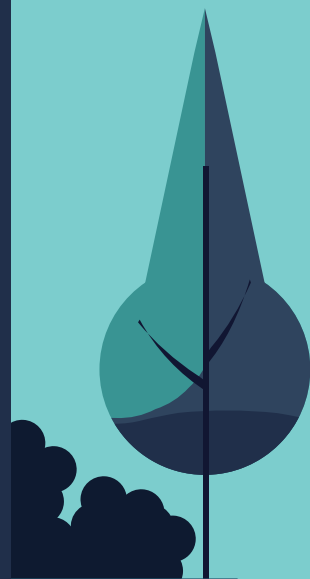
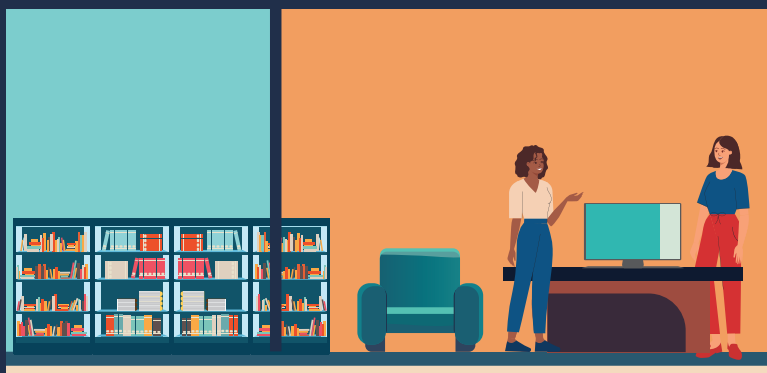
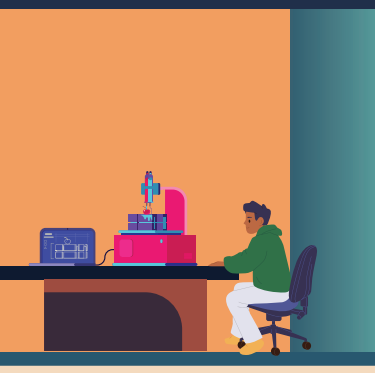
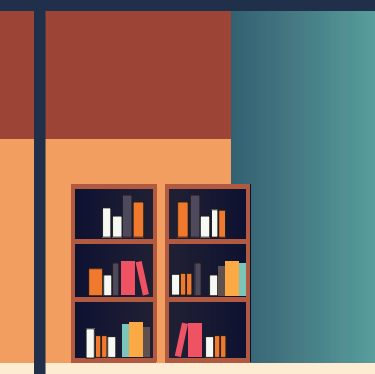




# KING COUNTY LIBRARY SYSTEM ANNUAL REPORT 2024



# EXECUTIVE DIRECTOR'S LETTER

On any given day, at any of King County Library System's 50 community libraries, patrons browse and read books, attend Story Times and other enriching programs, explore our Makerspaces, get help with homework, access resources—and so much more.

The impact of KCLS' work extends far beyond bookshelves. We are community hubs, welcoming over five million visitors and drawing over 360,000 people to our many programs and events. Patrons checked out over 22.5 million items, including books, music and movies. Our Mobile Services reached nearly 89,000 individuals in senior housing, childcare centers, shelters and other sites.

Throughout 2024, KCLS actively responded to community needs—expanding hours, setting new records for eBook borrowing, and helping our community thrive.

We met increased demand for homework help with Study Zone, which saw a record number of student visits—12,832—for a 49.4% increase over the previous year. Our in-person Reading Buddies program had 3,322 visits—a whopping 548% increase over 2023.

KCLS also responded to major weather events, keeping libraries open as cooling centers during a heat wave, and as refuges for warmth, electricity, and of course Wi-Fi, during a bomb cyclone that caused county-wide power outages.







Our support for literacy and education loomed large, as a love of reading took center stage and KCLS patrons broke their own records, including logging more than 3 million minutes of reading.

Across the organization, patrons borrowed more than 22 million items last year. And our record-breaking digital borrowing ranked us second in the United States, and fourth among libraries around the world.

I hope this Annual Report provides a look back at 2024, and helps set the course for the years ahead. KCLS strives to provide hope and possibilities, to enhance individual lives and to connect patrons of all ages with each other. Public libraries are civic treasures, offering accurate information, helpful resources and services, and so many opportunities to grow, while creating a sense of belonging for everyone.

