



CITY OF KIRKLAND
Department of Finance & Administration
123 Fifth Ave, Kirkland, WA 98033 · 425.587.3100
www.kirklandwa.gov

MEMORANDUM

To: Kurt Triplett, City Manager

From: Kathi Anderson, City Clerk
Michael Olson, Director of Finance and Administration

Date: January 11, 2021

Subject: King County Library System Regional Manager

RECOMMENDATION:

Council receives an introduction to the new King County Library System (KCLS) Regional Manager Denise Bugallo and staff.

BACKGROUND DISCUSSION:

Denise Bugallo became the KCLS Regional Manager for the Glacier Region (Carnation, Duvall, Kingsgate, Kirkland, Skykomish, Woodinville) in December 2020, and has been a Regional Manager with KCLS since 2004. As part of her KCLS role, she serves as liaison to local Library Advisory Boards. Ms. Bugallo, who has been a resident of Woodinville for 16 years, also serves on the North Urban Human Services Alliance Board as Treasurer with a focus on Homelessness and Affordable Housing issues in North King County.

Other staff new to the Kirkland Libraries are Operations Manager Jacque Highfill (since October 2020) who has been with KCLS since 2007 and has previously served as Assistant Operations Manager at Kirkland, and Arsen Avetian, Assistant Operations Manager (since December 2020) who has been with KCLS for 18 years, and who previously served at the Bellevue Library.

The Kirkland Libraries have been providing contactless (curbside) services since August. This includes holds, surprise bags, and now, remote printing.

Kirkland has also recently expanded book return service hours to 24/7, and boosted wi-fi access to most KCLS buildings (extending up to 200 feet outside of the buildings) benefitting community members needing free wireless access.