

Preliminary Questions from the PRC to KCLS for presentation at the June 5, 2025 Parks & Rec Commission Meeting

- I. **Hours** – Probably the single, biggest issue I hear from the community is regarding the limited hours of the MI Library (compared to pre-pandemic). Are there plans to expand hours in the near future, or should the community expect to see no change.
 - i. KCLS staff told us last year that this topic was being evaluated. What are the current plans, if any?
 - ii. Are there any specific metrics that need to be met before such a move can be made to expand hours?
- II. **Services** – How does KCLS management determine the type of services an individual library receives?
 - a. What input, if any, is obtained or received from the community to assist in determining these service offerings?
 - i. Has KCLS undertaken any “customer satisfaction” surveys, and if so, what are the results?
- III. **Information** – Provide information, like what the Director presents as KPIs for the System, as available, on activity at the Mercer Island library to include for 2023 and 2024:
 - i. Net Promoter Score (Patron satisfaction)
 - ii. Total Circulation – physical and digital breakdown
 - iii. Foot Traffic
 - iv. Hours Open
 - v. Programs Run
 - vi. PC Sessions
 - vii. Wifi Sessions
 - viii. Cardholders assigned to Mercer Island
 1. # of 1-yr active households
 2. Household Market Penetration
 3. # of 1-yr active Cardholders
 4. # of 2-yr active Cardholders
- IV. **Improvements** – what has been made in the past year to the MI Library in terms of:
 - i. facilities,
 - ii. technology,
 - iii. circulation,
 - iv. safety,
 1. Has the MI Library had any reported incidents in the past year that could have affected staff and patron safety?
- V. **Volunteer Opportunities** – the Mercer Island community has a long history of volunteerism, and what’s the status of a volunteer program, and is there an intent to expand/change?

VI. Looking to the next year or two.....

- a. What types of improvements can the Mercer Island community expect to see at the MI Library?
- b. Can you please suggest ways the City of Mercer Island and community residents can help KCLS to make the MI Library better?

VII. Questions From the Community

- a. The MI Library's Children's librarian position has been vacant for several months, and the Children's program was always the most successful and well attended program offered, and not to have this program for almost a year is inexcusable.
- b. KCLS has a designation called "partnership" that allows certain groups, e.g., the Chinese Association, to have privileges not available to others such as being able to reserve meeting rooms before others. How can other groups qualify for such privileges and how does it work?
- c. It's been reported the Mercer Island taxpayers will contribute \$5.2 million to the annual 2025 KCLS budget, and the MI Library receives about \$3.3 million in services from KCLS. Can you confirm the accuracies of these numbers and/or provide KCLS estimates.
- d. Why aren't the monthly KCLS Board of Trustee meetings recorded and posted on the KCLS Youtube channel for the community to watch? It's sometimes difficult to be available to watch live (or in-person) on the fourth Wednesday of the month. As an aside, the City of Mercer Island makes available its City Council meetings as well as several boards and commissions on Youtube for viewing.
- e. It seems that the time to get received reserved books is much longer than pre-COVID times. Do you have any statistics to share with us on the issue, or if new procedures have been put in place that may affect turn times?