With utmost gratitude,

Heidi Daniel, KCLS Executive Director



## 2024 AT A GLANCE

**22,505,537**

TOTAL ITEMS CHECKED OUT

**10,990,014** DIGITAL CHECKOUTS

**#2** in the nation **#4** in the world.

**11,515,523** PHYSICAL CHECKOUTS

saving residents more than **\$145 MILLION.**

**676,537** ACTIVE CARDHOLDERS

**361,541** TOTAL PROGRAM PARTICIPANTS

**8.9%** INCREASE IN OPEN HOURS







**50** LIBRARIES

**808** FULL TIME EQUIVALENT (FTE) EMPLOYEES

**2,130** SQUARE MILE SERVICE AREA

**LIBRARY ANNIVERSARIES**



**100 YEARS** Carnation



**30 YEARS** Algona-Pacific



**30 YEARS** North Bend

# SUPPORTING LITERACY AND LIFELONG LEARNING

Supporting literacy and education is one of KCLS' core values. From infant and toddler Story Times and grade-school partnerships to Summer Reading, Makerspaces, author events and Study Zone homework help, KCLS offers enriching programs and educational opportunities for all ages. Library programs encouraged patrons to indulge curiosity, learn something new, share interests and make friends.

Makerspaces at the Federal Way and Bellevue Libraries inspired people of all ages to rediscover hands-on creativity and to learn STEM (Science, Technology, Engineering and Math) skills. Increased demand led to more programs at both Makerspaces, allowing more people to explore 3D printers, sewing machines, music recording, laser-cutting machines and other tools.





**361,541** patrons attended **18,381** programs.

KCLS offers a wide variety of in-person and online events throughout the year. From hands-on skills to thought-provoking conversations, more than 88% of program participants said they learned something new.

## SUMMER READING

Summer Reading provides fun learning activities in the months when school is out, and helps students prepare for the academic year. Study Zone saw a record number of student visits for homework help and tutoring provided by volunteer teen and adult mentors.

Participants (those who tracked and submitted minutes read): **12,573**

**64,680** people of all ages attended **2,941** in-person programs

**4,153** patrons attended **363** online programs

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## STORY TIMES

**122,908** people attended **4,243** Story Times





## STUDY ZONE

**12,832** Student visits,  
up **50%** over 2023.

**625** Volunteers,  
**15,093** Tutoring hours  
(25% increase over 2023)



## READING BUDDIES

**3,322** in-person visits  
(5X increase over 2023)

**4,372** online visits  
(53% increase)



## MATH CLUB

**2,408** online visits  
(30% increase)



## MOBILE SERVICES AND HEALTH AND SOCIAL SERVICES

**5,444** books distributed, serving **88,928** patrons through Mobile Services staff visits to senior housing, child care centers, and Summer Reading sites.

Served **23,894** people with reading materials delivered to shelters, encampments, transitional housing and recovery locations.



# A LOOK INSIDE KCLS

Across King County, our libraries are community hubs that connect people with resources, information, programs and learning opportunities, and of course—thousands of books.

This year KCLS launched Ready Reads, with special displays in libraries to highlight new and popular books, helping you find your next great read. Behind the scenes, we implemented new processing systems that reduce wait times for new books, getting most new titles from the loading dock to the shelf in your library in under three days.

As we saw in 2024, KCLS libraries are vital, resilient community infrastructures in times of need. We're proud to be an open door with climate-controlled workspaces during adverse weather events, reading areas, and an upgraded Wi-Fi system with increased reliability for our users.





# AND SO MUCH MORE

**Welcoming Centers**, services for immigrants and refugees at Auburn, Bellevue, Federal Way 320th, Kent, Redmond, and Tukwila.

