

Everyone is  
**CONNECTED**  
to their library.

20**20** COMMUNITY REPORT

**SNO-ISLE** LIBRARIES



2 counties



23 libraries



460 employees



## A YEAR LIKE NO OTHER.

This past year was a year of change and adjustment. The global pandemic altered both how we access critical services and interact and connected with others. The need for crucial social change in the face of inequities and racial injustices was also brought to national attention.

Along with the Board of Trustees, Sno-Isle Libraries considers equity, diversity, and inclusion as crucial ongoing work within our organization.

In response to the pandemic, the library proved in many ways that libraries are open and available 24-7. With our communities and customers at the forefront, Sno-Isle Libraries found creative and innovative ways to pivot and expand our services.

With increased access to digital materials and online services, the introduction of contact-free holds pick-up, remote printing, and laptop checkouts, Sno-Isle Libraries services adapted. Thousands of Sno-Isle Libraries customers found the chance for connection through online programming. Feelings of isolation were reduced with personal phone calls to customers, and books by mail for high-risk individuals.

Many of the changes that came about in 2020 will be with us in the future. We embrace this opportunity to continue to recommit to equitable access and what it means for everyone to be connected to their community library.

*Lois Lenger Thompson*

EXECUTIVE DIRECTOR, SNO-ISLE LIBRARIES



*Customers were encouraged to stock up on library materials before the state shut down limited in-building library access.*

*Contact-free pick-up allowed customers to take home physical items, in addition to digital materials.*

## ACCESSING LIBRARY MATERIALS.

As restrictions for gatherings and crowds were implemented, the need to meet customers online and with contact-free pickup services became apparent. Building both our online collection and providing contact-free pick-up, everyone in our community had access to library resources.

Sno-Isle Libraries launched a new website that improved access to collection materials, online databases, and offered a friendlier search experience.

To meet the increased demand for digital materials, Sno-Isle Libraries reallocated funding to bolster the digital collection. Digital spending was increased by 46%, allowing for an additional 15,000+ items to be added to the online collection.

**112% INCREASE**  
in digital juvenile  
material checkouts.



**1.3 MILLION ITEMS**  
checked out with contact-free pick up.



**3.1 MILLION DIGITAL ITEMS**  
checked out.

**Sno-Isle Libraries' eBooks (and a handful of "real" book loans)  
have kept me alive through the pandemic. SO grateful and appreciative to  
you wonderful, amazing librarians!!**

— Amanda A.



# Inclusion RESPECT COMMUNITY



**1,168**

Laptop Checkouts.



**280,917**

Pages printed with  
remote printing.



**1.3 million**

Wi-Fi connections  
from library premises  
keep customers online.

*Laptops and Wi-Fi Hotspots were made  
available for use on library grounds and  
for customers to take home.*

## CONNECT YOUR WAY.

In addition to connecting customers with digital materials, online databases and contact-free holds pick-up, Sno-Isle Libraries made remote printing and laptop checkouts available to customers.

Library Picks and Quick Pick services allowed customers to check out librarian-recommended materials when physical browsing was not possible. Books-by-mail services launched for those unable to travel

to curbside sites, and socialization phone calls allowed customers to connect and discuss their library requests in a one-on-one setting with a Sno-Isle Libraries staff member.



**54,000**

Socialization phone calls.



**951**

"Library Picks" collection recommendations.

**You guys rock! At 9 am, I was printing docs for a 10:30 meeting and ran out of printer ink. Despite the preferred 2 hr lead time for print jobs, y'all had it printed and professionally packaged for me @ 10:10. Thank you!**

— Jane G., Remote Printing user

We engage

EQUITY

to

through

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urces

Contact-free pick-ups were supplemented with To Do To Go activity kits and Bingo Cards for preschoolers, kids, and teens.



Sno-Isle staff pivoted to bring library programming for children, teens, and families (including Storytimes) online.



