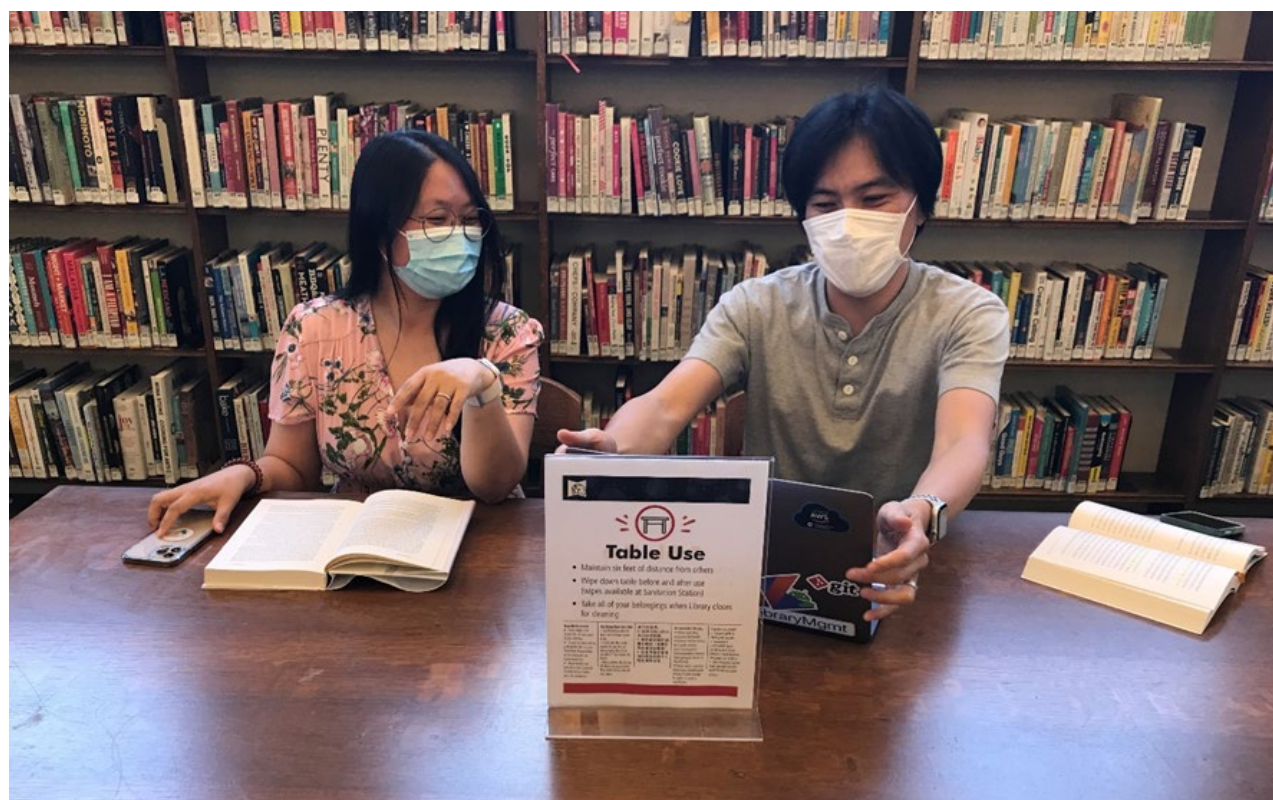


2021 Q3
The Seattle Public Library
LEVY REPORT



EXECUTIVE SUMMARY

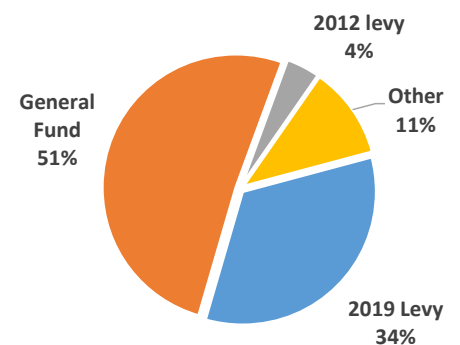
Road to Reopening

Levy background

In August 2019, Seattle voters overwhelmingly approved (76%) a seven-year, \$219.1 million property tax levy to maintain and enhance Library services from 2020 through 2026, renewing a seven-year \$122.6 million levy that expired at the end of 2019.

