

LOCATION: KDL Meeting Center (814 West River Center Dr., Comstock Park, MI 49321)

DATE: Thursday, January 18, 2018 at 4:30 p.m.

- I. CALL TO ORDER
- II. PLEDGE OF ALLEGIANCE
- III. LIAISON REPRESENTATIVE COMMENTS
- IV. PUBLIC COMMENTS**
- * V. CONSENT AGENDA
 - A. Approval of Agenda
 - B. Approval of Minutes – December 21, 2017 Open & Closed Sessions
 - C. Request for Closing of Kelloggsville Branch on Saturday, February 3 and Wednesday, March 7 to accommodate large athletic tournaments.
- * VI. FINANCE REPORTS – December 2017
- VII. LAKELAND LIBRARY COOPERATIVE REPORT
- VIII. DIRECTOR’S REPORT – December 2017
- IX. OLD BUSINESS
 - * A. Library Director’s Performance Evaluation
- X. NEW BUSINESS
 - A. KDL Policy Manual – Section 1: Collection and Reference (first reading)
 - B. Review of the 4th Quarter 2015-2017 Strategic Plan Report
 - * C. 2018-2020 Strategic Plan Priority Activities
 - D. Conflict of Interest Statements and Board Code of Ethics
 - E. Prospective Meeting Agenda and Packet Changes
- XI. LIAISON REPRESENTATIVE COMMENTS
- XII. PUBLIC COMMENTS**
- XIII. BOARD MEMBER COMMENTS
- XIV. MEETING DATES

Regular Meeting: Thursday, February 15, 2018 – KDL Grandville Branch – 4:30 p.m.
- * XV. ADJOURNMENT
 - * *Requires Action*
 - ** *According to Kent District Library Board of Trustee Bylaws, Article VII, Item 7.1.3, “Public comments will be limited to 3 minutes per person or group and 15 minutes per subject.”*

Draft

LOCATION: KDL Meeting Center (814 West River Center NE, Comstock Park, MI 49321)

DATE: Thursday, December 21, 2017 at 4:30 p.m.

Board Present: Shirley Bruursema, Lee Cook, Andrew Erlewein, Charles Myers (via teleconference), Tom Noreen, Penny Weller, Sherrie Barber Willson, Craig Wilson

Board Absent: None

Staff Present: Michelle Boisvenue-Fox, Jaci Cooper, Lindsey Dorfman, Sheri Glon, Linda Krombeen, Brian Mortimore, Jared Olson, Laura Powers, Kurt Stevens, Lance Werner

Guests Present: Bill Brinkman

I. CALL TO ORDER

Chair Wilson called the meeting to order at 4:31.

II. PLEDGE OF ALLEGIANCE

III. CONSENT AGENDA

A. Approval of Agenda

B. Approval of Minutes – November 16, 2017 Regular and Closed Session

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

Support: Supported by Mr. Erlewein

RESULT: Motion carried.

IV. PUBLIC HEARING – 2017 Final Budget

Roll-Call Vote

Motion: Mr. Cook moved to recess the Kent District Library Board meeting at 4:34 p.m. to commence the public hearing on the 2017 Final Budget.

Support: Supported by Ms. Weller.

Ms. Bruursema – Yes

Mr. Cook – Yes

Mr. Erlewein – Yes

Mr. Myers – Yes

Mr. Noreen – Yes

Ms. Weller – Yes

Ms. Willson – Yes

Mr. Wilson – Absent

RESULT: Motion carried 8-0.

There were no public comments regarding the 2017 final budget.

Motion: Mr. Noreen moved to close the public hearing and reconvene the regular Board meeting at 4:35 p.m.

Support: Supported by Ms. Bruursema.

Ms. Bruursema – Yes

Mr. Cook – Yes

Mr. Erlewein – Yes

Mr. Myers – Yes

Mr. Noreen – Yes

Ms. Weller – Yes

Ms. Willson – Yes

Mr. Wilson – Yes

RESULT: Motion carried 8-0.

V. LIAISON REPRESENTATIVE COMMENTS - None

VI. PUBLIC COMMENTS - None

VII. FINANCE REPORTS – November 2017

Director Werner introduced Laura Powers as the new Director of Finance.

Draft

The Director of Finance presented the financial information through November for the 2017 fiscal year. The Cash on Hand was 350% of the remaining 2017 budgeted expenditures. The Unassigned Fund Balance was 20% of 2017 budgeted expenditures, with all Fund Balances totaling 34.95% of 2017 budgeted expenditures. Percentages remaining to be collected/spent per the Board approved budget were (7.06%) for revenues and 18.8% for expenditures, respectively.

Motion: Ms. Weller moved to receive and November 2017 finance reports as presented.

Support: Supported by Mr. Noreen.

RESULT: Motion carried.

VIII. LAKELAND LIBRARY COOPERATIVE REPORT

Shirley Bruursema notes the following motion items, which were approved at the November 9, 2017

Lakeland Library Cooperative Board meeting:

- Contract with Amanda E. Sanderfer Training and Consulting to assist the ILS Council to form an ILS strategy for future ILS needs for the amount of \$7,550 with funds from the Technology Upgrades/ILS Assigned Fund Balance.
- Purchase of the Cyber Security insurance policy with \$2,000,000 coverage from Axis Pro Privasure for \$2,097.00.
- Renewal of 2018 Priority Health Insurance Policy.

Ms. Bruursema also noted that there will be no LLC meeting in January due to not having enough items for the agenda.

IX. DIRECTOR'S REPORT – November 2017

Director Werner commented on the following:

- Director Werner commended Lindsey and all those involved in getting the Kelloggsville satellite branch underway. Board member Ms. Willson visited the branch to help shelve books. The Board and KDL staff discussed how different school policies and different library policies would overlap and fit together.
- Director Werner also applauded Michelle, Sherrie, and Lee for their work on the strategic plan. KDL will continue efforts to get more feedback from the Board and from the public.
- Almost 400 Kindle Fires have been distributed to KDL patrons who had devices not compatible with the new cloudLibrary eBook platform. KDL received some great feedback about how easy cloudLibrary is to use, and the devices helped with some of the negative feedback about the transition, namely the device incompatibility. So far, 9000 KDL users have logged into the app, and 10,000 titles have been checked out.

X. OLD BUSINESS

A. Strategic Plan – 2018-2020 (second reading)

Ms. Willson explained her involvement in helping to create the strategic plan for 2018-2020, and stated that the activities for the strategic goals will be up to the staff's discretion, and that many of the goals incorporate and invite direct and indirect partnerships.

Michelle reviewed the timeline of the new strategic plan, covering the survey, the objectives, the focus groups, and the measurements. The Board will first review and approve the goals, and then the specific activities in January.

Motion: Mr. Cook moved to approve the 2018-2020 strategic plan as revised.

Support: Supported by Ms. Willson.

RESULT: Motion carried.

Draft

XI. NEW BUSINESS

A. Appointment of the 2018 Development Board Chair

Motion: Ms. Bruursema moved to appoint Heather Ross as KDL Development Board Chair.

Support: Supported by Weller.

RESULT: Motion carried.

B. 2018 Election of Officers

Motion: Mr. Cook moved to appoint Ms. Weller as KDL Board of Trustees Chair, Ms. Bruursema as Vice Chair, Mr. Erlewein as Secretary, and Mr. Cook for Treasurer for the 2018 calendar year.

Support: Supported by Mr. Erlewein.

RESULT: Motion carried.

C. 2018 Trustee Board Assignments

Chair Wilson initiated the annual trustee board assignment discussion to allow trustees an opportunity to express their desire to depart or join an advisory board or the Lakeland Library Cooperative Board.

Motion: Mr. Myers moved to reappoint Ms. Weller and Ms. Willson to serve as KDL Board representatives on the KDL Development Board, to reappoint Ms. Weller to serve as KDL Board representative on the KDL Pension Board, and Mr. Myers to serve on the KDL Pension Board, to reappoint Ms. Bruursema to serve as a KDL Board representative on the Lakeland Library Cooperative Board, and to reappoint Ms. Weller to serve as a KDL Board representative on the Alliance of Friends for the 2018 calendar year.

Support: Supported by Ms. Weller.

RESULT: Motion carried.

D. Resolution: Kelloggsville Joint Venture Agreement

Roll-Call Vote

Motion: Mr. Noreen moved to approve and adopt the Kelloggsville Joint Venture Agreement as presented.

Support: Supported by Ms. Weller.

Roll call by the Secretary:

Ms. Bruursema – Yes	Mr. Cook – Yes	Mr. Erlewein – Yes	Mr. Myers – Yes
Mr. Noreen – Yes	Ms. Weller – Yes	Ms. Willson – Yes	Mr. Wilson – Yes

RESULT: Motion carried 8-0.

E. Resolution: Committed Fund Balance

Roll-Call Vote

Motion: Mr. Noreen moved to approve the request for the committed fund balance as presented.

Support: Supported by Mr. Cook.

Roll call by the Secretary:

Ms. Bruursema – Yes	Mr. Cook – Yes	Mr. Erlewein – Yes	Mr. Myers – Yes
Mr. Noreen – Yes	Ms. Weller – Yes	Ms. Willson – Yes	Mr. Wilson – Yes

RESULT: Motion carried 8-0.

F. Resolution: Year End Budget Adjustment: Operating Fund

Motion: Ms. Weller moved to approve the 2017 year end budget adjustments as proposed.

Support: Supported by Mr. Cook.

Roll call by the Secretary:

Ms. Bruursema – Yes	Mr. Cook – Yes	Mr. Erlewein – Yes	Mr. Myers – Yes
Mr. Noreen – Yes	Ms. Weller – Yes	Ms. Willson – Yes	Mr. Wilson – Yes

RESULT: Motion carried 8-0.

Draft

G. Resolution: 2017 Final Budget Approval

Roll-Call Vote

Motion: Ms. Weller moved to approve the 2017 final budget as presented.

Support: Supported by Cook.

Roll call by the Secretary:

Ms. Bruursema – Yes	Mr. Cook – Yes	Mr. Erlewein – Yes	Mr. Myers –Yes
Mr. Noreen – Yes	Ms. Weller – Yes	Ms. Willson– Yes	Mr. Wilson – Yes

RESULT: Motion carried 8-0.