# SUPPORTING CHILDREN, TEENS, AND FAMILIES.

Sno-Isle Libraries staff worked to bring additional digital materials, online programming, and take-home activity kits to children and teens. With online access to services like BookFlix, Novelist, OverDrive Kids, and additional materials added to the digital collection, checkouts of juvenile digital materials grew by 112%.



**454**

Digital Storytime events, including bilingual offerings in Spanish and Korean, and Russian Storytimes.

By April of 2020, Storytimes and Trivia events had moved to an online space. Escape Rooms, bilingual and dial-in Storytimes, Reading with Rover, and additional youth and family programming soon followed.



**772**

Online programs for children, teens, and families.



**15,100**

To Do To Go Kits.



**8,200**

Bingo Cards.

**My kiddo loved this today! TY! ❤️**

— Amanda H., Online Storytime viewer

*TEDx Sno-Isle  
Libraries speakers  
presented their  
unique stories  
and ideas in  
hour-long zoom  
conversations.*



# How to Be an Anti-Racist Family

## WEBINAR SERIES

### Oct. 3, 10 & 17



**41**

Issues That Matter  
events over the last  
10 years.



**1,210**

How to Be an  
Anti-Racist Family  
Webinar RSVPs.



**4.8  
million**

video views of  
TEDxSnoIsleLibraries  
talks since 2015.

*The Anti-Racist Family Webinar Series offered an  
opportunity for families to explore how to talk about  
race and racism with kids.*



## AMPLIFYING COMMUNITY VOICES.

A trusted and safe place for conversation, Sno-Isle Libraries continued our commitment to hosting speakers that address today's most pressing issues. In light of the inequities and violence suffered by people of color, Sno-Isle Libraries hosted a three-week event series as an opportunity for individuals and families to examine our lives through an anti-racist perspective.

Programming for the Issues That Matter series pivoted to provide spaces to discuss mental health issues associated with the

pandemic in a supportive environment.

In December, the 2021 event lineup was announced with events focused on Caring for Caretakers, Surviving Hybrid Schooling, and Wellness in Uncertainty.

Additional events offered customers the chance to attend candidates forums offered in partnership with the League of Women Voters and census open house events.

Summer TEDx events examined topics including housing affordability, unmasking misinformation, and understanding grief.



**This was a fantastic... session! Thank you so much for offering this through the library. ❤️**



— Angela B., How to Be an Anti-Racist Family Series attendee

Inclusion RESPECT  
UNITY



117,480

Job and Career database  
user sessions.

*Mathew successfully earned two  
Microsoft Office certifications  
through Sno-Isle Libraries from his  
home office.*

## PROVIDING SUPPORT FOR SMALL BUSINESSES AND JOB SEEKERS.

Expanding our commitment to supporting job seekers, Sno-Isle Libraries increased available job resources and opportunities for job training. A CompTIA A+ certification program was launched for those seeking to enter I.T. fields, and online certifications were offered for Microsoft, Adobe, QuickBooks, and Internet Computing Core programs.

In December of 2020, Sno-Isle Libraries joined an innovative partnership with the Seattle

Public Library and the King County Library System that expanded access to “Your Next Job” services to Snohomish and Island County residents.

Sno-Isle Libraries also helped small business owners navigate the difficulties created by the pandemic. A business page was created on Sno-isle Libraries’ new website and featured databases for small business owners, blogs highlighting local resources, and information on national relief programs.

**I could not be happier with the [Comp TIA A+] program... The Sno-Isle program has given me the tools to transition to a career in IT. The job opportunities in the IT field are numerous... and with Sno-Isle’s help I can help fill that need.**

— Program Participant



We engage

*Sno-Isle Libraries  
Leadership team works  
to support customers  
and staff as services  
adjust in the face of  
the pandemic.*



Lois Langer Thompson



Eric Scheir



Dave Somers



Chris Spitters



*Executive Director Lois  
Langer Thompson joins  
leaders from around  
Snohomish County for a  
panel discussion on our  
response to COVID19.*



## LEADING THE WAY.

The Sno-Isle Libraries Board of Trustees is the governing body for Sno-Isle Libraries. The Board is comprised of seven volunteer members. Five trustees are appointed from Snohomish County and two from Island County.