In 2021, the 2019 Levy accounts for \$35.8 million (34%) and the 2012 Levy accounts for \$4.3 million (4%)—representing a combined 38% of the Library’s revised \$106.3 million budget. The City General Fund provides \$54.3 million (51%), and other sources, including Library generated revenues, grants, and The Seattle Public Library Foundation, fund the remainder. The 2019 Levy funds a larger share of the Library’s total budget in 2021 compared to 2020 (28%), due in part to a 10% reduction (\$5.8 million) in the General Fund to the Library.

2021 Revised Library Budget (\$106.3 million)



As part of its proposal to voters, the Library laid out a clear framework for how 2019 Levy proceeds would be used to maintain services that had been funded by the 2012 Levy and provide additional services and programs over the seven-year levy period. This report, which covers levy activities and spending for the third quarter (Q3) of 2021, continues the series of quarterly levy updates the Library has provided for the Board of Trustees and the public since 2013.

Beyond renewing 2012 levy commitments, the 2019 Levy provides support for additional Library hours (which have been delayed through 2021 due to the COVID-19 pandemic and budget cuts); elimination of overdue fines; improved collections and technology; safer, cleaner buildings; specialized programming and services for children; and development of a plan for the future of Library service. As noted in this report, the Library also uses levy resources to leverage funding from other sources, in particular The Seattle Public Library Foundation, to achieve levy objectives and stay connected and nimble in service to the residents of Seattle.

Q3 2021 highlights: 26 libraries reopened, hours doubled

After more than a year of a global pandemic, the third quarter of 2021 brought good news for both Library patrons and staff: continued restoration of Library services. By the end of the September we had reopened nine more libraries for in-building services, for a total of 26 reopened libraries. Every library but the NewHolly Branch was open for patrons to browse and check out books, use a computer or printer, talk to staff or simply hang out and read. The majority were open seven days a week.

We also began the hiring process to allow for the return to pre-pandemic operating hours by the end of the year. In late June, Mayor Durkan signed legislation for the Seattle Rescue Plan, which included \$1.1 million in funding to restore Library hours cut in the 2021 budget. In September, Mayor Durkan proposed restoring Library General Fund as part of the City's 2022 budget. The Council will approve the 2022 budget in November. This commitment to future service levels enabled the Library to start the hiring process for 40-50 additional staff members. With these new staff, our goal is to be at pre-pandemic operating hours by December and be able to expand hours as planned with the Levy in 2022. In October, we launched a public survey to gauge patrons' preferences for Library hours in the aftermath of the pandemic and to understand more about how their Library use had changed. We anticipated having survey results by the end of November to help inform the expansion of Library hours in 2022.

Beyond significantly restoring Library hours, other highlights of levy-supported efforts in Q3 included continued hot spot lending to communities most affected by the pandemic; steadily climbing new borrower registrations due in part to a more accessible process; and additions to our physical and digital collections to keep up with demand.

As has been the case since the start of the pandemic, and as you'll read in this report, we have continued to redirect levy resources to where they are needed most in the levy investment areas of Hours and Access, Collections, Technology and Online Services, Children's Programming, and Maintenance.



“With restored funding, increased staffing and expanded hours on the horizon, we’re excited about the future. As always, we look forward to seeing you at the Library.”

Tom Fay, Interim Chief Librarian

LEVY ACCOMPLISHMENTS: HOURS & ACCESS

Increasing access and equity during COVID-19

The Hours and Access category of the 2019 Levy supports operating hours in neighborhood branches and the Central Library; providing access to Library programs and services in the

community; and outreach and engagement services throughout the city. Many elements of this levy category relate to increasing access to Library services through measures such as eliminating late fees and adding open hours. In 2021, the levy provides \$11.9 million to support the Hours and Access category.

We started 2020 by eliminating overdue fines and opening our branches one hour earlier on Sundays, the first step in what was intended to be more than 10,000 new Library hours each year funded by the levy. As noted earlier, because of pandemic closure and related budget cuts, the Library had to defer our promise of providing additional open hours, but we are planning to start fulfilling that promise in 2022.

During Q3 2021, we reopened nine additional Library locations for in-building services. Five branches reopened in July, one branch reopened in August and three branches reopened in September. With the reopening of NewHolly Branch in October, all Library locations are currently open and serving the public once again.

Opening days were marked by “Welcome back” signs and other creative displays, flowers from patrons, cheers and tears. At the West Seattle Branch on reopening day, one young patron was there to learn about calligraphy, while the little ones just wanted to get their hands on ALL of the books. One of the Green Lake Branch’s first patrons was a 9-year-old girl who checked out a stack of 25 books, noting that “I’ll read them all by the end of the week and then reread them until I can get back to the Library.” At Capitol Hill Branch’s reopening day, a patron said he was grateful not just because he could browse books again but also because the staff helps him with things like figuring out which bus to take to get to his medical appointments.

