

**KCLS Annual Update Presentation**  
**Parks and Recreation Commission Questions**  
**(May 4, 2023)**

---

*\*City staff solicited questions from the Parks and Recreation Commission and forwarded the following on to KCLS staff ahead to help inform on information to be presented.*

**I. Review of the Past Year**

- a. At the March '22 Park & Recreation Commission (“PRC”), Director Rosenblum provided feedback on the following topics:
  - i. Outreach – In the slide presentation, it was mentioned that the Mayor and City Council receive regular e-mail updates from KCLS.
    1. Are these e-mails different or separate in content to what is sent to Library patrons or the general public?
      - a. If so, is there any reason why those updates cannot be provided to interested community members?
  - ii. Hours – The executive director indicated they needed to look at data, etc. Can KCLS provide what data has been reviewed?
  - iii. Scheduling – It was mentioned by a KCLS staffer that a part of the scheduling process was to determine what services were most important to the specific library.
    1. How is the relative importance of various services determined?
    2. What input has been obtained or received from the community on these service offerings?
- b. Provide a data table like last year so the PRC can gain a better understanding of community usage patterns:
  - i. Patron traffic for the Mercer Island Library (by day and month) for the years 2021 & 2022.
    1. How do these activity levels compare to the system overall?
- c. What improvements have been made in the past year to the MI Library in terms of:
  - i. facilities,
  - ii. technology,
  - iii. programs,
    1. Summer Reading Program – What was the participation rate at the MI Library?
  - iv. circulation,
    1. During COVID, the turn time on holds and the recirculation of books was increased due to additional safety measures. The 1/6/23 Director’s Blog posting suggests of a “Lean Library Project” to reduce turnaround time of materials. A priori, are there quantifiable goals for this project in terms of turn times?

- v. safety,
  - 1. Has the MI Library had any reported incidents in the past year that could have affected staff and patron safety?
- vi. operating hours,
  - 1. Pre-Covid, the MI Library was open 7 days a week for a total of 63 hours.
  - 2. In December '22, the MI Library is open 6 days a week for a total of 42 hours (67% of pre-Covid)
  - 3. In its' 2023 list of strategic objectives, KCLS endeavors to increase operating hours by 26%, or about nine add'l hours for the MI Library
    - a. Please comment on the plans for the MI Library considering this objective
  - 4. A 2022 community survey compiled by Mercer Island high school students showed that residents strongly preferred that the MI Library should be open on Saturday
- vii. staffing levels – any changes?
- viii. 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?
- d. Describe the types of outreach efforts that have been employed to inform patrons of various library activities, e.g., programs, events, etc.
  - i. What has been successful (and how do you define success)?
- e. Has KCLS undertaken any “customer satisfaction” surveys, and if so, what are the results?
  - i. It was noted in a 5/6/22 e-mail from John Sheller to the City that such a survey was in the planning stages.
  - ii. In that same e-mail it was noted that KCLS “gathers feedback from our virtual outlets such as social media sites ...” Are there examples of how that feedback is then incorporated into policy or procedures?

## **II. Looking to the next year or two.....**

- a. What types of improvements (see above for list) can the Mercer Island community expect to see at the MI Library?
- b. The City of Mercer Island is developing a Climate Action Plan that includes a strategy to respond to climate emergencies to protect residents from climate impacts (such as additional cooling centers and air shelters).
  - i. KCLS has designated several libraries as “cooling centers” when extreme heat is forecasted for its service area.
    - 1. What are the criteria for such a designation, and can the MI Library expect to qualify?

- c. Similarly, the MI Library has emergency generator capacity that would be useful when in the event of a large-scale electrical outage the MI Library could be made available for re-charging of phones, tablets, etc.
- d. Can you please suggest the ways the City of Mercer Island and community residents can help KCLS to make the MI Library better?

### **III. Questions From the Community**

- a. Many community members have commented that it's difficult to get to know staff as they do not seem to stay very long. Please comment on how staff are placed at locations, and how they are rotated.
- b. When will the monthly Board of Trustee meetings be recorded for the community to watch on Youtube or some other streaming service. 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.
- c. When a library patron submits a request to KCLS for the acquisition of a particular book or magazine title, what is the process that KCLS goes through to evaluate that request?
  - i. How many requests does KCLS receive in a year, and how many are approved?