

# Lisa G. Rosenblum, Executive Director Lalita Uppala, Chair, KCLS Board of Trustees

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# Major Accomplishments Over Past Year



## STRATEGIC FRAMEWORK: GUIDING AND ALIGNING OUR WORK, 2019-2023



**KCLS' STRATEGIC FRAMEWORK** and its elements were thoughtfully developed by what we learned through broad input from patrons, community leaders and partners, educators and staff. The process began in 2016, when KCLS conducted surveys, held meetings and reached out to discover what King County residents considered their highest hopes, dreams and plans for the future. The extensive feedback we received created a new Strategic Focus, helped refresh our Mission, Vision and Values and reaffirmed our continued commitments to our patrons and community.

The Strategic Framework fortifies KCLS as an organization that emphasizes teamwork, setting priorities, strategic goals and building on staff strengths. It reflects the Library System's commitment to public service and accountability, and our deep intention to enhance lives, forge connections and strengthen communities. A management system is now in place to align, prioritize, organize, measure and communicate our strategies, goals and initiatives.

### STRATEGIC FOCUS

**TO CREATE OPPORTUNITIES THROUGH MEANINGFUL CONNECTIONS**

We will do this by connecting people with information and services to navigate life's complexities and biases; by providing equitable avenues to build the skills and knowledge needed for success; and connecting people to one another to bridge differences and create communities of inclusion and belonging.

<h4>MISSION</h4> <p>To inspire the people of King County to success through ideas, interaction and information.</p>	<h4>VISION</h4> <p>A world in which knowledge allows diverse communities to prosper and grow.</p>	<h4>VALUES</h4> <p>Knowledge, Intellectual Freedom, Diversity, Equity and Inclusion, Professional Ethics, Stewardship and a Service Mindset.</p>	<h4>CONTINUED COMMITMENTS</h4> <p>Customer service through helpful and expert staff; a robust and diverse collection of books and resources; responsive programs and services and welcoming library spaces.</p>
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### STRATEGIC GOALS

<h4>ORGANIZATIONAL EXCELLENCE</h4> <p>KCLS has clear priorities and effective practices; high-performing leadership and staff; financial stability and a healthy culture. We measure our performance and use what we learn to make sound decisions.</p> <p><b>FOCUS:</b> Improve financial management, organizational culture, and knowledge, skills and abilities of staff.</p>	<h4>STRATEGIC COMMUNICATION</h4> <p>KCLS communication is clear, timely and intentional. Residents, partners and supporters recognize KCLS as an essential contributor to their lives. Staff use internal standards, practices and tools that inform, educate and connect us with one another.</p> <p><b>FOCUS:</b> Improve internal and external communication and workflow processes.</p>	<h4>RESPONSIVE, INSPIRATIONAL SERVICE</h4> <p>KCLS offers customized pathways to exciting, relevant opportunities that inspire innovation, creation, learning and reflection. KCLS connects with people and organizations to leverage community strengths and enhance experiences.</p> <p><b>FOCUS:</b> Increase responsiveness to changing technology needs and reduce barriers to access.</p>	<h4>COMMUNITIES OF INCLUSION AND BELONGING</h4> <p>KCLS continually works to increase equity, strengthen bonds and support individual and community identities by embracing and reflecting the diversity of our communities.</p> <p><b>FOCUS:</b> Improve patron experience and responsiveness to community interests.</p>
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### 2019 INITIATIVES

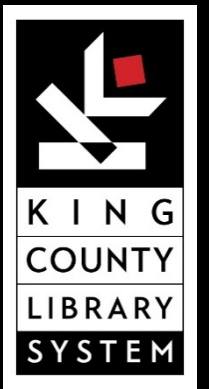
Removal of Barriers to Access | Economic Empowerment | Capital Investment Program  
Green Initiative | ideaX Makerspace | Region Reorganization | Payroll Analysis





# Major Accomplishments Over Past Year

## Excellent Steward of Taxpayer Investments





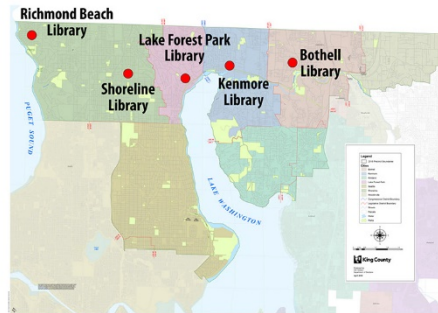
# Major Accomplishments Over Past Year

## Working Together: KCLS in your Council District

### KCLS: Serving Residents in District 1



Rod Dembowski



#### KCLS Highlight Program

The **Girls Who Code Club** at Bothell Library drew girls in grades 6-12 interested in learning computer-coding skills. Classes are taught by volunteers, using a free online curriculum.