Fremont Branch had something extra to celebrate. It reopened on August 4, just eight days after its 100-year anniversary (KING 5 stopped by to get footage at the historic branch). Many patrons told staff they were happy to be “home.”

In addition to reopening locations, we expanded hours at previously opened locations. Beginning Sept. 1, we doubled the total number of Library open hours per week, with most reopened branches expanding to daily service, increasing the total weekly open hours from 588 to 1,192 – not yet at pre-pandemic levels but much closer (libraries were open 1,403 hours weekly in March 2020).

As the Library resumes service, our operations continue to be affected by staffing levels and health and safety restrictions. In alignment with public health guidelines, we require patrons and staff to wear masks, and staff still maintain physical distancing. Some Library resources are still not available to patrons, such as meeting rooms and in-person programming.



West Seattle Branch reopening day



Welcoming patrons back to the Library

Starting Sept. 1, we launched our [Hello](#) campaign to encourage existing patrons to rediscover the Library in conjunction with our annual Library Card Sign-Up Month campaign. We translated key messages from these campaigns into our five prioritized languages: Spanish, Vietnamese, Chinese, Somali and Amharic. For our existing patrons, we encouraged them to try new things through messaging in our usual channels (website, social media, email newsletters, receipts, transactional emails and texts, etc.) as well as digital signage screens, window clings and posters. To bring in new patrons, we invested in multi-lingual advertising in print, radio, digital, bus and train transit, including a station takeover at Mount Baker Link Station starting in October. We also designed branded totes, pouches, bookmarks and pins for use in outreach.



Every time we reopened a branch, we also posted photos, vignettes and quotes from the reopening day on social media to remind patrons that branches were open and expanding hours. These posts did particularly well on Instagram, with 200-900 likes per post.

As Interim Chief Librarian Tom Fay said in his [fall message](#): “With restored funding, increased staffing and expanded hours on the horizon, we’re excited about the future. As always, we look forward to seeing you at the Library.”

Adapting our lending policies to provide more access

During the third quarter, the Library continued to make changes to our borrowing policies to improve access to Library resources. We implemented automatic renewal of checked-out materials and extended several temporary changes to borrowing rules. Automatic renewal means that the system will renew a patron’s checked-out items up to three times if another patron hasn’t placed a hold on the item.

Similarly, we are keeping items on the holds shelf longer (two weeks instead of our one-week hold policy, pre-pandemic) and are waiting longer to suspend accounts with overdue items (one month instead of two weeks) to give patrons more time to pick up holds and return items. We also continue to offer free interlibrary loan requests, which were assessed a \$5 fee pre-pandemic.



Young patrons rediscovering graphic novels at the Lake City Branch

We’ve also taken steps to make it easier for new patrons to sign up for library cards, including implementing a fully online registration and instant approval process in the first quarter of 2021, and relaxing registration rules to make it easier for parents and guardians to sign up their children

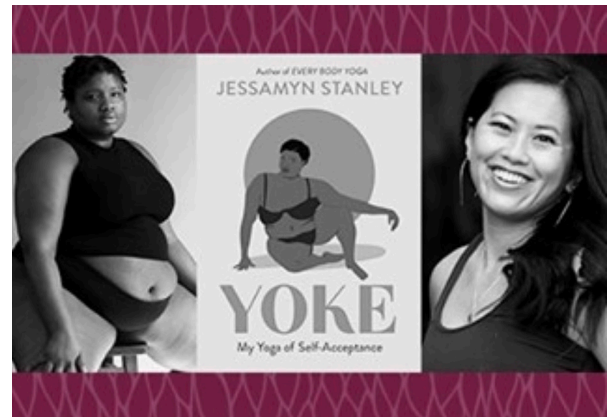
for new library cards.

As a result, the number of new borrower registrations has steadily climbed throughout 2021. We registered over 13,000 new patrons in 3Q 2021 including 1,424 juvenile patrons (age 12 and younger), 431 young adult patrons (age 13-17) and 11,178 adult patrons (age 18 and older). These numbers represent a 72% increase in new borrower registrations compared to 2Q 2021, although they are still 18% lower than the totals from 3Q 2019. Over half of all new borrower registrations are now approved automatically through our online application form, without any staff support needed.

