



# King County Library System

Board of Trustees Meeting Minutes

KCLS Service Center/Hybrid | September 25, 2024, 5pm

## Present

### **KCLS Board**

Jeffery Guddat  
Harish Kulkarni  
Sri Raghavan  
Anne Repass  
Verna Seal\*  
Laura Valenziano

### **KCLS Staff**

Maria Bassett  
Angie Benedetti  
BJ Colvin  
Heidi Daniel  
Lisa Fraser  
Chase Gallagher  
Angie Mirafior  
Dominica Myers  
Danielle Perry  
Cecie Streitman  
Lisa Yamasaki  
Donna Zirkle

*\*attended remotely*

## Motions Approved

1. Board Meeting agenda
2. July 31, 2024 and August 28, 2024 Board meeting minutes
3. July 2024 and August 2024 Payroll expenditures
4. July 2024 and August 2024 General Fund expenditures
5. Resolution 2024-03 Dissolution of KCLS Capital Project Fund, 2005
6. Resolution 2024-04 Dissolution of KCLS Construction Bond Fund, 1988

## Call to Order

President Srin Raghavan called the meeting to order at 5:01pm. Five trustees attended in person; Verna Seal attended remotely.

## Approval of Agenda

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

## Approval of Board Minutes

**Laura Valenziano moved approval of the July 31, 2024 Board Meeting minutes. Harish Kulkarni seconded the motion. All voted in favor and the motion passed unanimously.**

**Jeff Guddat moved approval of the August 28, 2024 Board Meeting minutes. Laura Valenziano seconded the motion. All voted in favor and the motion passed unanimously.**

## Public Forum

Quigley Grey signed up to speak remotely and was called on by the Board president, but there were technical difficulties, and they were unable to speak. The Board president gave them an opportunity to speak at two other times during the meeting, but the technical problems persisted.

## Finance and Facilities Report

Controller Erhiza Rivera presented the Finance report as of the end of August 2024. Year-to-date (YTD) revenues were \$81.7M, which is 56% of the expected total of \$146.4M. YTD expenses were \$94.8M, which is 62% of the total budget of \$152.7M. CIP expenses YTD at the end of August were \$6.4M, accounting for 56% of the total budget of \$11.5M.



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Erhiza noted the miscellaneous revenue collected is substantially over budget due to an insurance refund. She also explained that investment interest has already exceeded conservative budget expectations partially due to interest rates being higher than anticipated. She provided additional information regarding investment interest in the second quarter of 2024, based on data from the King County investment pool which KCLS participates in. She talked about KCLS' investment objectives in priority order:

1. Safety of the investment principal.
2. Maintaining sufficient liquidity to ensure funds are available to meet daily cash flow requirements.
3. Achieving a reasonable yield consistent with prior objectives.

Erhiza also described the two resolutions which the Board will be asked to approve. Resolution 2024-03 proposes the dissolution of the 2005 Capital Project Fund, and Resolution 2024-04 proposes the dissolution of the 1988 Construction Bond Fund. Both funds relate to voter-approved bonds intended for construction. All of the proceeds from these funds have been spent, but there are small residual balances in the accounts. Erhiza is proposing closing the accounts and transferring the remaining funds to the general account.

## Approval of Monthly Expenditures

**Jeff Guddat moved approval of Payroll expenditures for July in the amount of \$3,195,386.75: (7/05) Ck#00202050-00202064; 795090226-795091318; (7/19) Ck#00202065-00202081, 801997505-801998598. Anne Repass seconded, and the motion passed unanimously.**

**Anne Repass moved approval of General Fund #0010 expenditures for July in the amount of \$6,497,173.67: Travel Advances – 1519; (7/11) Ck#1153979-1154115; (7/11) Ck#5014805-5014806; (7/18) Ck#1154116-1154253; (7/18) Ck#5014807-5014851; (7/25) Ck#5014852-5014853; (7/25) Ck#1154254-1154426; (7/31) Ck#5014854; (7/31) Ck#1154427-1154497; (8/05) Ck#5014855-5014857; (8/05) Ck#1154498-1154574. Verna Seal seconded, and the motion passed unanimously.**

**Laura Valenziano moved approval of Payroll expenditures for August in the amount of \$4,859,231.40: (8/02) Ck#00202082-00202092; 808499028-808500122; (8/16) Ck#00202093-00202108, 814681598-814682694; (8/30) Ck#00202109-00202122; 821461178-821462274. Jeff Guddat seconded, and the motion passed unanimously.**

**Laura Valenziano moved approval of General Fund #0010 expenditures for August in the amount of \$7,065,470.07: Travel Advances – 1520-1521; (8/08) Ck#1154575-1154673; (8/08) Ck#5014858-5014859; (8/15) Ck#1154674-1154790; (8/15) Ck#5014860-5014920; (8/22) Ck#1154791-1154899; (8/22) Ck#5014921; (8/30) Ck#1154900-1155014; (8/30) Ck#5014922-5014925; (9/05) Ck#5014926; (9/05) Ck#1155015-1155099. Harish Kulkarni seconded, and the motion passed unanimously.**

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## Resolution 2024-03 Dissolution of KCLS Capital Project Fund, 2005

**Laura Valenziano moved approval Resolution 2024-03. Harish Kulkarni seconded the motion. All voted in favor and the motion passed unanimously.**

## Resolution 2024-04 Dissolution of KCLS Construction Bond Fund, 1988

**Anne Repass moved approval Resolution 2024-04. Jeff Guddat seconded the motion. All voted in favor and the motion passed unanimously.**

## Staff and Director's Reports

### Operations Report

Director of Library Operations Cecie Streitman, Lakeview Regional Manager David Frappier, and Rainier Regional Manager David Wright gave a report on library operations.

