

Parks and Recreation Commissioner Questions for KCLS June 6, 2024 Update

#	Commissioner	Question
1.	Struck	<p><b>Hours</b> – 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.</p> <p>1) Are there any specific metrics that need to be met before such a move can be made to expand hours?</p>
2.	Struck	<p><b>Services</b> – How does KCLS management determine the type of services an individual library receives?</p> <p>1) What input, if any, is obtained or received from the community to assist in determining these service offerings?                  2) Has KCLS undertaken any “customer satisfaction” surveys, and if so, what are the results?</p> <ul style="list-style-type: none"> <li>• 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.</li> </ul>
3.	Struck	<p><b>Information</b> – Provide a data table like last year so the PRC can gain a better understanding of community usage patterns:</p> <p>1) Patron traffic for the Mercer Island Library (by day and month) for the years 2023 &amp; 2022.                  i) How do these activity levels compare to the system overall?</p>
4.	Struck	<p><b>Improvements</b> – what has been made in the past year to the MI Library in terms of:</p> <p>1) facilities,                  2) technology,                  3) circulation,                  i) 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?                  4) safety,                  i) Has the MI Library had any reported incidents in the past year that could have affected staff and patron safety?</p>
5	Struck	<p><b>Volunteer Opportunities</b> – 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?</p>
6	Struck	<p><b>Looking to the next year or two.....</b></p> <p>1) What types of improvements can the Mercer Island community expect to see at the MI Library?</p>

		2) Can you please suggest ways the City of Mercer Island and community residents can help KCLS to make the MI Library better?
7	Struck	Many community members have commented that it is 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.
8	Struck	When will the monthly KCLS 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.
9	Struck	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?  1) How many requests does KCLS receive in a year, and how many are approved?
10	Hay	<b>*Are there any plans to expand the circulation (number and variety) of books?</b>  The reason I ask, is because our family has found the selection of books to be quite sparse. If we are looking for something in particular, we can often have it sent from another library, but in terms of school projects, if we are looking up a specific person or place, there are very limited options available at our local library. This means that the library is not a great resource for our students because of the waiting time to have a book sent in, or unavailability of materials. In terms of browsing, there is not much for tweens or teens. I recall spending many hours at the library as a kid....there were too many books to choose from and cozy spaces to dive into a book to see if it was worth checking out, etc. We would go home with bags and bags of books. Our kids don't really have that experience at the Mercer Island library, but maybe that's just how things are moving with more and more people seeking online materials rather than printed materials.
11	Hay	I would love to hear about any summer reading programs for kids/teens/youth. Any summer book clubs planned?
12	Hay	Will the library offer any volunteer opportunities for members of the community who would like to volunteer their time to help sort and reshelve books, or assist with the book sales which take place at the library, or other operational tasks?  There are many local service organizations which I believe would be willing to help, if the opportunity presented.