



## MOTIONS APPROVED

### PRESENT

#### KCLS Board

Jeffery Guddat  
Harish Kulkarni  
Srinil Raghavan  
Anne Repass  
Verna Seal  
Lalita Uppala\*  
Laura Valenziano

#### KCLS Staff

Marla Bassett  
Angie Benedetti  
BJ Colvin  
Lisa Fraser  
Angie Miraflor  
Dominica Myers\*  
Danielle Perry  
Cecie Streitman  
Tracey Thompson  
Lisa Yamasaki  
Donna Zirkle

\*Attended remotely

1. Board Meeting agenda
2. December 13, 2023 Board meeting minutes
3. Payroll expenditures
4. General Fund expenditures
5. Resolution 2024-01 Disposition of Surplus Property (Vehicles)

### CALL TO ORDER

President Srinil Raghavan called the meeting to order at 5:02pm.

### APPROVAL OF AGENDA

*Laura Valenziano moved approval of the Board Meeting agenda. Anne Repass seconded, and the motion passed unanimously.*

### APPROVAL OF BOARD MINUTES

*Harish Kulkarni moved approval of the December 13, 2023 Board Meeting minutes. Jeff Guddat seconded the motion. All voted in favor and the motion passed unanimously.*

## PUBLIC COMMENT

Patron Pikachu Horito logged into the meeting remotely, intending to address the Board regarding public records requests. There were technical difficulties and he was unable to proceed with his comments. He was advised to submit his statement in writing.

Patron Mark Spaur spoke on behalf of the Northwest Atlantic Salmon Fly Guild. Prior to the pandemic, his group met regularly in the KCLS Service Center room 2AB on Saturdays. Since the pandemic, the room has not reopened to the public during non-staffed hours. He would like KCLS to reestablish access during non-working hours; it is his opinion that the room is a patron resource that was promised to voters in the 2004 capital bond campaign.

## STAFF REPORTS

### STATE OF THE LIBRARY

Interim Executive Director Angie Miraflor gave the State of the Library report as of the end of the 2023 fiscal year. In the presentation she discussed 2023 public services metrics and compared them to the past five years. She also provided comparisons with KCLS peer libraries across the country.

After a rolling expansion of hours between May and August of 2023, the Library System was open 114,000 hours last year, an increase of 16.7% over 2022. Checkouts per cardholder have increased proportionally with open hours, as have the number of active cardholders. Total circulation surpassed 2019 levels, and digital circulation through OverDrive ranked KCLS as third in the world. Angie attributed the increases to more open hours and library programming that draws people to our buildings.

Library programming doubled in 2023, with more than 179,000 patrons attending 9,000 programs in-person or online throughout the year. Program participants gave an average Net Promoter Score (NPS), or overall satisfaction with an organization, of 86. This number ranks in the top 25% of organizations which use NPS as an evaluation tool.

Angie discussed the four different services provided by the Mobile Services team. Those are: home and mail delivery; childcare site visits; senior community visits; and health and social services outreach.

Over the past year, KCLS was awarded almost \$1 million in external grants, and \$1.7 million from the KCLS Foundation to support many new and ongoing programs at KCLS.

Angie thanked Organizational Strategy Manager Lisa Fraser and Enterprise Application Engineer Bradley Bonner for their help compiling data for the presentation.

### **LEAN PRESENTATION**

Collection Management Services (CMS) Director Tracey Thompson introduced Project Specialist Paula Allen, who gave a presentation on the recently concluded CMS Lean Library project. Through a generous grant from the KCLS Foundation, CMS worked with consultants to implement Lean Library Management (LLM) practices. LLM is a staff-driven system used to increase efficiency by smoothing out peaks and valleys in workflow, reducing redundant work practices and re-centering the patron experience.

The project began in January 2023 with the main goal of reducing the time between when new materials are received to when those materials get to the patrons. The impact is an improved patron experience and more efficient budgeting for new materials. The results have already dramatically reduced wait times for patrons.

The next steps of the project include a reconfiguration of the first floor in order to streamline workflows. Teams are being rearranged for increased collaboration and support.

### **FINANCE REPORT**

Donna Zirkle presented the Finance report as of the end of December 2023. Year-to-date (YTD) revenues were \$141.4M, which is 100% of the expected total of \$140.7M. YTD expenses were \$124.5M, which was 88% of the total budget. CIP expenses YTD at the end of December were \$4.6M, accounting for 71% of the total budget of \$6.5M.

Donna also introduced Resolution 2024-01, which is the disposition of surplus property. She explained that this board-approved process is required if KCLS disposes of single assets in excess of \$1,000. In this case, there are three older vehicles KCLS no longer uses and would like to surplus.

### **APPROVAL OF MONTHLY EXPENDITURES**

*Verna Seal moved approval of Payroll expenditures for December in the amount of \$3,082,963.88: (12/08) Ck#00201844-00201859; 700737425-700738508 (12/22) Ck#00201860-00201876, 707323636-707324716. Jeff Guddat seconded, and the motion passed unanimously.*

*Laura Valenziano moved approval of General Fund #0010 expenditures for December in the amount of \$7,027,083.05: Travel Advances - 0; (12/07) Ck#5014412-5014433; (12/07) Ck#1149848-1149988; (12/14) Ck#5014434; (12/14) Ck#1149989-1150131; (12/19) Ck#5014435; (12/21) Ck#1150132-1150283; (12/21) Ck#5014436-5014438; (12/29) Ck#1150284-1150471; (12/29) Ck#5014439-5014458; (1/05) Ck#5014459-5014463; (1/05) Ck#1150472-1150614. Anne Repass seconded, and the motion passed unanimously.*

### **RESOLUTION 2024-01 DISPOSITION OF SURPLUS PROPERTY**

*Harish Kulkarni moved approval of Resolution 2024-01 Disposition of Surplus Property (three vehicles). Lalita Uppala seconded the motion. All voted in favor and the motion passed unanimously.*

### **DIRECTOR'S REPORT**

Angie Miraflor highlighted the recently posted Best Books lists, which are compilations of staff favorites throughout the year. Patrons see KCLS staff members as experts where books are concerned and look forward to these lists each year.

Angie talked about the Plaza Comunitaria graduation in December 2023. This program offers the opportunity for Spanish-speaking patrons to begin and/or complete their elementary and middle school education with an officially recognized diploma. This was the first in-person graduation since the

pandemic. She thanked the KCLS staff, KCLS Foundation and community partners that contribute to the program.

Angie attended a ribbon-cutting for new pickup lockers installed outside the Normandy Park City Hall. She was joined at the event by the Normandy Park mayor and city councilmembers. She thanked all the KCLS departments who contributed to the installation of the lockers as well as Olympic region staff, who will be monitoring and filling the lockers with books.

Finally, Angie talked about the new Ready Reads collection. This new collection combines the Lucky Day collection and the Choice Reads collection into one new section at all libraries.

#### **BOARD COMMITTEE REPORTS**

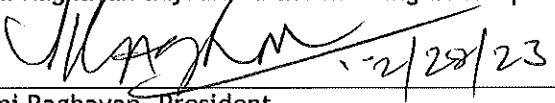
There were no Board committee reports.

#### **TRUSTEES REPORTS**

Multiple trustees praised the Bellevue Makerspace staff, particularly Megan Willan and Andrew Angell.

#### **ADJOURNMENT**

Srini Raghavan adjourned the meeting at 6:21pm.

  
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Srini Raghavan, President

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Laura Valenziano, Secretary