



King County Library System

Director's Report

July 2016

ULC Innovation Awards

Each year, the Urban Libraries Council presents a slate of Innovation Awards, recognizing new and innovative ideas which have been implemented by libraries in the United States and Canada. Libraries submit innovations in 10 categories: Learning (Birth Through Teens); Learning (Adults); Collections; Customer Experience; Positioning the Library; Workforce and Economic Development; Race and Social Equity; Civic and Community Engagement; Health, Safety, and Sustainability; and Organizational Change and Strategic Management. KCLS staff submitted 15 entries, and winners will be announced at the ULC Forum in Kansas City, Missouri on October 6. The submissions are included at the end of the report to share some of the great work our staff is doing.

Hotspot Lending Program

Earlier this year, KCLS launched a Hotspot Lending program, which allows patrons to borrow a portable Wi-Fi device to use outside the library, giving them greater access to the Internet. KCLS targeted specific areas of the county based on data that demonstrated the greatest need. The pilot program was funded by the KCLS Foundation and has been immensely successful. All devices are checked out and in use almost all the time. To help measure the impact of the service, library patrons have been asked to complete a short survey. While we know how important Internet access is in our lives, the impact has proven to be far more significant than anticipated. People have told us that the hotspots helped them get a job, complete school projects and have generally made their life easier (three short survey responses are attached.) While anyone can borrow a device, they are only available at the Burien, Boulevard Park, Foster, Greenbridge, Valley View, and White Center Libraries.

Summer Reading Program

Our Summer Reading Program continues to be a great success. So far, approximately 30,000 individuals are participating in reading programs, with more joining every day. In addition, healthy summer meals are being served to kids at 15 of our libraries. Several of the libraries will continue as meal sites throughout the school year, providing healthy after-school snacks.

King County Youth Services Center RFP

King County has notified us that it will seek Requests for Proposals for library service to the Youth Services Center in Seattle, as it has been many years since the County solicited competitive bids. KCLS submitted a proposal and is waiting for the bid award to be announced.

Board Discussions

In past months, we've discussed scheduling additional meetings to give Trustees an opportunity to explore a single topic in greater depth, to provide more time for discussion, questions and answers, and to ensure that the Board understands the issues that our libraries are facing. The purpose of these meetings is educational, and would be similar to the Planning Committee meetings held in the past. Agenda items would be decided by the Board and announced in advance, but could include topics such as library collections, changes in circulation, security issues, county-wide growth and infrastructure

plans, and future KCLS facility needs. While attendance would be optional, the meetings will be valuable only if there is a commitment by the Trustees to attend and participate.

Some options include:

- **Incorporate a one-hour discussion into the existing Board meetings on a quarterly basis.**
One advantage of this option is that the meeting time is already scheduled on your calendars. However, adding an hour to the Board meeting agenda—along with the Finance Committee meeting—would extend total meeting time to three hours or more.
- **Schedule a separate, 60-90 minute meeting on a quarterly basis.**
The meeting could take place at the same location—one that is convenient for the entire group—or at a different location each time so that the commuting burden is shared (for example, Shoreline; Mercer Island/Newcastle; Burien; Bellevue.)

Now that all five seats have been filled, the Board can decide if it wants to pursue the idea, and if so, what option works best for the group.

ULC Innovation Award Submissions

Race and Social Equity

- **Redmond Library Community Discover Day**
Due to the increasing presence of patrons both in and out of the Redmond Library experiencing homelessness or less than stable housing, we instituted a monthly drop-in resource day to provide equal access to agencies in the community seeking to assist with and/or alleviate the circumstances causing these crisis situations.
- **Teen Talk: Social Justice Conversations for Teens**
Provide a place for youth to engage in conversations with one another and also leaders in the community around social justice and equity.

Health, Safety and Sustainability

- **Building Green: An Environmentally-friendly Approach**
Building green reduces negative impacts on the environment. When constructing or renovating libraries, KCLS has made it a priority to adhere to widely respected Leadership in Energy and Environmental Design (LEED) standards, which target five areas: site planning; water conservation; energy savings; recycled materials; and air quality of interior environments.

Collections

- **Art in Libraries: A Sampler of the KCLS Collection**
The KCLS art collection is a public asset, encompassing well more than 150 works of art of every kind, both indoors and out, selected through open calls, a roster of acclaimed professional artists, and an art consultant. The catalog includes a sampling of the many pieces library visitors can enjoy.