- XII. LIAISON REPRESENTATIVE COMMENTS – Plainfield Township Treasurer Bill Brinkman stated that Plainfield Charter Township would like to wish the KDL Board a Merry Christmas and a Happy New Year. Mr. Brinkman gave another update on the Plainfield Township water crisis with Wolverine, and that the Township is getting a new filter. Mr. Brinkman also congratulated Penny for her new position as KDL Board Chair.
- XIII. PUBLIC COMMENTS – None
- XIV. BOARD MEMBER COMMENTS

Ms. Bruursema: Ms. Bruursema stated that KDL and the Board owe a debt of gratitude to Mr. Myers for his commitment to the Board over the years. Ms. Bruursema hopes Mr. Myers will stay involved being on KDL's Pension Board.

Mr. Cook: Mr. Cook thanked Mr. Myers for his advice and friendship over the years that they served on the Board together. Mr. Cook also thanked Mr. Wilson for serving as chair and said he did a great job.

Mr. Myers: My. Myers announced that this meeting will be his last on the KDL Board due to a change in residence.

Ms. Weller: Ms. Weller thanked everyone for their support in nominating her as the new Board Chair, and thanked Mr. Myers for all of his years of service, and wanted him to know that she appreciates how much he has done. Lastly, Ms. Weller wished everyone a Merry Christmas and holiday season.

Ms. Willson: Ms. Willson stated that she wanted to echo the gratitude toward Mr. Myers. Ms. Willson also thanked Mr. Willson for serving as board Chair and shared that it gave her the confidence to join since Mr. Wilson "runs a tight ship." Ms. Willson thanked Linda Krombeen for organizing the recent Elizabeth Berg luncheon, and said that she looks forward to similar events in the future.

Mr. Wilson: Mr. Wilson also thanked Chuck and announced that he'd like to more formally recognize Mr. Myers at the January meeting. Mr. Wilson said that it was his last meeting as chair, and that as Chair, he got to deliver the holiday baskets to staff which was a lot of fun seeing all of the staff members. Lastly, Mr. Wilson congratulated the Board officers and hopes everyone takes the opportunity to serve a role in the future.

- XV. MEETING DATES.

Regular Meeting: Thursday, January 18, 2018 –KDL Meeting Center– 4:30 p.m.

Draft

XVI. CLOSED SESSION – Director’s Performance Evaluation

Roll-Call Vote

Motion: Mr. Cook moved at 6:15 p.m. to meet in closed session pursuant to section 8(a) of the Open Meetings Act for the purpose of conducting the Director’s performance evaluation.

Support: Supported by Ms. Willson.

Roll call by the Secretary:

Ms. Bruursema – Yes	Mr. Cook – Yes	Mr. Erlewein – Yes	Mr. Myers – Yes
Mr. Noreen – Yes	Ms. Weller – Yes	Ms. Willson – Yes	Mr. Wilson – Yes

RESULT: Motion carried 8-0.

Motion: Mr. Cook moved to adjourn the closed session and resume the Regular Board Meeting at 7:55 p.m.

Support: Supported by Ms. Weller.

RESULT: Motion carried.

XVII. DIRECTOR’S ANNUAL PERFORMANCE REVIEW

Chair Wilson noted that the Board discussed Director Werner’s performance and proposed a salary increase of 2%.

Motion: Ms. Bruursema moved to increase the Director’s salary by 2% effective January 1, 2018 for base salary.

Support: Supported by Mr. Cook.

RESULT: Motion carried.

The Board thanked Director Werner for his service and noted that he had a particularly successful year with his recent awards and the many projects KDL took on. Director Werner showed his appreciation and gratitude for the Board’s decision.

XVIII. ADJOURNMENT

Motion: Ms. Bruursema moved for adjournment at 8:10 p.m.

Support: Supported by Ms. Weller.

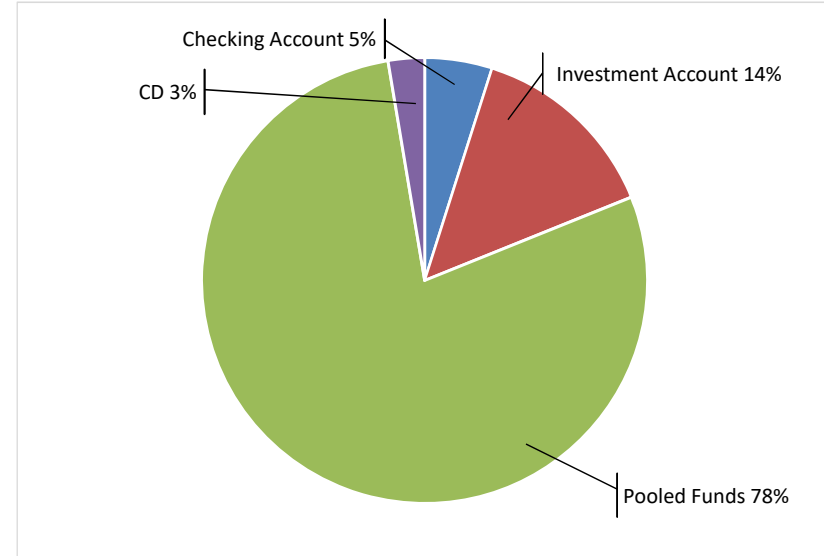
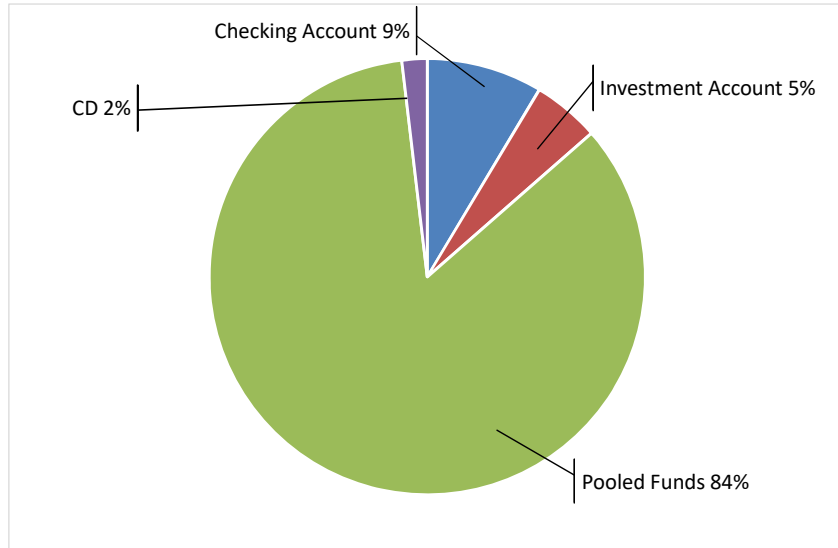
RESULT: Motion carried.



ADMINISTRATIVE APPROVAL FOR DISTRIBUTION

Cash Position

Month ended December 31 - Preliminary



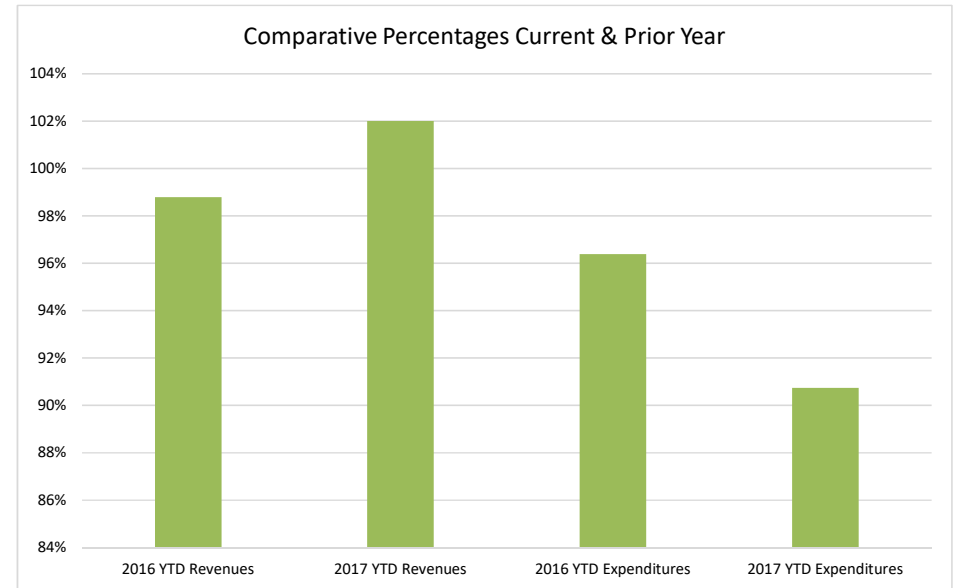
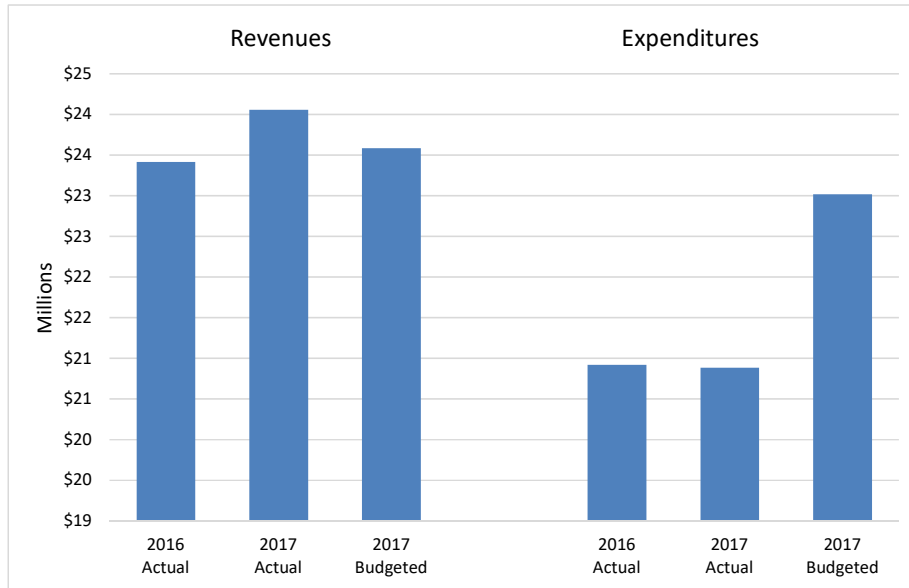
2017		
Account	Rate	Amount
Huntington Checking Account	0.300%	\$1,194,674.30
Huntington Investment Account	0.166%	\$692,790.89
*Kent County Pooled Funds	0.956%	\$11,762,241.34
First National Bank	1.050%	\$259,428.68
		<u>\$13,909,135.21</u>

