

2014 YEAR IN REVIEW

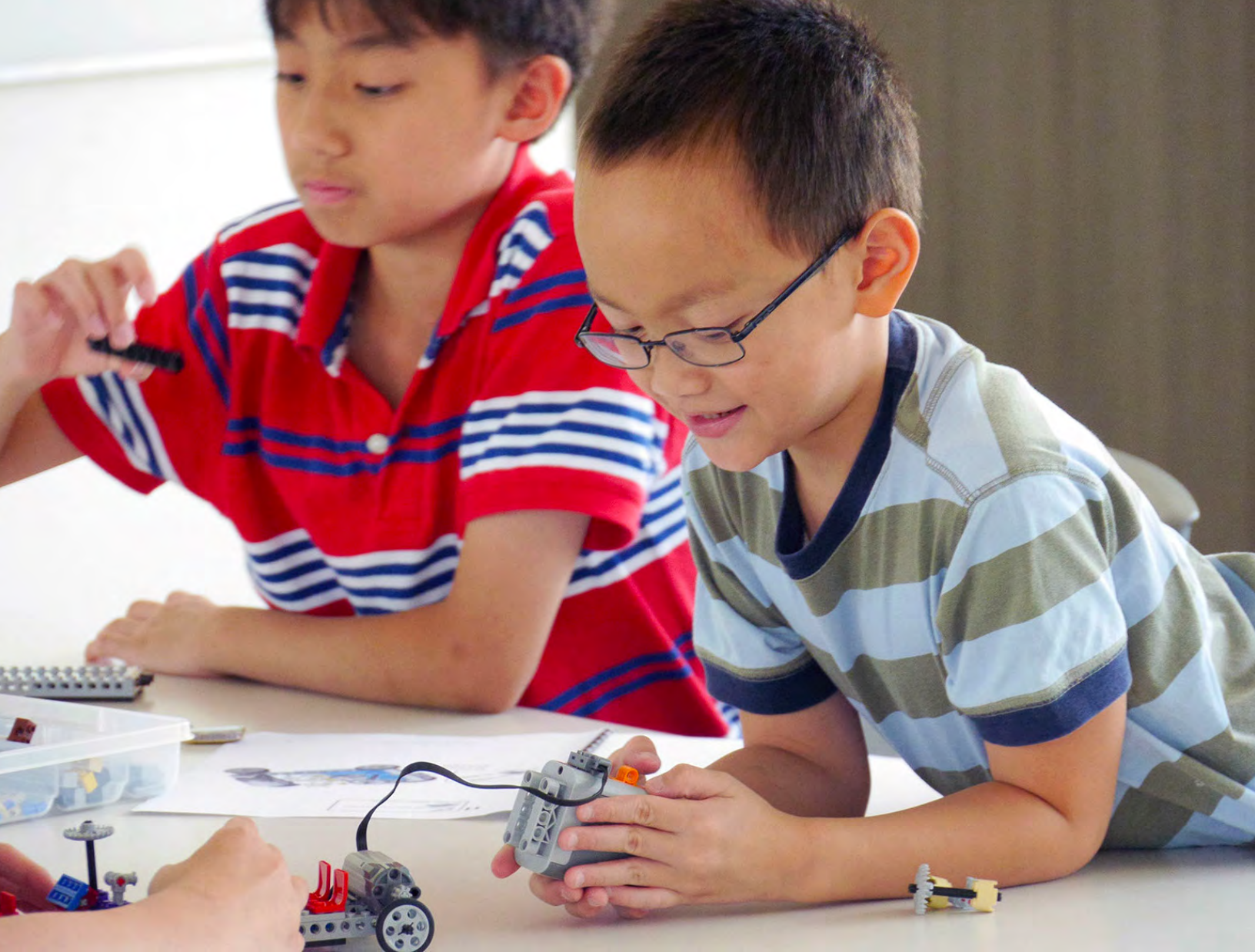
IMPACT BEYOND NUMBERS



kcls.org



"When I think of all that my students have gone through to get to the United States... It is my blessing that I can **impact their lives** in such a positive way and know that they will become thoughtful, active United States citizens in their communities." • Citizenship Program Volunteer Facilitator "The Spark a Reaction Summer Learning Program for teens was cool—and I wish I had gone to one of the programs at the Bothell Library!" • Teen participant "Thank you for this program! I have recommended a couple books to my friends and they were really interested in it." • Teen participant in the Spark a Reaction Summer Learning Program "Getting prizes for reading is a dream come true!" • Teen participant in the Spark a Reaction Summer Learning Program "For me, my experience as a library advisory board member for KCLS has continually reinforced my belief that **a library is one of the most valuable resources any community could have** and that an ongoing effort to remind the community that the library is their portal to the world is very necessary." • Library Advisory Board Member "Aya, an eight year old student recently emigrated from Iraq, needed help with her math homework. As her Study Zone tutor I asked the Children's Librarian if they could secure a copy of the math textbook used in her classroom. Within 24 hours a copy was available and **Aya is now feeling more confident in her math skills.**" • KCLS Study Zone Tutor "The Chair Yoga program was wonderful. I did not feel badly about my limitations. The instructor was very helpful." • Covington Library patron "Good Nutrition and Exercise was a great presentation. It was well worth my time and **I left with a renewed motivation to do a little better.**" • Sammamish Library patron "Thanks for having Basic Bike Maintenance at the Enumclaw Library. **It's really appreciated!**" • Enumclaw Library patron "Super program—author was exceptional. Will attend more Book Talks. I am new to this area—loving your library." • Bothell Library patron "This was the first time I used the Ask KCLS service. **I got a very prompt response to solve my issue!** I am quite happy with this service!" • Ask KCLS patron "Thank you KCLS for offering the Ask KCLS service for troubleshooting for us 50-something dinosaurs!" • Ask KCLS patron "I really enjoyed the class! I would love the PowerPoint Level 2 class in near future." • Tech Tutor class participant "Our Tech Tutor Volunteer is wonderful: calming, reassuring and very student focused. Thank you." • Tech Tutor class participant "I used to be a preschool teacher so I already know a lot about child development but I find Kaleidoscope Play & Learn invaluable for my child to have the chance to socialize with other children. It also reinforces the skills I try to nurture at home." • Parent "Besides picking out 'extra special' books that my son specifically wanted to read for the summer, he had a blast at the LEGO workshops and the robot creation workshops." • Library patron "Great program for kids, it's very educational. **My kid had so much fun learning new things.**" • Library patron "I loved that this year's program encouraged reading and discovery!" • Library patron "Awesome program, really makes the kids enjoy the power of words and learning. **It was fun to watch my kids grow.**" • Library patron



Inside

- 2 Prologue
- 6 Start at the Very Beginning
- 14 Tweens & Teens
- 20 Impact Story:
Choose Your Own Adventure
- 22 Curiosity Sparks in All Ages
- 28 Impact Story: Kenmore Job Fair
- 30 May We Assist You?
- 34 Global Newcomers
- 38 Impact Story: ReWa
- 40 Access to Resources
- 43 2014 Circulation
- 44 Meeting Online Demands
- 48 Continually Improving
Public Service Skills
- 52 Guarding Your Investment
- 56 Library Advocates
- 58 KCLS Foundation
- 60 Governance
- 61 2014 Financial Report
- 62 Awards

Prologue

Working
to Meet
the Needs
and
Aspirations
of Patrons



In the 72 years that the King County Library System (KCLS) has been delivering services, 2014 stands out as a major milestone for working closely with communities, determining their unique and important needs, and meeting those needs in exceptional ways.

Of particular note in 2014 was hitting the decade milestone of progress on the \$172 million Capital Bond measure approved by voters in September 2004—a public vote of confidence that has yielded a formidable return on investment. The last decade saw the completion of **13 new libraries, two parking expansions, 10 expanded libraries and 10 library renovations**, as well as the purchase of mobile library vehicles, enhanced technology, book and DVD collections, and other information resources valued by patrons.

KCLS libraries now total **753,356 square feet, an increase of more than 250,000 square feet**, with several more bond-funded libraries still to be completed.

The public's response to these expanded, renovated and improved libraries has been profuse and heartfelt, with a total of **9,975,580 people of all ages and backgrounds** flowing into eco-friendly, light and airy spaces in 2014, designed for learning, enrichment and community-building in the 21st century.

A continued yet growing commitment to **community outreach** brought KCLS staff **face-to-face with underserved populations** taking programs and resources beyond library buildings.

To better serve teens and young adults, librarians helped count **homeless youth** in King County and supplied reading, technology and other materials to a **juvenile-detention facility**. In one 2014 pilot program, **military veterans, active duty personnel and other adults** attended an employment and educational resource fair made possible via a collaboration between city government, local businesses and the local library. Meanwhile, **students in grades K-12** attended school assemblies featuring KCLS programs focused on Common Core subjects and participated in contests ranging from choosing books with the best artwork to inter-school reading competitions.

“A library is one of the most valuable resources any community could have and an ongoing effort to remind the community that the library is their portal to the world is very necessary.”

• Library Advisory Board Member



In 2014, KCLS expanded Summer Reading to **Summer Learning**, with programs, activities and events at all 48 libraries based on **STREAM (science, technology, reading, engineering, art and math) skills development**.

Summer Learning Programs, based on definitive research linking nutrition and learning readiness, as well as the benefits of preventing the “summer slide,” provided **books and meals for kids bereft of the school year’s free-and-reduced lunches**.

Two libraries—Skyway and Federal Way 320th—piloted summer meals in partnership with local organizations and volunteers to help bridge academic, literacy and nutritional gaps for students during the summer months.

Beyond the walls of KCLS’ libraries, residents with limited access increasingly were served “on wheels.” Mobile library vehicles equipped with books, computers and other learning materials traveled to **senior and childcare facilities, refugee-assistance agencies, farmers’ markets and other venues** throughout the large, 2,300 square-mile county. Grinning children were handed books—some for the first time—while elderly residents received movies, large-print books and tuned into Audiobooks.

Throughout 2014, KCLS staff worked diligently to create and deliver **innovative and meaningful programs, classes, events and services**, and to provide a wide range of assistance to residents in an increasingly diverse county. These efforts—and impacts on library users—were evident on any given day at busy libraries. **Patrons could be seen learning English, practicing computer skills, researching genealogy, searching for jobs, doing taxes, convening their garden clubs, listening to an opera lecture or bluegrass performance.**

Children danced, sang and read during Story Times along with their parents, grandparents and caregivers. **Citizens gathered to discuss neighborhood and other civic issues**; attended author talks, or took classes ranging from fitness to travel to how to use PowerPoint. Teens wrote poetry and did their homework. Others enjoyed the pleasant pastime of perusing well-maintained stacks, ultimately heading to self-checkout or settling into chairs with their selections. **Refugees from other countries**, many of whom never heard of public libraries, were welcomed to computer literacy, citizenship and job-search classes, and programs such as Talk Times. Several dozen even took their U.S. Citizenship Oath at the library.

While the last decade has produced many accomplishments and the Capital Bond heads into the homestretch, KCLS continues to look ahead, taking seriously its responsibility to meet the public's high expectations.



The Library System remains committed to what best serves residents, offering enrichment opportunities that are relevant and add value to their lives.

It is never too early—or too late—to learn more about the world, one another and ourselves. With that in mind, KCLS staff will continue to find ways to engage and serve the broad spectrum of patrons who call King County home.

