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BOARD OF TRUSTEES

Meeting Minutes

LOCATION

KDL Gaines Township Branch (421 68th St SE, Grand Rapids, MI 49548)

DATE + TIME

Thursday, February 20, 2020 at 4:30 PM

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

BOARD ABSENT: None.

STAFF PRESENT: Katie Blakeslee, Cheryl Cammenga, Jaci Cooper, Angela Culp, Lindsey Dorfman, Randy Goble, Morgan Hanks, Dawn Lewis, Brian Mortimore, Laura Powers, Kurt Stevens, Lance Werner, Carrie Wilson

GUESTS PRESENT: Bill Brinkman, Marge Lakatos

1. CALL TO ORDER

Chair Bruursema called the meeting to order at 4:31 PM.

2. PLEDGE OF ALLEGIANCE

3. CONSENT AGENDA*

- A. Approval of Agenda
- B. Approval of Minutes: January 16, 2020

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

Support: Supported by Ms. Idema.

RESULT: Motion carried.

4. LIAISON REPRESENTATIVE COMMENTS – None.

5. PUBLIC COMMENTS** – None.

6. FINANCE REPORTS – January 2020*

- The Director of Finance gave a brief overview of the 2020 year-to-date financials.
- Cash appears to be up \$4.6M over the prior year, with January 2020 revenue about \$3M higher than January 2019. This is most likely due to the ice storms around this time last year, which required the library system to close for many days at a time. When compared to January 2018, cash flows appear to be normal.

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- KDL is 8.3% through the fiscal year, has received 42.5% of budgeted annual revenues and has spent 5.2% of budgeted expenditures.
- The largest check written for the month of January was to Bibliotheca for KDL's ebook content. The second largest was written to Newsbank in order to expand KDL's historical archives from 1923 to 1970. That's approximately fifty years of added material! Archives include resources such as The Grand Rapids Press, among others. The third largest check was written to TerHorst & Rinzema Construction Co. for the Bookmobile building addition.
- The voided check report included several checks this month. The listed payees reported that they did not receive checks in the mail, so these were voided and then reissued.

Motion: Mr. Erlewein moved to receive and file January 2020 finance reports as presented.

Support: Supported by Ms. Gilreath-Watts.

RESULT: Motion carried.

7. LAKELAND LIBRARY COOPERATIVE REPORT

Chair Bruursema noted the following items from the February 13, 2020 meeting:

- At the meeting, the Auditors Report achieved the highest level possible for a library.
- The review of LLC Director Carol Dawes was completed and a stipend offered, which she refused. Dawes stated that a salary increase is unnecessary since she is committed.
- The skate rental program at Howard Library is going well.
- The curbside pickup initiative is also going well. LLC has even been contacted by a library in Indiana for more information on exactly how to do this.
- The cooperative is still looking into the pFas crisis and investigating some of the issues.
- Clarksville Area Library would like to become a member of the cooperative.
- The Hisperia Library director recently resigned and the search for a replacement is on.
- Kelly Richards announced that there are three additional Storyville locations now.
- LLC is currently in the midst of a library card project with about 3,100 new cards issued.

8. BRANCH MANAGER UPDATE – Dawn Lewis

- Ms. Lewis has been managing the Gaines Township Branch since August 2019 wherein she immediately implemented new processes and programming.
- Although the Gaines Branch was already running like a “well-oiled machine,” Ms. Lewis still found it necessary to make some processes more flexible. She applauds the Gaines Staff for how well they supported her changes and rose to the occasion.
- The addition of Youth Librarian Courtnei Moyses has also brought a lot of value to the team.
- Gaines Township is in a very unique position to serve the surrounding community. The branch has often partnered with the Kentwood Branch in order to increase their networking and outreach. Through this, Ms. Lewis was able to get to know the Friends of the Library well and adds that they are a “small but mighty” people.
- Ms. Lewis recognized that the KDL Staffing Model change has helped to unify the entire KDL team and helped them work together better.
- Cheryl Cammenga will be taking over management of the Gaines Township Branch on Monday, March 2, 2020. Both Ms. Cammenga and Ms. Lewis are excited for the transition up ahead. Cheryl Cammenga has been the manager at Kentwood for 36 years. It will be a difficult goodbye, but she is looking forward to a new challenge.

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9. DIRECTOR'S REPORT – January 2020

- Director Werner introduced Morgan Hanks as the new manager of the Comstock Park and Plainfield branches. She expressed her excitement for the role change up ahead.
- Director Werner shared that he is proud of the great start KDL has had to the year. There has been a lot of movement and change right off the bat.
- In particular, KDL's Leadership Team has done an excellent job of presenting the new staffing model and training new managers for the change in role and expectations.
- Much of this was accomplished through the Champions to Enterprise training with Shawn Merritt, which was required system-wide for all managers. Through this training, KDL's Management Team learned how to delegate work more effectively and lead their team.
- Director Werner called on Dawn Lewis to comment on the training. Ms. Lewis shared that the training taught her to think of herself not only as a librarian, but as a manager in order to ensure the whole system is running well.
- EDI Workgroup members have been selected. There are 15 members total, not including Director Werner and Darius Quinn. Due to popular interest, term lengths will be one year.
- KDL has been working with Emmett Business Improvement under the direction of Tim Emmett, a former CEO for Belwith products, in order to work on process improvement and KDL's Strategic Plan for 2021-2023. Mr. Emmett's valuable experience with process improvement has provided KDL with tools currently being incorporated on multiple levels across the library system.
- If things continue at the pace they are going, the first portion of the strategic plan should be done by June. Director Werner would be pleased to identify some measurable, attainable goals at that time in order to present to the board.