2016		
Account	Rate	Amount
Huntington Checking Account	0.150%	\$476,045.72
Huntington Investment Account	0.152%	\$1,360,246.46
*Kent County Pooled Funds	0.701%	\$7,624,826.11
First National Bank	1.050%	\$255,973.16
		<u>\$9,717,091.45</u>

* Includes Trust Pooled fund balances

NOTE: Totals do not include Petty Cash or Branch Cash drawer balances

Revenues and Expenditures Year ended December 31 - Preliminary



Budget to Actual with Prior Year Comparison

Revenues

2016 Actual	\$23,417,818.33
2017 Actual	\$24,060,245.94
2017 Budgeted	\$23,586,163.04

Expenditures

2016 Actual	\$20,921,638.20
2017 Actual	\$20,887,611.86
2017 Budgeted	\$23,019,163.04

Comparative Percentages Current & Prior Year

Account

Amount

2016 YTD Revenues	98.8%
2017 YTD Revenues	102.0%
2016 YTD Expenditures	96.4%
2017 YTD Expenditures	90.7%

KENT DISTRICT LIBRARY
General Fund
Comparative Balance Sheet
December 31, 2017 and 2016
***Preliminary**

	<u>2017</u>	<u>2016</u>
Assets		
Cash	\$ 4,263	\$ 5,391
Cash equivalents, deposits and investments	13,732,381	10,011,192
Due from other Governmental Units	18,848,661	18,769,730
Prepaid expenditures	118,487	262,438
Total Assets	<u><u>\$ 32,703,793</u></u>	<u><u>\$ 29,048,750</u></u>
Liabilities, Deferred Inflows and Fund Balances		
Liabilities		
Accounts payable	\$ 276,637	\$ 295,380
Due to patrons	\$ 13,619	11,040
Deferred inflows	21,261,500	20,769,509
Total Liabilities	<u><u>\$ 21,551,756</u></u>	<u><u>21,075,928</u></u>
Fund Balances		
Nonspendable	\$ 84,948	262,438
Restricted by contributors	53,667	54,183
Committed for capital projects	2,815,300	2,815,300
Assigned by contributors	431,927	278,546
Unassigned	4,593,561	2,066,176
Net difference to date	3,172,634	2,496,180
Total Fund Balances	<u><u>\$ 11,152,037</u></u>	<u><u>7,972,822</u></u>
Total Liabilities, Deferred Inflows and Fund Balances	<u><u>\$ 32,703,793</u></u>	<u><u>\$ 29,048,750</u></u>

KENT DISTRICT LIBRARY
General Fund
Statement of Revenues, Expenditures and Changes in Fund Balances - Budget and Actual
For the period ended December 31, 2017
***Preliminary**

	Budgeted Amounts			Variance With
	Original	Final	Actual	Final Budget
Revenues				
Taxes	\$ 20,503,733	\$ 20,503,733	\$ 20,556,739	\$ 53,006
State sources	357,514	1,157,514	1,182,712	25,198
Charges for services	141,000	131,000	135,773	4,773
Fines and forfeitures	450,000	900,000	939,929	39,929
Interest and rentals	57,470	57,470	150,869	93,399
Other revenue	836,446	836,446	1,094,224	257,778
Total Revenues	22,346,163	23,586,163	\$ 24,060,246	474,083
Expenditures				
Current:				
Recreation and cultural:				
Library:				
Personnel services	\$ 13,513,200	\$ 13,513,200	\$ 12,656,421	\$ 856,779
Supplies	377,657	377,748	257,328	120,420
Other services and charges	5,729,641	6,194,550	5,685,725	508,825
Capital outlay	2,725,665	2,725,665	2,288,137	437,528
Other financing sources	-	208,000	-	(208,000)
Total Expenditures	22,346,163	23,019,163	20,887,612	1,923,551
Net Change in Fund Balances	-	567,000	3,172,634	2,397,634
Fund Balances, Beginning of Year	7,979,402	7,979,402	7,979,402	-
Fund Balances, End of Period	\$ 7,979,402	\$ 8,546,402	\$ 11,152,036	\$ 2,397,634

Kent District Library
Statement of Revenues and Expenditures - Board Packet Monthly Comparisons Year to Year
From 1/1/2017 Through 12/31/2017
***Preliminary**

		YTD Ended December 31, 2016	YTD Ended December 31, 2017	2017 Budget	2017 Budget to Actual Variance	Percent Remaining
Revenue						
100	Tax Revenue	20,460,522.41	20,556,738.78	20,503,733.04	(53,005.74)	(0.26)%
120	State Sources	1,168,502.45	1,182,711.77	1,157,514.00	(25,197.77)	(2.18)%
140	Charges for Services	110,328.90	135,773.37	131,000.00	(4,773.37)	(3.64)%
150	Fines and Forfeitures	971,787.22	939,928.87	900,000.00	(39,928.87)	(4.44)%
160	Interest and Rentals	85,162.82	150,869.26	57,470.00	(93,399.26)	(162.52)%
170	Other Revenue	621,514.53	1,094,223.89	836,446.00	(257,777.89)	(30.82)%
	Total Revenue	23,417,818.33	24,060,245.94	23,586,163.04	(474,082.90)	(2.01)%
Expenditures						
210	Salaries and Wages	9,578,658.57	10,180,772.96	10,375,018.55	194,245.59	1.87%
220	Employee Benefits	2,311,302.14	2,475,648.06	3,138,181.41	662,533.35	21.11%
230	Supplies	294,092.77	257,328.39	377,747.68	120,419.29	31.88%
240	Prof & Contractual Services	983,428.18	1,385,034.36	1,514,148.40	129,114.04	8.53%
260	Other Services/Charges	2,757,276.46	3,020,324.55	3,609,602.00	589,277.45	16.33%
270	Digital Collection	1,369,241.38	1,280,366.11	1,278,800.00	(1,566.11)	(0.12)%
280	Physical Collection	1,901,523.75	1,768,349.27	1,775,820.00	7,470.73	0.42%
290	Capital - Technology	872,380.61	307,611.23	875,000.00	567,388.77	64.84%
300	Capital - Office Equip & Furn	853,734.34	52,789.43	74,845.00	22,055.57	29.47%
310	Capital - Land & Building	0.00	159,387.50	0.00	(159,387.50)	0.00%
	Total Expenditures	20,921,638.20	20,887,611.86	23,019,163.04	2,131,551.18	9.26%
	Excess Revenue Over (Under) Expenditures	2,496,180.13	3,172,634.08	567,000.00	(2,605,634.08)	(459.55)%

Kent District Library
Statement of Revenues and Expenditures - Comparative Statement of Revenues and Expenditures
From 12/1/2017 Through 12/31/2017

		*Preliminary				0% FY
		Current Period	2017 YTD	Total Budget	Total \$ Remaining	Remaining
Revenue						
100	Tax Revenue					
41402	Property Tax Revenue - Current Taxes	0.00	20,318,388.72	20,231,091.87	(87,296.85)	0.43%
41403	Property Tax Revenue - IFT Taxes	0.00	178,668.72	243,141.17	64,472.45	(26.52)%
41404	Property Tax Revenue - Delinquent Taxes	546.50	34,685.21	20,000.00	(14,685.21)	73.43%
41406	Other Taxes	5,437.33	13,911.27	0.00	(13,911.27)	0.00%
41425	Payment in Lieu of Taxes	7.47	11,084.86	9,500.00	(1,584.86)	16.68%
	Total Tax Revenue	5,991.30	20,556,738.78	20,503,733.04	(53,005.74)	16.68%
120	State Sources					
43538	State Reimb - Personal Property Tax	0.00	809,911.40	800,000.00	(9,911.40)	1.24%
43539	State Prop Tax Reimb-Renaissance Zone	0.00	72,926.97	59,514.00	(13,412.97)	22.54%
43540	State Grants	0.00	299,873.40	298,000.00	(1,873.40)	0.63%
	Total State Sources	0.00	1,182,711.77	1,157,514.00	(25,197.77)	0.63%
140	Charges for Services					
45630	Facsimile Fees	4.00	87.00	0.00	(87.00)	0.00%
45633	Printing Fees	6,173.87	95,408.28	66,000.00	(29,408.28)	44.56%
45636	Book Replacement Fees	2,473.47	40,278.09	65,000.00	24,721.91	(38.03)%
	Total Charges for Services	8,651.34	135,773.37	131,000.00	(4,773.37)	(38.03)%
150	Fines and Forfeitures					
46656	Penal Fines	0.00	790,072.13	900,000.00	109,927.87	(12.21)%
46657	Overdue Fines	8,994.36	149,856.74	0.00	(149,856.74)	0.00%
	Total Fines and Forfeitures	8,994.36	939,928.87	900,000.00	(39,928.87)	0.00%
160	Interest and Rentals					
47663	Interest Earned - Restricted Funds	49.35	492.85	720.00	227.15	(31.55)%
47664	Interest Earned - Property Taxes	103.03	2,118.33	56,750.00	54,631.67	(96.27)%
47665	Interest Earned - Investments	11,298.38	139,447.58	0.00	(139,447.58)	0.00%
47670	Rent-Mtg Room/Leased Space	916.00	8,810.50	0.00	(8,810.50)	0.00%
	Total Interest and Rentals	12,366.76	150,869.26	57,470.00	(93,399.26)	0.00%
170	Other Revenue					
43541	Other Grants	1,000.00	116,991.83	70,000.00	(46,991.83)	67.13%
43542	Universal Service Fund - eRate	0.00	503,915.68	423,696.00	(80,219.68)	18.93%
44651	Admission/Entry Fees	20.00	20.00	0.00	(20.00)	0.00%
44673	Directed Donations	0.00	745.65	0.00	(745.65)	0.00%
45641	Services Rendered - Consulting	24,963.00	122,920.26	25,000.00	(97,920.26)	391.68%
47671	Leases-What's Next Database	0.00	3,645.00	3,000.00	(645.00)	21.50%
47673	Donation - Local Materials	1,225.00	11,374.00	11,750.00	376.00	(3.20)%
47674	Donation - Local Miscellaneous	14,457.43	150,283.56	150,000.00	(283.56)	0.19%
47675	Donations	25,805.19	77,197.88	65,000.00	(12,197.88)	18.77%