Increasing access: Virtual programs and services

As the Library restored access to our physical spaces, we continued to offer virtual programming and services. Highlights included a program in July with authors Jessamyn Stanley and Nicole Tsong, discussing Stanley's book "Yoke," which reached over 800 patrons; and a program in September on "Surviving the Pandemic: Seattle and Singapore Seniors Share through Art," which has reached over 3,000 patrons.

Library programs are streamed to our social media channels, and many are also available for later viewing. In 3Q we added 28 different author programs, social justice programs, intergenerational summer programs, job skills workshops, Get Started with a Library Card videos and videos covering a variety of topics to our SPL YouTube channel. The programs were viewed more than 8,000 times.



In Focus: Expanded legal assistance for entrepreneur and non-profits

Librarians from The Seattle Public Library and local lawyers, working on a pro bono basis, continued to expand the customized support offered to local entrepreneurs and nonprofits. Since 2019, the team has partnered with the Entrepreneurial Law School at the UW School of Law to offer workshops on legal topics such as employment law, intellectual property, nondisclosure agreements, and social purpose corporations. With COVID-19-related closures in 2020, members of the Library to Business (L2B) team found that patrons were asking an increasing number of challenging legal business questions. Together with UW Law Professor Jennifer Fan, the Library responded by piloting a consult-based virtual service facilitated by local attorneys at no cost to patrons.

Professor Fan recruited attorneys with expertise in corporate and intellectual property law from Microsoft, Facebook and Amazon to facilitate the consults as volunteers, providing legal advice on the nuanced situations that entrepreneurs bring to these sessions. Lindy Laurence, attorney and consult organizer from the UW Entrepreneurial Law Clinic, describes the legal consultations

as “a wonderful partnership... Not only do business owners get great advice on their foundational corporate law and intellectual property questions, they also get follow-up support from the Library to Business program to implement and act on that advice, making that free legal advice doubly impactful.”

The service helped 65 entrepreneurs in 2020 and was so successful that the teams continued to offer consults two times a month in 2021. As of late May, consults became bookable online through the L2B appointment calendar which has made them more accessible and easier to manage. The service was expanded in July 2021 to help more entrepreneurs per session.

Through the end of Sept. 2021, the Library hosted 59 legal consults (at 15 events) remotely through Zoom. During this same period, the L2B team facilitated over 200 virtual business information appointments, providing entrepreneurs, business owners, and nonprofits with the information they need to succeed, such as market data for a business plan, help navigating the landscape of assistance, and referrals to specific learning opportunities. The team also participated in or hosted 78 remote workshops, presentations and events programs that reached over 1,600 people.

The logo for 'Virtual Library to Business' is set against a bright orange background. It features a white graphic of a computer monitor with a stylized 'L' and 'B' on the screen. To the right of the monitor, the text 'Virtual Library to Business' is written in a bold, black, sans-serif font, with 'Virtual Library' on the top line and 'to Business' on the bottom line.

Virtual Library to Business

“I love volunteering for the legal consults because it’s always time well-spent — I do it knowing that it makes a difference.”

– Thomas Marquis,
Microsoft

Providing resources to youth

After a stressful school year of virtual learning, Seattle families were excited for summer. Unfortunately, with children still not vaccinated and variants on the rise, the Library made the tough decision not to offer in-person programming through the end of 2021. For many families this was disappointing, but access to day camps and alternative enrichment activities were available. But as the pandemic has continued to reveal, families furthest from economic and educational justice had fewest opportunities for their youth last summer. To address these inequities, with financial support from The Seattle Public Library Foundation, our K-5 program manager and children’s librarians collaborated with partners serving youth and families from marginalized and underserved communities to create meaningful summer learning opportunities that centered joy, youth voices, and intentionally affirmed student cultures, identities and

experiences. In June, the Library provided 100 library bags for fifth grade students at NewHolly's graduation celebration to support Seattle Housing Authority youth and family learning over the summer. Students received a free book, colored pencils and information on Summer of Learning, expanded library hours and other library resources. In partnership with Refugee Women's Alliance K-5 STEM program, during the month of July, staff assembled Library swag bags that supported virtual librarian visits over the summer. Also in July, students engaged in an intimate author conversation and illustration lesson with Global Reading Challenge author and illustrator Victoria Jamieson. This program reached 40 K-5 youth, who predominantly identify as Latino and Somali.