"I have been coming to the library for Talk Time for two years. It has improved my English, I've made new friends and the teachers are so nice and always bring a smile. Every weekend I always look forward to Talk Time next week." • Talk Time participant

Start at the Very Beginning

KCLS is acting on the latest research and educational practices to support childhood literacy and learning—and ensuring kids have fun.



A child is only a child once. Childhood potential seems unlimited, but attention spans are not. Often, parents and other caregivers need help to challenge and guide their children. Libraries are uniquely suited to getting kids ready to learn. KCLS' trained staff works closely with experts in childhood development and parenting

education to create and provide opportunities for kids to do what comes naturally: playing while cultivating their minds and social skills. Such partnerships help children and caregivers take those first steps together toward meeting future academic, civic and workplace expectations.

“Thank you for all the wonderful learning opportunities.
We love our library!”

- Library patron



In 2014, more than **7,800 children** and their caregivers played, read, talked and learned together during a total of **225 of Kaleidoscope Play & Learn sessions**. Meeting at libraries, adults participating in the collaborative, interactive programs learned what to expect of children at different ages and stages; how their own children express themselves and interact with others, and how to support learning, cooperation and healthy development at home. Sessions were offered every week in nine libraries—five in English and Spanish; three in Chinese and one in English. The program, designated as a Promising Practice by the University of Washington's Evidence-Based Practice Institute in 2013, has proven so successful that it will be expanded by at least four sites in mid-2015.

To hear the written word read aloud can be magical. And at **Story Times**, patrons on occasion could even wear their pajamas. In 2014, the magic reached a total **157,019 children, parents and caregivers** who listened, rhymed, bounced and danced along as librarians read books and poetry and played music. Fostering an early love of books, libraries and learning, Story Times were held at almost all KCLS libraries.

Trained facilitators also held **1,092 World Language Story Times in 15 languages**, including Arabic, Tamil, Hindi and Somali.



KCLS Story Times

- ▶ Number of Story Times inside KCLS libraries: 4,108 with 141,718 attending
- ▶ Number of Story Times outside libraries: 558 with 15,301 attending

Total Attendance 157,019

- ▶ Number of World Language Story Times inside libraries: 1,092 with 16,417 attending
- ▶ Number of World Language Story Times outside libraries: 19 with 561 attending

Total Attendance 16,708

For those unable to attend Story Times in person, **Tell Me a Story** offered opportunities to share in the same fun and learning from home. Online videos of children's librarians reading, singing and performing finger plays proved a great benefit to children and caregivers in 2014, allowing them to enjoy the same Story Time experience and check out the same books, fingerplay kits and music. The online Tell Me a Story program has **grown dramatically** since it began in 2008—**from 689 annual video views to 383,092 in 2014.**

Families, preschool teachers and childcare providers had another tool with which to engage young children in learning: **Books to Grow On.**

The popular program provided themed kits containing books, CDs, flannel story boards and a curriculum guide. Patrons could choose from among 212 themes, such as Animals, Bedtime, Firefighters, Circuses, Games, Counting, Imagination, Art, Nature, Airplanes, Dinosaurs, Fairies, or Knights and Castles. In 2014, **more than 1,000 kits were circulated 6,492 times.**



With more than **2,100 students representing 60 schools and 10 school districts**, 2014 marked the **15th year of the Global Reading Challenge**. Children's librarians chose six titles suited to young readers' interests, and teams across the county compete with other schools to answer questions about the selected books.

Of **305 participating teams** in this year's reading competition, four reached the Grand Challenge: *The Yellow Sombreros* from Dickinson/Explorer Elementary (Lake Washington School District) in the North Region; *Fictional Book Investigators (FBI)* from Lake View Elementary (Auburn School District) in the South Region; the *Radical Roosters* from Cherry Crest Elementary (Bellevue School District) in the East Region and the *Over Power Readers* from Cascade View Elementary (Tukwila School District) in the Central Region.

Many adults remember their favorite childhood stories—and the covers. Research shows that children are drawn visually to book covers, stimulating them to explore the stacks. So KCLS children’s librarians’ re-arranged books in bins, with covers facing out and fully visible at a child’s eye-level. Books were also shelved in kid-centric categories, such as Things That Go, Bedtime Stories, Sparkly and Famous Friends.

The **Easy Picture Book project** was first tested in 2013 at the Federal Way 320th Library. With the new shelving configuration, the library saw its **circulation increase by 30%** in the first few months. In 2014, the re-opened and expanded Fairwood Library became the second site for the new Easy Picture Book arrangement, proving popular with children and parents alike. Collections for 12 other libraries have been categorized into subject areas, and more sites will adopt the Easy Picture Book arrangement in 2015.

Each year, a committee of children’s librarians reads as many books as they can from January to October, and then determines which books are the strongest Newbery Award contenders for the year. Then they let kids vote for their own favorites in the **You Choose the Next Newbery Award at KCLS**. The mock program may not be as official as the real Newbery, but **1,148 students** had fun reading, discussing the books in classrooms, and weighing in on their favorites.

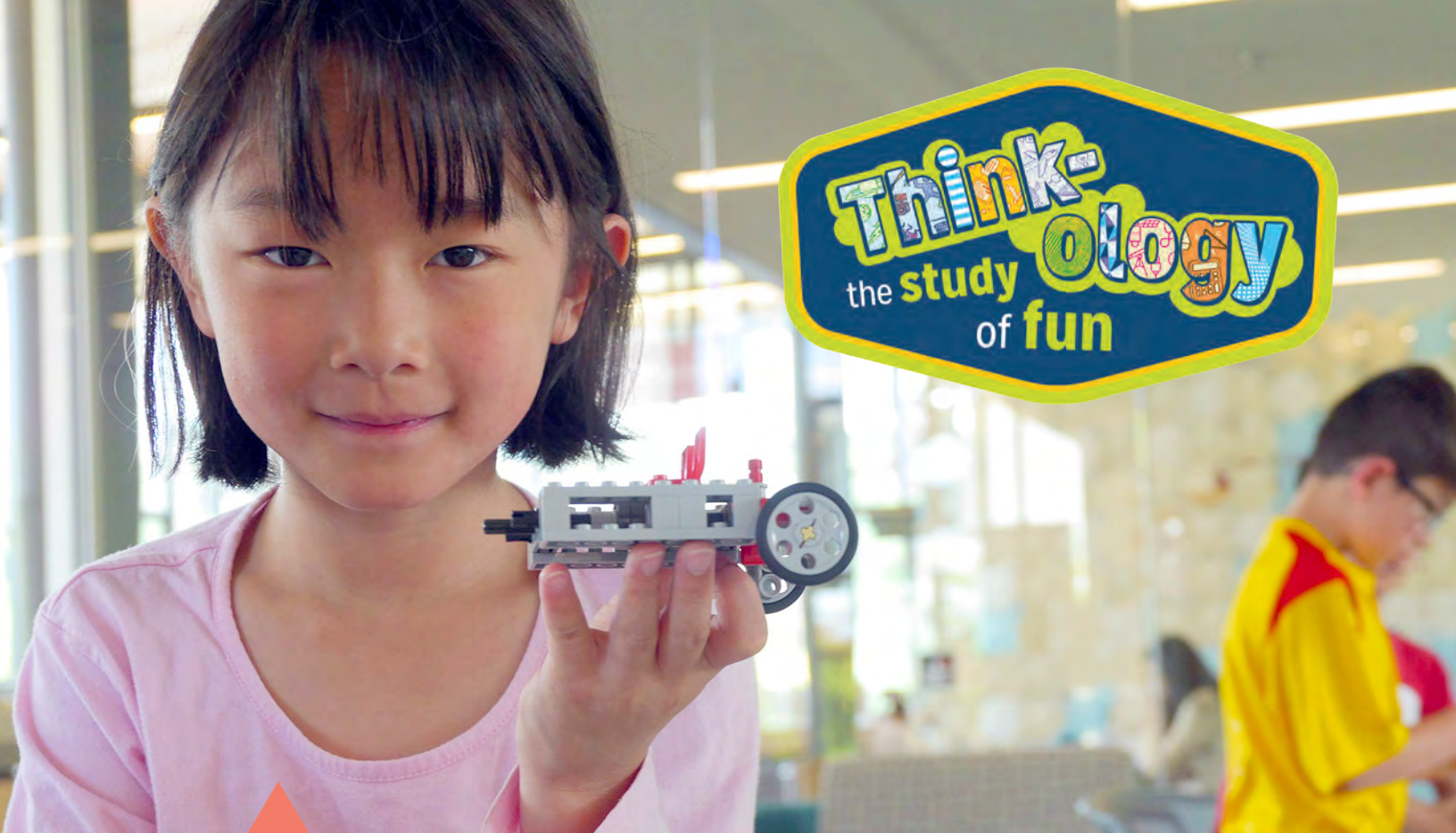
KCLS readers in **42 classes from 19 different schools** chose *Twerp* by Mark Goldblatt; the actual Newbery was awarded to *Flora & Ulysses* by Kate DiCamillo.

Appealing not only to youngsters, but all family members, a total of **6,828 attended the series, Season of Stories and Songs**, from October to December 2014. The free programs included family gatherings with music, dancing, stories, and even puppet shows that included magic and folktales. Programs also were held at schools. One of the most popular shows was Caspar Babypants, lead singer for *The Presidents of the United States of America* who performed music enjoyed by both parents and preschoolers.

Another popular series, **Many Voices, One Land**, which features music, stories, puppet shows and entertainment from around the world wrapped up at the end of March and **attendance in 2014 far exceeded the previous year by 42%**.



“The Easy Picture Book bins give my child a chance to flip through a large number of books, looking at the front covers, to find what interests him. The face-out books are really great at catching my child’s attention!” • Library patron



During the school year, students have a built-in structure for continued learning. But research shows what most parents already know: Those “off-months” can see students fall behind academically, an interruption known as “the summer slide.” This can be particularly true for children not only missing out on intellectual stimulation, but the school year’s free-and-reduced lunches.

KCLS Summer Learning Programs

are based on extensive research from Children’s HealthWatch, National Summer Learning Association, United Way and other organizations. All have weighed in on the advantage to children who keep challenging their minds through the summer and the need for children to have food in their stomachs in order to learn.

In 2014, Summer Reading morphed into Summer Learning, which ran from June 1 through August 31. Branded under **Thinkology: The Study of Fun, it emphasized the importance of reading and learning during the summer months—but with a twist.**

Programs aligned with a nation-wide educational focus on STREAM (science, technology, reading, engineering, art and math) skills development.

Elementary students who read for 500 minutes as part of the Summer Learning program could collect badges in all six STREAM areas. In all, **more than 49,000 children** participated in this program.

KCLS addressed Summer Learning on other fronts as well. For the first time in 2014, the Federal Way 320th and Skyway Libraries served as **Washington State Summer Meals sites** as part of United Way King County’s One Million Meals campaign.