Kent District Library
Statement of Revenues and Expenditures - Comparative Statement of Revenues and Expenditures
From 12/1/2017 Through 12/31/2017

***Preliminary**

		Current Period	2017 YTD	Total Budget	Total \$ Remaining	0% FY Remaining
47676	Sponsorships	30,500.00	94,314.78	85,000.00	(9,314.78)	10.96%
47692	Miscellaneous Income	3,096.25	12,815.25	3,000.00	(9,815.25)	327.18%
	Total Other Revenue	101,066.87	1,094,223.89	836,446.00	(257,777.89)	327.18%
	Total Revenue	137,070.63	24,060,245.94	23,586,163.04	(474,082.90)	2.01%
Expenditures						
210	Salaries and Wages					
51703	Salaries and Wages	1,242,357.57	10,180,772.96	10,375,018.55	194,245.59	1.87%
	Total Salaries and Wages	1,242,357.57	10,180,772.96	10,375,018.55	194,245.59	1.87%
220	Employee Benefits					
51715	Payroll Tax - FICA	91,038.73	747,458.68	792,840.43	45,381.75	5.72%
51716	Hospitalization Insurance	96,293.37	1,126,746.17	1,606,090.57	479,344.40	29.85%
51717	Life Insurance	(746.70)	20,725.20	14,000.00	(6,725.20)	(48.04)%
51718	Retirement Plan	28,152.18	218,908.99	400,850.41	181,941.42	45.39%
51719	Employee Benefit - HSA / Flex	505.00	335,430.02	294,400.00	(41,030.02)	(13.94)%
51720	Workers Compensation Insurance	0.00	26,379.00	25,000.00	(1,379.00)	(5.52)%
51721	Unemployment Insurance	0.00	0.00	5,000.00	5,000.00	100.00%
	Total Employee Benefits	215,242.58	2,475,648.06	3,138,181.41	662,533.35	100.00%
230	Supplies					
52728	Printing and Binding	1,633.18	13,902.38	17,500.00	3,597.62	20.56%
52729	Postage	1,315.10	3,111.69	14,000.00	10,888.31	77.77%
52731	Supplies - Office	8,431.02	85,247.68	112,557.68	27,310.00	24.26%
52736	Supplies - Processing	8,176.00	129,617.20	200,000.00	70,382.80	35.19%
52737	Supplies - Audio Visual	725.95	14,031.73	15,000.00	968.27	6.46%
52744	Supplies - Printing	1,584.09	4,122.80	3,190.00	(932.80)	(29.24)%
52774	Supplies - Lighting	0.00	1,157.31	500.00	(657.31)	(131.46)%
52775	Supplies - Janitorial	676.53	3,937.32	5,000.00	1,062.68	21.25%
53867	Travel - Gas, Oil & Grease	147.30	2,200.28	10,000.00	7,799.72	78.00%
	Total Supplies	22,689.17	257,328.39	377,747.68	120,419.29	78.00%
240	Prof & Contractual Services					
53801	Professional Services - Other	16,852.99	133,448.39	70,500.00	(62,948.39)	(89.29)%
53802	Professional Services - Consultants	16,438.40	215,096.81	208,560.00	(6,536.81)	(3.13)%
53808	Professional Services - Auditing	0.00	28,500.00	25,000.00	(3,500.00)	(14.00)%
53809	Professional Services - Legal	5,574.50	36,516.60	20,000.00	(16,516.60)	(82.58)%
53810	Professional Services - Banking	1,282.97	13,980.48	18,088.00	4,107.52	22.71%
53813	Service Contracts	6,930.68	581,914.60	714,378.40	132,463.80	18.54%
53831	Other Contractual	49,372.73	220,135.45	292,140.00	72,004.55	24.65%
53832	Integrated Library System	129,929.28	133,667.28	145,482.00	11,814.72	8.12%

Kent District Library
Statement of Revenues and Expenditures - Comparative Statement of Revenues and Expenditures

From 12/1/2017 Through 12/31/2017

***Preliminary**

		Current Period	2017 YTD	Total Budget	Total \$ Remaining	0% FY Remaining
53834	OCLC / Sky River License and Fees	0.00	21,774.75	20,000.00	(1,774.75)	(8.87)%
	Total Prof & Contractual Services	226,381.55	1,385,034.36	1,514,148.40	129,114.04	(8.87)%
260	Other Services/Charges					
51702	Meeting Compensation	240.00	2,790.00	6,000.00	3,210.00	53.50%
51726	Sales Tax Payable	9.42	40.17	0.00	(40.17)	0.00%
53811	Membership and Subscriptions	10,218.50	55,510.40	31,201.00	(24,309.40)	(77.91)%
53812	Meetings and Honorariums	4,225.39	116,460.69	109,985.00	(6,475.69)	(5.89)%
53820	Payment of Contributions to Endowment	0.00	0.00	30,000.00	30,000.00	100.00%
53851	Telephone	8,358.18	99,105.92	75,000.00	(24,105.92)	(32.14)%
53852	Data Telecommunications	58,451.94	683,066.55	810,000.00	126,933.45	15.67%
53861	Mileage Reimbursement	3,047.39	28,146.81	65,100.00	36,953.19	56.76%
53901	Advertising and Promotion	11,474.78	96,254.87	179,833.00	83,578.13	46.48%
53912	Employment Advertising	0.00	599.00	2,000.00	1,401.00	70.05%
53921	Utilities	5,587.59	70,298.48	85,000.00	14,701.52	17.30%
53931	Repairs & Maint - Grounds	135.00	6,102.99	25,500.00	19,397.01	76.07%
53932	Repairs & Maint - Buildings	1,280.00	47,268.04	60,000.00	12,731.96	21.22%
53933	Repairs & Maint - Equipment	0.00	3,443.93	0.00	(3,443.93)	0.00%
53937	Repairs & Maint - Computers	1,189.94	7,480.15	60,000.00	52,519.85	87.53%
53940	Rentals/Operating Leases & Maint	8,006.70	102,137.56	126,075.00	23,937.44	18.99%
53947	Local Materials Expense	1,512.38	13,263.84	11,750.00	(1,513.84)	(12.88)%
53948	Local Miscellaneous Expense	7,838.68	124,426.84	150,000.00	25,573.16	17.05%
53956	Training - KDL Board	(66.47)	12,658.61	10,400.00	(2,258.61)	(21.72)%
53957	Training - KDL Staff	(1,747.73)	143,965.72	164,000.00	20,034.28	12.22%
53962	Insurance	0.00	76,011.25	80,000.00	3,988.75	4.99%
53966	Programming	7,702.16	297,330.05	293,002.00	(4,328.05)	(1.48)%
57969	PropertyTax Refunds	0.00	55,973.53	50,000.00	(5,973.53)	(11.95)%
57973	Branch Maintenance Fees	96,189.04	384,756.16	384,756.00	(0.16)	(0.00)%
57977	Technology	57,076.49	257,869.99	192,000.00	(65,869.99)	(34.31)%
59004	Land Improvements - Depreciable	0.00	335,363.00	400,000.00	64,637.00	16.16%
59300	Transfers Out	0.00	0.00	208,000.00	208,000.00	100.00%
	Total Other Services/Charges	280,729.38	3,020,324.55	3,609,602.00	589,277.45	100.00%
270	Digital Collection					
57985	Subscriptions	3,848.64	68,482.11	70,000.00	1,517.89	2.17%
57986	Electronic Access	36,776.69	1,211,884.00	1,208,800.00	(3,084.00)	(0.26)%
	Total Digital Collection	40,625.33	1,280,366.11	1,278,800.00	(1,566.11)	(0.26)%
280	Physical Collection					
57982	Collection Materials	121,059.55	1,768,349.27	1,775,820.00	7,470.73	0.42%
	Total Physical Collection	121,059.55	1,768,349.27	1,775,820.00	7,470.73	0.42%

Kent District Library
Statement of Revenues and Expenditures - Comparative Statement of Revenues and Expenditures

From 12/1/2017 Through 12/31/2017

***Preliminary**

		Current Period	2017 YTD	Total Budget	Total \$ Remaining	0% FY Remaining
290	Capital - Technology					
57978	Technology - Capital	53,872.93	292,715.49	875,000.00	582,284.51	66.55%
57979	Technology - Capital - Non Depreciable	1,534.35	14,895.74	0.00	(14,895.74)	0.00%
	Total Capital - Technology	55,407.28	307,611.23	875,000.00	567,388.77	0.00%
300	Capital - Office Equip & Furn					
57980	Office Equipment and Furniture	1,271.00	28,099.43	74,845.00	46,745.57	62.46%
57981	Office Equip & Furn - Capital - Non Depre...	0.00	24,690.00	0.00	(24,690.00)	0.00%
	Total Capital - Office Equip & Furn	1,271.00	52,789.43	74,845.00	22,055.57	0.00%
310	Capital - Land & Building					
57988	Bookmobile	159,387.50	159,387.50	0.00	(159,387.50)	0.00%
	Total Capital - Land & Building	159,387.50	159,387.50	0.00	(159,387.50)	0.00%
	Total Expenditures	2,365,150.91	20,887,611.86	23,019,163.04	2,131,551.18	9.26%
	Excess Revenue Over (Under) Expenditures	(2,228,080.28)	3,172,634.08	567,000.00	(2,605,634.08)	459.55%

BRANCH UPDATES

One of the main Strategic Plan (2015-2017) priorities is to engage the community. KDL branches have done great work on this front in the past year. This month, branch managers were asked to share about a successful community partnership their branch began this year.

