

Everyone is
CONNECTED
to their library.

20**19** COMMUNITY REPORT

SNO-ISLE LIBRARIES



2 counties



23 libraries



504 employees



WHAT AN AMAZING YEAR.

Most customers know us as their community library, the place in town to borrow a book, find a quiet place to study or use a computer.

Sno-Isle Libraries is focused on serving local communities.

All of our 500+ employees welcome, serve, and support customers in Snohomish and Island County through 23 community libraries, mobile library services, 24/7 online services and through library support services from our administrative distribution center in Marysville/Tulalip.

Sno-Isle Libraries is the best of both worlds, delivering community-focused personal service while leveraging system-wide efficiencies and benefits.

In 2019, we completed a three-year, strategic priorities plan that included building civic engagement, increasing kindergarten readiness in language and literacy, and supporting small businesses and entrepreneurs.

In 2020 and beyond, we are collectively breathing life into our new vision, mission, values and goals.

I believe the path ahead leads to new and rewarding opportunities to serve customers through their community libraries. Please join us on this exciting journey.



EXECUTIVE DIRECTOR, SNO-ISLE LIBRARIES

Everyo

GO

Winning the Third Grade Reading Challenge is a joyous moment.



ED
y.

Reading with a child opens a lifelong world of discovery.

BOOKS ARE JUST THE BEGINNING.

Learning to read at an early age significantly increases opportunities for success. Learning to love to read provides a solid foundation for a life of learning.

Sno-Isle Libraries builds on that foundation through storytimes for babies and preschoolers while providing tools and support to parents and caregivers. Librarians support students through online tutoring and homework-help resources and by keeping learning going through summer reading activities and events.



14,700

Summer Reading
PARTICIPANTS



2,844

Storytime
EVENTS



1,334

Third Grade Reading Challenge
STUDENTS

“My son always hated reading and getting him to read was always a chore ...
I’ve seen him go from despising reading to loving it.”

— A reading challenge parent



We engage through
EQUITY
to talk

through
BUSINESS
resources.

An Issues That Matter event attendee asks a question at the Monroe Library.



Librarian of Congress, Carla Hayden, Ph.D., and U.S. Congressman Rick Larsen, lead a storytime at the Marysville Library.

ENGAGING THROUGH IDEAS + ISSUES.

3.6 MILLION
VIDEO VIEWS
of TEDxSnoIsleLibraries since 2015

A trusted and safe place for civil conversation on important topics has never been more important. Sno-Isle Libraries fills that role for our communities. From the community-driven Issues That Matter series to tax-return help, civic engagement is in our DNA.



309

Civic Engagement
EVENTS IN 2019



41

Issues That Matter
EVENTS OVER THE LAST 10 YEARS

It got me thinking that I don't have to be alone.

— Attendee at an Issues That Matter event on mental health



Business Pros-class presenters have real-world experience and pass it on to others.

OPEN FOR BUSINESS.

Supporting the dreams of entrepreneurs and informational needs of small businesses start-ups helps fuel jobs and the vibrancy of our communities. Business and professional development classes offered through the library give vital resources to business professionals and community members early and mid-career to keep them on their path to success.

Sno-Isle Libraries also collaborates with economic development, workforce development, and community service-providers to assure that information resources and services are aligned with regional and community needs



350

Business **CLASSES**

Another reason to love our library! Their business-services team can help you use their online business research tools for a wide variety of market research tasks.

— Marian Myszkowski, Goosefoot



220
Digital Learning
CLASSES



199
STEAM
ACTIVITIES



55
Write Now
CLASSES

*Learning to use the library opens a door
that can open opportunities and minds.*

OPENING THE DOOR TO KNOWLEDGE.

Your community library is a busy, vibrant place, open and welcoming to everyone. All library resources and services are available without additional fee because public library services are prepaid through the general library district levy.

In 2019, more people visited community libraries within the library district than attended all home games of the Seattle Mariners, Seahawks and Sounders combined.

3.3  MILLION VISITS to libraries

Oh, how I adore our local library. It is always clean and tidy. It has a fabulous kids section, plenty of computers for searching and a cozy fireplace in back for curling up with a book.

— Snohomish Library customer's Yelp review

*A young customer checks out books
at the Lakewood-Smokey Point Library.*



TAKING YOUR DREAMS OFF THE SHELF.