**Makerspaces** at Bellevue and Federal Way.

**Community Resource Centers** at Redmond and Federal Way.

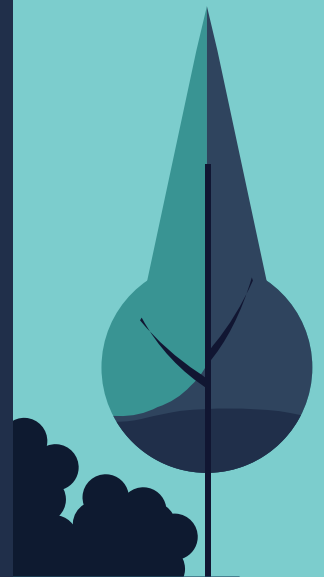
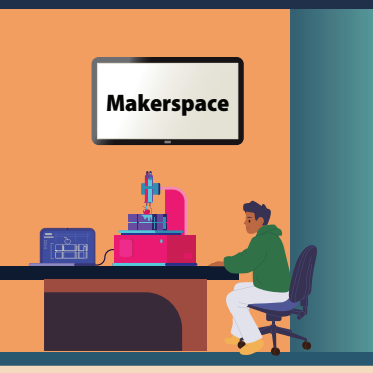
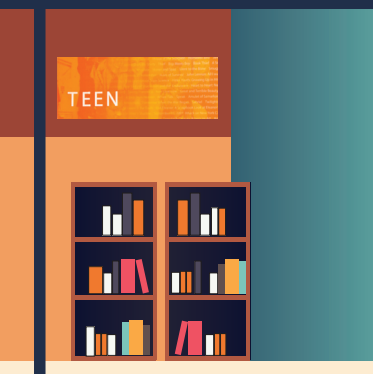
**Peers in Libraries**, connect to community resources and services at Auburn, Burien, Enumclaw, Federal Way, Kent, Renton, and Southcenter.

**Wheelchair Charging Stations** at 10 libraries.

**24/7 Lockers** for material pickup at 6 libraries.

**Ballot Drop Boxes** at 24 libraries.

**Bicycle Repair Stations** at 9 libraries.



# BRIDGING CULTURES, BUILDING COMMUNITIES OF BELONGING



KCLS connects the communities we serve through programs, services and events, such as Día and expanded language services. Our many offerings bring together people of all ages and cultures to learn, socialize and celebrate.

For the 14th year, KCLS hosted Día, also known as El día de los niños/El día de los libros (Children's Day/Book Day). The multicultural celebration included local speakers, music and Ukrainian, Lushootseed, and Spanish Story Times. A World Language listening session was held at Día to help assess community needs.

We're also investing in enhanced world language access with the World Language Stipend program, supporting staff that provide language access services including translation and interpretation for KCLS customer service and operations.



## WELCOMING CENTERS

KCLS ambassadors at six Welcoming Centers connected refugees, immigrants and new arrivals with information and resources, easing their transition to life in King County.

**9** Ambassadors

**14** Languages

**1,227** Personalized connections

## CITIZENSHIP PREPARATION CLASSES

**721** Participants (nearly triple the number in 2023)

## TALK TIME

Classes for adults and teens offered a chance to practice English with other language learners in a supportive environment.

**15,500** Attendees online and in-person



# FOSTERING WELLNESS, REMOVING BARRIERS

KCLS offers a broad spectrum of supportive services and resources to respond to community needs, and to help individuals and communities thrive. Library-based resource centers, Resource Fairs, Veterans support and mobile clinics offered mental and behavioral health, housing, employment, refugee, legal and other assistance. Libraries and Mobile Services worked with community partners to increase the number of Resource Fairs for unhoused and under-resourced families.

Seven libraries provide Peer specialists, trained in trauma-informed best practices. They offer emotional and other support to those impacted by substance abuse, mental health, HIV/AIDS or other issues. KCLS was the first library system in Washington State, and one of the few nationally, to adopt the Peers in Libraries program.

**3,086** Patrons served

## LANGUAGELINE

**10,583** Minutes offered, **1,154** Audio and video calls

## RESOURCE FAIRS

**5** Sites **750** People served

## COMMUNITY RESOURCE CENTERS

Redmond and Federal Way Libraries include Community Court partnerships with local municipalities.

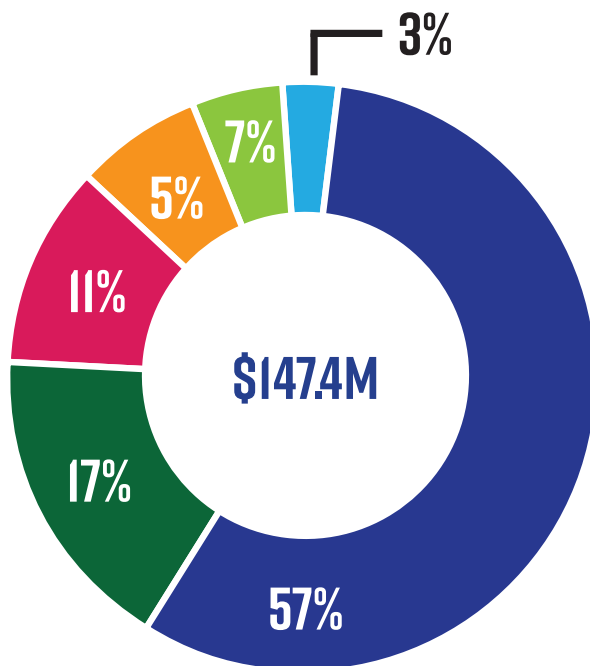
**1,428** Patrons connected with information and local services