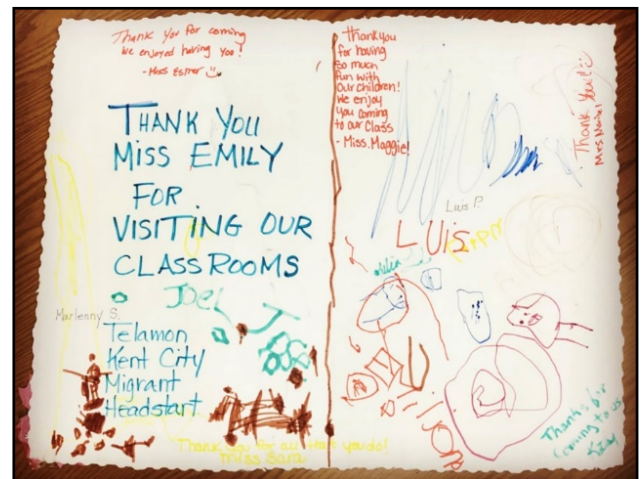
Tyrone Township Branch



In 2017, the Tyrone Township Branch staff were excited to start a new partnership with the Kent City Migrant Head Start. The Head Start offers a learning and child care opportunity for lower-income migrant farm working families, and is open during harvesting season, summer to early fall. The idea for this partnership began when Branch Manager, Liz Knapp, met staff from the Head Start at a meeting of the Sparta Area Migrant Resource Council. She wondered if there was more that the library could do for the migrant and farm working community. After the meeting, Liz returned to the branch and talked it over with Youth Paraprofessional Emily Bantel. Emily was completely on board with the idea, even though it would mean leading 4 storytimes a week during summer, the busiest season at the library!

Emily, who is learning Spanish, incorporated language learning into the storytime, where most of the kids are learning English. During storytime, Emily read a mix of Spanish, English and bilingual books. While reading participatory books in English, Emily would ask kids to respond with the Spanish word so that she could learn, too.

The kids quickly became attached to Emily, and storytime always ended in a group hug. One day after storytime, a little girl said, "Don't leave! He doesn't cry when you come!" Later, Emily learned from staff that the little boy spent most of the day crying inconsolably for his mother, but stopped during storytime! When the Head Start closed at the end of the harvesting season, one of their staff members made a special visit to the library to thank Emily and deliver a card that the kids had prepared for her. Though it was a challenge to fit into staff's busy summer schedule, this was the most rewarding new partnership of the year.



Krause Memorial Library

Krause Library has been looking for good outreach opportunities with the newest retirement/assisted/senior living facility in Rockford, StoryPoint, for a year. Staff had gone to StoryPoint to teach some computer sessions for the residents to help them gain some familiarity with creating and sending e-cards, and learn how to Facetime and Skype with family.

It was not until a regular and longtime patron (Joan) moved from her home to StoryPoint, following the death of her husband, that staff finally found an ongoing need that could be filled: a monthly book club! Joan wanted to become involved in the activities that StoryPoint had to offer, and discovered that they had a book club. Having been a member of the Friday Book Discussion at Krause for 20+ years, she was elated. However, she was disappointed to learn that members were purchasing [gasp!] their own copies of the books and that they were struggling with what exactly to discuss. Joan came to Krause Memorial and spoke with Jennifer. Krause staff were excited at the opportunity to ‘take the library’ to StoryPoint residents. Now, Amber Hath and Connie Wheat make monthly visits to StoryPoint to provide copies of the titles for discussion, discussion questions & author information, and help lead the discussion. Book club members are thrilled to not have to spend money on purchasing books for the discussion. They love the convenience of having library books brought right to them, and of having library staff providing background questions and helping to lead the discussion. Residents and staff at StoryPoint express thanks and gratitude to KDL/Krause Memorial for being such a great resource to them.

Nelson/Sand Lake Branch

The willingness to engage with individuals of diverse backgrounds can lead a library on interesting journeys and create new experiences. Earlier this year, Nelson/Sand Lake staff had an interaction with a mother, whose teenage son is on the autism spectrum. Her son had one more semester of school, and she had been trying desperately to find a local business or company that would participate in a school-to-work program with her son. Sadly, after initial interest on many different fronts, many businesses turned down her request as soon as they learned that her son was on the spectrum. Nelson/Sand Lake staff didn’t say no. They said yes, enthusiastically and without hesitation. Staff spent the summer working with her son, introducing him to the library, and planning out his school-to-work activities for this fall.

The new volunteer was a student at Tri-County HS. Many of the students KDL serves at the Nelson/Sand Lake library are in the Tri-County school system, but the district is not in Kent County and KDL has struggled to expand outreach efforts into Tri-County. Staff’s willingness to accept the new volunteer without hesitation opened a door that had been closed for a very long time. The principal was impressed with staff’s pre-work with the volunteer, and he was able to learn more about KDL services through the conversation it sparked. Staff were invited by Tri-County to start doing outreach and had a chance to engage with students seen at the library right in their home classrooms. Staff are going to be able to continue to visit Tri-County regularly, and will be able to increase Summer Reading promotions with them, all because staff were willing to engage with someone whom others were hesitant to work with. The “new” volunteer isn’t new anymore – he’s part of the Nelson/Sand Lake family and will graduating soon. He is going to continue to volunteer for the branch while looking for future library-related work.

Wyoming Branch

This year, KDL partnered with Godwin Heights Public Schools for the Library Card Challenge, a national effort to ensure that every child enrolled in school has access to the valuable learning resources available at public libraries. Due to barriers such as limited transportation, proximity to KDL branches, and lack of co-signer involvement, many Godwin Heights students did not have a library card, nor the ability to register for one. Thanks to this partnership, Wyoming staff was able to provide a library card to every student in the district whose guardian gave consent, without requiring them to visit the library.

Godwin students now have access to the amazing resources KDL offers, including research databases and other valuable learning tools that help to supplement the school’s limited resources. Numerous students have visited the library this school year, excited to take advantage of their new library account. One high school student was in awe of the Wyoming branch, remarking that it was the first time he had ever been to the library. He came because of the new library card he had been issued as a result of this partnership.

Kentwood Branch

This past summer, the Kentwood library, City of Kentwood Parks & Rec, and Kentwood Public Schools partnered on a “Learn to DJ” program. Greg Lewis and Hennie Vaandrager presented the idea to a couple of ARCH leaders, who showed enthusiasm and a willingness to find funds to contribute to the project. Greg applied for and received an innovation grant to fund the equipment, and the ARCH program came up with additional money to fund the professional DJ.

Hennie Vaandrager and Greg Lewis brought KDL’s DJ equipment to the Summer ARCH group (largely underserved students) at both Pinewood and Crestwood Schools. ARCH/KDL hired a local DJ to run the classes, which occurred once per week over a span of four weeks. These classes culminated in a “showcase,” on August 10, at the Kentwood Branch, where students from both schools (100+) came together. Students who took the class showed their skills while the audience danced and sang away. ARCH is already asking if Kentwood can do it again this summer as a shared project between KDL, The City of Kentwood and Kentwood Public Schools.



Throughout 2018, Kentwood staff participated in the Kentwood 50th Anniversary yearlong celebration by serving on the planning committee; developing and presenting three Kentwood history programs, promoting the events on the Kentwood Branch Facebook page, and taking part in the culminating celebration event. Many events were held at the library and the staff received thanks for all of their assistance and support.

While the Kentwood Parks and Recreation building undergoes renovations, the building will be closed to the public for a minimum of three months. The Parks Department has hosted a small but popular emergency food pantry shelf that needed a home for the duration of the project. The Kentwood branch manager offered the library to temporarily serve as the food pantry location. The shelving and food items are now being housed in the DVD area, and are being replenished on a regular basis from the John Knox Food Pantry.

Walker Branch

Walker has continued to enhance their partnerships with local schools over the course of the year by participating in many of their community events. In addition to offering recurring outreach events at the schools, such as literature lunches and book talks,

partnering with them on their community-wide events offers staff the ability to interact and engage with parents and students who might not attend more traditional outreach programs.



KDL was able to partner on three new events held this year. The Career Day at Kenowa Hills High School, Trunk-or-Treat at the West Michigan Academy of Environmental Sciences, and the community-wide Kenowa Hills Community Knight program were all attended by KDL staff in 2017. By partnering with the schools on these events, Walker branch is able to bring

more resources and options for attendees while promoting library services to those who visit the outreach booth. Furthermore, the library is seen as a valuable partner the schools can utilize when they host large events, offering them assistance and helping to provide an enriching, quality experience for the community. Gerald Hopkins, the superintendent for Kenowa Hills, while attending the City of Walker's Winterfest event, noted his appreciation of library staff that attended the Kenowa Community Knight program.

Spencer Township Branch

The Spencer Township Branch is fortunate to have extremely supportive patrons who know the benefits of library services. Recently, staff were approached by a patron who is interested in bringing library services to a local senior living community and requested help. Staff member Mary Shallman is heading up this project with hopes of having the opportunity for Spencer's small staff to provide library services to this group, as well as create a collaborative partnership with other area libraries that service the area. Staff is excited at this prospect and look forward to finding out what types of services and resources the work can provide. Spencer is also continuing to nurture partnerships with the Cedar Springs Community Library as the Spencer Township and Nelson/Sand Lake branches join together for the annual March is Reading Month First Grade Library Card Drive.

Englehardt (Lowell) Branch

The Englehardt Branch is partnering with Lowell Middle School in its Mock Newberry Club. Approximately 100 students are involved with this club, which is designed to introduce students to the criteria used to determine the annual recipient of the Newberry Medal of Honor. The club invites them to read distinguished youth literature and to determine which title they believe should be awarded top honors. This process began with ensuring Kent District Library had sufficient quantities of each book as the school has a limited number available in their media center. A special book display was created in the fall at the Englehardt Branch. Heather Wood-Gramza visited the middle school in December to lead a discussion of *Me and Marvin Gardens* by Amy Sarig King, and she will be participating in the final celebratory event in February 2018. This community partnership has opened doors to other opportunities for KDL to increase visibility as a vital resource in creating a vibrant, well-educated community.

