



2009 Year in Review

A Record-Setting Year of Service

kcls.org



Narrowing the Focus

KCLS made progress on three overarching priorities in 2009: Service, Involvement and Accountability, each with a number of priorities that are listed below. The following pages offer a look at the notable accomplishments of the year.

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From the Director

A record-setting year of service

In 2009, King County Library System (KCLS) rose to a new challenge: helping patrons find essential information during tough economic times. In addition to maintaining regular standards of service and continuing construction projects, KCLS developed an innovative approach in response to the economic crisis to guide patrons to reliable information when they needed it most. As a result, KCLS not only remained relevant to the lives of everyday people, but drew record crowds. This was the busiest year in the history of KCLS.

To help people facing unemployment, mortgage defaults, business failures and disappearing investments, "Look to Your Library" guided people to free library and community resources, including unemployment assistance, job search tools and small business aid. A full week of extended library hours offered in-person coaching on how to find and use library resources. Partnerships across King County with public and nonprofit agencies were established to offer skills classes and other support. The results were so successful that the Department of Social and Health Services and WorkSource employment resources are expanding our partnership to assist job-seekers. KCLS received widespread recognition for these efforts, garnering three national awards and becoming a role model for the Gates Foundation.

Through prudent financial management, KCLS cut \$1.9 million of planned operating expenditures without cutting hours or services in order to balance the budget as property tax revenues declined. Yet despite economic challenges, the Library System still managed to focus on the future. Taking advantage of the favorable construction climate created by the global financial crisis, several construction projects were expedited and two new libraries and one expanded library opened to the public.

Throughout 2009, KCLS provided record levels of service. There were nearly 10 million visits to KCLS libraries and a record 21.3 million items circulated. The library catalog had 88.6 million visits and kcls.org received 26.8 million hits. While it is gratifying that KCLS remains the third busiest library in the United States, it is even more satisfying that our patrons continue to report high satisfaction with KCLS services. We've seen hard times before and KCLS remains committed to meeting community needs for relevant information now and in future years.



A handwritten signature in black ink that reads "Bill Ptacek". The signature is written in a cursive, flowing style.

Bill Ptacek
KCLS Director

"My husband's unemployment will run out soon and the budget will get even tighter as I anticipate getting into the unemployment line myself. A big bright spot for us during the past year and a half (and quite honestly my whole life) has been the King County Library System. But especially during these tough economic times, the library has been a haven for our family..."

Service

Improve and expand collections in all formats

With growing needs and interests of library users, two new collections of materials were developed and downloadable materials for digital books were enhanced.

As the population of King County diversifies, KCLS kept pace with the needs of non-English speaking adults by creating the **Adult Basic Education (ABE)** collection, which provides fiction and nonfiction materials to support the interests of new adult readers and learners who are gaining English literacy skills. The collection provides reading materials and audiobooks on topics such as writing, math, computer skills, job skills and test preparation. Each library has an ABE collection, with the exception of the Library Connection locations.

To increase the variety of book and movie titles on library shelves, the **Just In Time** collection was established. The collection is comprised of extra copies of recent bestsellers, near-obsolete formats such as video and cassette tapes and surplus copies of books. Rather than take up space on library shelves, the items are now located at the Shipping and Distribution Center and remain in the library catalog to be checked out. As a result, the free shelf space at libraries holds a greater variety of titles to meet the interests of more library users.

With the growing popularity of **digital books**, downloadable library materials were provided in a new format that supports Sony eReader, an electronic device for reading books. There also was increased support for library users with iPods, with Overdrive supporting downloading some audiobooks to iPods, rather than Microsoft MP3 players exclusively.



Newly expanded Kirkland Library, December 2009

Provide convenient access to library services and resources

The opening of an unstaffed library station and shorter wait times for popular items improved access to library resources and materials.

Serving an area of King County that is geographically isolated from the closest library, the 300-square-foot **Library Express @ Redmond Ridge** opened in November 2009. The unstaffed library station was developed as a pilot project in partnership with the Redmond Ridge Residential Owners Association. To enter the building, library patrons scan or type in their library card number. Inside, holds are shelved and patrons may use Self Check-Out to get their library materials. A dedicated phone is available to provide a direct link to library staff for questions or assistance patrons may need. The facility was implemented as an economical way to expand library service in an area with a growing population.



Library Express @ Redmond Ridge

To get popular books and DVDs in the hands of patrons as quickly as possible, the **copies to holds ratio** was adjusted and patrons now wait no longer than four months for popular titles. This is an improvement over a wait time of five months for bestseller books and newly released DVDs. To ensure the standards are maintained, a weekly report is run on the entire collection to review patron demand and additional copies of items are purchased as needed.

Serving an area that is at the forefront of technology, KCLS embraced **social media** to reach even more library users. Facebook and twitter accounts promoted library services and programs throughout the year and continue to build a following. Promotional videos also were created and posted on YouTube.

Encouraging patrons to utilize library services and programs they may not be aware of, a promotional program called **InfoToGo** was created to highlight specific resources and services every month. As part of the promotion, a new business-size card is available each month throughout 2010. The cards are offered to patrons via library displays and at outreach events. To keep patrons and staff informed about KCLS programs, resources and special events, a total of 1.5 million monthly calendars, program materials and other promotional pieces were designed and printed in 2009.