5 MILLION
PHYSICAL
ITEMS
checked out



3 MILLION
DIGITAL
ITEMS
checked out



Nice quiet place to go read on a rainy day, + you can check out lots of different books or movies.

— Mariner Library customer's Google review



Martin Munguia, Board of Trustees President and Lois Langer Thompson, Executive Director at an employee recognition event.

LEADING THE WAY.

The seven-member volunteer Board of Trustees governs Sno-Isle Libraries. Five trustees are appointed by the Snohomish County Council and two by the Island County Commission. Each trustee serves a seven year term. The Board sets library policies, reviews and approves the annual budget, and determines the general direction of the district. The trustees hire the executive director, who oversees the staff at Sno-Isle Libraries.

BOARD OF TRUSTEES

- Martin Munguia, President
- Susan Kostick, Vice President
- Kelli Smith, Secretary
- Marti Anamosa, Trustee
- Rico Tessandore, Trustee
- Rose Olson, Trustee
- Paul Ryan, Trustee

LIBRARY ADMINISTRATION

- Lois Langer Thompson, Executive Director
- David Durante, Public Services Director
- Ken Harvey, Communications Director
- Rebecca Loney, Technical Services Director
- Jack Schumacher, Human Resources & Facilities Director
- Gary Sitzman, Administrative Services Director

REDUCING OUR FOOTPRINT.

Smart energy monitoring and real-time energy analytics is reaping benefits. Library customers are more comfortable while library tax dollars go farther through reduced library utility bills.

 \$400,000+
Annual Utility
SAVINGS 2019 VERSUS 2012

70% 
Natural gas
SAVINGS

 \$50,000
LED Lighting Electrical Use
SAVINGS 2019 VERSUS 2012

 **COMPOST,
RECYCLE + MULCH**
at 13 library facilities

STEWARDED TAX DOLLARS.

33 CONSECUTIVE
YEARS
of clean
state audits

RESERVES

 \$5.2
MILLION

Reserves are set aside anticipated and unanticipated future needs and circumstances.

REVENUE

 \$61.6
MILLION
REVENUE

- 98%
GENERAL
PROPERTY TAXES
- 2%
TIMBER TAXES,
INVESTMENT INTEREST,
DONATIONS, E-RATE
PROGRAM + MISC.

EXPENDITURES

 \$56.4
MILLION

Majority of spending stays within the community for salaries, benefits, supplies, utilities and services, library materials, software and more.

SUPPORT FROM THE COMMUNITY.

The Sno-Isle Libraries Foundation and Friends of the Library groups provide private donor funding to extend the reach of the library. Community members also bring their energy, library passion, and time as volunteers.



FOUNDATION BOARD

- Terry Lippincott, President
- Marshall Goldberg, Vice President
- Kim Drury, Secretary
- Randy Yates, Treasurer
- Jim Ayers, Board member
- Luke Distelhorst, Board member
- Layne Goldsmith, Board member
- Susan Kostick, Board member
- Jaime Ladner, Board member
- Anna Rohrbough, Board member

FOUNDATION STAFF LEADERSHIP

- Paul Pitkin, Executive Director
- Rebecca Loney, Technical Services Director

LOOKING FORWARD.

Your library continues to be a popular place. Children, teens, and adults of all backgrounds and origins are streaming into each community's library, stepping up to the library's bookmobile when it visits and reaching out to use the library online. Every community member who borrows, downloads, streams, or attends a library event is connecting with the refreshed vision, mission, and goals of Sno-Isle Libraries.

We believe the path ahead leads to new and rewarding opportunities to serve you as you connect with your community library. Please join us as we continue moving forward on this exciting journey.

GOALS

- **Enhance library services** so that everyone can engage in experiences they value.
- **Create inspiring spaces** so that customers and staff experience spaces that are welcoming, inclusive, easy-to-use, and support current and emerging library use
- **Optimize library funding** so that we can continue to be good stewards of our finances and work to secure additional private and state funds
- **Invest in our people and organization** so that we are resilient, equitable and regenerative and our staff have the support and resources they need.

We engage and inspire through
EQUITABLE ACCESS
to knowledge and resources.

SNO-ISLE LIBRARIES

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sno-isle.org

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