KDL Meeting and Service Center

The DEQ permit for the trail access project was approved and once the weather is a bit warmer, the construction will begin again. Come spring, the outside of the KDL Service Center will be a place for the community and staff to enjoy.

For the first full year of KDL room rentals, the building saw over 100 different meetings from external customers, including business meetings, conferences, events, baby showers, birthday parties, adoption parties, and even weddings. Over 20 different organizations have rented rooms at the Meeting Center, and almost all have rented the rooms more than once. The Meeting Center hasn't just been home to external rentals – KDL staff have used it more than a 1000 different times. The Meeting Center has been very successful, and it will continue to become even busier.

WHAT'S GOING ON AT KDL

MLA Board

At the December Board meeting, attendees were given a lobbyist update. Due to the advocacy efforts of librarians around the state, all libraries are seeing more money. Since libraries are funded in different ways, this local relationship is essential to educating legislators on how changes affect the local library. Also many legislatures don't know what happens at the library. In 2018, libraries will have some key advocates in leadership

positions. The MLA legislative committee is looking at ways to proactively work on library funding. Looking ahead to 2019, there will be many legislators out due to term limits, so librarians will need to plan to reach out and invite new people.

The Board nominations were set and Michelle Boisvenue-Fox will be the sole candidate for MLA President. Voting happens this spring. This is a 3-year term.

New IT Board Members for 2018

New Board members for 2018 include Anjie Gleisner (GNS), Tricia Kannegieter (CAS), Paula Wright (NEL), and Randy Goble (Communications).

cloudLibrary Transition

Kindle Fire Offer

The library has 470 reservations to date with more Kindle Fires on the way to fulfill patron's needs.

The Digital Stampede

As staff continue to support patrons through this transition, cloudLibrary calls this period "the digital stampede." Staff have been encouraged to pass along any patron issues to cloudLibrary for resolution.

	2017 (Since 12/18)	2018 (On New Year's Day)	Totals as of 1/2/18
Number of Unique cloudLibrary Accounts Established	12,609	222	12,831
eContent Downloaded (books, audios, etc.)	31,000	1,800	32,800
cloudLibrary Calls and Tickets to Patron Services Dept			918+

cloudLinking

The digital ILL (Inter Library Loan) option was turned on with East Lansing Public Library (ELPL) one week after cloudLibrary went live. It has proved very popular. To date, 1,400 items were borrowed from the ELPL's collection, and their patrons checked out 473 titles of KDL's collection.

Using the cloudLinking ILL should have a positive result on the KDL budget impact, as well as high patron satisfaction. Shorter hold times, less money spent on a new title for the collection, and less patron frustration are expected in the future as patrons are able to find what they want.

This comment is from a patron who benefitted from cloudLinking: *"My husband had recently begun reading the Donna Leon Inspector Brunetti mystery series, and found that there were very few on KDL's Overdrive. He just started using CloudLibrary last night and found what looked to be a full collection of the series."*

Patron Feedback

Staff are also collecting patron feedback to turn in to cloudLibrary for product improvement. Examples include changing the wait time from number of days to the patron's position in line, including the cloudLibrary app in the Kindle App store, and changes to categories in the Browse area.

A product update is planned for release by the end of March at the latest to include an advanced search option that will allow patrons to search by series and by foreign language.

Building Update: Ada

There is much excitement and community support for the branch building project in Ada. A large Capital Campaign Cabinet has been established, and a lead gift of 3 million dollars has already been received. The cabinet needs to raise an additional 4 million dollars to fund the project. The Township is working to secure the services of a construction manager and design team. Representatives from KDL have been invited to participate on the design committee.

Building Update: Grandville

Further conversation with the Foundation who may support the Grandville expansion project indicated more questions on the vision of the project. The Library shared its past successes with such initiatives as the Local Indie Collection (as a way to highlight a special collection), and grant-funded positions which KDL had with the Play Grow Read grant.

Building Update: Kelloggsville

The KDL and Kelloggsville teams have been working hard to get ready for the Branch's first day of service on January 9th. With any large undertaking there are minor issues that arise and problems that need to be solved, but this team's flexibility and dedication has enabled us resolve issues quickly and move forward. Over all, things are going very smoothly.

Tammy Savage, the assistant Superintendent and project lead on the Kelloggsville side, recently said how much she was enjoying working with the KDL Team. She noted that the whole team is passionate, hardworking and collaborative. That they are!

Lori Holland recently received the following email from a patron:

"I just found out that you will be opening a new branch in the Kelloggsville high school, of which I am BEYOND excited about!!! I can literally see the library from my kitchen window. We are a one car family so I am home-bound with my toddler boys during the week, and we LOVE books!

I have a few questions:

1. My guess the kid books selection won't be very big, but would I be able to place holds and pick them up at this branch?

2. In the summer time, would you be having Toddler Story time in the mornings?

Thank you!!! It has been a dream of mine to have a library within walking distance from my house, and having one in my backyard gives me so much joy."

Staff are BEYOND excited as well! Public hours officially start at 3:00 pm on Tuesday, January 9th with an Open House planned for the evening of Wednesday, January 17th.

Building Update: Tyrone

Two meetings planned for late January and early February with community members and stakeholders will kick-off the needs assessment phase of the Tyrone Township Branch building project. Liz Knapp and Randy Goble have created a survey to complement the meetings, and postcards advertising the meetings and the survey will be available at the branch and will also go home with each student in the school district. Staff feel that these efforts will result in the data the architects need to determine the branch's space requirements and programing needs.

Write Michigan Short Story Contest

All story submissions have been reviewed by 2 reviewers, and a top-10 semifinalist list is now available for public voting at www.writemichigan.org. A panel of 13 judges, consisting of a combination of authors, community leaders, and past Write Michigan winners, will begin their judging in January.

Books for Texas

A lot of books have been coming through delivery and are being dropped off to the Service Center for the Books for Texas project. The Collection Services team sorted and repacked materials into large crates for the move to Texas. Completed crates each hold about 1,000 books, and are now loaded on the semi-trailer in preparation for its delivery in February.

Geek Group Programming

KDL staff were trained in December to help with Geek Group programs taking place at their location, January 2 through January 4. Staff were trained on the Maker Space's woodworking machines and 3D printers to assist patrons. 10 KDL staff, along with Geek Group staff and volunteers, will be running the winter break program.

As part of promoting the new program and partnership, Craig Buno and Kip Odell built 10 large Lite Brite displays and delivered them to branches.

Craig and Kip also met with The Geek Group to solidify details for the spring break programs, which include rocket-building programs in the branches and an engineering challenge at The Geek Group.

KDaLe Winter Series

The KDaLe series' first beer history programs took place in December. Author Pat Evans spoke at the Walker branch, and to the KDaLe Book Club at Osgood Brewing, on the beginning of Grand Rapids brewing and the current resurgence of brewers in West Michigan.

The KDaLe Quest guides are being passed out at programs and patrons have begun getting them stamped and are on their way to earning a KDaLe T-shirt.

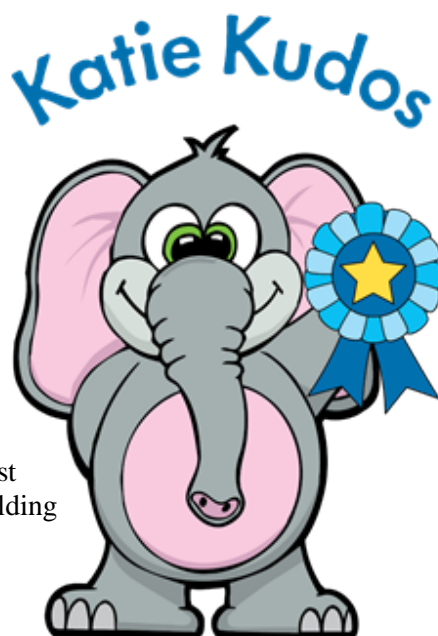
The holiday beer dinner at Founders Brewing was a success. More than 40 people, including many KDL patrons, enjoyed great food, beer pairings and classic holiday passages read by Kip and Founders' staff.

New KDL Partner: The Rapidian

Kip met with The Rapidian Managing Editor Kiran Sood Patel to talk about partnering with KDL. They found good areas of future collaboration between the two organizations, including potential involvement in this fall's KDL Writer's Conference.

KATIE KUDOS

Sara Magnuson — Much to the relief of her Branch Manager, Paula Wright, her coworkers and their patrons, Sara kicked the stink out of Nelson Township! "Sara figured out what was stinking up the library and made the stink go away! After our boiler went out and got turned back on, the library began to have a bit of a funk Sara figured out that the water in the drain traps had evaporated when the boiler went out and poured bleach water down the drains to kill the smell. But the smell persisted. Sara next figured out that there might be a drain trap in our mezzanine space — to get to this trap, she had to climb up into the rafter area above the library (a scary climb) and look for drain traps. She found one there, and staff fire-brigaded a bucket of bleach water up to her. NO MORE SMELL! This is just one example of some of the many little things that Sara does to make our building better for patrons. I'm not sure what I'd do without her!"



