

APPROVED



BOARD OF TRUSTEES

Meeting Minutes

LOCATION

KDL Service + Meeting Center (814 West River Center Drive NE, Comstock Park, MI 49321)

DATE + TIME

Thursday, January 16, 2020 at 4:30 PM

BOARD PRESENT: Shirley Bruursema, Allie Bush Idema, Andrew Erlewein, Sheri Gilreath-Watts, Charles Myers, Tom Noreen, Caitie S. Oliver, Penny Weller

BOARD ABSENT: None.

STAFF PRESENT: Brad Baker, Katie Blakeslee, Johanna Boyle, Craig Buno, Cheryl Cammenga, Jaci Cooper, Calli Crow, Angela Culp, Eric DeHaan, Janet DeVries, Lindsey Dorfman, Anjie Gleisner, Randy Goble, Elizabeth Guarino, Samantha Hodge, Claire Horlings, Liz Knapp, Alison Kuchta, Missy Lancaster, Dawn Lewis, Greg Lewis, Annette Miller, Kelaine Mish, Brian Mortimore, Raymond Mysels, Laura Powers, Tammy Schneider, Melissa Snyder, David Specht, Kurt Stevens, Henrietta Vaandrager, Lance Werner, Carrie Wilson, Heather Wood-Gramza, Jennifer Zeilbeck

GUESTS PRESENT: Lisa Angus, Bill Brinkman, Mick Bruursema, Carol Dawe, Robert DeWard, Stephen Kepley, Karen McKinnon

1. CALL TO ORDER

Chair Bruursema called the meeting to order at 4:30 PM.

2. PLEDGE OF ALLEGIANCE

Ms. Weller proposed a change in agenda: To move the Board Room Naming Ceremony Item up to immediate action.

Motion: Mr. Myers moved to approve the immediate change in agenda.

Support: Supported by Ms. Oliver.

RESULT: Motion carried.

3. BOARD ROOM NAMING CEREMONY.

Director Werner presented Chair Bruursema with a portrait and a plaque, henceforth renaming the KDL Board Room as the Bruursema Board Room in honor of her many years of service on the KDL Board of Trustees, as well as her outstanding legacy working in statewide millage campaigns and her impact on Michigan libraries as a whole.

APPROVED

Director Werner proposed a short recess to greet guests and enjoy celebratory refreshments.

Motion: Mr. Noreen moved to approve a short recess at 4:35 PM.

Support: Supported by Mr. Myers.

RESULT: Motion carried.

Chair Bruursema called the meeting back to order at 4:50 PM.

4. CONSENT AGENDA*

- A. Approval of Agenda
- B. Approval of Minutes: December 19, 2019 Open & Closed Sessions
- C. Request for Closing – Reschedule of the Spencer Branch In-Service Day from March 4, 2020 to May 6, 2020.

Motion: Mr. Noreen moved to approve the consent agenda as presented.

Support: Supported by Ms. Weller.

RESULT: Motion carried.

5. LIAISON REPRESENTATIVE COMMENTS – Bill Brinkman gave the following report on the Plainfield Township:

- A five-year plan for the township's Parks and Rec department has been finished and sent to the state for approval.
- Since the Wolverine Worldwide PFAs lawsuit awarded \$64M in damages, the township continues to work diligently to ensure safe water services for all residents.

6. PUBLIC COMMENTS** – Ms. Bruursema took a special moment to thank Penny Weller for her two years of service on the board.

7. FINANCE REPORTS - December 2019*

- The Director of Finance gave a brief overview of the 2019 year-to-date financials, advising that this is only the first version of the report. There will likely be three to four more versions before the audit later this year.
- There was an outstanding transfer in transit between the Kent County Pool Fund and Huntington in 2018 so the KCPF balance appears to be at approximately \$17.3 million. After the transfer in transit is taken into consideration the KCPF balance was approximately \$14.3 million and cash appears to be up \$1.8M over the prior year.
- KDL is 100% through the fiscal year, has received 100.9% of budgeted annual revenues and has spent 92.4% of budgeted expenditures.
- The three largest checks written for the month of December were made to Comerica Bank for the KDL Pension Plan, to Lake Michigan Credit Union for the 2020 HSA Payment and to TerHorst & Rinzema Construction Co. for the Bookmobile building addition.

Motion: Ms. Weller moved to receive and file December 2019 finance reports as presented.

Support: Supported by Mr. Oliver.

RESULT: Motion carried.

APPROVED

8. LAKELAND LIBRARY COOPERATIVE REPORT

Chair Bruursema confirmed the January 9, 2020 meeting was canceled.

9. DIRECTOR'S REPORT – December 2019

- Director Werner presented KDL's Equity, Diversity & Inclusion (EDI) endeavors for 2020 to the board. At the next meeting, he will solicit board volunteers to participate in the effort.
- KDL's EDI Initiative will focus on identifying underserved communities within Kent County and asking how the library can better serve them through collections, IT, signage, programs and more.
- Endeavors will be focused and measurable, prioritizing one community at a time.
- Tim Emmett, a former CEO with an extensive background in process improvement, has been engaged to facilitate KDL in crafting a strategic plan going forward.
- Claire Horlings gave the following update on Fund Development:
 - In 2019's Year-End Appeal, KDL received 180 gifts from donors totaling approximately \$31K.
 - Donations are down approximately \$4.4K from 2019's Year-End Appeal and down approximately \$5K over previous years due to smaller gift from single donor.
 - Going forward, KDL will be strategic about not relying on large sums from single gift donors.
- This year's Literary Libations Gala theme will be "Literacy and Learning for all."

The Board asked questions of staff and staff responded.

