



2021 Community Report

SNO-ISLE
LIBRARIES

Letter from the Executive Director

The highlight of 2021 was welcoming customers back into our libraries. Our vision is everyone in our community is connected to their library, and the reintroduction of our in-person services was a sign of hope for our community members and library staff.

Sno-Isle Libraries remain committed to providing access to information and resources which align with our customers' interests. Our customers are at the core of our libraries and we want to ensure everyone in our community is represented in our collection and services. As a critical facilitator, equitable access to programs and services for every member of our community is our essential duty.

In 2022 we are celebrating 60 years of providing library services to communities in Island and Snohomish counties. Sno-Isle Libraries will continue to invest in you and our communities through materials, infrastructure upgrades, programs, and services. We look forward to connecting with you in our anniversary year.



EXECUTIVE DIRECTOR



Sno-Isle Libraries continues to embed equity, diversity, and inclusion into all facets of our organization. Key work in 2021 included the expansion of in-person, contact-free, and online services for greater access and to allow customers to connect their way: online, in-person, or with contact-free service.



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"After more than a year, it felt so good to be able to walk through the door and inside the Mountlake Terrace Library on Thursday. Even though I was just dropping off and picking up items, it just felt so nice!"

– MELISSA H.

Connect Your Way – In-Person

Customers are welcomed back into library buildings for in-person service

One of the most exciting milestones of 2021, was welcoming you, our community members and customers, back into the library. Your local community library staff worked diligently, with staff across the district, throughout 2021 to assess services, rearrange spaces, and welcome you back into your library.

At your library there is a wealth of materials to enjoy, space to meet with friends and colleagues, chairs to read and study, and the ability to connect with our smart, kind, and skilled staff.

Also in 2021, Sno-Isle Libraries completed its capital framework plan. The plan lays a path to maintaining, restoring, and expanding library buildings where needed. Each project will involve opportunities for you to craft the building experience you want in your community. Washington State's capital budget for 2021-2023 includes \$5.72 million in grants to support this work in the Lake Stevens, Mariner, Langley, and Darrington communities.

You asked and we agreed to continue providing in-person, online, and contact-free services at your library

Connect Your Way – Contact-Free

Continued focus on convenient and equitable access to library services and technology



In addition to the resources available for computing and accessing the library remotely, Sno-Isle Libraries worked to reduce barriers and improve convenience for you with Express Lockers and an updated mobile app. These services allow you to check your account, pick up, or drop off books, sign-up for a program, or ask a librarian a question all without needing to come into a building.

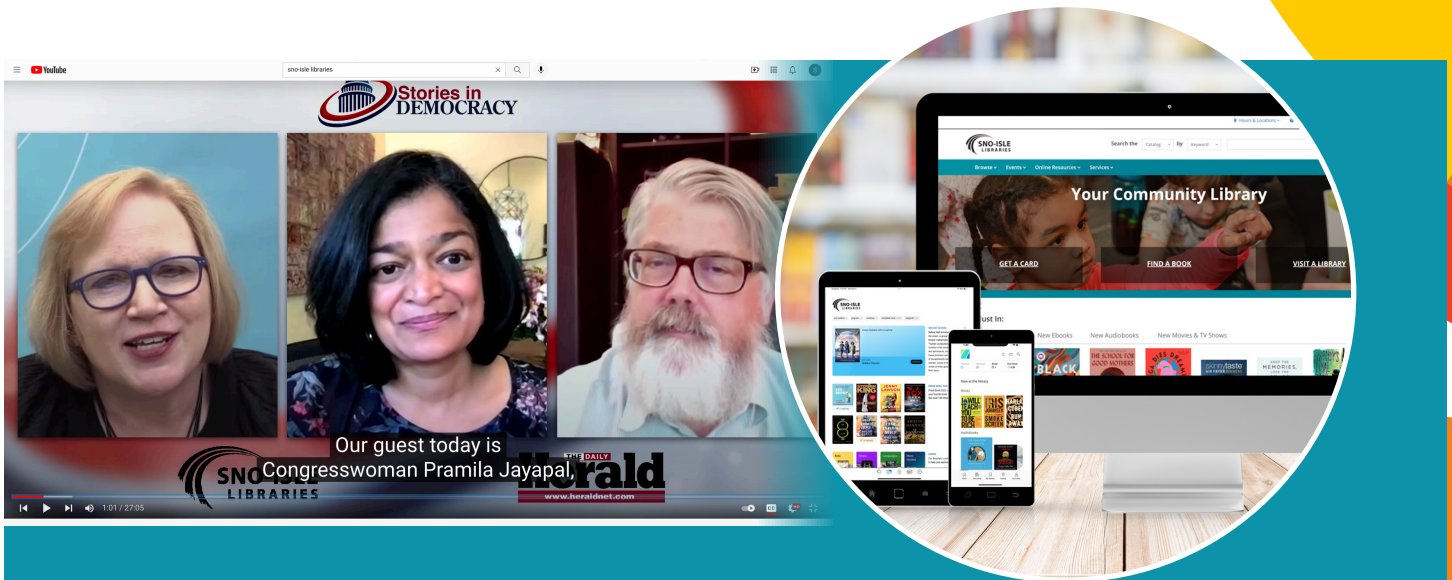
Also in 2021, an innovative partnership with NorthStar Digital Literacy allowed you to learn technology skills from the comfort of your home. Popular Book-a-Librarian sessions also provided a space where you could receive personalized help accessing library resources