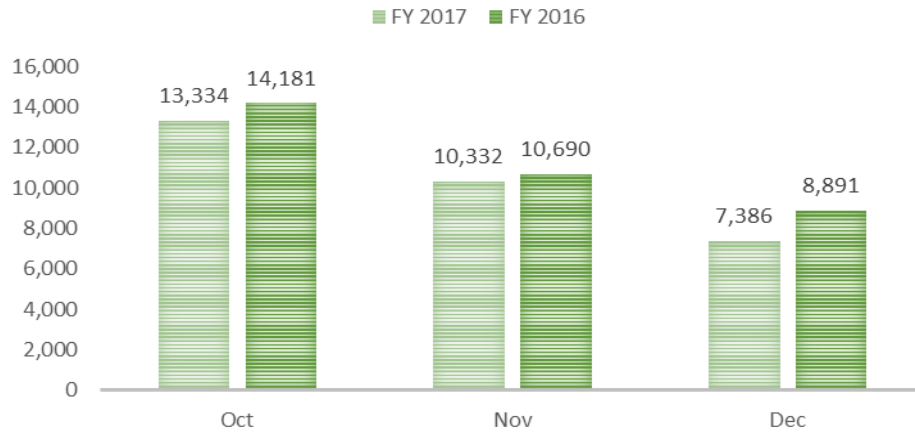
Jenny Furner — Circulation Manager, Angela Culp, appreciates “Jenny’s balance of wisdom and empathy in dealing with our patrons. In a recent encounter with a GRPL patron who has a history of lost items and fine forgiveness, Jenny went out of her way to find creative solutions that allowed the woman to save face and use the materials without waiving more fines. As a bonus, the patron came back several days later and paid down the fines!”

Diane Damuth — nominated twice for, as Robin Darling wrote, “coming in to work on a day we were closed (12/26) in order to process payroll, so we could all get paid! Thank you so much, Diane, and Happy New Year!”

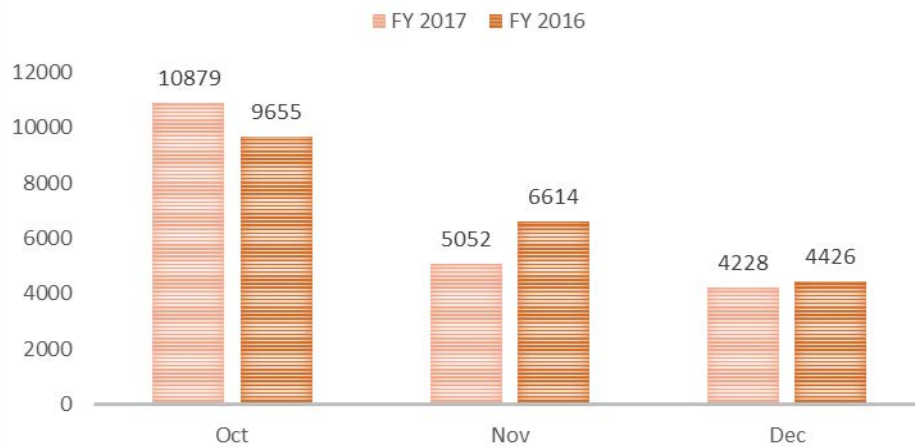
QUARTERLY STATS



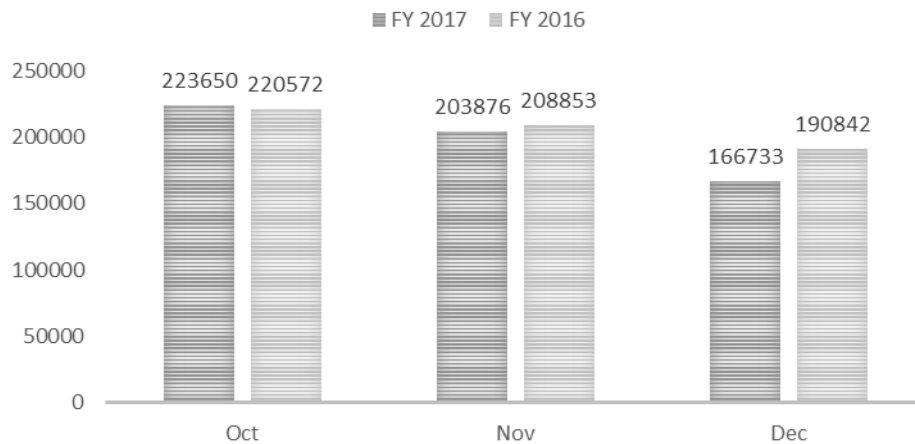
PROGRAMMING ATTENDANCE



OUTREACH ATTENDANCE



BRANCH VISITS



UPCOMING MEETINGS AND EVENTS OF INTEREST

BOARD MEETINGS	DATE	TIME	LOCATION
KDL Regular Board Meeting	Thurs., Feb. 15, 2018	4:30 PM	KDL Grandville Branch
KDL Regular Board Meeting	Thurs., March 15, 2018	4:30 PM	KDL Service Center
OTHER MEETINGS	DATE	TIME	LOCATION
KDL Dev. Board Meeting	Wed., Jan 24, 2018	12:00 PM	KDL Service Center
KDL Pension Board Meeting	Wed., Feb 14, 2018	1:00 PM	KDL Service Center
EVENTS	DATE	TIME	LOCATION
ALA Mid-Winter Conference	Feb. 9-13, 2018	All Day	Denver, CO
PLA Annual Conference	March 20-21, 2018	All Day	Philadelphia, PA
MLA Spring Institute	March 22-23, 2018	All Day	GVSU Eberhard Center
ALA Annual Conference	June 21-26, 2018	All Day	New Orleans, LA
MLA Annual Conference	October 17- 19, 2018	All Day	Novi, MI

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Laura Powers	Finance Department Team Lead	Director of Finance	December 21
Julia Hawkins	Patron Services Associate-Service Center	Administrative Assistant – Service Center	January 1
Phil Kunnen	Substitute Circulation Assistant	Circulation Assistant – Wyoming/Kelloggsville	January 8
Rebecca Vaughn-Stepter	Substitute Circulation Assistant	Circulation Assistant – Wyoming/Kelloggsville	January 15
Barb Schantz	Circulation Assistant - Cascade	Circulation Assistant – Walker	January 15
Ashley Geglio	Substitute Circulation Assistant	Circulation Assistant – Cascade	January 15
Caleb Moore	Shelver – Spencer Township	Shelver – Plainfield/Spencer Township	January 15
Nanette Zorn	Substitute Information Staff	Adult Paraprofessional – Cascade	January 15
Cassidy Gilmore	Circulation Assistant - Caledonia	Adult Paraprofessional – Spencer Township	January 22

DEPARTURES	POSITION	EFFECTIVE
Lynn White	Circulation Assistant – Wyoming	December 12
Jane Saurman	Chief Financial Officer – Service Center	December 20
Zandra Blake	Branch Manager – Plainfield	December 20
Colleen Bourque	Substitute Circulation Assistant	December 21
Michelle Plumstead	Circulation Assistant - Walker	December 30
Kaitlyn VanKampen	Circulation Assistant – Cascade	January 5

OPEN POSITIONS	TYPE
Manager of Community Engagement – Service Center	Full-time
Substitute Circulation Assistants	Temporary
Patron Services Associate – Service Center (3 positions)	Part-time
Circulation Assistant – Cascade	Part-time
Substitute Information Staff	Temporary
Circulation Assistant – Wyoming/Kelloggsville	Part-time
Youth Librarian – Wyoming/Kelloggsville	Full-time
Circulation Assistant – Caledonia	Part-time

EMPLOYEE ANNIVERSARIES (FEBRUARY)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Cheryl Cammenga	Kentwood	38 years
Andrew Parling	Wyoming	22 years
Dawn Christensen	Grandville	19 years
Lynda Austin	Englehardt	14 years
Rachel Rayburn	Kentwood	13 years
Megan Versluis	Collection Services	10 years
Ruben Campos	Community Outreach	9 years
Maureen Lovewell	Grandville	8 years
Nicole Seif	Cascade	3 years
Anna-Marie Boss	Wyoming	2 years
Tina Cornwell	Krause Memorial	2 years
Jacob Reed	Englehardt	2 years
David Specht	Communications	2 years
Jessica Weber	Plainfield	2 years
Katie Mitchell	Tyrone Township	1 year
Gayle Poertner	Substitute Info Pool	1 year



Kent District Library

**Information.
Ideas.
Excitement!**

Board of Trustees Attendance

2017

(X = present)

	Shirley Bruursema	Lee Cook	Andrew Erlewein	Charles Myers	Carol Simpson	Penny Weller	Craig Wilson	Sherrie Barber Willson
January 19	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
February 16	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
March 16	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Vacancy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
April 20	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
May 18	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
June 15	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
July 20	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
August 17	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
September 12	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
September 21	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
October 12	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Tom Noreen	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
October 26	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
November 16	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
December 21	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Board Participation via Conference Call or WebEx

Trustee Name	Meeting Date	Trustee Name	Meeting Date
Shirley Bruursema	January 19, 2017	Sherrie Barber Willson	August 17, 2017
Charles Myers	May 18, 2017	Craig Wilson	October 26, 2017
Charles Myers	July 20, 2017	Charles Myers	December 21, 2017

Section 1: Collection and Reference

- 1.1 [Materials Selection](#)
- 1.2 [Gifts](#)
- 1.3 [Intellectual Freedom](#)
- 1.4 [Collection Maintenance](#)
- 1.5 [Reference and Research](#)
- 1.6 [Intra-Library Loan](#)
- 1.7 [Inter-Library Loan](#)

CHANGE

MATERIALS SELECTION

The purpose of this policy is to: (1) serve as a guide for the librarians of Kent District Library in the process of materials selection; and (2) inform the public of the principles upon which selections for the Library are made. Basic to this policy is the [Library Bill of Rights](#) as affirmed by the Kent District Library Board of Trustees.

Kent District Library strives to provide current and factual information to supplement and enrich individual learning, and to provide materials for recreational reading and other leisure time activities. This information should be readily available to the total community regardless of gender, age, education, language, religion, ethnic and cultural background, or mental and physical ability.

STANDARDS FOR SELECTION

Kent District Library is a popular materials library and maintains a varied and up-to-date collection. It attempts to acquire materials of both current and lasting value. Since one library cannot afford all the available materials, it must employ a policy of selectivity. The Library Director has the overall responsibility for the selection and development of the materials collection according to the principles established by the Materials Selection Policy and other approved policies and procedures. In practice, the responsibility for materials selection is shared with other staff.

Materials are selected to meet patron needs and reflect a variety of viewpoints and opinions. Criteria for consideration include popular demand, literary merit, enduring value, accuracy, authoritativeness, local interest, social significance, importance of subject matter to the collection, timeliness, cost, scarcity of information on the subject, availability elsewhere, and quality and suitability of format.