During July and August, children's librarians developed and led weekly online enrichment activities focused on STEM, literacy, and identity for Team Read sites. All 130 elementary school students in the summer program received learning kits including books and school supplies to support learning and engagement from home. And finally, in partnership with WA-BLOC's K-5 Freedom School in South Seattle, the Library hosted a five-week intensive virtual workshop consisting of poetry lessons centering on the themes of self-love, family, neighborhoods and community for 30 students. This program, which culminated in a self-published book of poetry by program participants, was developed and led by teaching artist Monique Franklin.



“SPL always shows up and provides our residents with top-quality literature and programming. We are thankful for The Seattle Public Library, and the desire to support and uplift our students and families.”

- Ariel Davis, Seattle Housing Authority

LEVY ACCOMPLISHMENTS: COLLECTIONS

Building robust collections in print and digital formats

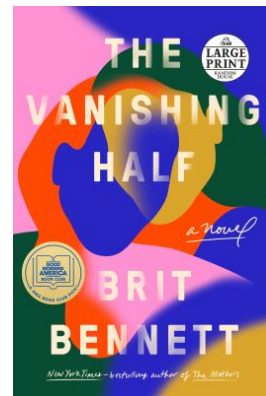
The 2019 Levy commits resources to maintaining and expanding the Library's collection of physical and digital materials. The levy includes additional funding for e-books, e-audiobooks and streaming services; money to continue and improve the Peak Picks collection; and funds to support the acquisition and digitization of local history items. To offset General Fund budget cuts in 2021, a portion of levy funds – originally allocated to expand levy hours and programming – was redirected to the collections. In 2021, the Levy provided almost \$6 million toward the Collections category, funding half of the Library's total spending for books and materials.

Demand for digital collections remains strong

While digital circulation was still high, compared to before the pandemic, our patrons' use of digital Library materials such as e-books and e-audiobooks declined slightly in the third quarter, as they gained more access to our libraries and physical collections. Almost across the board, from digital books to streaming movies and music, digital circulation declined from the record highs of Q2 2020. Still, digital usage statistics remain impressive. More than 92,000 patrons

downloaded e-books or e-audiobooks in Q3 2021, and over 32,000 streamed movies and music or downloaded comics. Digital circulation accounted for 54% of total circulation in Q3.

To keep up with sustained high demand, we added nearly 24,000 copies to the digital collection. Our digital collection now includes over 314,000 titles and 765,000 copies. We provided “Always Available” access for both the e-book and e-audiobook versions of the 2021 Seattle Reads title, Brit Bennett’s “The Vanishing Half,” leading up to the virtual author presentation on Oct. 6. During this period, our patrons checked out e-versions of this title over 3,400 times.



Our Selection Services librarians are actively involved in helping patrons explore and discover a wide variety of content. At any given time, a half dozen curated lists are prominently featured on the Library’s [OverDrive](#) webpage. In Q3, patrons viewed digital books and audiobooks through librarian-curated lists more than 28,000 times and checked out over 8,000 digital books during the third quarter.

Physical circulation continues rebounding

As the Library reopened more libraries for in-building services, patrons increasingly sought out physical materials. Overall physical circulation increased 55% from the second quarter, due in part to our automatic renewal policy. Peak Picks, which cannot be automatically renewed, continued to rebound with nearly 33,000 Peak Picks copies checked out from July through September – a 25% increase over the previous quarter. Over 12,600 unique patrons checked out a Peak Picks title, a 13% increase over Q2.

Twenty-six Peak Picks title were added to the collection. Nonfiction Peak Picks highlights include Michael Pollan’s analysis of drugs “This is Your Mind on Plants”; “Fuzz,” Mary Roach’s humorous observations on human-wildlife interactions; and “Poet Warrior,” a memoir from Joy Harjo, the nation’s first Native American Poet Laureate. Notable Peak Picks fiction includes Pulitzer Prize winner Colson Whitehead’s first crime novel, “Harlem Shuffle”; Sally Rooney’s latest hit, “Beautiful World, Where are You?”; and Anthony Veasna So’s widely praised, and posthumously published, debut story collection about a tightly knit community of Cambodian-American immigrants, “Afterparties.”

After more than a year of COVID-related disruptions to the production and release of films and television shows, film and TV titles also have become more available for our patrons in physical formats such as DVDs. Big titles released in Q3 include “In the Heights,” “Black Widow,” “Cruella” and “Mare of Easttown.”

Adding to local history collections

We added 133 new photographs to our [Seattle Historical Photograph Collection in the third quarter](#). These included images of the [Lake Washington Floating Bridge construction](#) from 1939 and 1940; a [group portrait](#) of the faculty of the Seattle's Central school from the late 19th century; and a circa 1910 photograph of the [Seattle Electrics Baseball Team](#) which was one of four teams in the Seattle Electric Company league.