INFOTOGO



*Got a question?
Ask a Librarian!*

Ensure safe and welcoming libraries that encourage learning, inspiration and community

With libraries encouraging community gathering and serving as a “third place” to many, it was a priority that buildings be safe, welcoming and easy to navigate.

With an emerging flu pandemic and the possibility of flooding in the Green River Valley, where several KCLS libraries are located, ensuring the safety of patrons was a top priority in 2009. To address both situations, a **Business Continuity Plan** was created, which includes a revised pandemic influenza response plan and a new section detailing flooding. The plan identifies hazards and indicates how the Library System will respond. To test emergency response procedures and plans, unannounced emergency drills were conducted at 42 KCLS libraries.

Directing patrons to the materials they need, select **Wayfinding elements** were installed at all libraries. End-of-shelf signs identify each distinct area of materials with different colors and labels such as “Children’s” or “Nonfiction.” In-stack “blades” also were displayed on shelves with books to guide patrons to the location of materials. A few libraries also received the complete Wayfinding package in 2009: the new Burien Library, Kirkland Library, Woodinville Library and the renovated Redmond Library. This includes easy-to-follow floor layouts, section signs, signage for service points, a directory, displays and user areas to guide patrons from the time they hit the entryway until they’re ready to head to the checkout stations. The new visual cues enhance opportunities for discovery and inspiration and free staff to offer more individual service and answer complex questions. Research done in late 2009 indicates success with the program.

Provide enhanced online services and programs through the KCLS Web site and catalog

Operating in a technology-rich area, KCLS continued to provide new and enhanced online resources for the increasing number of people who access the library remotely.

With seven million visits to the library catalog and more than two million Web site hits every month, new online resources were introduced to the KCLS online collection. Helping patrons with everything from searching for jobs to finding alternative health information, the following **databases** were added:

- Career Cruising, offering online career guidance and planning tools
- ConsumerReports.org, with product reviews and ratings
- byki language learning, with more than 70 languages to learn
- Natural Standard, offering evidence-based alternative health information

Enabling patrons to more easily keep track of their library accounts via text, RSS or email, **Library Elf** was launched. The service is ideal for families with multiple library cards or individuals who have cards from different library systems, as they can consolidate multiple cards into one Library Elf account. Allowing patrons to instant message library staff from any kcls.org Web page, the **AskNow** service was expanded. AskNow offers assistance with library account or catalog questions that may arise.

Providing virtual tutoring for students in grades K-12 at libraries where Study Zone tutors are not available in person, **Study Zone Online** was launched. Available through library computers, the online service provides access to tutors who specialize in math, science, English and social studies.

Maintain high functioning technology and equipment to ensure quality patron experiences

One of the top circulating library systems, KCLS continued to develop software and install technology that allows patrons to more easily access library resources.

With a number of objectives that includes making it easier for patrons to search the library catalog and check items in and out, the **Evergreen Integrated Library System (ILS)** open-source software project was further developed in 2009. KCLS currently uses commercially vended ILS software that maintains information pertaining to the library's collection, allows patrons to search the catalog and check items in and out, and also is used by staff to select and purchase materials. With a one-size-fits-all approach, the software is not customized to meet the needs of KCLS. Pursuing the development of open-source software gives KCLS the best chance to achieve service goals driven by Patron Experience Project feedback. In 2009, a major component of the Evergreen project, the circulation module, was completed. KCLS also was awarded a \$1 million federal grant from the Institute of Museum and Library Sciences to initiate a collaborative partnership with public libraries at a national level to develop and provide peer-to-peer support for Evergreen.

To return books and other library materials to shelves more quickly, **Self Check-In** stations and **Automated Materials Handling (AMH)** systems were installed at Issaquah, Bothell, Kirkland and Burien libraries. After patrons use Self Check-In to return materials, AMH units automatically sort materials into specific ready-to-shelve carts or bins.

Enhancing services to students, additional **laptops** were added to the collection in 2009, especially for the Study Zone tutoring programs and for patrons enrolled in computer classes. Other enhancements included improving the response time on public, staff and wireless workstations in the library and the reliability of the public wireless network. To extend the life of library materials and reduce the wait-time between uses, a disk cleaning machine was purchased for in-house repair of CDs and DVDs.



Self Check-In and Automated Materials Handling Systems

Involvement

Reach out to underserved communities in new and creative ways

To connect with more patrons, especially those who cannot easily access the library, outreach services were expanded in new and innovative ways.

To bring more books and library resources to people in the community, five new outreach vehicles were ordered for the new **Library2Go!** and **Digital Discovery Zone** services. Four of the vans will be outfitted as mini-bookmobiles to expand services currently provided by the Traveling Library Center (TLC) and ABC Express. The fifth van will be equipped with computers and software to create a Digital Discovery Zone for outreach to teens, who will be able to create computer graphics, games and animations. In addition to ordering the vehicles, planning for the collections and logistics were determined in 2009. Unlike the TLC and ABC Express services, the Library2Go vehicles will rotate between libraries, with a different library cluster using the vehicle each week for outreach within their service area. The vehicles will hit the streets in the summer of 2010.

To reach more elderly patrons, five new senior housing facilities were added to **TLC's lobby stop service**. Staff visits eligible King County residents who live in retirement homes, nursing homes or assisted living facilities every month. The new stops are in Kenmore, Kirkland, Newcastle, Auburn and Normandy Park. The lobby stop service brings the library into the facility, with laptops and book carts set up in an activity room, dining room or lobby.