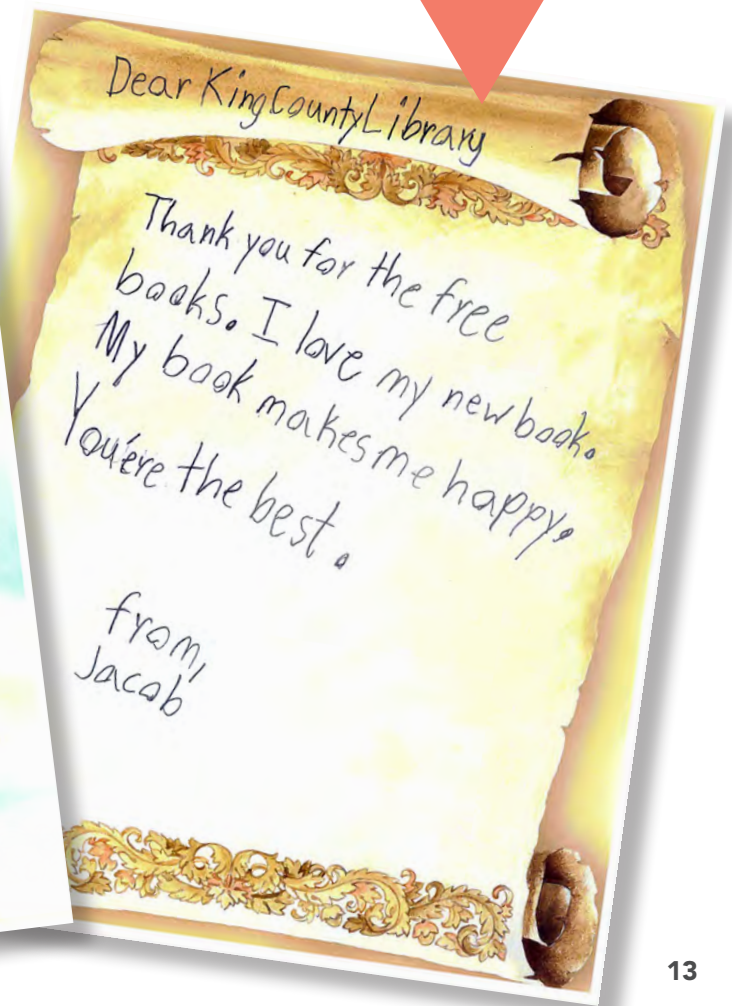
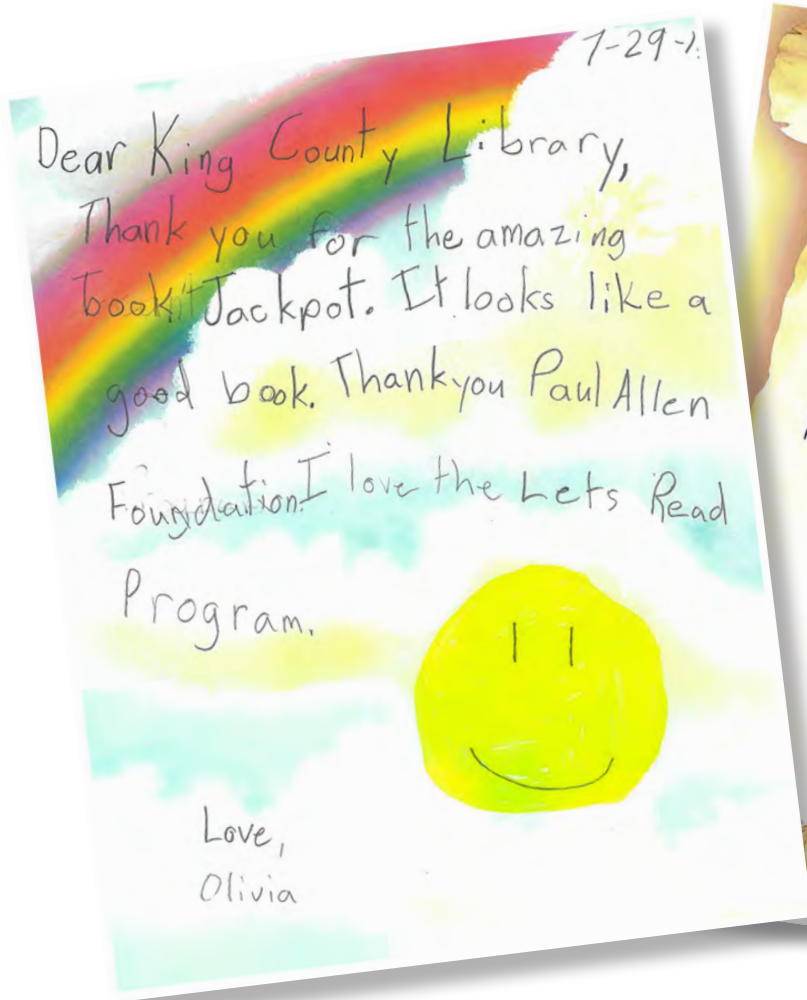
More than 700 meals were served at the two sites combined, not only offering food for body and mind, but attracting and engaging families who had never visited a library before. Many discovered the broad resources available, including librarian assistance, programs and computers.



Another sign of such engagement was evident in the success of **Let's Read!**, a mobile outreach adjunct program to Summer Learning that saw an **attendance increase of more than 144% over 2013**. Let's Read! reflects recognition that not all residents have the means or ability to get to libraries, so it delivers books and learning to families in South King County.

Let's Read! is a partnership between KCLS and the Community Center for Education Results (CCER), a broad coalition of community groups, schools, elected officials and organizations hoping to increase student achievement in South King County.

KCLS staff visited a high number of YMCA camps, parks and apartment complexes in Auburn, Burien, Kent, Federal Way, Renton, SeaTac and Tukwila. In all, staff brought **41 Let's Read! programs to children and their families, giving away 6,500 books.**



Tweens & Teens: Hungry for Games and Zones of Their Own

Aiming to reduce high school dropout rates and instill a love of learning, KCLS has bolstered services and programs for teenagers.

TEEN

TEEN

a-l
teen classics
audiobooks

l-z
teen classics
a-c
teen fiction



It is an age-old dilemma: How do you engage the minds and attentions of adolescents? The Latin word for adolescent (adolescere) means “to grow up,” and teenagers and in-betweens (tweens) have so much potential. To maximize that potential and set them up for future success, they need to be nurtured, guided and often challenged.

Libraries are places that support adolescents, giving them spaces and opportunities to study, learn and pursue their interests. They can use computers, do research, work with homework tutors, attend programs, meet friends and use library resources. They grow individually and collectively, connecting with peers and adults who help create positive places for them to be.

In 2014, KCLS helped **12,647 students** by offering **Study Zone**, the largest library-based, free study-assistance program in the country using community volunteers. Students received a total of **13,855 hours of tutoring from 372 volunteers**, who worked in 38 different libraries. Study Zone supports education, develops information literacy skills, cultivates students’ interests and encourages creativity. The program, already the largest in scope of any U.S. public library system, also saw a **10% increase in volunteer recruitment**.

According to Hardwick Research, parents reported that Study Zone and other KCLS resources had positive impacts on their teenagers as well as grade schoolers’ academic performances. Grateful parents cited such benefits as help with online homework, improved study habits and reading levels. Students reported that books, access to computers, research assistance and study rooms for group projects drew them to libraries.



To spark interest in teens can be an achievement in itself, and the **Spark a Reaction Summer Learning Program**, part of **Thinkology: the Study of Fun**, proved its worth with a **415% increased participation in only its second year**. There were **over 6,900 teens** that finished Spark a Reaction activities, which are tailored to teens to encourage them to explore the library, try different resources and read.

Using the new KCLS BiblioCommons summer resource site, teens could create avatars and earn badges by tracking their participation in an activity log. Activities included attending programs, introducing themselves to a staff member, posting an online book review, obtaining or having a library card and recommending a book to a friend.

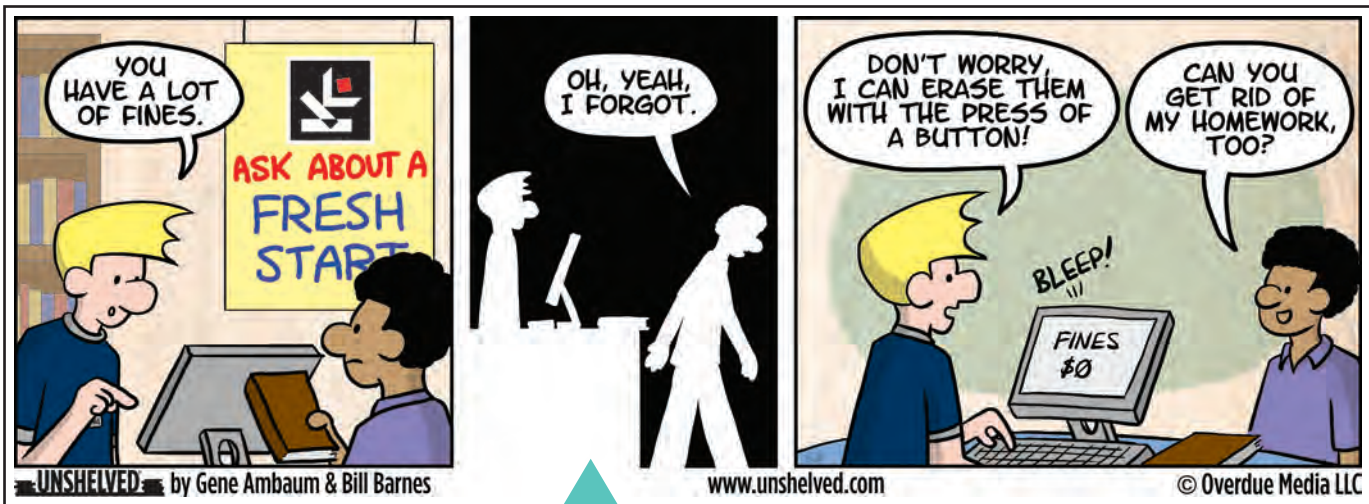
Techlab also served tweens and teens during Summer Learning. A unique and innovative Minecraft gaming program was offered on the Techlab for ages 10 and older. The response to the program was overwhelmingly positive; **471 students attended**, and participants asked for more Minecraft in the future.

Studies show that, like reading, consistent access to computers during the summer helps students stay competitive in school. With Techlab, KCLS has the unique ability to take computers to students to teach skills that will help them be ready for the school year ahead.



“Reading can be the ultimate doorman, opening doors to worlds that may or may not exist today. Once you step into the world of a good book, you won’t be the same again.”

- Teen participant in the Spark a Reaction Summer Learning Program



Many kids just need a second chance. A program called **Fresh Start** gave them one, and the effort paid off. A System-wide analysis conducted in 2014 demonstrated that of the **184,000 minors who have KCLS library cards, 17% have fines or fees that prevent them from checking out library materials.** The majority of these patrons are between the ages of 6 and 17.

Due to its fiduciary responsibility to taxpayers, KCLS cannot forgive lost-materials fees. However, the System does allow youth a one-time waiver of overdue fines through Fresh Start, now in its 10th year.

To encourage this age group to return as avid library users, KCLS launched a Fresh Start mailing campaign in fall 2014. Targeting all KCLS card-carrying kids the campaign offered a fresh waiver, regardless of whether a student had received one in the past.

In the last two months of 2014, more than **1,700 youths received a "fresh start."** Their restored library use resulted in **49,123 checked-out items.** With that hopeful statistic, KCLS believes the ongoing program can impact up to **18,000 youth,** with a significantly higher number of restored privileges in 2015.

