4 positions approved for reclassification this year. The annual reclassification review process is one of three processes that work together to ensure that KCLS positions remain properly classified, compensated, and market comparable in relation to local public service organizations. The other two processes are: reorganization of positions by management at the department level during budget planning, and performance of regular classification and compensation studies every 3-5 years.

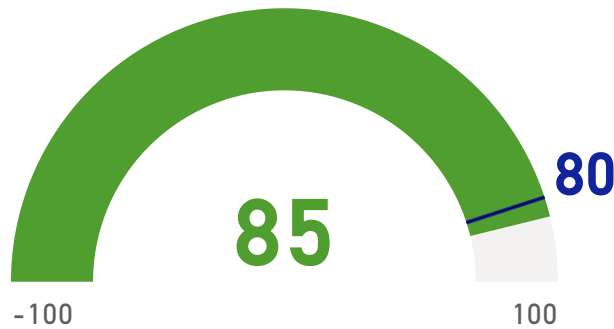
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## Key Performance Indicators (KPIs)

3-month rolling values for our KPIs: Net Promoter Score, the percentage of patrons who learned something new at a KCLS program, and the percentage of patrons who felt a sense of connection at a KCLS program.

### Net Promoter Score



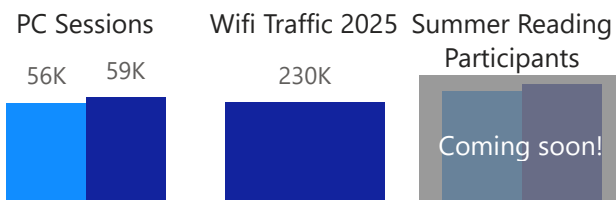
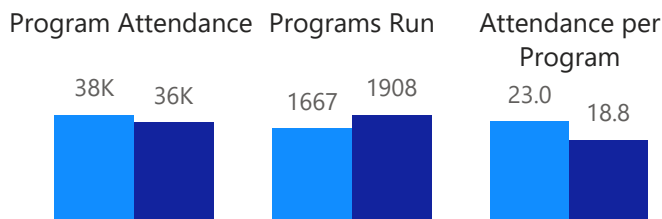
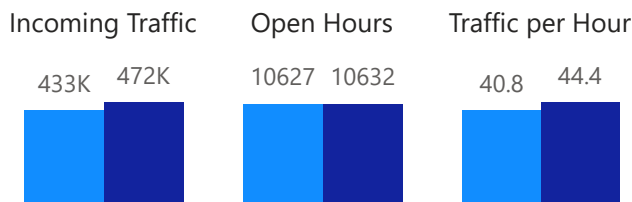
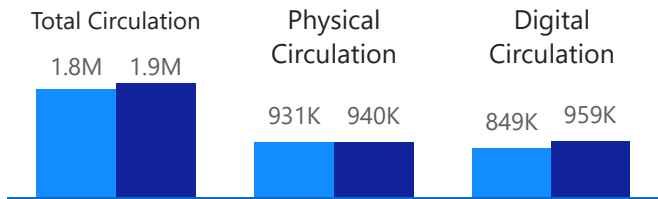
### Learned Something New



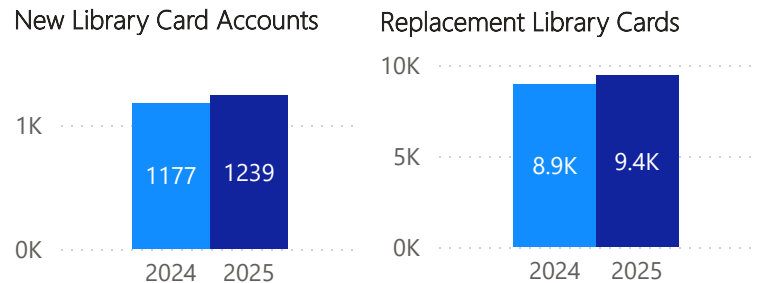
### Felt Sense of Connection



## System Usage - 2024 vs 2025



## Cards & Accounts



## Active Patrons & Market Penetration

Active Households include all addresses with at least one active patron. Market penetration is the number of active households against the total households in the KCLS service area. Active cardholders count patrons with library card activity in the given timeframes.

# 252.5K

1-Year Active Households

# 43.92%

Household Market Penetration

# 390.4K

1-Year Active Cardholders

# 452.2K

2-Year Active Cardholders