"I appreciate the TLC. This service is closest to the ideals that inspired a public library, bringing books to people who would otherwise not have access to them. I live at a retirement community and like most residents I have given up my car. If you did not come here, we would miss you more than people who can simply drive to another library."

Accommodating the interests of outreach patrons, PlayAways were added to the **ABC Express** collection. The portable audiobook players come preloaded with content, earbuds and a battery and circulate well among patrons at low-income community stops. ABC Express also was staffed with more Spanish-speaking employees, which enhanced communication with patrons. More materials were checked out during ABC Express visits to childcare and other community sites in 2009, with a circulation increase of 15%. The "library on wheels" visits 60-70 childcare sites and 24 community sites monthly or bi-monthly.

To sign new patrons up for library cards and distribute materials about KCLS programs and services, KCLS sponsored and participated in five community events: the Strawberry Festival at Crossroads, the Back to School Fair for SeaTac Families, the Auburn Latino Family Health & Safety Fair, the Greenbridge Job Fair and the White Center Community Summit.

King County Library System Foundation

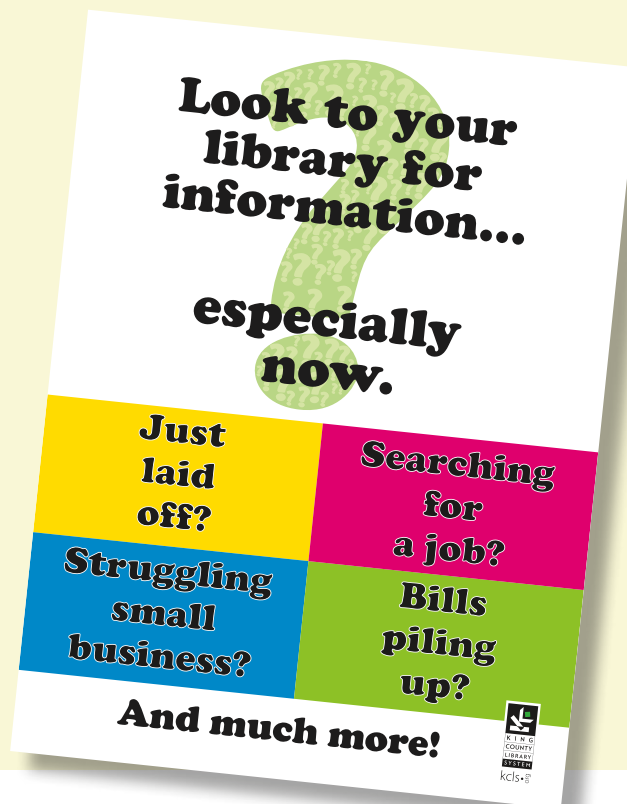
Bringing literacy, learning and library access to all community members, the KCLS Foundation funded various programs, including Books for Babies, Fiestas de Alfabetizacion Temprana (Early Literacy Parties), Read Three, Get One Free, Global Reading Challenge, SAT Classes, Summer Reading Program and Ready, Set, Read. With the Foundation's support, KCLS provided value-added services, incentives and books to 150,000 residents.

Support community-based service planning to meet local needs

From assisting people in their search for employment to helping students with homework, the Library System supplemented existing community programs and services.

With unemployment in King County steadily climbing in 2009, KCLS staff coordinated a special program, called **Look to Your Library**, to provide resources and information to people facing hard times. During the first week of May 2009, 41 libraries opened one hour early and special Web pages were created with a variety of resources, such as how to search for jobs. Workshops on related topics, including how to create a resume, were offered, as well as live demonstrations of library resources. Librarians answered 18,000 references questions and assisted more than 1,400 patrons during the week-long promotion. KCLS also partnered with WorkSource and the Department of Social and Health Services (DSHS) to help library patrons find jobs and access benefits. One-on-one appointments with representatives from local social service agencies were offered at libraries and other locations. Look to Your Library received national acclaim, garnering Finalist status and Honorable Mention in PR News' Nonprofit PR Awards at the National Press Club in Washington, D.C. for excellence in Media Campaign and Web Pages, as well as a 2010 John Cotton Dana Library Public Relations Award for Strategic Communication. To help struggling small businesses in the year to come, KCLS was awarded \$50,000 to establish an online resource center called InfoBiz. The grant is from the Washington State Library as part of the Renew Washington Project funded by the Bill and Melinda Gates Foundation and the Institute of Museum and Library Services.

"I went to a job interview seminar at the Woodmont Library. It was useful for my situation (no job!) and lifted my spirits."



Programs for students, such as online homework help and a “battle of the books” competition proved to be popular. **Tutor.com** offered 23,417 sessions of tutoring in 2009, a 10% increase from 2008. More students also participated in the **Global Reading Challenge**, a cooperative effort between KCLS and local public school districts. The program encourages fourth and fifth graders across the county to work together as a team and challenge other schools to answer questions about selected books. A total of 238 teams and 1,666 fourth and fifth graders participated in 2009, an increase from 212 teams and 1,460 students the year before.



The Global Reading Challenge winning team from Lakeridge Elementary School

“I am really impressed with the online tutoring service the kcls.org Web site offers. For math, the visible chalkboard and chat box were perfect to help solve a calculus problem!”

