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**KDL**  
Kent District Library

**Information.  
Ideas.  
Excitement!**

## BOARD OF TRUSTEES MEETING MINUTES

### LOCATION

KDL Plainfield Branch (2650 5 Mile Rd NE, Grand Rapids, MI 49525)

### DATE

Thursday, February 21, 2019 at 4:30 p.m.

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

**BOARD ABSENT:** Allie Bush Idema

**STAFF PRESENT:** Michelle Boisvenue-Fox, Jaci Cooper, Lindsey Dorfman, Randy Goble, Sandra Graham, Morgan Hanks, Claire Horlings, Melissa Lancaster, Crystal Logan-Syrewicze, Brian Mortimore, Laura Powers, Kurt Stevens, Kaitlin Tang, Henrietta Vandraager, Lance Werner

**GUESTS PRESENT:** None

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### I. CALL TO ORDER

Chair Weller called the meeting to order at 4:30 p.m.

### II. PLEDGE OF ALLEGIANCE

### III. LIAISON REPRESENTATIVE COMMENTS – None.

### IV. PUBLIC COMMENTS – None.

### \*V. CONSENT AGENDA

- A. Approval of Agenda
- B. Approval of Minutes – January 17, 2019
- C. Request for Early Opening of the Krause Memorial Branch on June 1, 2019 to Accommodate the Annual Reading Rocks in Rockford Event.
- D. Request for Late Opening of the Krause Memorial Branch on June 15, 2019 to Accommodate Rockford's Annual Start of Summer Parade.

**Motion:** Ms. Bruursema moved to approve the consent agenda as presented.

**Support:** Supported by Ms. Oliver.

**RESULT:** Motion carried.

### VI. BRANCH MANAGER UPDATE – KAITLIN TANG

- Ms. Tang, branch manager of both Plainfield and Spencer, thanked everyone for coming and happily announced that the Plainfield branch is fully staffed for the first time since her arrival as manager.
- The Plainfield team has gone through a transformation, from first accepting the concept of a shared manager, to fully welcoming and becoming "Spence-field" with the Spencer team, and finally to creating a welcoming and positive culture at the branch for both patrons and staff. This has been made possible through different techniques devised as a team, mainly dealing

## APPROVED

with purposeful communication. Staff works at communicating with each other and utilize just about every means possible from face-to-face communication, regular staff meetings, daily huddles, face-timing, weekly emailed updates, to Post-It Note messages. Because of these easy lines of communication, the team is more open to new ideas, changes, and up for testing and trying out just about anything.

- Ms. Tang and Ms. Hanks recently attended the Lakeland Library Cooperative All Staff Conference at the Service Center and the topic for the day was change management. At one point during the conference the room was posed the question “How do you remain positive?” Ms. Tang said it is sometimes hard to remain positive, but when she is not positive or down, or having a hard time, the team lifts her up. When she could answer the question, “How do I remain positive?” with “My team” as the answer, she knew they had arrived at a great place.
- This past weekend, the Plainfield branch hosted a Needle Drop Party to introduce KDL’s Vinyl Collection to the public. The program was an incredible success, with well over 250 patrons joining in the festivities. Within two days, all of the turntables were checked out and patrons have been raving about the collection. Thank you to Michelle, Stacy and the entire Collections Development and Collections Services teams for helping to make this possible.
- Plainfield staff is out in the community - and inviting the community in - with Speak to a Geek at local senior centers, craft programs and social activities at the branches, regular story times, and preparing for and promoting Mission: Read!
- Since Ms. Tang’s arrival, there have been some amazing building updates: the addition of a book nook, the relocation of large print, a new KDL lab experience space, updates to staff bathroom stations, and new furniture in the music lounge. Staff works to continually beautify the space.
- On Ms. Tang’s wish list for the branch is a new roof. For the last 25 years, Plainfield has had a roof leak that comes through the magazine and easy reader areas. Staff have consulted with different roofing companies and it has “stumped” the architecture firm they worked with.

### VII. FINANCE REPORTS – January 2019

- The Director of Finance gave a brief overview of the January cash report and revenues and expenditures. Cash appears to be up \$750k from the prior year. Revenues appear to be down \$3.2M% from the prior year, which is likely due to timing: KDL had many weather-related closings and delays the last week of January. Checks received after reopening were posted in February rather than January. Payments were also likely delayed from senders as well because the weather also impacted many other local businesses’ and organizations’ open hours. KDL is 8.3% through the fiscal year, and used 10.9% of budgeted expenditures due to annual expenses recorded in January.
- The largest check written for January was to Bibliotheca for cloudLibrary e-content.

**Motion:** Mr. Erlewein moved to receive and file January 2019 finance reports as presented.

**Support:** Supported by Mr. Myers.

**RESULT:** Motion carried.

### VIII. LAKELAND LIBRARY COOPERATIVE REPORT

- Ms. Bruursema noted that there were no motion items for the February 14 LLC Board meeting, but made mention of the LLC Monthly Snapshot and the Cooperative Director’s First Year Reflections discussions, and announced that the LLC received a clean, clear audit.