The Board sets library policies, reviews and approves the annual budget, and determines the general direction of the library district. In 2020, the Board reviewed and updated twelve library policies, enacted a new Equity Policy, approved the 2021 budget, and oversaw Sno-Isle Libraries' strategic goals.

### **BOARD OF TRUSTEES**

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

### **LIBRARY ADMINISTRATION**

- Lois Langer Thompson, Executive Director
- David Durante, Director of Strategic Services
- Nick Fuchs, Interim Director of Technical Services
- Rebecca Loney, Director of Public Services
- Gary Sitzman, Director of Administrative Services



## BUILDING A MORE EQUITABLE TOMORROW.

Sno-Isle Libraries continues to recognize and invest in the crucial work of providing equitable and inclusive access for our diverse communities. While this work is ongoing, Sno-Isle Libraries was proud to take several key steps forward in 2020.

The Sno-Isle Libraries Board of Trustees implemented a new Board Equity policy. A Race, Inclusion, and Social Justice task force was established to help develop, guide, and implement the work. Pathways for

staff engagement and support were launched including employee affinity groups. Employee training was also provided within the organization to help build awareness, knowledge, skills, and provide spaces for critical conversation.

Additional ongoing efforts have included the purposeful expansion of our collections, programs, and services to be inclusive and build greater community equity.

# PREPARING FOR A NEW FUTURE.

The Facilities team at Sno-Isle Libraries remained focused on updating our buildings to ensure that we build a sustainable and energy-efficient model for the future. Improvements included HVAC replacements at the Freeland, Granite Falls and Mukilteo Libraries, and the District Service Center, and investment in LED lighting.

Work was also done to make buildings safer and healthier for customers and staff as we began contact-free holds pickup and prepared for a return to in-library services.



**6 GAZEBOS  
& CANOPIES**  
for weather-proof  
holds pickup.



**11 WINDOWS**  
for contact-free  
pickup.



**471 TOUCH-FREE  
IMPROVEMENTS**  
including hands-free drinking  
fountains, toilet flushers,  
faucets, soap dispensers, and  
hand sanitizer dispensers.



**24 AIR  
FILTRATION**  
building updates,  
including HEPA  
filters and MERV-  
13 filters.



**90  
WORKPLACE  
SHIELDS**  
and plexiglass  
dividers.

## STEWARDING TAX DOLLARS.

**34** CONSECUTIVE YEARS  
of clean state audits.

### REVENUE



● 99%  
GENERAL  
PROPERTY  
TAXES

● 1%  
TIMBER TAXES AND  
MISCELLANEOUS  
FUNDS

### RESERVES



### EXPENDITURES





# SUPPORT FROM THE COMMUNITY.

The Sno-Isle Libraries Foundation and the Friends of the Library groups, serve as the philanthropic arm of the Library District, providing ongoing support to enhance library programs and services.

Hundreds of volunteers also contribute their time and support. We are grateful for the many ways community members contribute to the overall success of the library district.

## **FOUNDATION BOARD**

- Luke Distelhorst, President
- Jackie DeFazio, Vice President
- Kim Drury, Secretary
- Randy Yates, Treasurer
- Mary Anderson, Board member
- Sonia Siegel Vexler, Board member
- Rose Olson, Board of Trustees Liaison

## **FOUNDATION STAFF LEADERSHIP**

- Paul Pitkin, Executive Director
- Rebecca Loney, Director of Public Services

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

## **SNO-ISLE LIBRARIES**

7312 35th Ave. NE | Marysville, WA 98271 | 360-651-7000

[sno-isle.org](https://sno-isle.org)

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