To meet community needs, library staff implemented 75 unique and creative goals as part of the **Annual Service Priorities**. This was the first year of the Annual Service Priorities process, which was developed to connect community library activities with shared System values and long-term organizational strategies. Each library cluster considered community needs and created goals and strategies to achieve them. Implemented goals included providing Story Times during nontraditional times, such as evenings and Saturday afternoons and hosting a graphic arts festival.



Giving back to the community was supported by KCLS staff, with the Workplace Giving Campaign raising a total of \$85,928 in staff donations. The campaign theme was *Everyday Superheroes! Together We Transform Lives*. Staff members were able to direct their monetary gift to three agencies: KCLS Foundation, United Way of King County and Coalition for Charitable Choice. The funding was raised through a variety of strategies, including pledge forms and an online auction. This was the second year in a row that KCLS staff raised more than \$85,000 for nonprofits and other charitable agencies. Thirty-two KCLS staff members volunteered for Day of Caring, September 11, 2009, at two separate projects: taking visually impaired adults on bicycle rides and hosting an after-school activity for limited English speaking immigrant youth.

Engage the staff through effective communication, organizational involvement and development opportunities

Learning how to help patrons tap into their passion and enthusiasm for reading, staff members attended training sessions with literary critic Nancy Pearl.

To discover new ways to help people find that next great book, staff attended training sessions with readers' advocate and renowned book reviewer Nancy Pearl. The KCLS Foundation supported a year-long consulting agreement, enabling staff to learn how to:

- Offer tips on how to grow knowledge of books
- Recognize why people enjoy the books they do
- Provide strategies for sharing knowledge and enthusiasm about reading

Enabling staff to better communicate with diverse patrons, funding was available for classes that teach languages identified as World Languages in the KCLS collection. Interested staff members were required to attend classes in their spare time and a total of 40 staff applied for funding to study Spanish, Russian, Italian, French, Japanese and Chinese.

Continuing education opportunities were pursued by many and 44 staff members received **tuition assistance**, 10 of whom graduated in 2009. Seven were graduate students, one received a Bachelor of Arts degree and two received certificates. Of the seven graduate students, five received degrees in library science. The tuition assistance program helps employees pay tuition for a certificate or degree program. The KCLS Foundation awarded seven scholarships to KCLS staff members to assist them in acquiring master's degrees in Library and Information Science.

To better serve patrons in the library, online and outside library buildings, job duties of staff were evaluated and the first draft of the **Future Services Plan** was created. To gather input from staff, more than 30 meetings were held. Based on more than 230 email and blog questions and comments, several changes were made to the staffing model, which will be piloted in two library clusters next year.



Enthusiastic staff!

Develop collaborative partnerships with community organizations

To offer a wider variety of programs to meet the interests and needs of patrons, KCLS partnered with local and national organizations as well as community volunteers.

Inspiring people across the country to pick up a good book, **The Big Read** kicked off in the fall of 2009. Funded with \$20,000 from the National Endowment for the Arts, the promotion encouraged readers to read Jack London's *Call of the Wild* and Gary Paulsen's *Hatchet* for younger readers. More than 500,000 individuals participated in book discussions, programs or viewed displays around the themes of wilderness survival, the Alaska-Yukon-Pacific Exposition and the Alaska Gold Rush.

Reaching low-income families through the **Books for Babies** program, KCLS partnered with King County Health Department once again to deliver board books and Early Literacy DVDs to underserved populations at home visits and well-baby checks by nurses. In 2009, 6,605 board books in seven languages were delivered to 12 community libraries for distribution.

Educating children and adults on emergency preparedness and energy savings, a \$6,500 grant was received from Puget Sound Energy to offer additional **Hello House programs**. An \$8,000 grant was received from 4Culture for site-specific programs in schools and community libraries.

Community members strongly supported the library, with a total of 34,000 **volunteer hours** contributed to KCLS. Volunteers enhance library services to patrons by assisting in numerous capacities, including helping with ESL and Study Zone programs. To make it easier for community members to volunteer with KCLS, a year-long project was initiated in 2009 to develop a model for volunteer services. A Volunteer Project Coordinator is working to develop a strategic plan with the objective of supporting volunteers with enhanced recognition, training and networking opportunities.

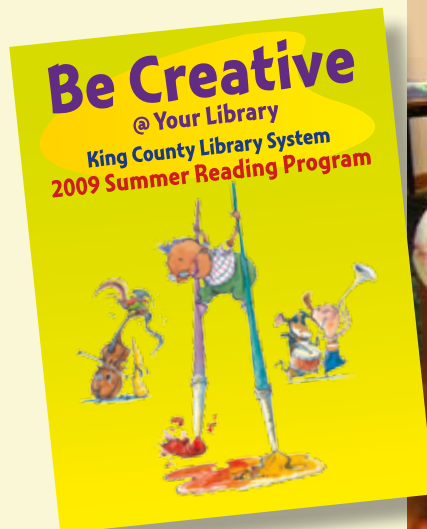


KCLS' 1.6 million patrons benefit greatly from the support and advocacy of **Friends of the Library** volunteers and Library Advisory Board groups. In 2009, Friends contributed a combined total of \$340,000 to support programs, art acquisition and other library initiatives. To recognize and thank the Friends groups, KCLS held a **REaD Carpet** celebration in April 2009. In addition, Friends across King County were recognized during National Friends of Libraries Week by proclamations from Governor Gregoire and the KCLS Board of Trustees. To thank and involve KCLS' 14 Advisory Board groups, volunteers who serve in an advisory capacity to city officials, KCLS held two highly attended Advisory Board information forums in June 2009. Participants learned about the financial and political structure of KCLS and how to use social media as an advocacy tool.