Civic and Community Engagement

- **Everyone's Talking About It (ETAI) Program Series**
Diverse ETAI programs encourage community dialog on things that matter, from civic issues like hunger and homelessness, immigration, race and social justice, crime, guns, public safety, and environmental issues; to personal topics like health care, Social Security, retirement, end-of-life issues, relaxation, and planning and celebrating the next phase of life.

Learning: Adults

- **Jarlin: “I finished elementary school at KCLS”**
Born poor in drug-torn Colombia, Jarlin left school at nine to support his family. When he came to America seeking a better life, Jarlin knew little English. With a third-grade education, Jarlin was illiterate in two languages. At 46, he completed elementary school at the library, earning an A+.
- **Older Adults – Inspire, Engage, Connect!**
The “Silver Tsunami” shift provides an exciting opportunity to respond creatively to the needs of this important tax-paying constituency. KCLS hired an Older Adults Specialist, created partnerships with AARP and others, dedicated part of its website and formulated unique programs designed to inspire, engage and reconnect with this important audience.

Learning: Birth Through Teens

- **Supplemental Library Accounts for Every King County Student**
To increase student access to online resources, KCLS has partnered with local school districts to create Student Accounts, which use students’ school ID numbers as public library barcodes. Student Accounts are easy for students to remember and give them full access to KCLS’ downloadable materials, databases and online homework help.
- **IdeaX: Start Something**
IdeaX engages underserved children, teens, and their families, via an informal, out-of-school curriculum that provides them with opportunities to learn and apply skills necessary for robotics, electronics, game design, 3D printing, and digital media. The program is delivered primarily through mobile outreach, to a variety of community sites in underserved areas.

Customer Experience

- **Technology Toolkits – Improving Point-of-Need Access**
King County Library System Public Services and Information Technology departments collaborated to develop three distinct technology tool kits to support direct public service to patrons during individual instruction and outreach outside of library buildings, as well as group instruction in any setting.
- **Projector Board**
Library meeting rooms are an important community asset that are used for a variety of purposes. KCLS installed cutting-edge projector units to provide a high quality audio/visual experience for patrons. The units work with a wide-range of devices and are easy to use, yet durable enough for public use.

Organizational Change and Strategic Management

- **Community Discovery – Responding to Local Needs**

King County Library System (KCLS) created the Community Discovery process to increase and improve our understanding of unique community needs, and to act as a catalyst for developing relevant services. The result has been a positive realignment in individual branch libraries' connections to their communities.

- **The KCLS Joint Labor Management Collaborative**

The Joint Labor Management Collaboration (JLMC) was formed to bring KCLS's Administration and Management together with its Labor Representatives to work on vital and substantive matters of mutual interest within the organization through a respectful, collaborative, and future-oriented approach.

- **Online Graphics Production Workflow Process**

The KCLS Graphics department processes over 461 requests per month for in-house designed printed materials. Moving job submissions, scheduling and tracking to a Web-based visual workflow has improved team collaboration and efficiency through all stages - from initial request through design, proofing, printing and delivery – for all 49 KCLS libraries and administrative departments.

- **Web Help Desk: One Stop Shopping**

KCLS simplified the process by which staff submit trouble tickets to Information Technology Services and/or Facilities Management Services, creating a single web-based help desk that allows support staff to capture and organize critical information more efficiently, to track progress more consistently, and to decrease the average time to close tickets.

The yearly income for my family is in this range:

- Under \$25,000 per year
- \$25,000-\$49,999 per year
- \$50,000-\$74,999 per year
- \$75,000 or more per year

The number of people living in my household, including myself, is

- 1
- 2
- 3
- 4
- 5 or more

My household has people in these age ranges: (Check all that are true.)

- 0-5 years old
- 6-12 years old
- 13-18 years old
- 19-24 years old
- 25-50 years old
- Over 50 years old

Comments

*This hotspot was responsible for me getting a job, if I didn't have it for the amount of time I had it, the job would not of happened!
Thank you so much!*

Return this card to any KCLS library.
You can also fill out this survey online at
www.surveymonkey.com/r/KCLS2016



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Comments

Thank you so much for the use of this device. Without this KCLS HotSpot, I (and the several other households living at this address) seldom had internet access. For the first time, I was able to completely update the software on my computer, and I didn't have to use up my friends' cell phone data to do it! Thank you again, this gift was greatly appreciated.

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Comments:

When my car broke and I was unable to go to school I was able to use the one time hotspot. This was a tremendous asset going through financial issues. I was able to complete 3 class finals, a final project and homework @ home, being a fulltime mother w/o stress. THANK YOU!!!

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