and addressing technology concerns from home.

As Sno-Isle Libraries looks towards the future, this new self-service service model creates additional opportunities for both new and existing customers to connect with their local library.

Connect Your Way – Online

Customers enjoy an expansion of online events and services



Sno-Isle Libraries' continued investment in digital resources, programs, and services in 2021 served as an additional step in meeting your needs, where you are.

Nowhere is this more evident than this year when you set a new record with over 3 million digital checkouts of library materials ranging from eBooks, eAudio Books, magazines, and videos. This year we added no wait access to New York Times best sellers and other high demand materials so you had even more access to titles you want to read or watch now.

Sno-Isle Libraries continued to connect you with digital programming. Popular events included online Storytimes, trivia nights for adults and families, book group meetings, *Talk Times* for English language learners, and featured events for kids and teens that coincided with winter, spring, and summer breaks.

2021 saw authors from around the world visit Sno-Isle Libraries online to great success as

each event drew hundreds of attendees. These programs explored Latina/Latino representation in democracy and American democracy's indigenous roots, welcomed BIPOC, LGBTQIA, and differently abled authors.

Sno-Isle Libraries' commitment to being a platform for the discussion of issues relevant to the community continue through 2021. The popular *Issues that Matter* series pivoted to providing information and resources about the coronavirus epidemic. Sno-Isle Libraries also launched the *Stories in Democracy* series in partnership with the Everett Herald. The series offered you the opportunity to get to know your Congressional representatives and learn about their experiences.

While Sno-Isle Libraries never closed to the public, offering contact-free pick-ups and increasing online resources during the pandemic, the return to in-person library service in 2021 was a welcome development for both staff and customers.

Who We Are

Support for Sno-Isle Libraries



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.

Foundation Board

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

Foundation Staff Leadership

- Christine Stansfield, Interim Director
- Rebecca Loney, Director of Public Services

Who We Are

The Sno-Isle Libraries Board of Trustees and Leadership Team

The Sno-Isle Libraries' Board of Trustees is a volunteer board of seven trustees representing Snohomish and Island counties. They are committed to supporting the work of the library by fostering relationships and partnerships in our communities. Sno-Isle Libraries' Board of Trustees sets library policies and approves the annual budget for the district. This year the board had the honor of issuing a commendation to all library staff for their work serving our public through this difficult time.