Promote library services for patrons at all ages and stages of life

Programs for preschoolers, children and teens have been a longstanding priority for KCLS and in 2009, new services for adults were introduced.



The **Summer Reading Program** encourages children to grab a book during the summer months and spend time reading, with the incentive of receiving an art set as a finishing prize and being entered into a drawing to win a new, donated laptop. A total of 43,645 children signed up for the “Be Creative at Your Library” Summer Reading Program and 23,754 finished the program by completing the preschool activity sheet or reading 1,000 minutes. This was an 11.5% increase over 2008. In addition, 383 programs were presented with a 20% increase in attendance from 2008. To make it easy for children to visit the library to check out books and attend programs, summer school students were bused to their local library. Promotional materials for the Summer Reading Program, such as reading logs and program schedules, were designed and printed by the KCLS Graphics Department. A total of 241,000 pieces of information were distributed through schools, community centers and local libraries.

Encouraging parents and caretakers to bring children to the library, a total of 6,079 **Story Times** were presented in 2009. Of these, 5,187 were in English and 892 were offered in other languages. The programs drew a total of 163,509 children and adults, an increase in attendance from the prior year. To provide resources to families that are unable to attend Story Time, the **Tell Me a Story wiki** was launched. Children’s Librarians post information about books that were read at Story Times, including handouts. The wiki also includes video demonstrations by Children’s Librarians of rhymes and songs for parents to sing at home.

“My six-year-old son is a bit of a struggling reader. He had a hard time all through kindergarten last year. We did the Summer Reading Program and he has made huge progress this summer. He got his prize today and was so excited.”

Attracting teens to the library, more than 2,500 programs were organized, including writer's workshops, Game On video game programs, Anime and Manga clubs, book groups and photography and poetry contests. The **Read Three, Get One Free** program attracted a total 10,455 participants. For every three books a teen reads and reviews, they selected a free book. Entries doubled from the previous year for the **Read • Flip • Win** program, for which teens created video book reviews and trailers and uploaded them onto YouTube.

Reaching out to adults who may not use the library, a booth was staffed at the Washington Brewers Festival in Kenmore on Father's Day weekend. KCLS staff promoted library services to more than 10,000 people in attendance and 700 promotional coasters were distributed. To reach out to single adults, two **Read Dating** events were organized for the first time, encouraging adults to gather together to discuss books and socialize. The Read Dating events were hosted by relationship expert Dr. Pepper Schwartz. The programs, in Burien and Lake Forest Park, were scheduled outside the library and the second event attracted more than 70 singles.

To generate interest in and awareness of library programs and services for all ages, KCLS continued to partner with local media and broadcast companies to leverage a modest advertising budget. Partnerships with KUOW, KPLU, Radio Disney, Titan Outdoor, Entercom Radio, KONG TV and Comcast Cable generated more than 15 million impressions per month (the total number of times someone saw or heard mention of KCLS). Although many newspaper outlets and publications closed or cut staff, there was a 5% overall increase in news clippings in media coverage from 2008.



The Great Stories CLUB is a reading program for teens

2009 News and Social Media Coverage Results

Broadcast Media Features

4 KOMO-TV News features on LTYL
7 media interview features on Fiestas de alfabetizacion temprana on Univision TV and Spanish radio

Online Event Calendar Hits

813,816 in 2009,
a 35.6% increase from 2008
2009 hits mark a 307% growth since 2006, the calendar's initial year

News Coverage

296 News & Feature Articles
415 News Briefs
477 Mentions
3773 Calendar Listings
55 Photos
422 Editorials & Opinions (includes social media)
213 Other
5651 Total Clippings

KCLS NewsRoom Traffic

86,611 total visits
448,178 total page views
12,373 average daily visits
64,000 average daily page views

PR NewsWire Press Release Results

Eight strategic media advisories and press releases posted on PR NewsWire in 2009 were viewed 1,955 times, with 1,054 media views, a 100% increase over 2008. Releases were posted on a total of 1,209 Web sites nationally and internationally, for a 636% increase over 2008.