We also added a [92-page photograph album](#) from around 1915 to our [Black Culture and History Collection](#), showing family scenes from Seattle, Tacoma, other Washington locales and British Columbia. Seattle landmarks in the album include the Woodland Park Zoo, Alki Beach, the Strand Theatre, and the Afro American Realty and Investment Company at 2613 E. Madison Street.

In Q3, we learned that the Washington State Library awarded us a new Digital Heritage Grant which will allow us to continue digitizing our [Northwest Photograph Collection](#). We digitized 500 photos from this collection under a previous Digital Heritage grant and will add another 800 photos with the new grant by June 2022.

We also acquired important physical items for our Seattle Collection, including a set of nine original pencil drawings sketched at Camp George Jordan, a segregated World War II army camp, located in Seattle on the south side of Spokane Street between First and Second avenues. Sam Smith, Seattle's first Black City Council member, was stationed at the camp. The sketches are a wonderful complement to the Seattle Collection's [Marjorie Sotero Photograph Collection](#), which includes many photographs of social activities at Camp Jordan, where Sotero served as the Director of the Camp Jordan Service Club.

The Library also acquired a remarkable albumen photograph of an iceberg in the Columbia River during the 1890-1891 freeze. Given the current global climate change discussions, the photo is particularly valuable for its window into local climate history.



Seattle Electrics Baseball team, ca 1910



Sketch from Camp George Jordan

LEVY ACCOMPLISHMENTS: TECHNOLOGY

Keeping our technology up to date

The 2019 Levy provides \$2.7 million in 2021 to support technology and online services including Wi-Fi hot spots; infrastructure for public internet access; maintenance and upgrades of public technologies and the spl.org website. In 2021, the levy provides an additional \$2 million toward the replacement of our Integrated Library System (ILS) that manages acquisition and circulation of library materials.

Digital equity and the HotSpot circulation program

Internet access is a critical need for everything from job-seeking help to social connection to remote learning. The pandemic cut off internet access for many due to long-term closures and changes to services Seattle residents had depended on. The 2019 Levy is the primary funding source for the SPL [HotSpot program](#), and we have been able to leverage levy funding with The Seattle Public Library Foundation grants and federal funds to offer more hot spots in the community.

In Q3, we loaned hot spots over 1,900 times through general circulation and more than 100 hot spots were loaned for long-term access through outreach efforts. A total of 160 outreach hot spots were in community hands as of the end of September. We continued to work with community organizations such as API Chaya, Casa Latina, and the Low Income Housing Institute to provide long-term outreach hot spots to communities disproportionately impacted by the digital divide. Partners have reported that access to free, protected internet paired with information and systems of support increases access to opportunities that improve their clients' physical and mental health, education, and financial empowerment. New partnerships in the third quarter include Chief Seattle Club, which uses hot spots to connect clients with critical housing services; And Healthy Food Promotoras in partnership with Villa Comunitaria, which supports participants in learning about food access and food justice issues while building financial literacy and entrepreneurial knowledge.

We also continued to provide hot spots for students at the Seattle World School and at City sites providing childcare and remote learning support. We loaned 35 additional hot spots to Seattle Parks and Recreation for youth programs at community centers.

Improving our technology for patrons and staff

In Q3, our technology team continued to support Library reopening by making computers available in reopened locations. In addition to reactivating public desktop computers, we made laptops available again for patron use. We also offered free printing of up to 10 pages per week at all locations, thanks to support from The Seattle Public Library Foundation. This free service will continue as funds allow. The new Wi-Fi technology recently installed at all branches offers patrons increased coverage and faster performance.

We continued to upgrade PCs, servers, network switches and other hardware, though global supply chain issues and computer chip shortages have caused delays in receiving new equipment. We finalized a contract with library technology consultants to assist with the development of a strategic technology roadmap. The scope includes replacement of our ILS that manages procurement and patron access to our physical and digital collections. The roadmap project is expected to complete in mid-2022.

“Many of our members do not have internet at home, so when their children were needing to use online learning platforms during the school closures these hot spots were a godsend!”