**40 STUDENTS**

**28 VOLUNTEERS**

**457 HOURS VOLUNTEERED**

Partner | Girls Who Code, a national nonprofit organization



#### 2018 Statistics at District 1 Libraries

**1,085,373 VISITORS**

**77,374 CARDHOLDERS**

**2,307,318 CHECKOUTS**

**2,196 PROGRAMS WITH 43,272 IN ATTENDANCE**



### KCLS: Serving Residents in District 6



Claudia Balducci



#### KCLS Highlight Program

For the third year, Bellevue Library hosted **Plazas Comunitaria**, an educational center offering a Spanish curriculum designed for adults of any nationality who want to earn their primary or middle school diploma.

**614 STUDENTS**

**483 TUTORING HOURS**

**14 GRADUATES**

Partner | Mexican Government's Secretary of Public Education and National Institute for Adult Education



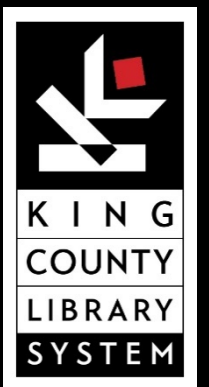
#### 2018 Statistics at District 6 Libraries

**2,289,016 VISITORS**

**112,461 CARDHOLDERS**

**3,598,237 CHECKOUTS**

**3,024 PROGRAMS WITH 49,394 IN ATTENDANCE**



# Major Accomplishments Over Past Year

## King County Residents Use, Value and Support their Libraries



### 2018 KCLS AT A GLANCE



49 LIBRARIES

775,007 SQUARE FEET OF LIBRARY SPACE

659,049 ACTIVE CARDHOLDERS

10 MILLION LIBRARY VISITORS

774,505 PROGRAM ATTENDEES

70,503 SERVED BY MOBILE OUTREACH VEHICLES

48.8 MILLION CATALOG HITS

17.2 MILLION WEBSITE HITS

4.4 MILLION ITEMS IN THE COLLECTION

15.6 MILLION PHYSICAL ITEMS CIRCULATED

6.2 MILLION DIGITAL ITEMS CIRCULATED

EBOOKS | AUDIOBOOKS | MUSIC | VIDEO

#### 2010-2018 INCREASES

9% NUMBER OF LIBRARIES

33% SQUARE FOOTAGE OF LIBRARIES

5% OPEN HOURS

80% PROGRAM ATTENDANCE

202% SERVED BY MOBILE SERVICES

9% ITEMS IN COLLECTION

11% PHYSICAL ITEMS CIRCULATED,  
CHILDREN UP TO AGE 18

2147% DIGITAL ITEMS CIRCULATED

12% NEW LIBRARY CARD SIGNUPS  
(2014-2018, DATA NOT AVAILABLE FOR 2010)

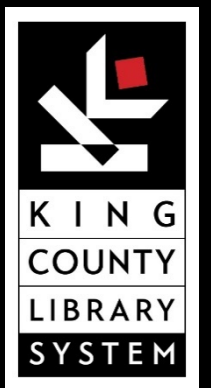
25% WIRELESS CONNECTIONS  
(2014-2018, DATA NOT AVAILABLE FOR 2010)