More than **720 students** and their parents took advantage of a different type of new start: **Life After High School.** Forty-six Life After High School programs were offered in high schools and libraries, featuring an online collection of resources, recommended books, web sites and databases on such topics as how to get into college, pay tuition

and interview for jobs. One of the most popular programs was *So You Can't Take Your Mom or Your BFF to Your Job Interview, Now What???*

Also helping teens get ready for their future, free **SAT Prep classes** drew more than 500 high school students. The free six-week classes, each limited to 22 students, were conducted by Sandweiss Test Prep at 28 libraries. Students received a free copy of *The Official SAT Study Guide* to maximize instructional impact. **Those who took both the diagnostic and practice tests improved scores by 149 points on average.**

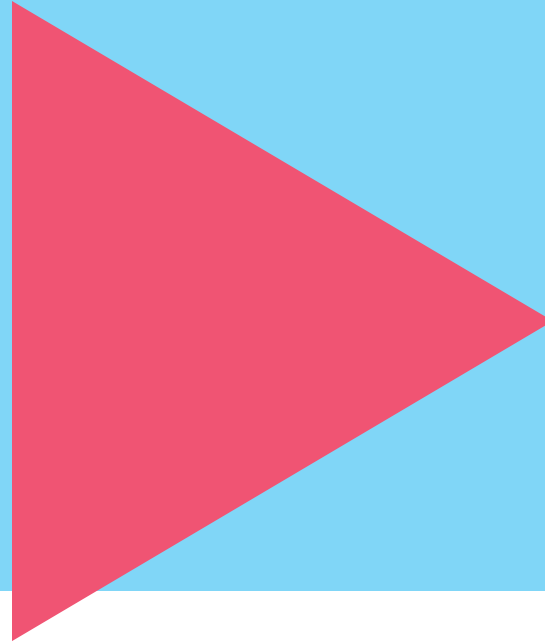
"My daughter now feels that she can be successful on the real SAT exam thanks to the SAT Prep classes at our library. Thank you so much for offering these classes for free."

• Parent of a teen



IMPACT STORY:

Choose Your Own Adventure



If you were a teen in grades 6-12, wouldn't you want to **Choose Your Own Adventure**? Twenty teens at the Redmond Library did just that, learning computer coding, writing their own stories and turning them into adventure video games of their choice.

The innovative program, which made its debut in 2014, was designed by Redmond Teen Services Librarian Stephanie Zero in partnership with local web site developer, teacher and consultant Cheri Allen, and author Karen Finneyfrock. The four-week workshop, which included a fiction-writing class with Finneyfrock and video game classes with Allen, was limited to 20 students and had a waiting list of 25.

The idea for the program took hold in Zero's mind after she read a University of Washington alumni newsletter about local efforts to create more opportunities for girls to learn computer programming and consider pursuing careers in Science, Technology, Engineering and Math.

"I related to the fact that I was at first intimidated by coding and computer programming too," said Zero, who earned her graduate degree from the UW Information School. "A lot of girls don't even try it because they think it's too hard, but it isn't. The question was, how do you get them to even consider it?"

The answer, Zero figured, was make it fun. She also figured that her job is "to see a need in the community and try to meet it, by making connections and finding experts." She knew Allen, whose many clients included Girl Develop It, an organization that teaches girls coding and web site development.

"The wheels started turning," Zero said. "Cheri was committed to helping girls, and knew just how to pull the project together to create a story and video game."

What adventures did the students choose? The class repertoire included "Banana Monkeys in Space" and "Zombie Vampires."



There is no doubt, Zero said, the program had an impact on kids previously intimidated by coding. The teens wrote all their own stories, deciding all the options of the video games.

"They were running around in class, so excited, saying, 'Play my game,' 'Check out my game,'" Zero said. "They were so enthused; they even attended class on what could have been a holiday—4th of July."

Curiosity Sparks in All Ages— It is Never Too Late to Learn

Whether growing brain cells or muscles, interpersonal or professional skills, KCLS provided meaningful ways for adults to stretch themselves.



KCLS libraries are places of discovery. They are places where people can meet, discuss, listen, consider and learn about everything from deep breathing to how to do an Excel spreadsheet. Citizens came to libraries to discuss neighborhood issues, attend genealogy classes, writers' workshops, hear lectures on Shakespeare and Puccini, get tax help from AARP volunteers,

or free museum passes. Meeting rooms with audio-visual and other technical equipment drew clubs and organizations, including photographers, gardeners, homeowners, knitters, history buffs, 4-H and a wide variety of sports and book groups.



KCLS' year-long adult program series, **Start to Fitness, drew 4,827 people**—an 11% increase over the 2013 year-long program, A Place at the Table. Start to Fitness focused on ways to get active, encouraging participants to try something new, such as curling or fixing a bike, Scottish Country Dance, meditation, nutrition, chair yoga and injury-prevention classes. They were even urged, in a nice way of course, to go fly a kite.

Start to Fitness participants reported personal goals such as "walking a mile without pain" or "to learn more about culture," "lose weight" or "increase flexibility." Many commented in post-class surveys about the "great feeling of community," "insightfulness," "stress reduction," and fun they experienced in Start to Fitness classes. As a result, **hits on KCLS' adult programs web page increased 65% over last year.**

For fitness inspiration, library attendees had stellar presenters from which to choose, including endurance swimmer Lynne Cox; author Daniel James Brown, and explorer Jennifer Phar Davis. Brown wrote *Boys in the Boat: Nine Americans and their Epic Quest for Gold at the 1936 Berlin Olympics*, one of the most popular books in the KCLS collection. Cox is the best-selling author of *Swimming to Antarctica: Tales of a Long-Distance Swimmer*, and Davis was named the 2012 National Geographic Explorer of the Year.

START to FITNESS
Taking steps toward a stronger, healthier community.

IT'S THE YEAR TO GET STARTED

Winter Edition
2014

Connect with us
f t You Tube
K I N G COUNTY LIBRARY SYSTEM
kcls.org/fitness

Start to Fitness also produced other benefits for the community. **Patrons generously contributed 18,159 pounds of food, which amounts to 12,106 meals.** The food was distributed to 45 local food banks throughout King County.

The year 2014 also showed other unique ways libraries can bring people together. Take soccer fans, for example. It was a World Cup year, and those who couldn't make it to Brazil found fellow soccer fans at the Foster, Boulevard Park, Kenmore, Vashon and Shoreline Libraries. KCLS made special arrangements and set aside meeting-room space for World Cup screenings, which drew an estimated 25 attendees per game between countries from all over the world.

Sports fans for the other kind of football were equally enthusiastic about the **Seahawks Past and Present** event hosted by the Bothell Library staff. The program, held at the Northshore Performing Arts Center, featured Monday Gee, the Seattle Seahawks' assistant strength coach, as well as wide receiver Bryan Walters and former safety Nesby Glasgow.

Moderated by Brad Adam of Root Sports, 600 audience members ranged in age from nine to 90. KCLS scored a few extra points, with one-third of attendees reporting it was their first KCLS program—and likely not their last!



“As a mail carrier, I had been listening to the World Cup on the radio as I did my rounds, and was so grateful to be able to stop in the library at lunchtime and watch it. It was great to see it without having to buy anything, like at a restaurant or bar setting.”

- Federal Way Library patron



In the fall of 2014, KCLS hosted its first **MAKE** series, and it was quite a debut.

More than 4,500 people of all ages attended MAKE workshops from mid-September through early November. With a STREAM (science, technology, reading, engineering, art and math) emphasis, the national Maker movement aims to strengthen science and technology skills and foster innovation and entrepreneurship.

Workshops allowed people to design, create, build and collaborate on any number of projects spurred by their imaginations. The events featured new technology, traditional do-it-yourself activities and topics ranging from robotics, Arduino, computer coding, textile arts, 3D printing, book arts, knitting, film, video, theater arts and Cosplay.

27,297 adults attended 1,702 innovative, high-quality programs, many visiting libraries for the first time.

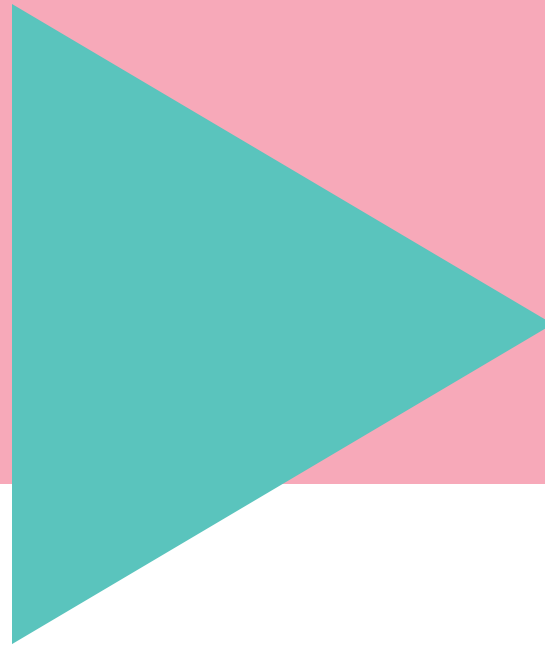
“My brother-in-law (Tim) and nephew (age 8) went to the Tabletop Moviemaking: Film and Animation in Miniature class and loved it! Tim is a tech guy (has worked for Getty Images, IBM, Disney Interactive) and said that class was really impressive.” • Newcastle Library patron

“We had around 1,000 people on Saturday and about 600 on Sunday attending the MAKE programs. I actually think we had more than that as I don’t think the traffic counter could keep up with the large groups of people entering the building at one time! We had many great compliments and many questions of when we were going to do this again.”

- KCLS staff

IMPACT STORY:

Kenmore Job Fair



It started out, as so many worthwhile collaborations do, with one group identifying a need—and another stepping in to meet it. In the City of Kenmore’s case, local officials and business leaders were looking for ways to grow the local economy, support innovation, create more jobs and provide job training. And Kenmore Library had the information.

This was the beginning of the **Kenmore Employment and Education Resource Fair**, a joint venture between the Kenmore Library, the City of Kenmore and local businesses in May. A local newsletter headline said it all:

City of Kenmore + Kenmore Library = Open for Business.

It didn’t hurt that both the Kenmore City Hall and Kenmore Library were relatively new buildings located within about a five-minute walk from each other. It set the stage for what Leslie Harris, Public Information Officer for the City of Kenmore, called “an exciting new partnership.”

“It was definitely a team effort,” said Mary Comstock, supervising librarian of the project. “Part of the process was for library services to discover how to fit in with the city’s and business leaders’ goals.”

The Greater Bothell Chamber of Commerce also helped, working with the City of Kenmore to help create the Kenmore Business Incubator, a group formed to foster local business growth and entrepreneurship.

The first step, Comstock recalls, was acquainting residents with all that the library had to offer. Comstock’s “ah-ha” moment came early in the process. At a City Hall forum on “how to create a business plan that works,” librarian Michael Harkovitch gave a presentation along with a speaker from Service Corps of Retired Executives (SCORE). Harkovitch spoke about how the library could help attendees find databases and information ranging from market research, and checking out competitors to creating a business plan.

“The moment Michael talked about all the KCLS databases and free information available to them, there were audible gasps from the audience,” Comstock recalls. “I thought, okay; we just made a difference.”