- Casa Latina staff member

Expanding early learning options for children

Planned programs delayed, virtual programs launched

The 2019 Levy allocates about \$2 million over the life of the levy in additional support for Library early learning programs for children ages 0 to 5. Our goal was to add up to six additional Play and Learn programs each week at Library locations by the end of this year, but efforts were delayed due to the suspension of in-person programming through 2021. Savings from this program have been used to support staffing in our student success program (see p. 5). Other unspent funds will be carried over into 2022. In the third quarter, we offered over 32 different virtual story times in English, Spanish and Mandarin, multilingual Play and Learn programs, Summer of Learning programs, Global Reading Challenge programs, and Washington Center for the Book programs through our [SPL Kids' YouTube channel](#). These programs were viewed over 5,000 times.

In early October, we added two new Play and Learn videos in Cantonese produced by our partner, Chinese Information and Service Center to our [SPL Kids' YouTube channel](#), bringing the total number of available videos in Cantonese to seven. We also have eight other Play and Learn videos in Russian, Mandarin, and Vietnamese. We also continue to support our Play and Learn partners by promoting their virtual Play and Learn sessions on the Library's website.

With support from The Seattle Public Library Foundation, we distributed over 800 books to community organizations during Q3. The Library remains focused on addressing the barriers that have been exacerbated by the COVID-19 pandemic. Access to books is one of our key activities and is aligned with the institution's COVID-19 response efforts across the City of Seattle. The books, along with other early literacy materials, provide parents and caregivers access to resources that support skill acquisition in the home and community environment.

Providing access to programs and services has been challenging during this time, however, the strength of our community partners is evident and it has positioned the Library to reimagine our work in community.

“Many thanks for the very nice books in Mandarin, Spanish and English, multicultural books with messages of human values and books with a lot of learning!”

Maria Luisa
Jose Martí Child Development Center
@ Hirabayashi Place

LEVY ACCOMPLISHMENTS: MAINTENANCE

Protecting our investments

The 2019 Levy promised to maintain Library buildings, preserve funding for major maintenance and add resources to undertake earthquake retrofits for the [historic Columbia, Green Lake and University branches](#).

Routine maintenance: Keeping our facilities clean and safe

The 2019 Levy provides about \$2 million annually for routine maintenance. The COVID-19 pandemic has presented unique challenges and opportunities for keeping the Library clean, safe and accessible, another important levy priority. Our maintenance staff were busy during the third quarter readying remaining branches for reopening. Staff also completed the move to the new Maintenance Operations Center in Georgetown. Our custodial staff performed seven hours of COVID-enhanced cleaning at the Central Library and 20 hours at branches. Most of this work could be accomplished during regular hours. Custodial staff also increased the number of cleaning stations for public computer use and the frequency of service.

Major maintenance: Preserving libraries for the next generation

The 2019 Levy provides \$6.8 million in 2021 budget authority and \$3.6 million in carryforward authority for major maintenance. The 2012 levy provides an additional \$3.2 million in carryforward authority.

During Q3 2021, the Library made progress on several larger projects. The Green Lake Branch seismic retrofit is in the architectural construction documents phase, working toward Landmarks Board approval before permits are submitted to the City. The roof replacement project at the Queen Anne Branch has received approval from the Landmarks Board and the Library has been issued a construction permit; we are waiting for favorable weather conditions to bid and begin construction.

We have also completely vacated our former maintenance and operations space; the newly acquired Maintenance and Operations Center continues to take shape, as we build out the space.

We are reviewing bids for exterior access improvements at the Douglass-Truth Branch. Architects working on the Capitol Hill Branch roof and mechanical systems replacement project are working on construction documents in preparation for public bid, tentatively scheduled for Q4 2021.

The multi-site ADA restroom compliance project will be publicly bid a second time (the Library received no responses the first time) in Q4. The construction phase of the Montlake Branch parking lot ADA accessibility project is scheduled to begin early in Q4.

In addition to planned projects, the Library has addressed several unexpected and emerging issues. We have undertaken emergency repairs to replace failing HVAC equipment at the Broadview Branch. The southwest corner of the Central Library (near Fourth Ave and Madison)

was damaged several months ago in an automobile accident; the Library is still awaiting a prototype glass replacement panel for review. If the panel passes review, installation will likely occur two months later. The Central Library also experienced a sewer leak earlier this year; the repair is now complete but the related Madison street repair/upgrade is still outstanding.

Risks, opportunities and the path ahead:

The Library is grateful for the additional support we received from the Seattle Rescue Plan/American Rescue Plan Act to allow us to hire staff to support pre-pandemic levels of open hours for the remainder of 2021. With the Mayor's proposed budget to restore the \$5.8 million cuts from the 2021 budget in 2022, we believe we are well-positioned to deliver on our levy promises in 2022 and beyond. At the same time, the unprecedented events since March 2020 have changed what Seattle residents want and expect from the Library and how they use our programs and services. Some of these changes, such as increased reliance on virtual services, are likely to be permanent. In the year ahead, we will assess how we can best use levy dollars to deliver on priorities and meet emerging needs.