# Major Accomplishments Over Past Year

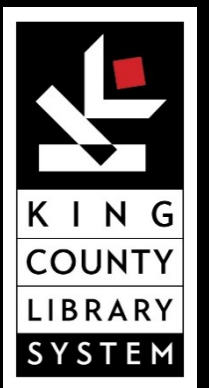
DREAM Big: Anything is Possible





# Major Accomplishments Over Past Year

## Partnerships Create Connections and Maximize Public Funding





# Major Accomplishments Over Past Year

## Digital Access and Equity

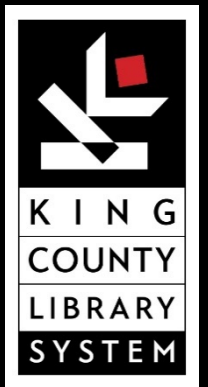
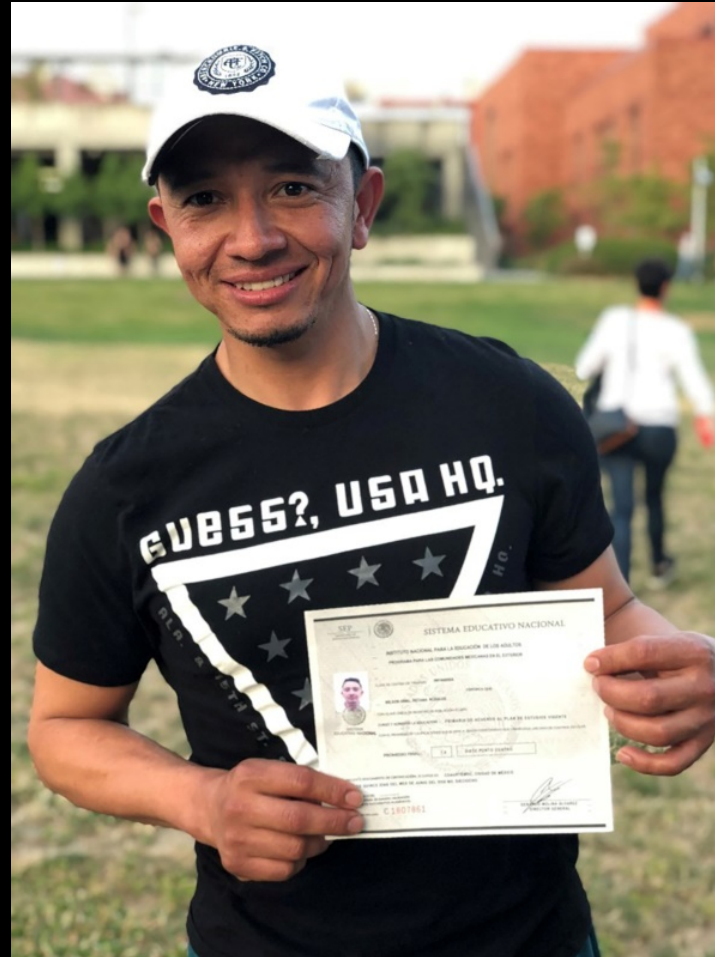
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# Major Accomplishments Over Past Year

## Education and Literacy



# Major Accomplishments Over Past Year

## Economic Empowerment

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**Dream of starting your own business?**  
**Attend free Startup 425 workshops to learn more.**

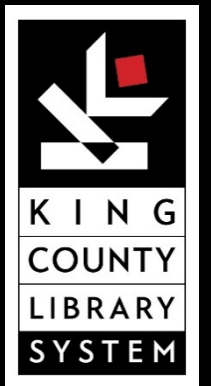
[STARTUP425](#)

[kcls.org/startup425](https://kcls.org/startup425)

### Startup 425 results:

- 65 new business starts
- 370 – 650 employees
- \$22M+ in revenue





# Major Accomplishments Over Past Year

## Economic Stability for Successful Communities

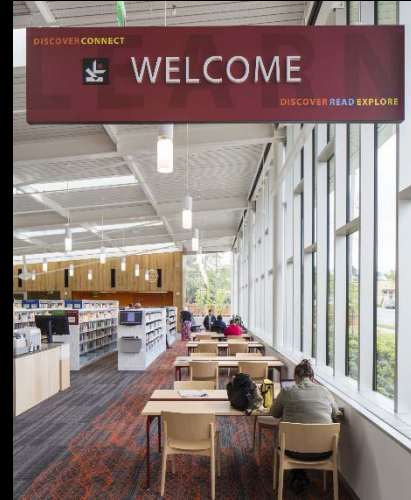
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# Major Accomplishments Over Past Year

## Welcoming Spaces, Community Hubs

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# Conclusion

