

Library hours – KCLS is adding Sunday hours at Mercer Island Library this fall.

Financial snapshot

KCLS strength as a regional service provider is its system approach to service, leveraging its purchasing power, staffing model, and logistics infrastructure to benefit the communities we serve. KCLS does not quantify a dollar value of membership by political subdivisions within our service area.

King County Assessor's office has certified that in 2024 total revenue of \$5,190,520,90 was transmitted to KCLS from Mercer Island properties.

\$ 7,698,779.27 Subtotal Value returned 2024 – *see below

- \$1,493,799.91 value of physical materials borrowed in 2024
- \$4,727,759.36 value of eBooks borrowed in 2024
- \$1,210,220 staffing 2024
- \$ 53,000 utilities 2024
- \$ 214,000 buildings & grounds maintenance 2024

*Not quantified

- | | |
|--|---|
| • Staff hiring, training, and support | • Student & classroom account values |
| • Facilities department staff time | • Value of programs and presentations |
| • IT department staff time and materials | • Marketing / branding |
| • Materials borrowed by MI cardholders from KCLS community libraries | • Shipping expenses to deliver non-MI materials to MI patrons |
| • Materials borrowed by MI cardholders from KCLS reciprocal libraries such as Seattle Public Library | |

Mercer Island cardholder usage

eBook checkouts: patrons with Mercer Island as their home library checked out 336,256 eBooks from Overdrive in 2024, for a total value of \$4,727,759.36 at \$14.06/book. Renewals of items checked out are not included.

The \$14.06 comes from [ReadersFirst.org](https://www.readersfirst.org/), which tracks both physical and eBook pricing. It's the average price of a Kindle eBook across the six largest publishers.

Physical materials checkouts: The approximately 162,000 items circulated at Mercer Island in 2024 were worth \$1,493,799.91 at estimated retail prices. Renewals of items checked out are not included.

Student & classroom eCards – in addition to the library cardholders included on the data sheets KCLS provides 15,262 student, teacher, and classroom accounts for Mercer Island School District access to our digital materials for curriculum and homework support.

During the period May 31, 2024 – June 1, 2025 accounts with MI as their home library used the following KCLS community libraries:

Mercer Island	Kent	Woodmont
Bellevue	Fairwood	Black Diamond
Shoreline	Snoqualmie	Professional Library
Newport Way	Southcenter	Bothell Lockers
Issaquah	Woodinville	Covington
Renton	White Center	Valley View
Kirkland	Maple Valley	Des Moines
Lake Hills	Lake Forest Park	Carnation
Newcastle	Algona-Pacific	Kirkland Lockers
Redmond	Duvall	Richmond Beach
Crossroads	Boulevard Park	Normandy Park Lockers
Renton Highlands	Greenbridge	Federal Way 320th
Tukwila	Kenmore	Enumclaw
Sammamish	Fall City	Redmond Ridge
North Bend	Outreach	Muckleshoot
Kingsgate	Vashon	
Burien	Auburn	
Bothell	Federal Way	
Skyway	Kent Panther Lake	

Mercer Island Net Promoter Score 2024 = 100

Net Promoter Score (NPS)

Combination of 3 surveys: In-library QR codes, plus program evaluation surveys for in-person and online programs. This score is monitored on a 3-month rolling basis. NPS is a widespread metric for tracking customer experience and predicting future growth.

“Learned Something New” This question is asked in post-program evaluation surveys; patrons can answer on a 5-point scale between “Strongly Disagree” and “Strongly Agree.”

“Felt Sense of Connection” This question is asked in post-program evaluation surveys; patrons can answer on a 5-point scale between “Strongly Disagree” and “Strongly Agree.”

Partnerships

The King County Library System (KCLS) has a longstanding tradition of entering into partnerships to provide innovative programs, services and other collaborative projects for the benefit of KCLS patrons.

KCLS evaluates each partnership on a case-by-case basis; however, partnerships should achieve one or more of the following objectives:

- Improve access to or enhance library services
- Fulfill an unmet community need
- Assist KCLS in reaching and/or serving a new audience
- Increase KCLS’ exposure in the community
- Leverage the resources of KCLS

KCLS Community Feedback Methods:

The King County Library System provides the following avenues for the entire King County community to provide feedback on library programs, services, policies and operations:

- [Via KCLS.org](https://www.kcls.org)
 - Talk to Us on the Phone
 - Email Us
 - Chat With Us
 - Request an Accommodation
 - Make suggestions for purchase
 - Express concerns about library items
- Comment Cards available in all libraries
- KCLS Board of Trustees - Open Public Meetings
 - Board meetings are held at 5:00pm on the last Wednesday of each month. Unless otherwise noted, meetings are held at the KCLS Service Center, 960 Newport Way NW, Issaquah, 98027.
 - Public comment is heard during the first 30 minutes of each meeting.

Question from KCLS:

How does the Mercer Island Parks & Recreation Commission share KCLS responses to community questions?