Accountability

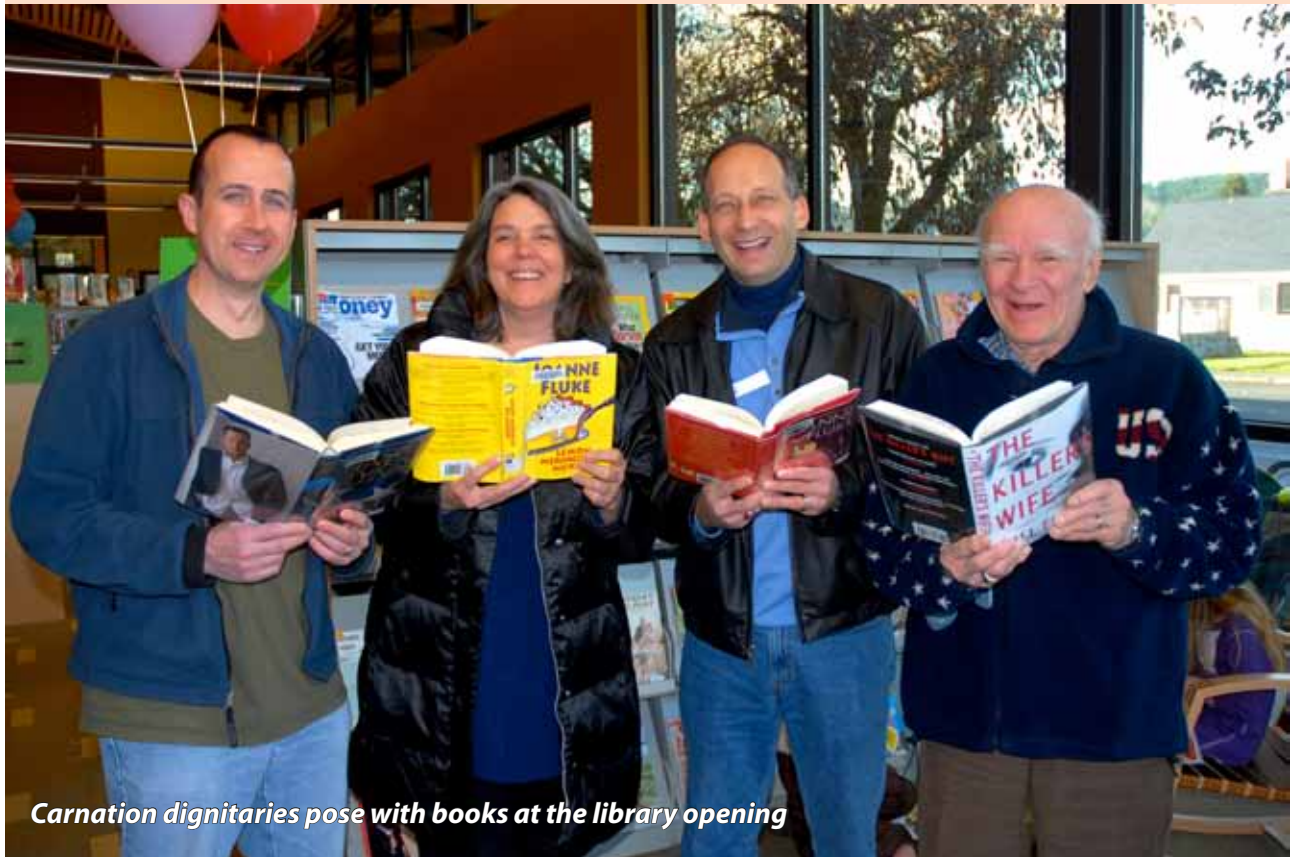
Keep facilities in good repair

Growing communities and high usage necessitated facility enhancements, including several new and expanded buildings, to keep libraries in optimal shape for patrons.

In keeping with KCLS' commitment to voters who approved the 2004 Capital Bond, two new libraries, one expanded library and two renovated libraries opened in 2009. The projects were completed as part of the Capital Improvement Plan, which calls for enhancements to all KCLS libraries through 2014. Three library openings and one groundbreaking event were coordinated, with more than 2,100 residents attending and participating in the celebrations.

All the new or enhanced libraries encourage learning and gathering. Many facilities feature quiet study areas as well as meeting rooms that may be reserved for community events and noncommercial purposes.

"Our group has always had great success with the meeting rooms at the libraries! We've used rooms at several libraries now!"



Carnation dignitaries pose with books at the library opening

The following new, expanded or renovated libraries opened in 2009:

- The new **Burien Library** opened in June 2009. The 32,000 square foot building is the largest facility designed and built as part of the capital bond program and was developed in partnership with the City of Burien. The library occupies the first two floors and city hall is located on the top floor. With a quiet study area, study rooms, a Story Time room and teen area, the community is well-served by the new building.
- The new **Carnation Library** opened in January 2009. The 5,000-square-foot facility is double the size of the former building. Located in the heart of the community, the library now has space to showcase programs and materials.
- The expanded **Kirkland Library** opened in December 2009. Situated in the downtown core, the expansion added 4,500 square feet that overlooks the park with a beautiful quiet study area, enlarged children's area and more space for gathering.
- The remodeled **Redmond Library** opened in January 2009 after a full renovation to implement Wayfinding, expand the teen and World Language areas and reconfigure the computer area.
- The remodeled **Issaquah Library** was completed in December 2009 and enhancements included new carpet, paint, furniture and reconfiguration of the meeting room as well as painting the exterior of the library.

To ensure that all KCLS libraries are comfortable for patrons, enhancements to existing facilities included replacing worn out furniture, repairing roofs, installing new carpet and repainting several facilities. The Service Center's public meeting room, which also serves as a Board Room for the KCLS Board of Trustees Meetings, received new chairs and tables, carpeting, wall coverings for enhanced acoustics and a fresh coat of paint.



Keeping voters informed on the status of improvement projects, a report marked the halfway point of the Capital Bond Improvement Plan on September 14, 2009. Titled *Delivering on a Promise to Voters: The First Five Years of KCLS' Capital Improvement Plan*, the report was published on kcls.org on the five-year anniversary of the date the bond passed. The report describes each new and expanded library in detail and includes photographs of the library exteriors, interiors and artwork.