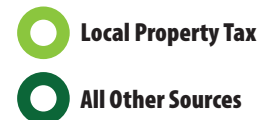
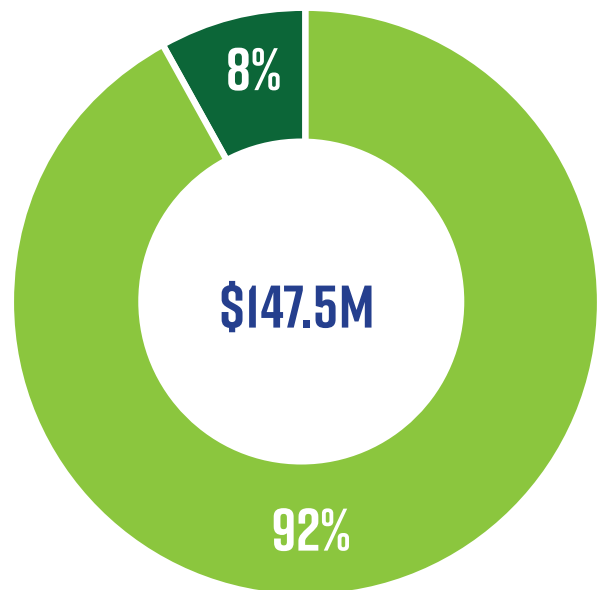


# FINANCIAL STEWARDSHIP

2024 KCLS EXPENDITURES  
BY CATEGORY



2024 KCLS REVENUE  
BY SOURCE



# KCLS FOUNDATION

The King County Library Foundation, KCLS' fundraising arm, donated \$1,754,492 to ensure the delivery of essential services and valuable programs.

The Foundation's annual Literary Lions Gala raised \$509,482.



KCLS FOUNDATION  
EXECUTIVE DIRECTOR  
Lisa Yamasaki

**The Foundation funded 20 programs through advance and agility grants:**

## LITERACY AND LEARNING

- Otter and Sasquatch Awards
- Raising a Reader
- Summer Reading
- Study Zone
- One Million Reads campaign
- Amharic and Tigrayan Story Times

## COMMUNITY SERVICES AND OUTREACH

- Peers in Libraries
- Support for unhoused patrons
- Welcoming Centers
- Expanded services addressing food insecurity

## ACCESSIBILITY AND INCLUSION

- Digital hotspots and connectivity
- Free Application for Federal Student Aid (FAFSA) mentoring and assistance (filling out forms)
- Older adult programming
- Writers of Color speaker events
- Community Creators
- Continuous Imaginative Play
- LGBTQIA+ intergenerational peer programming

## LIBRARY INNOVATION

- Grant portal 2.0
- Library Services Platform
- Regional librarian workshops
- Design thinking





# ADMINISTRATION



**EXECUTIVE DIRECTOR**  
Heidi Daniel

## **KCLS FOUNDATION**

Executive Director, Lisa Yamasaki

## **PUBLIC SERVICES**

Deputy Director, Angie Miraflor

## **FINANCE AND FACILITIES**

Director, Donna Zirkle

## **HUMAN RESOURCES**

Director, Danielle Perry

## **COLLECTION MANAGEMENT SERVICES**

Director, Jen Baxter

## **INFORMATION TECHNOLOGY SERVICES**

Director, BJ Colvin

## **EQUITY AND SOCIAL IMPACT**

Director, Dominica Myers

## **LIBRARY OUTREACH, PROGRAMS AND SERVICES**

Director, Angelina Benedetti

## **LIBRARY OPERATIONS**

Director, Cecie Streitman

## **COMMUNICATIONS AND MARKETING**

Director, Chase Gallagher

## **STRATEGY**

Manager, Lisa Fraser

## **Executive Assistant**

Maria Bassett



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Jeff Guddat



Harish Kulkarni



Srini Raghavan



Verna Seal



Lalita Uppala



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