Cecie talked about the role of library operations which includes the responsibility for the day-to-day operations at all KCLS community libraries; library operating hours, staffing, and library workflow procedures. She talked about the structure of the department, which includes operations managers, librarian and information services managers, public services assistants, library technical assistants and library pages.

David Frappier gave some background on the previous staffing model, which was introduced in 2013. It was created with the idea that KCLS wanted to meet patron needs at three service delivery points: in the library, outreach beyond the library buildings, and online. An extensive evaluation of the staffing model was completed in 2018, but the pandemic interrupted plans to implement recommendations. In 2024, KCLS employed consultants from Moss Adams to once again evaluate the current model and provide recommendations. Two groups of staff representing all KCLS public services classifications were formed to participate in the evaluation process. The project is due to be completed in December 2024.

David Wright then talked about the upcoming regional retreats scheduled across the Library System throughout the month of October. Each library will close for one day for a region-wide retreat. The retreats are scheduled on a rotating basis to provide staff members an opportunity to come together with their teammates for professional development and customer service training in support of KCLS strategic goals. In addition to System-wide training, each regional team will be able to spend time together working on local issues as identified by management, so that all libraries will continue to be supportive community-centered spaces. There will be a post-retreat evaluation to measure the success of the retreats and receive staff feedback; a report will be provided to the KCLS leadership team.

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Finally, Cecie talked about library open hours. She showed the history of open hours between 2018 and 2024, with the peak number of hours occurring in 2019. While it isn't financially feasible to return to 2019 levels, she and her team are proposing an increase in the current number of open hours. They would like to increase the number of locations offering service seven days per week, using data from patron feedback and door counts. The increased hours would require an increase in staffing, which is being proposed in the 2025 budget.

## KCLS Foundation Update

KCLS Foundation Executive Director Lisa Yamasaki shared some ways the Foundation is working to improve visibility within the communities KCLS serves. As part of that effort, the Foundation opened Literary Lions author nominations to the public last year. Continuing that strategy this year, the nominations received doubled—over 200. Approximately 20 Pacific Northwest authors are selected annually by the Foundation to be Literary Lions. The Foundation also has launched an Instagram account, and is engaging with followers through a variety of content, notably the “What are We Reading Wednesdays” campaign, where staff and Board members showcase books they are reading. Lisa also said Foundation board members are advocating for KCLS in their communities, and that newsletters are increasing awareness of Foundation-funded programs and providing information on ways to support the Foundation.

## Communications and Marketing Update

Director of Communications and Marketing Chase Gallagher talked about two recent author events. First, author Ali Vitali spoke with Executive Heidi Daniel in an online forum about her book, ***Electable – Why America Hasn't Put a Woman in the White House.....Yet.*** Approximately 120 people attended, and for those who couldn't attend, the talk is posted on the KCLS YouTube channel. Second, Terry Szuplat, author and former speechwriter for Barack Obama, spoke with Chase about his book, ***Say it Well.*** Over 500 people attended this online event.

Chase also said CM has hired a new photographer/videographer, who has already attended several staff and community events and who is making impactful image resources available to staff.

## Director's Report

Executive Director Heidi Daniel mentioned the slight change in format of the agenda for the meeting, and the switch to a single, cohesive slide deck encompassing all Board meeting presentations. She likes the idea of moving the Finance report up on the agenda, and closing the meeting with staff and Director's Reports, but welcomes feedback from the Trustees.

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Heidi talked about the dashboard metrics, specifically the Net Promoter Score of 82, which is above the industry standard of 80, and other key performance indicators. She also discussed the circulation statistics listed in the written dashboard, pointing out that digital circulation continues to increase while physical circulation remains steady.

She described two fun programs and events that happened recently. First, the North Bend Library held a 30th Anniversary celebration, which she attended along with elected and tribal officials. She had a great time at the event and was happy to hear about the positive role the North Bend Library plays in the community. Second, Heidi highlighted the Fiestas program, which is a series of early literacy workshops for Hispanic and Latinx children and their families. Two libraries offered Fiestas programs: Fairwood and Redmond.

She referred the trustees to her written Director's Report for other updates and information.

## Board Committee Reports

Trustee Jeff Guddat talked about the recent Finance Committee meeting which included a preview of October's preliminary budget presentation. He also commended the Operations team on a fantastic report, as well as the Foundation, Communications and Marketing team, and last month's staff presentations in Federal Way.

## Trustees Reports

Trustee Harish Kulkarni said he was very happy to have heard a KCLS ad on NPR for the first time.

## Adjournment

Srini Raghavan adjourned the meeting at 6:36pm.

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Srini Raghavan, President

Handwritten signature of Laura Valenziano in black ink.

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Laura Valenziano, Secretary

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