“Mostly I recall the capacity crowd,” said Harkovitch, a librarian with the Bothell-Kenmore-Kingsgate cluster. “People were amazed at the depth of resources KCLS offers to cardholders. I also remember (information presented) being a bit of a revelation to this room full of people who were interested in starting their own businesses. Several people thanked me afterward, even when I was loading my car in the parking lot.”



The actual resource fair was held two months later bringing together an array of local educators, human resource, job-search and retraining experts as well as recruiters and employers. Participating businesses and organizations included marketing, home care, health care, retail, restaurants and the United States Army.

The 76 attendees received help on interviewing, networking, resume and other job-search skills. Career specialists from the University of Washington-Bothell campus conducted mock interviews. Specialists from Lake Washington Technical College, Bastyr University, Cascadia Community College and the local Washington State WorkSource office were invited to help attendees prepare resumes. The fair included information booths and the local Starbucks donated coffee.

Comstock said that the fair, held on Armed Services Day, “really got people into the library.” The resource fair received media coverage and had a big impact on those who attended.

“The needs of various communities are infinite,” Comstock said. “But this resource fair was a definite fit with Kenmore.”

“The Kenmore Employment and Education Resource Fair provided a forum for our residents to connect directly with nearby employers with career openings and education institutions,” said Harris, who worked closely with KCLS staff on the event.

“Attendees walked away with confidence and valuable tips from human resource professionals on networking, searching for a job, acing an interview, and more,” Harris said. “This event formed an exciting new partnership between the City and the library.”

May

We

Assist

You?

Absolutely!

KCLS staff are information specialists, highly educated and trained to help patrons find whatever they need from the info-universe.



Yes, King County is “wired,” but often residents need the personal touch. It is not only about finding information, but accurate and reliable information. Librarians and other KCLS staff understand their communities’ needs, and how to provide the best answers to questions. Library users are curious, and so often, the more they learn, the more questions they have. This is another area where KCLS staff shines, answering patrons’ questions online, by phone, via mobile vehicles, or in person about everything from the stock market to the weather.

In 2014, more than **800,000 questions were fielded by KCLS staff**—on a wide range of topics. In addition to drop-in help at library Information Desks, KCLS provided a wide range of appointment-based services, including assistance with tax preparation (provided by AARP volunteers), eBook downloads and genealogy research. In addition, the popular Book-a-Librarian service provided patrons with a more in-depth level of service than is possible at KCLS Information Desks.

11,451 patrons received personalized, one-on-one assistance from KCLS.

Do King County residents take advantage of personalized information access? Ask KCLS. In 2014, the **Ask KCLS service responded to 56,545 telephone and 25,550 online questions.** Originally launched in 1991, the service offers patrons convenient, personalized information access and assistance by telephone, chat and email.

Patrons continue to rely on Ask KCLS for help with a wide variety of requests, such as downloading eBooks, assistance with catalog searches, using online databases, discovering new books, or locating library programs. Some of the questions included: “How do I check out an eBook from the library catalog?” or “How do I make the perfect grilled cheese sandwich?” to “Can you recommend a great Western Romance novel” or “I’m trying to figure out the name of a song that goes something like this...”

I am SO happy that Ask KCLS is there for people like me. I’m disabled and can’t use a computer. Once in a while there’s something that I need to know and I’m so happy I can still find that information.” • Ask KCLS patron



Beyond in-person or assistance via the phone or computer, KCLS is on the move with mobile services, reaching patrons as never before. Hitting the road again in 2014, **ABC Express** brings library materials to large childcare centers and community neighborhoods throughout the year. A wide variety of books, music and movies for children are available for checkout onboard.

On average, ABC Express visited 77 sites each month and served a total of 31,404 children.

Library2Go!, which serves home daycares, **visited 322 locations and provided materials to 19,711 children**, and thousands more at community centers, apartment communities and free meal sites. Library2Go! staff also visited 165 community events throughout the spring and summer, including parades, festivals and farmer's markets.

Another mobile service, **Traveling Library Center** continued to serve a large number of adult family homes, nursing homes and community centers. Staff visited **144 locations, bringing library materials to 31,520 residents** where they live, providing an opportunity for them to browse the collection, pick up their holds and receive reader's advisory.

In addition to providing mobile computer service to new immigrants in the Tukwila region, the **Techlab** visited Tent City 4, an encampment of approximately 40-50 homeless adults living in a cooperative community. KCLS provided frequent service throughout the year as the encampment moved from Sammamish to Bellevue to Redmond, where residents could take advantage of open computer time, one-on-one assistance and computer classes. Collaborative partnerships between Techlab's trainer, Mobile Services staff and local librarians ensured consistent service in each Tent City location and helped make the program a success by establishing trust between staff and the residents.

“The Tech Tutor Volunteer is the finest instructor I’ve had; since grade school I can count good, inspiring instructors on two hands and I am almost 76 years old!”

- Tech Tutor class participant

Tech Tutor services make it easy for everyone to improve their technology skills. One-on-one tutoring sessions and group classes led by volunteers introduce computer concepts and software to new users while premium databases, including Lynda.com and Books 24x7, offer detailed, online training for more advanced students and technology professionals.

More than 750 one-on-one tutoring sessions and nearly 500 group classes were attended by over 3,400 people in 2014, while thousands more made use of KCLS premium databases.



Global Newcomers: King County's Changing Demographics

The number of foreign-born residents continues to grow, seeking opportunities despite linguistic, cultural and economic challenges.



CONNECT



WELCOME

DISCOVER READ EXP

People come to King County from all over the world—from more than 100 countries—for varied and sometimes traumatic reasons. Many speak English, get jobs and pay taxes. But not all can or do—at least not right away. King County government, United Way and other demographic data show the county is increasingly diverse, with half of its recent growth coming from immigration. Many foreign-born residents are from Mexico and China,

but others hail from Vietnam, India, the Philippines, Korea, Canada, Ukraine, Japan and Ethiopia. People of color are now dispersed throughout the county, and nearly half of King County kids are children of color.

KCLS, with a mission of serving the needs of all residents, has adapted and will continue to do so. The aim is to have an impact, individually and collectively, well beyond the statistics and numbers.

In 2014, KCLS enhanced its efforts to serve immigrants and refugees, offering more digital literacy, job-search skills and other classes that had a dramatic impact.

The City of Tukwila is the gateway to the United States for hundreds of refugees. It is also home to the Foster Library, and librarians took action to address refugees' immediate needs for literacy, technology, job skills and library activities. Forming a partnership with the Refugee Women's Alliance (ReWA) and the International Rescue Committee (IRC), KCLS staff galvanized such library resources as Library2Go! mobile vehicles, which brought reading materials to the community agencies.

Librarians devised a number of ways to serve newcomers, including English Language Learners book clubs and teaching basic English literacy skills that helped students foster an environment of literacy at home. They developed Somali Story Times and a Book Buddies program pairing teen volunteers with beginning readers—adult or children—to provide practice reading aloud.

A special collaboration between two KCLS staff members, Danielle Duvall and Summer Hayes, strengthened all these efforts. While the mobile Techlab program had been providing standard computer classes, Duvall and Hayes came up with a new program, called the Collaborative and Responsive Service for Recent Refugees and Immigrants.

As a result of the collaboration, **Techlab class attendance increased from 74 to 358 students, and in one year, the program served 1,013 new arrivals with 73 outreach sessions.**

See Impact Story on page 38.





It's never too late to become a citizen or learn English. Providing courses that help immigrants improve language skills and gain citizenship continues to be a core service. Volunteers who conducted English conversation classes, known as Talk Time, reported serving **1,937 individual participants, while an additional 508 individuals participated in citizenship classes**, a combined 9% increase from the previous year. Partnerships are vital to this effort. Working closely with the regional office of United States Citizenship and Immigration Services, KCLS hosted Naturalization Oath Ceremonies, informational fairs and workshops for more than 180 new and hopeful citizens.

In partnership with local colleges and organizations, **KCLS hosted 38 English Language Learners and filled 5,443 seats in 488 class sessions.**

Homework help and basic education is an identified need among adults, especially immigrants. In October, the Shoreline Library launched a Tutoring for Adults pilot program offering two weekly sessions led by volunteer adult tutors. Tutors provided personalized assistance in academic and basic life skills, such as GED test preparation, homework help and English language acquisition.

Within two month, the program **tutored 33 adults, 47% seeking English language assistance and 44% seeking help with reading, writing and math.**

In 2014, KCLS and nine community partners providing services in the White Center community were one of five networks nationwide selected by the Department of Education to address the linguistic, civic and economic needs of immigrant adults. Partners included the White Center Community Development Association, King County Housing Authority, Highline Community College, Highline School District, OneAmerica, Port of Seattle, Southwest Youth and Family Services and YWCA at Greenbridge.

“I want to give the library a hug. I was so impressed and proud that the library was offering a program of international significance.”

• Tukwila Library patron

IMPACT STORY:

ReWa

Danielle Duvall, a public computer trainer with KCLS mobile services, and Summer Hayes, adult services librarian at the Foster Library in Tukwila, said the rewarding and impactful work had to begin with the basics. A visitor stepping inside one of the bright red Library2Go! mobile vehicles, equipped with Techlab's eight work stations, found refugee men and women staring into computer screens. Thousands of miles away from war-torn homelands, they were trying to learn a skill both alien and essential: Clicking.

"Take the mouse and click on the answer," Duvall told her class. "You've got it! That's right. Keep working..." One student looked up, baffled. "Mouse?"

Computer literacy may be taken for granted by most tech-savvy King County residents, but for newcomers, such skills pose hurdles to learning English and communicating, to finding a job, and helping their families. But surmounting those hurdles was made easier by determination, commitment and patient work from Duvall and Hayes.

Refugees attending programs come from all over the world, with many from Somalia, Iran, Iraq, Eritrea, Ethiopia, Congo and Bhutan. The men and women attending classes wear a mix of cultural clothing, the women in long, floral-patterned or embroidered skirts, fleece vests, dangling earrings and brightly colored scarves, while men wear sweat pants, tennis shoes, Hawaiian print shirts or ski hats. They all arrive determined to learn, yet differences in language, customs and trust have posed hurdles for teachers.

"Many couldn't even use a mouse. Words like 'click' had to be translated," Duvall said. "Without that understanding, they couldn't type on a keyboard."

"We realized quickly that we had to adapt to having new people all the time, of many varying levels of knowledge with respect to English, libraries and computers, and we learned to dial back curriculums for those who needed more basic skills," Hayes said. "If you've been in a Bhutanese refugee camp for 20 years, navigating from tab to tab is a massive concept. If someone is illiterate, there is no relevancy in teaching him or her how to do a resume or take a test for a food-handler's permit."

Nor had many refugees ever heard of a public library. Being able to check out books or get all sorts of help for free just seemed too good to be true.

"The idea of a library is not basic to most refugees," Duvall said. "But after they've been with us, they see the face of the library as something helpful, that KCLS is a system that supports them. This is the outreach service's biggest impact."

Hayes agreed, recalling an Ethiopian man who visited the Foster Library. "Like a lot of refugees, he needed help," she said. "They are shocked to learn that the library is for them, that it is my job to help them. There are no libraries in refugee camps. Many, many cultures do not even have the library concept."