# APPROVED

## IX. DIRECTOR'S REPORT – January 2019

Director Werner highlighted the following items from the Director's Report:

- Director Werner called Ms. Horlings up to give an update on the donor packets for Literary Libations. Proceeds from Literary Libations will benefit programs and outreach. Ms. Horlings announced that KDL received a check from the Plainfield Library Friends to purchase a table for the event. Ms. Horlings thanked Ms. Tang and Ms. Hanks for ensuring the Plainfield Friends members feel affirmed, valued, and trusted. Additionally, the Plainfield friends made a pledge for a scholarship for the Career Online High School, along with the East Grand Rapids Friends.
- Director Werner, Ms. Cooper, Ms. Dorfman, Mr. Goble, and Mr. Mortimore recently attended the ALA Midwinter Conference in Seattle and helped Director Werner campaign for ALA President. Director Werner spoke about his campaign and takeaways from the conference.
- Mr. Mortimore introduced Ms. Logan-Syrewicze and Ms. Graham, and spoke about KDL's new manager-in-training program. Ms. Graham, the Alto Branch Manager, was recently named a shared branch manager and will now also manage the Englehardt Branch in Lowell. Mr. Mortimore spoke about the shared management. The new manger-in-training program gives KDL the opportunity to leverage the talents of its people and promote internal growth opportunities. This will give staff the tools and experience to see if they would be a good fit for management, and gives them more of a holistic view of how the organization functions. Ms. Logan-Syrewicze gave a testament to her experience thus far. She will be one of the branch managers in training this year for the Englehardt branch. The program has received a lot of positive feedback so far.
- Director Werner called Ms. Dorfman and Ms. Vaandrager up to present on Mission Read. Ms. Dorfman gave some background information on the Michigan third grade reading problem and the needs that made Mission: Read! come into fruition. Mr. Werner met with the Literacy Center of West Michigan and local community members and decided to team up to solve this problem to help support the families of struggling readers. KDL trained all staff on the third grade reading laws and created resources and a reading incentive program. Ms. Vandraager, a very talented Youth Specialist at KDL, is part of the task force to create the program. Ms. Vandraager showed a video from the Mission: Read! website, explained the program's details and thanked everyone who was involved in this great effort.

The Board asked questions of staff and staff responded.

## X. NEW BUSINESS

### A. Books for Texas Update and Video

- Mr. Mortimore showed a video that KDL's Creative Media Specialist, David Specht, made to capture the whole process of KDL's response to the cause: collecting the books, storing and sorting the books, and finally, sending the books to Port Arthur Texas after their library and materials were ravaged by Hurricane Harvey. The video not only served as a recap, but also as an artifact of the KDL culture that promotes kindness.

### B. KDL Service & Meeting Center Redesign Update

- Ms. Dorfman showed a presentation recapping the background for the KDL Service & Meeting Center Redesign and reiterated the need for an update after not having done so for 20 years. Ms. Dorfman handed out the September Issue Analysis as a refresher and walked the Board through some concerns in details with photos: proximity issues, space issues, workflow issues, flooring issues, lighting issues, restroom issues, leak-related damage, wall issues, doorways and insufficient thresholds, meeting area issues, furniture issues, electrical issues,

## APPROVED

and age issues. Furniture should be replaced every 7-10 years, walls should be repainted every 2-3, and carpet should be replaced every 5-7.

- Via Design met directly with every department Director and Manager to gather information to synthesize and begin Phase 1, where layout and adjacencies are determined. KDL's goal is to get staff what they need in the most fiscally responsible manner. Right now, the project is estimated at about \$1-2.5 million. Ms. Powers spoke about the fund balance's role in the project: KDL has \$2-3 million dollars over the required minimum balance of 15-20%, so some of those dollars would be available for use.

### C. KDL Policy Manual – Section 1: Collections and Reference (First Reading)

**Motion:** Mr. Myers moved to approve the policy manual changes to section 1 as presented.

**Support:** Supported by Ms. Oliver.

**RESULT:** Motion carried.

### D. Resolution: Amendment 1 to KDL Retirement Plan (Roll Call Vote)

- Mr. Mortimore further explained a memo that was included in the board packet about the error that the KDL HR Department caught in the labor contract. Correction of the error, which regarded how unused sick and vacation time factor into matching contributions, requires formal board action.

**Motion:** Mr. Noreen moved to adopt amendment 1 to the KDL Retirement Plan as presented.

**Support:** Supported by Mr. Erlewein.

Ms. Bruursema – Yes

Mr. Erlewein – Yes

Ms. Gilreath-Watts – Yes

Ms. Idema – Absent

Mr. Myers – Yes

Mr. Noreen – Yes

Ms. Oliver – Yes

Ms. Weller – Yes

**RESULT:** Motion Carried 7-0.

### XI. LIAISON REPRESENTATIVE COMMENTS – None.

### XII. PUBLIC COMMENTS – None.

### XIII. BOARD MEMBER COMMENTS - None.

### XIV. MEETING DATES

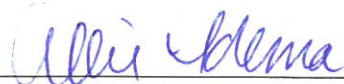
*Regular Meeting: Thursday, March 21, 2019 – KDL Service & Meeting Center – 4:30 p.m.*

### XV. ADJOURNMENT

**Motion:** Mr. Myers moved for adjournment at 6:18pm.

**Support:** Supported by Mr. Erlewein.

**RESULT:** Motion carried.

  
Allie Bush Idema, KDL Board Secretary