10. NEW BUSINESS

A. 2020 Conflict of Interest Statements and Board Code of Ethics

The Board signed the Conflict of Interest Statement and the Board Code of Ethics form for 2020 and gave signed copies to Administrative Assistant Katie Blakeslee to file.

B. 2020 Credit Card Agreement

The Board signed the Credit Card Agreement for 2020 and gave signed copies to Administrative Assistant Katie Blakeslee to file.

C. Fine Free Impact Review

In June of 2019, all Kent District libraries went fine free. Carrie Wilson gave a brief report on the overwhelmingly positive impact fine free circulation has had on KDL patrons and communities.

- Patrons report surprise and delight at no longer owing any money. As a result, many who experienced a financial barrier to access have returned as regular visitors.
- Staff share that customer service interactions have become increasingly positive overall, as fines and money are no longer a topic of contention.
- KDL's loss rate for items borrowed has improved since going fine free. On average, patrons seem to keep items for a longer period of time, yet rate of return has increased.
- Structure and timing of billing are currently being re-evaluated in light of this data.

The Board asked questions of staff and staff responded.

APPROVED

Randy Goble proposed the issue analysis to improve the online patron experience by upgrading KDL's current web platform. Due to the rapid evolution of technology, KDL's current website, which was developed in 2015 and launched in 2016, is expected to require \$200-250K by 2021 in order to maintain basic software support. For that amount of money, KDL would like to build a completely new platform. Staff considered 4 different proposals and recommends Bibliocommons as the clear choice. Carrie Wilson demonstrated how the current KDL website is set up and what will be improved by moving to the new platform. Bibliocommons currently serves over 200 libraries and will have the capacity to support and KDL's website at a much lower cost, making a custom-built website an unnecessary choice.

The Board asked questions of staff and staff responded.

Motion: Mr. Myers moved to approve the Online Patron Experience proposal as presented.

Support: Supported by Ms. Weller.

RESULT: Motion carried.

E. Issue Analysis: Investment Advisor Review—*First Reading*

Laura Powers proposed issue analysis to hire an investment advisory firm for portfolio management services, of which KDL holds approximately \$8M-15M in operating and capital funds (non-pension funds). KDL currently maintains investment cash in the Kent County Pool Fund, but this fund does not offer great visibility to specific investments and does not yield a competitive interest rate. Staff considered nine different investment proposals and recommends Atlanta Capital as the clear choice given the firm's short term bond strategy, guaranteed mortgage securities, safety of principle, return on investment and liquidity. Though the fees of this firm are slightly higher, staff believe Atlanta Capital will bring greater value to KDL's portfolio long-term.

The Board asked questions of staff and staff responded.

Motion: Mr. Myers moved to approve the investment advisor review as presented.

Support: Supported by Mr. Erlewein.

RESULT: Motion carried.

F. Issue Analysis: Patron Management System—*First Reading*

Kurt Stevens proposed the issue analysis for a new patron management system in light of KDL's contract with Comprise soon coming to an end. Mr. Stevens recommends that staying with Comprise "as-is" simply wasn't an option due to the increase in technological complexity over the past few years. Because the patron management system impacts hundreds of patrons and staff on a daily basis, from copying and scanning to wireless printing to back-end financial reporting, it is essential for KDL to have a solution that is powerful, reliable, accessible and supported by a dependable vendor. With this in mind, staff considered eight possible vendors and recommends TBS Organization as the most reliable choice.

The Board asked questions of staff and staff responded.

APPROVED

Motion: Ms. Weller moved to approve the patron management system review as presented.

Support: Supported by Mr. Noreen.

RESULT: Motion carried.

G. Library Director's Evaluation*

Motion: Mr. Oliver moved to approve and file the 2019 Library Director Evaluation.

Support: Supported by Ms. Gilreath-Watts.

RESULT: Motion carried.

11. LIAISON REPRESENTATIVE COMMENTS – Bill Brinkman reiterated earlier comments about Plainfield Township and expressed gratitude for a great partnership with KDL.

12. PUBLIC COMMENTS** - None.

13. BOARD MEMBER COMMENTS

Ms. Bruursema – Ms. Bruursema expressed anticipation for the busy, wonderful year up ahead and thanked leadership team for their dedication to KDL.

Mr. Erlewein – Mr. Erlewein shared delight for the new statistics feature in the board packet.

Ms. Gilreath-Watts – Ms. Gilreath-Watts presented Kurt Stevens with a gift from a group of basketball players at Grandville High School with whom he previously met to encourage and mentor. She also reminded everyone to wear blue on Martin Luther King Jr. Day as a symbol of peace and solidarity.

Ms. Idema – Ms. Idema congratulated Shirley on her new appointment and thanked Penny for her years of service.

Mr. Myers – Mr. Myers also congratulated Shirley and thanked Penny, but congratulated Jaci Cooper on her new role as Library Project Manager as well, expressing excitement for her future role at KDL.

Mr. Noreen – Mr. Noreen congratulated Shirley and thanked Penny. He also thanked all KDL staff for their passion and service, noting that he is looking forward to another year serving on the board.

Ms. Oliver – In a spirit of remembrance and gratitude, Ms. Oliver honored her mother for first inspiring her passion for libraries and serving her community. She also extended thanks to KDL staff for their support.

APPROVED

Ms. Weller – Ms. Weller congratulated Ms. Bruursema on the board room naming ceremony and for becoming Board Chair.

14. MEETING DATES

Regular Meeting: Thursday, February 20, 2020 – KDL Gaines Branch, 4:30 PM

15. ADJOURNMENT

Motion: Mr. Myers for adjournment at 6:34 PM.

Support: Supported by Mr. Erlewein.

RESULT: Motion carried.



ALLIE BUSH IDEMA, KDL BOARD SECRETARY