At the technology classes held in partnership with the Refugee Women's Alliance (ReWa) in Tukwila, one of the most noticeable points of pride for the refugees is, in fact, a library card. Konaf Saydo, a mother of five who spoke only Kurdish when she arrived, grinned when she said—without a translator—“I have a card. Me and my children go to library to read and watch movies in English. My sons do very well in school; everything is good.”

A man with headphones repeated words aloud: “hen, men, ten...” and gave a grinning thumbs-up to his teacher.

Hayes said she wished more of the public knew what many of the refugees have endured.

“Most refugees are refugees because they've been forced from their homes,” she said. “There's not a lot of understanding of what this population of people goes through; it is astounding... it is common for them to tell you, for example, how many people have died in their family.”

On the other hand, the librarians emphasize that many refugees are highly literate and educated, but in their own languages.

“We had a secretary from Russia with education, but in an entirely different alphabet,” Duvall said. “In many cases, we're talking about very intelligent, capable people who can't even get jobs as taxi drivers here.”

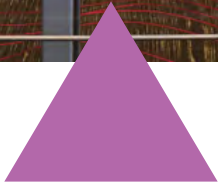
We had one registered nurse, another who wanted to be an engineer—and just to fill out all the forms and transfer your skills takes a lot of hard work and determination.”

Hala Aljandeel, a former teacher and school principal in Jordan whose husband is Iraqi, became what the librarians call a “super-motivated” student. The mother of four worked so hard to learn English, she is now helping to translate words like “library card” and “password” to newcomers. It is a far cry from when she arrived in Tukwila in 2013.

At first, Aljandeel said, she was “afraid to go to the library.” But through Hayes' and Duvall's encouragement, she not only became a regular, but is volunteering there.

“At first, I watch Sesame Street and learn sounds,” she said. “Now I help people... I read in library about other cultures—Bhutanese, Somalis, Eritrea. I need to know more about others' countries, what is sensitive for them, and what is happy for them. It is good to share.”

Access to Resources Begins Behind the Scenes



Much of the work KCLS staff performs is out of view, but it ensures access to quality collections and services that patrons expect.

KCLS boasts a collection of more than four million items, a total circulation of more than 21 million items, and more downloads of eBooks, Audiobooks and video—2.3 million—than any other public library system in the country.

The vast array of resources, programs, technology and information assistance, not to mention its extensive collections, are available to the public because of KCLS' ongoing commitment to connecting people with what they need and want. Even if there is a hold on a book, library users know they ultimately will

receive it—for free. In the meantime, patrons know they can take advantage of many other choices.

In 2014, more than **\$6.7 million** was allotted for print collections and over **\$3.1 million** for physical media. KCLS purchased children and teen materials to meet homework and recreational needs of young patrons, noting **high use of children's Easy Readers, teen fiction and graphic novels**. While new and replacement materials were added throughout the year, KCLS refreshed adult collections in several subject areas, including computers, psychology, religion, economics, business, management,

home improvement, medicine and home health care, child rearing, home economics/cooking, horticulture/landscaping, interior decorating, sewing, drawing, decorative arts, textile arts and sports.

KCLS also added 18,861 new titles to eBook, Audiobook and video collections, as patron use rose to over 2.3 million downloads.

Zinio, which provides online access to more than 200 magazine titles, continued to grow in popularity. **Patrons downloaded over 163,000 issues to phones, tablets and computers.**

“Thank you from a grandmother for helping with kids this week! Fun learning!” • Library patron



Patrons accessed popular electronic resources 350,384 times in 2014. The collection includes 72 databases on a wide variety of subjects, such as automotive repair, health and medicine, business and genealogy. *Lynda.com* provides software and computer skill tutorials, while *Consumer Reports* offers product reviews, ratings, and buying advice from the latest issues of *Consumer Reports* magazine. The popular *Tumblebooks* database includes video storybooks for children while *Mango* offers language learning in 64 different languages with reading, writing and listening components.

KCLS has nearly **11,000 periodical subscriptions and well over 275,000 individual issues**, and also uses *NewspapersDirect* to print current world language newspapers and deliver them daily to community libraries. The online service provided 176 subscriptions to 36 papers in 15 languages, representing 21 countries.

In anticipation of the openings of the Renton Highlands, Skyway and Tukwila Libraries in 2015, KCLS bought over 23,000 items to begin filling shelves for those library's opening day collections.

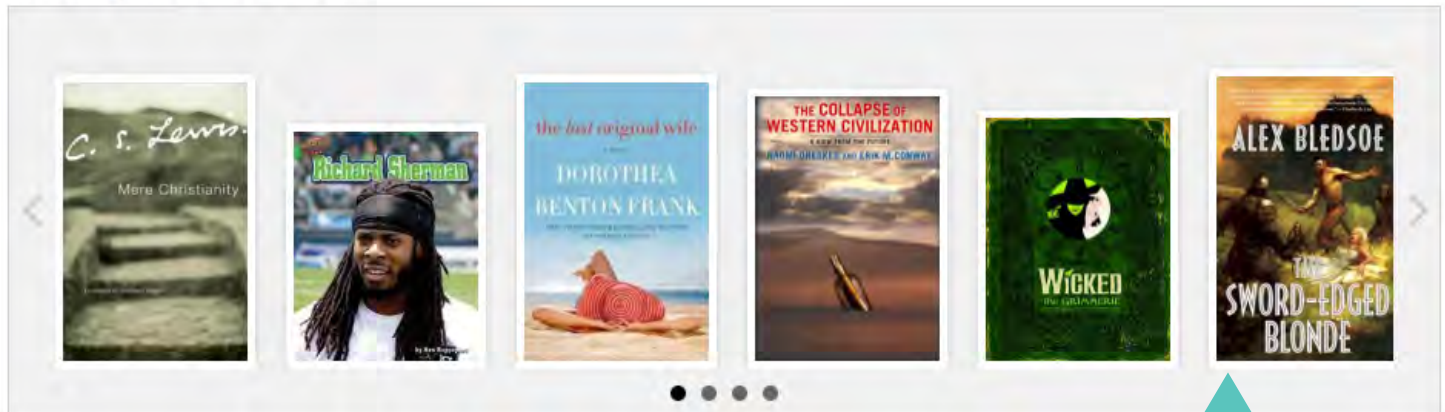
2014 Circulation

LIBRARY	CHECKOUTS	LIBRARY	CHECKOUTS	LIBRARY	CHECKOUTS
LAKE FOREST PARK	231,152	ISSAQUAH	756,549	FEDERAL WAY 320th	299,113
RICHMOND BEACH	204,888	SAMMAMISH	948,452	FEDERAL WAY	647,930
SHORELINE	854,225	CLUSTER TOTAL	1,705,001	VASHON	284,073
CLUSTER TOTAL	1,290,265	BOULEVARD PARK	94,691	CLUSTER TOTAL	1,231,116
BOTHELL	1,042,860	BURIEN	443,149	ALGONA-PACIFIC	171,489
KENMORE	327,951	GREENBRIDGE	52,020	AUBURN	411,726
KINGSGATE	422,791	WHITE CENTER	106,497	MUCKLESHOOT	45,149
CLUSTER TOTAL	1,793,602	CLUSTER TOTAL	696,357	CLUSTER TOTAL	628,364
KIRKLAND	748,823	FOSTER	127,727	ALL LIBRARY CLUSTERS	18,088,115
REDMOND	1,317,107	SKYWAY	124,694	MOBILE SERVICES	209,604
REDMOND RIDGE	84,191	SOUTHCENTER	156,940	YOUTH SERVICE CENTER	24,307
CLUSTER TOTAL	2,150,121	VALLEY VIEW	130,128	SPECIAL SERVICES	233,911
CARNATION	100,781	CLUSTER TOTAL	539,489	ASK KCLS	27,335
DUVALL	209,442	FAIRWOOD	313,849	DOWNLOADS	2,482,834
FALL CITY	103,017	RENTON	245,697	INTERLIBRARY LOAN	17,331
NORTH BEND	243,997	RENTON HIGHLANDS	298,645	PROFESSIONAL	44,832
SKYKOMISH	11,987	CLUSTER TOTAL	858,191	CENTRAL/SPECIAL SERVICES	2,806,243
SNOQUALMIE	183,550	DES MOINES	245,373	SYSTEM TOTAL	20,894,358
WOODINVILLE	518,920	KENT	550,416		
CLUSTER TOTAL	1,371,694	WOODMONT	212,004		
BELLEVUE	1,271,260	CLUSTER TOTAL	1,007,793		
CROSSROADS	446,047	BLACK DIAMOND	87,463		
LAKE HILLS	390,026	COVINGTON	644,102		
CLUSTER TOTAL	2,107,333	ENUMCLAW	197,368		
MERCER ISLAND	436,555	MAPLE VALLEY	399,803		
NEWCASTLE	398,924	CLUSTER TOTAL	1,328,736		
NEWPORT WAY	544,574				
CLUSTER TOTAL	1,380,053				

Meeting Online Demands in Techno- Savvy King County



Recently Reviewed Books



Technology is essential to library services. For residents, it is both in demand and on demand.

Searches need search engines, downloads rely on algorithms, and software as well as recharging cellphone batteries require circuitry.

None of this may be visible, but it is what keeps, as they like to say at NASA, "all systems go."

In 2014, KCLS continued to expand and improve technology to support the numerous and innovative programs and services offered to patrons in the library, in the community and online.

The **KCLS catalog** remains the centerpiece of online patron service, guiding people to great reads and downloads. **More than 165,000 new library card accounts** were initiated in 2014, providing access to an ever-improving array of account management resources, including new reading recommendation tools (automated AND librarian-generated), eBook and premium database access seamlessly integrated into the search function (direct catalog checkouts now account for 9.8 % of all downloads), and upgraded functions including one click holds, eBook display and improvements to fines payments.

"You people are great! Five stars from me!" • Online patron

“The real test of our Wi-Fi happens at peak times of the day when we have students in the library with their iPads along with our other users. When we do eBook demos and assistance in the meeting rooms we really see a notable difference!”

• KCLS Librarian



Anecdotally, staff has shared stories of patrons walking into the library with all kind of wireless devices, in some instances juggling a cell phone AND a tablet AND a laptop at the same time, which explains the increase in **simultaneous connections to KCLS' wireless network—12,857 in 2014 compared to 10,470 in the previous year.**

In response to growing demand for wireless access, KCLS strengthened wireless coverage in the libraries and administrative Service Center. By increasing the type and number of access points in 31 sites in 2014, **wireless bandwidth was boosted approximately 40% in libraries** resulting in improved performance and ultimately improved access for patrons.

KCLS also upgraded all staff and patron computers to Windows 7 in 2014. The upgrade required building 58 new servers to be installed in all KCLS locations and resulted in more efficient management of system updates and equipment deployments. System growth over 111% since 2009 has required staff to support over 3,600 devices, including staff and patron workstations, laptops, tablets, microfilm scanners, projection units and other specialized hardware supporting building automation and controls. This conversion upgraded every piece of technology in the System with no lost time to patrons.



Continually Improving Public Service Skills



Customer service. Technical assistance. Leadership training. Management skills. Planning. Teamwork. Communication. Outreach.

KCLS staff deal with a wide variety of populations, whether long-time King County residents or recent refugees; toddlers or the elderly; special-needs patrons or teenagers.