As you'll read in our 2021 4Q report, our staff continue to adapt, enhance, and launch services and programs to help our community respond to the COVID-19 crisis and beyond. Here's a quick preview:

- Hiring staff to support 2019 baseline hours
- Results of patron survey on Library hours

2021 Financials

The 2019 Levy accounts for \$35.8 million (34%) of the Library's total revised 2021 budget of \$106.3 million. The City General Fund provides \$54.3 million (51%), and other sources, including The Seattle Public Library Foundation, fund the remainder. Due to a steep decline of City revenues and a sharp increase in spending related to the pandemic, as part of the 2021 budget process, the City reduced the Library's general fund resources by \$5.8 million (10%). The 2021 budget was built on the assumption that the Library will not return to pre-pandemic operations before July 2021. In Q2, the City Council approved an allocation of \$1.1 million in American Rescue Act funds to support reopening Library facilities for the remainder of 2021 and, in September, the Mayor proposed full restoration of the Library general fund budget in the 2022 budget. The Library remains committed to fulfilling levy promises related to expanded hours and programming in 2022 and beyond.

Spending tables below show the 2021 adopted budget plus encumbrances and unspent budget authority from 2020 in the revised budget columns. \$4.6 million of unspent funds from the 2019 levy and \$4.2 million from the 2012 levy are available for spending in 2021.

2019 Levy	2021 Revised		Available	% Spent
	Budget*	Exp Thru Q3		
Hours & Access	11,787,118	7,904,475	3,882,643	67%
Providing Books & Materials	5,958,677	4,470,822	1,487,855	75%
Technology & Online Services	2,734,188	1,449,109	1,285,080	53%
Building & Facility Support	2,056,713	1,420,532	602,181	70%
Administration	526,335	205,654	320,681	39%
CIP **	12,443,723	1,208,541	11,269,181	10%
Children's Programming	277,323	103,631	173,692	37%
Total	35,784,076	16,762,763	19,021,314	47%

*\$4,604,076 in total carry-forward authority

**includes Major Maintenance and Information Technology capital projects

2012 Levy	2021 Revised		Available	% Spent
	Budget	Exp Thru Q3		
Providing Books & Materials	138,000	135,250	2,750	98%
Technology & Online Services	479,999	26,109	453,890	5%
Buildings & Facilities Support	501,000	-	35,000	0%
Administration	-	-	-	N/A
CIP	3,225,203	143,232	3,547,971	4%
Total	4,344,202	304,591	4,039,611	2%

*\$4,206,202 in total carry-forward authority

Table 1. Service restoration by location since COVID-19 closure

	Restroom Service	Book Return	Curbside Pickup	In-Building
Ballard Branch	April 2020	July 2020	August 2020	June 2021
Beacon Hill Branch	April 2020	July 2020	November 2020	April 2021
Broadview Branch		July 2020	August 2020	May 2021
Capitol Hill Branch	April 2020	March 2021	March 2021	July 2021
Central Library	April 2020	July 2020	August 2020	June 2021
Columbia Branch		July 2020		June 2021
Delridge Branch		June 2021		June 2021
Douglass-Truth Branch		July 2020	August 2020	June 2021
Fremont Branch		August 2021		August 2021
Green Lake Branch		July 2020		July 2021
Greenwood Branch		October 2020	October 2020	June 2021
High Point Branch		July 2020	August 2020	June 2021
International District/Chinatown Branch		June 2021		June 2021
Lake City Branch		July 2020	August 2020	April 2021
Madrona-Sally Goldmark Branch		September 2021		September 2021
Magnolia Branch		Jan. 2021	Jan. 2021	June 2021
Montlake Branch		September 2021		September 2021
NewHolly Branch		October 2021		October 2021
Northeast Branch		July 2020	Oct. 2020	July 2021
Northgate Branch		Jan. 2021	Jan. 2021	July 2021
Queen Anne Branch		June 2021		June 2021
Rainier Beach Branch		July 2020	August 2020	June 2021
South Park Branch		March 2021	March 2021	June 2021
Southwest Branch		November 2020	November 2020	April 2021
University Branch	April 2020	June 2021		June 2021
Wallingford Branch		September 2021		September 2021
West Seattle Branch		April 2021	April 2021	July 2021

Q3 expansion