Maintain effective financial management strategies to minimize impact of economic challenges

Being fiscally responsible during the economic downturn was essential in order to continue providing services that patrons need most.

With more people using library services and resources during the economic recession, it was imperative that KCLS continue to meet the needs of library users while at the same time being fiscally responsible. Toward that end, KCLS made \$1.9 million in budget cuts mid-year in 2009 and the 2010 budget was held equal to the 2009 budget after the cuts. To achieve \$1.9 million in cuts, several departments reduced their expenditures, including Collection Management Services, Information Technology Services, Facilities Management Services and Administration.

Administer financial resources in the most effective way to support both capital and operating requirements

Prudent oversight of the Capital Bond Program, including taking advantage of the favorable construction climate, resulted in cost savings.



Work progressed on the new Lake Hills Library and the expanded Federal Way Library

Optimizing funding for all library enhancement projects as part of the decade-long Capital Improvement Plan, KCLS took advantage of the favorable construction climate by expediting several projects: Kirkland, Federal Way, Sammamish, Issaquah, Kent and Lake Hills libraries. Capital project budgets also were reduced where possible, bringing the total capital plan forecast down to \$163.6 million. KCLS completed the successful sale of \$71 million in municipal bonds for the capital plan at record 42-year low interest rates.

To help manage projects and reduce additional costs, URS Corporation assisted with the construction management of the capital projects. The State Auditor announced that KCLS construction projects would be the subject of a performance audit and the final report was issued in June 2009. The Auditor stated that KCLS is doing a fine job of managing the projects and made a few minor suggestions to improve the efficiency of construction management.

With the KCLS levy rate dropping every year beginning in 2003, the operating levy rate was 36 cents per thousand dollars of assessed value in 2009. Having deferred a levy lid lift for as long as possible, KCLS prepared to go out to voters with Proposition 1, which would restore the property tax levy rate to 50 cents per \$1,000 of assessed value for collection in 2011. The measure was approved by voters on the February 9, 2010 ballot.

Ensure KCLS collections, operations and staffing reflect, celebrate and support the diversity of the KCLS service area

To ensure that all people feel comfortable and welcome at libraries, diversity was reflected in all aspects of operations, from programming to staffing.

Enabling staff to better communicate with limited English speaking patrons, KCLS enrolled in **Language Line**. A phone interpreter service, Language Line provides interpreters in more than 175 languages and is available 24 hours a day, every day of the week. ESL collections also were expanded and the NewspaperDirect collection increased to 121 international newspapers, which is 39 more than in 2008. New offerings include titles from Bulgaria, Croatia, India, Japan, Kenya, Mexico, Poland, Russia and Uganda.

To encourage non-English speakers to attend free **U.S. Citizenship** and **Talk Time** classes offered at KCLS libraries, postcards and fliers in multiple languages were designed, created and distributed via direct mail and in libraries. Thanks to the mailing, inquiries about ESL classes increased. KCLS co-sponsored and helped coordinate three **Citizenship Information Fairs**, providing more than 150 participants with free legal consultations, study materials and information about the naturalization process. One of the fairs was held at Greenbridge Library.

Entry-level employment opportunities were provided to underrepresented communities through the **Page Fellowship Program**. In 2009, there were 20 Page Fellowship openings and 18 participants were recruited and enrolled from diverse backgrounds with multiple barriers to employment: language barrier, minimal or no work experience in the United States and lack of education. In 2009, a total of 11 Page Fellow participants, eight of whom were diverse, were accepted into the Library Assistant Employment Pool and several others were accepted into other library positions. KCLS also contracted more than \$929,063 worth of business to women and minority owned businesses in 2009, an increase from \$895,000 in 2008.

To provide easy online access to diverse resources, the **Diversity Web pages** launched in April 2009 on kcls.org. The Web pages include links to various categories of information that pertain to diversity, such as community outreach, programming, collection and employment. The pages received 1,154 views in 2009.

Preparing Spanish-speaking families with children for kindergarten, **Early Literacy Parties** called **Fiestas de Alfabetización Temprana**, were held. A total of 784 adults and 972 children attended 128 parties. Families were provided with information about Early Literacy, free books in Spanish, craft materials and the opportunity to socialize with other Spanish-speaking families.



Talk Time class participants

2009 Circulation Statistics

Library	Checkouts
Bothell	1,007,469
Kenmore	129,937
Lake Forest Park	256,694
Cluster Total	1,394,100

Black Diamond	107,870
Covington	737,277
Maple Valley	413,438
Cluster Total	1,258,585

Fairwood	740,198
Connection @ Southcenter	166,323
Valley View	161,545
Cluster Total	1,068,066

Carnation	129,196
Duvall	141,901
Skykomish	15,349
Woodinville	542,213
Cluster Total	828,659

Mercer Island	436,311
Newport Way	623,911
Cluster Total	1,060,222

Des Moines	294,509
Kent	564,225
Woodmont	274,255
Cluster Total	1,132,989

Library	Checkouts
Fall City	110,892
North Bend	264,521
Snoqualmie	180,255
Cluster Total	555,668