Staff members take the opportunity to continually enhance their professional and personal skills, taking advantage of webinars, classes, videos and other trainings offered and encouraged by KCLS.

Training for the transition of all libraries to the new staffing model began in 2010 and was completed in 2014. Several new courses prepared staff for their changing roles and responsibilities, with a particular emphasis on training for Public Services Assistants (PSA). PSAs provide personalized information access and technical assistance to ensure that patrons receive the best possible service whenever they contact library staff. One of the key trainings for PSAs was **Reference Services**, a six-week class taught by an instructor from Highline Community College. A total of 182 staff successfully completed the course, including 34 in 2014. In addition, **PSA Reference Mentoring** paired PSAs with librarians for six-months of mentoring.

KCLS' staff development department also worked with a committee of Supervising Librarians to develop and launch an online, six month self-directed training program, which replaces Reference Services and Reference Mentoring trainings.



Staff Development continues to offer courses to ensure staff is well-prepared to assist patrons where needed. A new course, **Networking Know-How**, educates librarians about the variety of resources available to patrons in the community, including Washington Information Network 211 for health and human services information and assistance. Other courses and webinars offer staff training on premium databases which offer patrons access to information on genealogy, investing, automotive repair and much more.

Staff development efforts necessarily include the knowledge and training needed to serve the unique populations in KCLS' service area, whether inside the library or out in the community. Trainings were offered to staff to better assist King County immigrant populations, including **Becoming a U.S. Citizen: The Naturalization Process**, which was facilitated by a United States Citizenship and Immigration Services (USCIS) officer and teaches staff how to address citizenship questions using the USCIS web site.

A second course, **Immigrant Integration: Strategies for Welcoming New Americans**, teaches outreach strategies for reaching immigrant and refugee populations.



KCLS is an institution that welcomes all in our libraries, in partnership with numerous organizations and outside experts, KCLS staff also received extensive training on working with special populations.

These trainings included:

Challenge Your Perception of Homelessness, in which staff learned how libraries can make a difference when working with the homeless population.

Teens: What are They Thinking: Understanding Teen Brain Development and Behavior. This training, which looked at normal adolescent brain development and its impact on teen behavior, was followed up by a training on Engaging and Supporting Survival Based Youth, where staff honed their skills on how to engage and support young patrons who have adopted a survival based mode of behavior resulting from experiencing severe trauma in their lives.

Recognizing and Responding to a Mental Health Crisis. Staff enhanced their skills on how to recognize, respond and serve people dealing with mental illness.

Reteaching Gender & Sexuality: A Workshop on Gender Justice Leadership.

Facilitated by outside experts, this class provided staff the opportunity to engage in conversations about gender and sexual diversity, as it relates to the mission and values of KCLS.

And finally, because we never know what needs our patrons may have when they contact the library, staff had **training in crisis resources available in King County and how to effectively use the 211 online database to locate local organizations that provide community resources.**

Guarding Your Investment in Libraries



KCLS is vigilant in maintaining its facilities to ensure proper functioning and years of continued use by library visitors.

As an institution, the library is continually adapting to the needs of its patrons, including the spaces and buildings that voters invested in and approved with the 2004 Capital Bond measure.

2014 marks the 10th year since the passage of that measure and in this past busy decade has completed 13 new libraries, expanded another 10 libraries, renovated 10 more, complete two parking projects and enhanced technology, collections and other resources sought by patrons.

These projects added approximately 200,000 square feet of interior space to the 48 community libraries throughout rapidly growing King County, bringing the total square footage of KCLS libraries to 753,356 square feet. The new number also points to all the lives that have been and will be touched by new opportunities for growth, gathering and learning.

“No other institution accepts people from all walks of life like the library does...thank you KCLS!” • Library patron



The Vashon Library was expanded by 4,000 square feet for a total of 10,000 square feet. But walking into the new space is one thing, and looking outside into the beautifully bermed and landscaped Ober Park is quite another. Visitors to the new facility not only have more choices in terms of collections and technology and a new place to gather, but can enjoy the feeling of being in the woods. The library was designed to reflect Vashon residents' love of libraries as well as their aesthetic, outdoors and environmental values. More than 600 people braved the rain in March to celebrate the library opening and the surrounding park.

When the Fairwood Library opened its doors in December, more than 500 people came to the ribbon-cutting celebration and flooded into the new, renovated 15,000-square-foot facility. Previously dark and lacking windows, the new light and airy building, which had been expanded by 5,000 square feet, drew appreciative "oohs and aahs." The new Automated Materials Handling System soon after began humming, efficiently conveying and sorting hundreds of returned books, videos and other items to make them available for the next eager patrons.

In July, construction of the new 8,000 square-foot Skyway Library began with an enthusiastically attended groundbreaking ceremony. When completed, local residents will enter a new library that includes more materials, computers, space for children and teens, and a new community meeting room.



Many people know Crossroads in Bellevue as a shopping center, but it has long been much more. That is especially true now that the **Library Connection @ Crossroads has been remodeled**, providing an uplifting new space for the public to gather and obtain library materials. The project, completed in January, provided new furniture and carpeting, expanded public seating and computers. An Automated Materials Handling and Self Check-in system for books, videos and other items was also installed for this high-circulating library.

In downtown Renton, work began on the new 19,500-square foot Renton Library which spans the Cedar River. The library is slated to be completed in summer 2015.

Also in Renton, a **groundbreaking ceremony was held for the new, 15,000-square foot Renton Highlands Library**. Both facilities will provide more materials, computers, wireless access and special areas for children and teens.

Note: Both of these projects are being funded by the City of Renton and were not part of the KCLS Capital Bond measure.

KCLS answered the demand for more parking space at the **Algona-Pacific Library** by expanding the parking lot. Other facilities improvements included necessary HVAC upgrades at a number of sites, including Kent, Covington, Kirkland, Shoreline, Auburn, Federal Way and Sammamish Libraries, and Wi-Fi wiring installation at various libraries.

Library Advocates

Thanks to the support and loyalty of enthusiastic advocates, libraries are able to accomplish far more for their communities.

In 2014, Friends of the Library, Library Guilds and Library Associations—those supporters who graciously volunteer their time to raise funds in support of library programming, special events and other activities—provided more than \$275,000 in support to KCLS libraries.

Friends groups also contributed funding towards KCLS Foundation projects, bringing SAT Prep Classes to students

who would otherwise be unable to afford them, and contributing to the KCLS Foundation capital campaign to add a 2,000 square-foot Community Mosaic space to the new Tukwila Library when construction starts in 2015.

While every group contributes enthusiastically to their library and community, a few highlights stand out:

Friends at Fairwood Library and Vashon Library played a large part in opening-day ceremonies for new library buildings which patrons had the pleasure of enjoying, while Skyway Friends and Renton Friends helped at groundbreakings for new, larger libraries for Skyway, Renton and Renton Highlands.

Friends at Lake Forest Park and Shoreline Libraries were instrumental in bringing new public art to their libraries for patrons to enjoy. Friends of Shoreline Library contributed toward the installation of *Hadley Glacier* by artist Julie Speidel. Friends of Lake Forest Park Library contributed to the selection of a custom-made wooden animal menagerie for its children's area and sponsored an event with artist Julie Paschkis to celebrate the installation.

The Algona-Pacific Friends celebrated their 20th Anniversary on December 13 and kicked off the day with a special children's Story Time at the library. The Friends greeted guests, and generously provided refreshments and a book giveaway. Local dignitaries spoke about the importance of the library to their communities and families were treated to entertainment by poet-magician Thomas Pruiksma and the Auburn Harp Ensemble.



KCLS celebrates the contributions of Friends, Guild and Association members in an annual event every October. Now in its eighteenth year, **Friends Day** was a great party again in 2014 with more than 130 guests. The KCLS Foundation celebrated new inductees into the Friends of the Library Hall of Fame and named as Lifetime Achievement Award Winners Joan Mason, Auburn Friends, and Dolores Schlentz from Algona-Pacific. Ann VanderGeld, Bothell Friends, was named Friend of the Year.

During 2014, **Library Advisory Boards** were actively engaged in efforts to raise community awareness of what their library offers, encourage reading in the community and educate others about KCLS' mission, vision and values.

A few standouts include:

The **Kenmore Library Advisory Board** launched a successful Facebook page, featuring three to four engaging posts per week highlighting collections, programs and services, reading, Intellectual Freedom principles and much more.

The **Enumclaw Library Advisory Board** worked to identify places in the community that are frequented by Hispanic residents and began distributing the library's monthly program calendars—translated into Spanish—to those locations.

The presence of the **Shoreline and Lake Forest Park Library Advisory Boards** at a multitude of events and neighborhood meetings increased the visibility of the Board and what the library offers.

The **Maple Valley Library Advisory Board** created and installed a Little Free Library in the Maple Valley Arboretum. What is a Little Free Library? It's a "take a book, return a book" gathering place where neighbors share their favorite literature and stories.

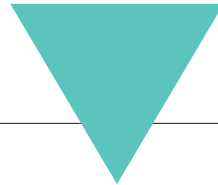
KING COUNTY LIBRARY SYSTEM FOUNDATION

The King County Library System Foundation promotes literacy, learning and libraries by providing support above and beyond public funding for resources and initiatives that enable KCLS to better serve communities. More than 2,000 donors supported the KCLS Foundation in 2014, including attendance at events such as the annual Literary Lions Gala, where more than 600 supporters, authors and volunteers came together to celebrate libraries. In addition, corporations and private foundations generously sponsored events and programs across the System.

In 2014, the KCLS Foundation secured more than \$776,000 in revenues and granted more than \$773,000 to expand or launch a variety of programs in all 48 libraries, including:

Tukwila Library Community Mosaic.

The Foundation granted \$400,000 to KCLS as part of a \$1 million capital campaign for the addition of a 2,000 square foot community space for the new Tukwila Library, slated for construction in 2015. Support from the Foundation will ensure the new library will have expanded meeting and gathering spaces for large library and community programs. Dubbed the Community Mosaic, the space will allow for naturalization ceremonies, study groups, puppet theatres, as well as many other programs to engage and delight the diverse and growing population in and around Tukwila.