Leadership Team



Lois Langer Thompson
EXECUTIVE DIRECTOR



David Durante
DIRECTOR OF
STRATEGIC SERVICES



Nick Fuchs
ACTING DIRECTOR OF
TECHNICAL SERVICES



Rebecca Loney
DIRECTOR OF
PUBLIC SERVICES

Board of Trustees



Susan Kostick
PRESIDENT



Kelli Smith
VICE PRESIDENT



Rose Olson
SECRETARY



Jennifer DePrey
TRUSTEE



Martin Munguia
TRUSTEE



Paul Ryan
TRUSTEE



Rico Tessandore
TRUSTEE

By the Numbers

2 counties • 800,000+ residents

23 libraries • 452 employees

1,485

Online Events

2,130

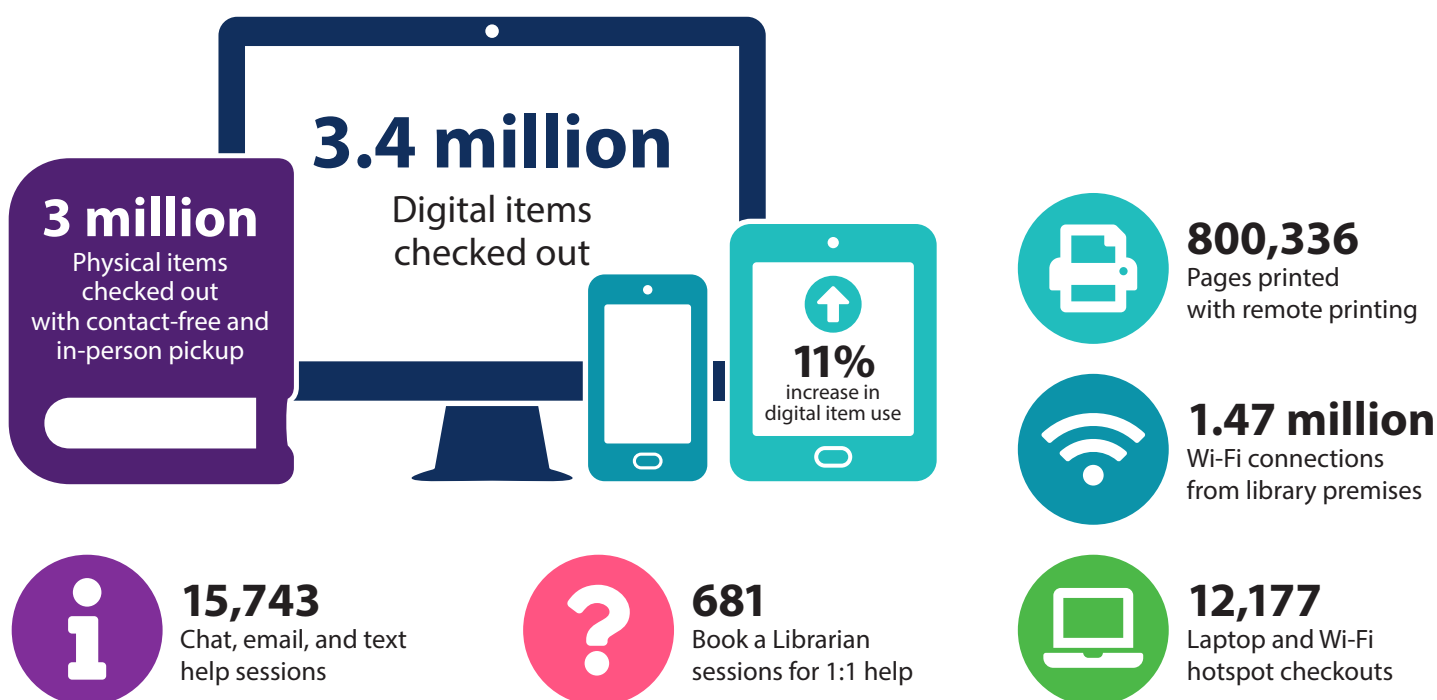
Author Event attendees

826

Children's Storytimes,
including bilingual
Korean and Russian

4,553

Attendees at
civic engagement events

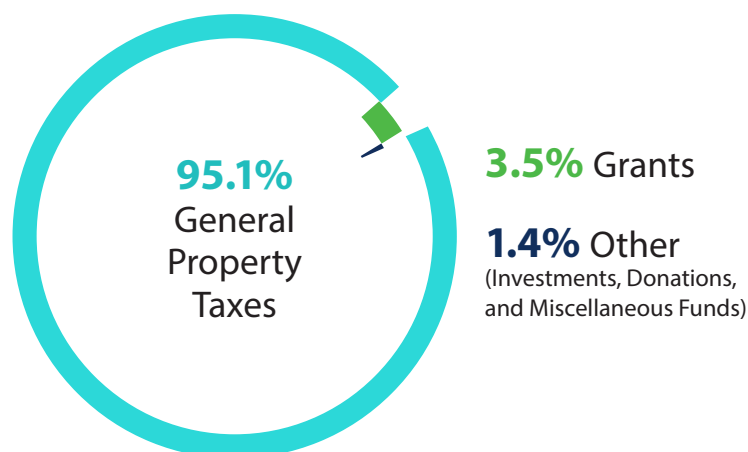


\$66

million revenue

\$64.8 million expenditures

35 years clean audits





SNO-ISLE LIBRARIES

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