The Board asked questions of staff and staff responded.

10. NEW BUSINESS

A. Branch Staffing Model Pilot Report

Ms. Dorfman presented on the most recent branch staffing model pilot, highlighting ways the new structure will elevate customer service while allowing staff to work more efficiently.

- Many staff will now have the opportunity to make a career out of their time at KDL as employees will not be able to apply for full-time library positions with a Masters in Library Science after ten years of service with the organization.
- Will be working more efficiently and maximizing our impact on our community.
- Titles were also changed in response to staff feedback. "Branch Manager" is now "Regional Manager I" and "Assistant Branch Manager" is now "Regional Manager II."
- The Library recently changed how the MLS requirement operates within KDL's organizational structure. While most direct-to-hire librarian roles will still require the MLS degree, tenured employees who do not hold the degree will also have the option of applying for a librarian position after a period of at least ten years with the organization. KDL has deep respect for the knowledge and expertise of the MLS degree, but also feels that rewarding on-the-job experience will serve to retain employees and make the organization stronger in the long run.

The Board asked questions of Ms. Dorfman and Ms. Dorfman responded.

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B. Introduction: 2021-2023 Strategic Planning

Director Werner gave a brief overview of the strategic plan for 2021-2023, highlighting that it's important to KDL to have a year-to-year plan that is honest, makes meaningful goals, makes profound changes and will not be easy to achieve. A complete plan should be ready to present by the end of June 2020.

The Board asked questions of Director Werner and he responded.

C. KDL Policy Manual – Section 1: Collection and Reference—*First Reading*

Ms. Wilson proposed a few editorial changes be made to the KDL Policy Manual, but the Board required more context before the proposed changes could be approved. A second reading is requested at the March 19, 2020 Board of Trustees meeting.

D. Resolution: First 2020 Budget Amendment*

Roll Call Vote

Motion: Mr. Myers moved to approve the first 2020 budget amendment as presented.

Support: Supported by Ms. Oliver.

Ms. Bruursema—Yes	Mr. Erlewein—Yes	Ms. Gilreath-Watts—Yes	Ms. Idema—Yes
Mr. Myers—Yes	Mr. Noreen—Yes	Ms. Oliver—Yes	Ms. Weller—Yes

RESULT: Motion carried 8-0.

11. LIAISON REPRESENTATIVE COMMENTS – Bill Brinkman gave the following update on the Plainfield Township Alliance:

- Judge Neff of the Wolverine Worldwide Lawsuit officially signed off on the agreement. The township is getting \$69M in order to address the issue and make amends.
- The township is doing great and everyone is in great spirits.

12. PUBLIC COMMENTS** - Ms. Bruursema congratulated Brian Mortimore on his 50th birthday!

13. TENTATIVE UNION AGREEMENT

A. Closed Session*

Roll Call Vote

Motion: Ms. Oliver moved at 5:58 PM pursuant to section 8(a) of the Open Meetings Act for the purpose of discussing the tentative union agreement.

Support: Supported by Ms. Idema.

Ms. Bruursema—Yes	Mr. Erlewein—Yes	Ms. Gilreath-Watts—Yes	Ms. Idema—Yes
Mr. Myers—Yes	Mr. Noreen—Yes	Ms. Oliver—Yes	Ms. Weller—Yes

RESULT: Motion carried 8-0.

Motion: Ms. Idema to adjourn the closed session and resume the Regular Board Meeting at 6:43 PM.

Support: Supported by Ms. Weller.

B. Resolution: Tentative Union Agreement*

Roll Call Vote

Motion: Mr. Myers moved to approve the tentative union agreement.

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Support: Supported by Ms. Oliver.

Ms. Bruursema—Yes Mr. Erlewein—Yes Ms. Gilreath-Watts—Yes Ms. Idema—Yes
Mr. Myers—Yes Mr. Noreen—Yes Ms. Oliver—Yes Ms. Weller—Yes

RESULT: Motion carried 8-0.

14. BOARD MEMBER COMMENTS

Ms. Bruursema – Ms. Bruursema mentioned that she enjoyed attending the Urban League’s breakfast on MLK Day and that she made a point to wear blue in solidarity.

Mr. Erlewein – Mr. Erlewein encouraged every board member to attend the “State of the County” address at the Kent County Administration Building on March 24.

Ms. Gilreath-Watts – Ms. Gilreath-Watts expressed appreciation that on MLK Day the KDL leadership Team wore blue to represent peace and solidarity.

Ms. Idema – Ms. Idema wished Brian Mortimore a happy birthday.

Mr. Myers – Mr. Myers did not have any comments to add.

Mr. Noreen – Mr. Noreen thanked Lindsey Dorfman for the time she took to explain the new staffing model. He believes this is a change that will bring about a lot of good for KDL.

Ms. Oliver – Ms. Oliver shared that she enjoyed her first alliance meeting with Ms. Weller and is excited to learn more through this role. She is now a new champion of the Alliance of Friends and is excited to see how they can be a force for good in the library world.

Ms. Weller – Ms. Weller wished Brian Mortimore a happy birthday.

15. MEETING DATES

Regular Meeting: Thursday, March 19, 2020 – KDL Service & Meeting Center, 4:30 PM

16. ADJOURNMENT

Motion: Ms. Idema for adjournment at 6:51 PM.

Support: Supported by Ms Oliver.

RESULT: Motion carried.



ALLIE BUSH IDEMA, KDL BOARD SECRETARY