VIEW OF LIBRARY FROM SOUTHWEST



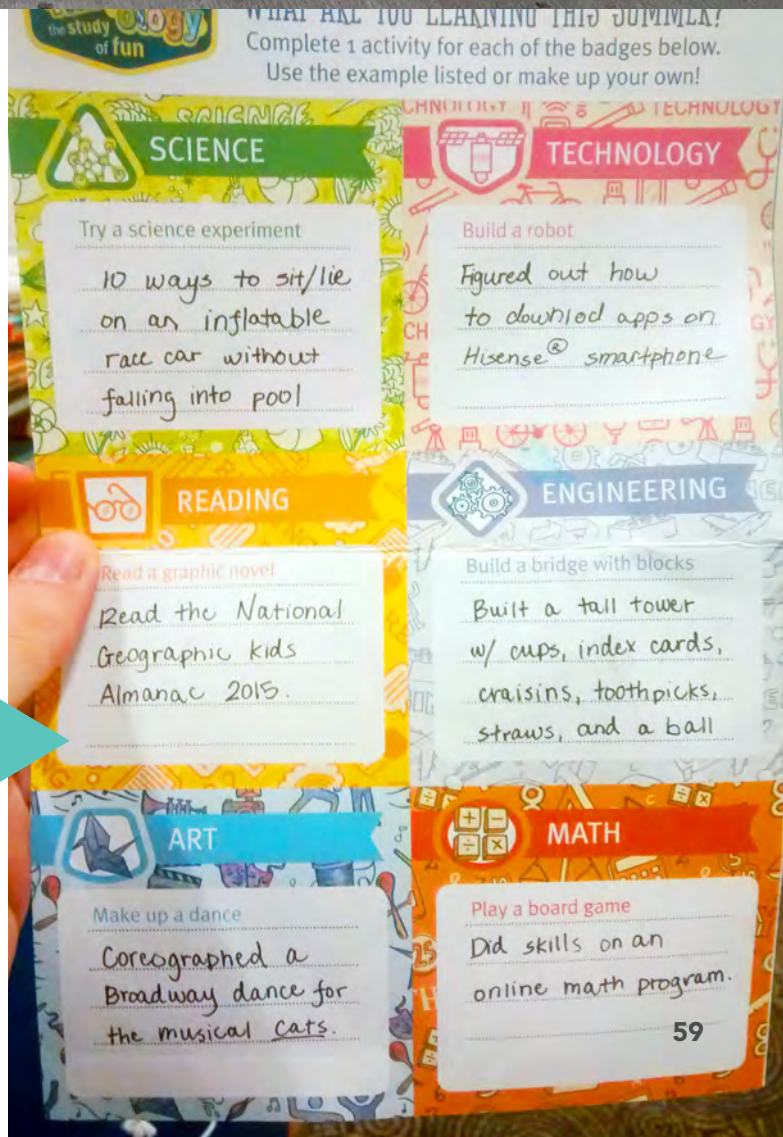
TUKWILA LIBRARY | KING COUNTY LIBRARY SYSTEM

PERKINS+WILL



SAT Prep. KCLS was able to provide more than 105 high school students in twelve libraries the opportunity to take an SAT Prep course thanks in part to nearly \$60,000 granted by the Foundation. A majority of teens who participated in the intense six-week course improved their standardized test scores by an average of 149 points.

Summer Learning. More than \$100,000 was awarded to support KCLS' Summer Learning program Thinkology, The Study of Fun, which engaged readers of all levels by incorporating interactive games and activities grounded in the principles of STREAM.



Governance

As a special purpose district established by state law, KCLS operates in the public interest, tailoring services within its legal purview to citizen demand. In a special district, only those who benefit from district services pay for them; there is a more direct correlation between funding and services received. Thus, KCLS' designation enables efficient delivery of programs, technology and other information services, linking costs directly to benefits.

KCLS Board of Trustees

The King County Library System is governed by the five-member Board of Trustees in accordance with RCW 27.12. Trustees are appointed by the King County Executive approved by the King County Council, and serve as at-large members for no more than two consecutive five-year terms.

2014 Trustees

Jessica Bonebright, President

Lucy Krakowiak

Robin McClelland

Robert Spitzer

Jim Wigfall

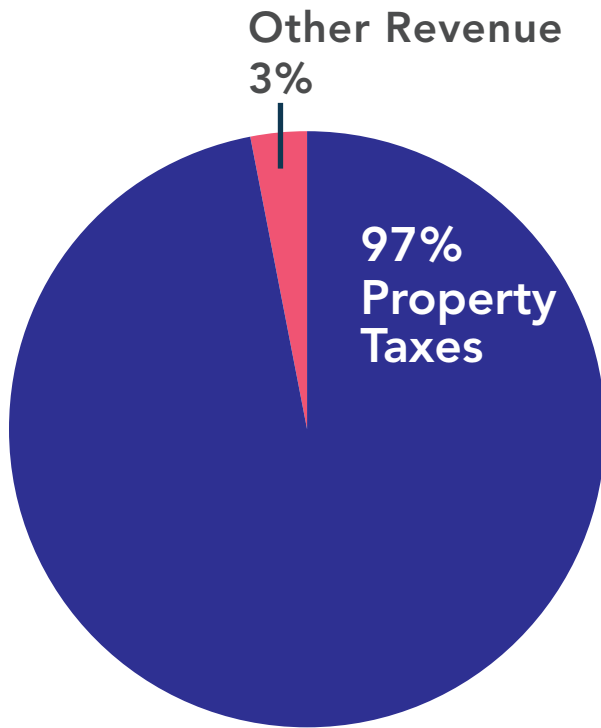
KCLS Director

Bill Ptacek (through January 2014)

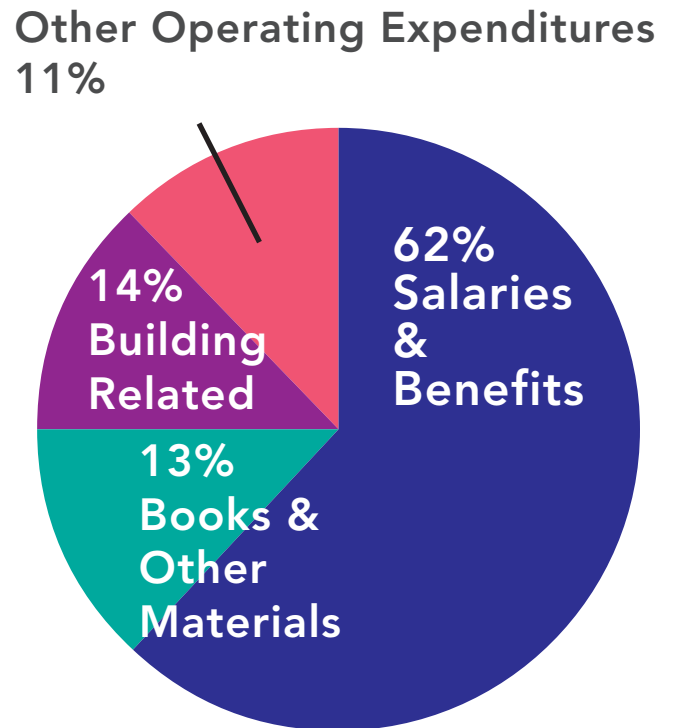
Julie Brand Acteson, Interim Director
(through December 2014)

2014 Financial Report

Unaudited preliminary 2014 information.



REVENUE
\$110M



EXPENDITURES
\$101M

Financial Management

In 2014, revenue increased 7% over the prior year due to growth in housing values and new construction. Prudent financial management held spending to 95% of budget. KCLS continued to budget expenditures with a long-range financial forecast in mind and an objective to sustain the impact of the 2010 Levy Lid Lift for as long as possible. The 2014 revenue growth combined with expense management resulted in a \$5.0 million increase in the general fund balance over the course of the year, allowing KCLS to maintain a strong financial position.

Stewardship

As required by state law, the King County Library System is audited each year by the Washington State Auditor's Office. The Auditor conducts both an Accountability Audit and a Financial Statements Audit as part of its work to promote accountability, integrity and openness in government.

The Accountability Audit evaluates the Library District's internal controls to determine if they are adequate to safeguard public funds and whether they comply with state laws and regulations, as well as KCLS' own internal policies and procedures.

The Financial Statements Audit uses guidelines established by the Governmental Accounting Standards Board (GASB) to evaluate whether KCLS' financial statements are free of material misstatements, and in compliance with laws, regulations, contracts and grant agreements that could have a direct and material effect on the accuracy of KCLS' financial position.

KCLS has maintained a strong track record of compliance with laws, regulations and accepted procedures as required by the Washington State Auditor, reflecting prudent financial stewardship and governance of public resources.

2014 KCLS Awards and Honors

Since its inception in 1942, the King County Library System has strived to exemplify the highest quality standards in service, collections and facilities.

Bellevue Library Parking Garage
2014 AIA|WA Civic Design Award

Federal Way 320th Library
2014 AIA Seattle Award of Merit

Newcastle Library
2014 GE Edison Award for Environmental Design Winner
2014 Illuminating Engineering Society, Regional Award of Merit

Public Relations, Marketing and Advertising Awards
LLAMA PR Xchange Best of Show Competition:

2014 Best of Show, Special Programs, Exhibits and
Events (Print)—A Place at the Table: Inspiring

Telly Award:
2014 "Library Stories: Robin & Teri; Dexter; Christina & Arek"

The year 2014 showed that if you build an opportunity people will come. For many residents throughout King County, the library offered the means for fulfilling dreams, a place where people could set new goals and meet them. Whether creating and pursuing their own higher expectations, or seeking a greater sense of community, libraries provided something for everyone. With KCLS staff working hard, directly with the public and behind the scenes, libraries will continue to be inclusive havens for spurring ideas, growing knowledge and communities—gathering places for a meeting of minds and shared humanity.



kcls.org

"I loved the 'learning' emphasis and the 6 additional ways kids can show their learning over summer." • Library patron "I appreciate you and the Tell Me a Story online resource so much! I love the clips of songs, especially in Spanish. **It has helped me teach my students and get them excited about reading.** They are **inspiring and heartwarming to see librarians care so much about their community** to come up with these songs and share." • KCLS patron/teacher "One day at the summer meal site a teen girl showed up on her own and sat down next to me. She shared that she had moved six times in the past two years and was nervous about starting up at middle school the next year because she wouldn't know anyone. I reassured her that she wouldn't be alone, as all kids starting at middle school are generally nervous, even those who have friends starting with them. I then invited her to join in at the library's teen programs." • KCLS Librarian "Just wanted to say **"Thank You"** **"Thank You"** **"Thank You"**... I use your web site often to get ideas for storytelling. I have built up a good collection of rhymes, songs, finger plays using your site. Who ever heard of *A Tooty Ta Ta*, *When Animals Get Up in the Morning*, *Sticky Bubble Gum*, before I found them here? You have wonderful story tellers, so lively, enthusiastic, having a great time. Can't tell you how much I appreciate you. Again...Thank You." • Library patron "Being a Study Zone Tutor has been very fulfilling. I love to work with kids helping them become more confident in school. As a tutor, I feel that it's my job to give students a positive place to do homework, read, or ask questions. **Study Zone is a great environment for students.** They are not pressured to do a particular task, but are encouraged to make the best decisions, with help from volunteer tutors who want to be there for them. The best thing about Study Zone for me has been seeing **students happy when they finish their homework** as well as being a role model for them." • Study Zone Tutor "I have enormously enjoyed my weekly stint at Study Zone, especially seeing parents bring their children so they can work in a quiet, supervised place. Sometimes the kids are tired after a full day of school, but still virtually all of the time they have been positive and willing to do their best work. I hope the students I have worked with have felt additional pride as they completed the essay that had been challenging them, or the reading assignment that had seemed boggling, or—ALWAYS—the math problems!" • Study Zone Tutor "Study Zone has given me the opportunity to help students, like me, in a meaningful way. I enjoy helping someone see something that they struggled with before in a new light and with new understanding. **It's nice knowing that you changed a little bit of someone's life.** There is one student, who comes in for help with geometry that stands out to me. Even if he is struggling in the class, he stays positive and is persistent with his work; he asks lots of good and clarifying questions. He has a great attitude, and it is very rewarding when he comes back with a high-scoring math test." • Study Zone Tutor

A PDF of this document can be found at
www.kcls.org/about/annualreport



kcls.org

Connect with us