Algona-Pacific	197,509
Auburn	513,765
Muckleshoot	70,972
Cluster Total	782,246

Redmond Ridge	3,751
Kingsgate	471,247
Kirkland	252,265
Redmond	1,177,669
Cluster Total	1,904,932

Greenbridge	63,134
Boulevard Park	105,575
Burien	492,905
Vashon	272,997
White Center	144,234
Cluster Total	1,078,845

Federal Way 320th	597,263
Federal Way	207,735
Cluster Total	804,998

Foster	128,527
Skyway	130,395
Tukwila	24,141
Cluster Total	283,063

Library	Checkouts
Issaquah	749,505
Sammamish	702,795
Cluster Total	1,452,300

Richmond Beach	222,156
Shoreline	846,705
Cluster Total	1,068,861

Answer Line	42,433
Bellevue	1,424,217
Connection @ Crossroads	482,110
Lake Hills	331,042
Cluster Total	2,279,802

All Branch Clusters	16,953,336
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Techlab	8
ABC Express	71,558
TLC	122,143
YSC	31,223
Outreach Services	224,932

Central Storage	159
Ebooks	188,997
ILL	20,054
Professional	30,825
Web Activity/Phone Renewal	3,891,863
Total Of Non-Branches	4,356,830

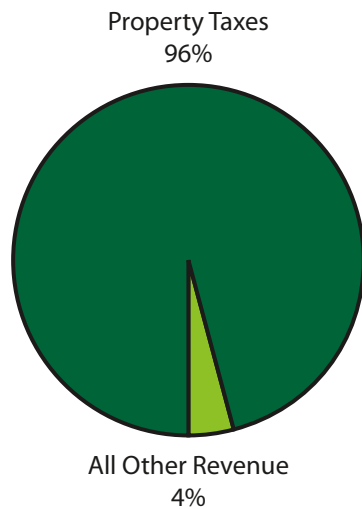
System Total	21,310,166
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2009 Financial Report
 Unaudited preliminary 2009 information

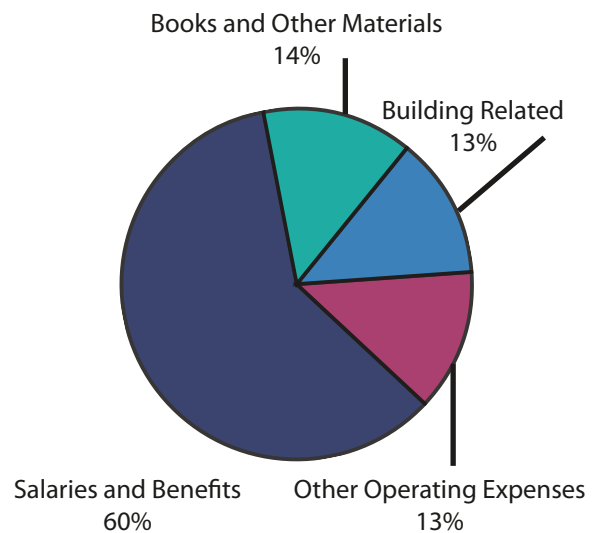
With a budget funded primarily from property taxes, it is imperative that the Library System be fiscally responsible at all times. Due to the recent economic decline, KCLS instituted \$1.9 million in budget cuts midway through 2009 and completed the year at 92% of original budget. The primary expenses of the Library System are salaries and benefits, books and materials, and facilities operations and maintenance.

Funding from capital bonds went toward library improvement projects. In 2009, KCLS spent \$30.5 million of capital funds on library construction and renovation projects.

2009 General Fund Revenues
\$88.0M



2009 General Fund Expenses
\$89.3M



The King County Library System Foundation promotes literacy, learning, and libraries by providing support beyond public funding for initiatives and resources that enable the King County Library System to better serve the needs of our community. In 2009, the KCLS Foundation provided \$544,000 in support of special programs and activities. For more information, visit www.kclsfoundation.org or call 425.369.3450.



kcls.org

2009 Leadership

Board of Trustees

The five-member Board of Trustees oversees the King County Library System and is tasked with guiding the civic, social and fiscal responsibilities of the organization. Board members serve five-year terms, during which time they volunteer hundreds of hours in service.



Jessica Bonebright, President



Judge Richard Eadie, Trustee



Jim Wigfall, Trustee



Rob Spitzer, Secretary



Lucy Krakowiak, Trustee

KCLS Administrative Planning Team (APT)

The leadership team at KCLS is comprised of staff that oversees the day-to-day operations of the organization. They work with civic and community organizations to ensure that library facilities and services meet the constantly changing needs of the residents KCLS serves.

Bill Ptacek, Director

Bruce Adams, Director, Collection Management Services

Julie Brand, Community Relations and Marketing Director

Linda Glenicki, Director, Business and Finance

Kay Johnson, Director, Facilities Development

Jed Moffitt, Director, Information Technology Services

Holly Koelling, Director, Public Services

Bruce Schauer, Director, Public Services

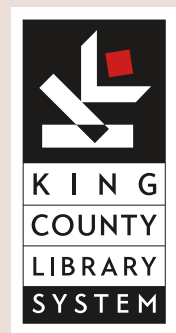
Denise Siers, Director, Public Services

Greg Smith, Director, Facilities Management Services

Nancy Smith, Director, Outreach Services

Jeanne Thorsen, Executive Director, KCLS Foundation

Charlene Richards, Director, Human Resources



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Notes



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