Fiction – The Library maintains a representative collection of novels and works of fiction to satisfy a wide range of tastes. Ideas of literary merit vary greatly with individuals. Therefore, the Library purchases fiction in many categories.

Non-Fiction – The Library attempts to provide a large general collection of reliable materials embracing the broader fields of knowledge. Legal and medical works will be selected to the extent that they are useful to the lay person.

Juvenile – Materials are selected to encourage children and families to discover the joy of reading. In order to meet the varied abilities and interests of children, the collection includes materials covering a wide range of knowledge and reading levels. The illustrations in books for young people are given as much critical attention as the literary quality of fiction.

Media – The Library recognizes its responsibility to provide access to information, cultural enrichment and recreation through as wide a variety of media as possible. Media is evaluated by the same criteria as printed materials. As new technologies are developed, the Library will investigate the appropriateness of new media formats and will acknowledge the need for experimentation.

Digital Materials – Digital items such as eBooks and eAudiobooks shall be selected using the same criteria as printed materials as described above.

Online Databases – The Library makes available a variety of online resources purchased to supplement and enhance the Library's collection. These resources are evaluated on the basis of timeliness, ease of use, and ability to meet patrons' information needs.

Objects – A variety of objects will be added to the library's collection and made available to patrons. Objects are chosen to offer people a discovery experience with new technology or large price items for which they wouldn't have need for regular use. These objects are evaluated on their benefit to the community as well as the desire to increase people's access to technology that they wouldn't otherwise have. Twenty-first century literacy will be based more and more on people's knowledge and experience with new and emerging technology.

GIFTS

Kent District Library may legally receive gifts as authorized by the Public Library Gifts and Donations Act 1921 PA 136 (MCL 397.381 et seq.). KDL accepts monetary gifts as well as certain gift materials that reflect the Library's strategic plan. Gifts must be unconditional and non-returnable to be used for the good of the Library System as a whole and housed in the most appropriate location. Gifts of money are acknowledged formally by the Kent District Library Director.

Gifts for the Collection

Gift materials to be added to the Kent District Library collection must meet the Library's needs and the general standards of selection, and be based on the Kent District Library Materials Selection Policy. Any large donations of materials which would comprise a unique or coherent collection would be subject to restrictions as determined by the Kent District Library Board of Trustees.

Gift materials not accepted into the Library collection may be disposed of at the staff's discretion. Gift materials accepted into the collection may be disposed of without notification to the donor. No monetary appraisal is made of materials donated for the collection. The quantity of gift materials may be acknowledged for tax purposes at the request of the donor.

Gifts of money, including memorial gifts, for the purchase of collection materials are accepted by the Library with the understanding that the Library retains the right to select materials it deems appropriate for the collection.

Other Gifts

Gifts other than collection materials are reported at their estimated fair market value at the time of donation and recorded according to Kent District Library's Fixed Assets Policy.

INTELLECTUAL FREEDOM

Kent District Library supports the principles of intellectual freedom adopted by the American Library Association and stated in the [Library Bill of Rights](#).

The Library assures equal access to all library resources by patrons within the constraints of Michigan law. Patrons are free to select or reject for themselves any item in the collection. Individual or group prejudice about a particular item or type of material in the collection may not preclude its use by others. Parents or legal guardians have the right and the responsibility to restrict the access of their children to library resources. Parents or legal guardians who do not want their children to have access to certain library services, materials, or facilities should so advise their children. Librarians cannot assume the role of parents or the functions of parental authority in the private relationship between parent and child.

COLLECTION MAINTENANCE

Kent District Library staff routinely evaluates the collection and removes materials in accordance with KDL's weeding guidelines. These materials include those that are worn out, out of date, no longer needed in the quantity originally purchased, no longer circulating, or in formats that have become obsolete.

REFERENCE AND RESEARCH

Patrons' questions will receive courteous, prompt, and high quality service responses with complete confidentiality.

In the instance of legal, medical, investment, or tax reference questions, the staff may only guide the patron to the material available on the topic of interest. The staff may not evaluate or interpret the information provided nor may the staff define the meaning of terms, offer investment advice, select income tax forms, or serve as a surrogate for a professional in any of the fields listed above. Patrons will be advised to consult with a professional from the above listed fields for additional information or advice.

INTRA-LIBRARY LOAN

~~Intra-library loan transactions between Kent District Library branches are necessary for efficient use of system-wide resources and the provision of library service to patrons. This includes the provision of copies as a substitute for original materials. A fee may be charged for copies.~~

Kent District Library offers a shared collection whereby most materials travel between all KDL Branches. This practice is necessary to offer patrons access to the full range of the KDL collection and for the efficient use of system-wide resources.

INTER-LIBRARY LOAN

Inter-library loan transactions, in which materials are made available from Kent District Library to another library outside of KDL (or vice versa), are an essential library service to patrons. Kent District Library agrees to participate in inter-library loan to and from other libraries. A fee may be charged for this service. Certain types of materials may not be available through inter-library loan.

The following 2017 Activities are in addition to those originally outlined in the 2015-2017 Strategic Plan. The new activities below are proposed to help the library achieve the desired Outcomes related to KDL's service priorities. Ongoing activities identified in the original Plan will continue. For instance, KDL will continue to offer environments and activities that make reading and learning how to read fun, and the library will continue to offer and improve upon creative opportunities like the write Michigan short story Contest and the Teen Film Festival.

Strategic Plan Service Priorities

KDL ENGAGES THE COMMUNITY ACTIVITIES

- ☒ By January 2017, the KDL Service Center will be recognized as a Bicycle Friendly Business by the League of American Bicyclists promoting bike culture through the KDL Cruisers program, sponsoring Active Commute Week and having bicycle friendly amenities for employees. Plans to expand to additional branches will also be included.
- ☐ By January 2017, KDL will add one new adventure per month to the Vamonde app, offering residents a unique way to engage with their community history and current events. **[Discontinued: no response from Vamonde]**
- ☒ By April, 2017, KDL will create STEAM specific outreach tubs that guarantee availability for outreach events.
- ☒ By May 2017, KDL will craft a new 3-year strategic plan using Design Think processes that will include research and feedback from local communities and staff focus groups.
- ☒ By June 2017, KDL will launch The Leadership Circle, a major donor initiative inviting community members with capacity and inclination to support the programs and services of KDL at a leadership level by learning more about our impact in the community and the importance of their support.
- ☒ By summer 2017, KDL will partner with Friends of the White Pine Trail to build a White Pine Trail Rest Stop on the trail near the Service Center. Amenities may include a bike repair station and a Little Free Library.
- ☒ By August 2017, KDL will embark on a videogame project to circulate videogame consoles in the Library of Things.
- ☒ By September, KDL will create partnerships with local experts who are willing to share their knowledge and present on STEAM based topics and help with programs.
- ☒ By September 2017, KDL will apply a software upgrade to What's Next so it will better integrate with the CORE database (KDL StoryCompass) down the road.
- ☒ By December 2017, the KDL Collection Development team will work to increase the public's awareness of the KDL collection and what they love. This could include video book talks, radio or TV spots plus assisting the Materials Advisory Workgroup on keeping the KDL Recommendations website fresh and frequently updated.
- ☒ By December 2017, the Social Media Workgroup will review and update the social media content plans by evaluating the reach and engagement of our social media outlets.

KDL CREATES YOUNG READERS ACTIVITIES

- ☒ By March 2017, the Summer Reading Workgroup will assess summer reading programming and refresh concepts for 2017. Clear expectations for all levels and types of programs will be developed.
- ☒ By September 2017, KDLville playspaces will have an increased focus on the early literacy practice of "Writing" by providing funding and purchase suggestions to all KDL branches.
- ☒ By December 2017, the Early Literacy section of www.kdl.org will be fully updated to current KDL design standards and will provide new ideas and printable items that promote early literacy skills to create young readers.
- ☐ By December 2017, marketing of KDL's early literacy services will result in a 25% increase in web traffic to KDL's Early Literacy website and increase subscription to KDL's Early Lit Bits eNewsletter. **[Discontinued: Resulted in an 11% increase]**

KDL SUPPORTS LEARNING ACTIVITIES

- ☒ By February 2017, increase the selection of core classes associated with the Teen Film Festival, to encourage creative group collaboration and build on the Festival's mission to educate young filmmakers.
- ☐ By June 2017, 2,000 children will have completed KDL's new reading program "KDLand" aimed at promoting reading for fun in grades K-3. **[Discontinued: 2,000 is not a realistic goal]**
- ☒ By September 2017, Increase activities available to patron at drop in physical KDL LAB spaces in the branches.
- ☒ By September 2017, KDL will incorporate a BBQ cook-off into the summer reading events for adults.
- ☐ By December 2017, develop a group of ongoing programs that introduce STEAM concepts to children ages 6 and younger, providing a foundation for the continued learning of these concepts in school. **[Discontinued: Created seasonal programs rather than ongoing programs]**

KDL CULTIVATES CREATIVITY ACTIVITIES

- ☒ By April 2017, have expanded the outreach aspect of the Teen Poetry Contest to include additional poets and/or additional schools, to further reach our youth community.
- ☒ By April 2017, the Write Michigan Short Story contest will include a Spanish-language story component for all ages with reviewers and judges.
- ☒ By September 2017, through active participation and content development for the burgeoning website www.cultured.gr, KDL will become an integral partner in the greater Grand Rapids arts and cultural scene, promoting arts education and creative programming at KDL and enhancing opportunities for partnership with cultural organizations.

KDL SERVES SENIOR CITIZENS ACTIVITIES

- ☒ By February 2017, the Tech Trainers will develop a document to keep track of their recent and ongoing outreach activities to senior citizens, and show it to the Manager of Community Engagement.
- ☒ By March 2017, KDL will revive the popular winter reading program for adults. Let It Snow 2.0 will take advantage of the kdl.READSsquared.com service and promote the library collection by encouraging adults to explore stories beyond their usual genres.
- ☒ By April 2017, consolidate better outreach practices to reach Senior Citizens; this information will be shared with KDL staff.
- ☒ By May 2017, strengthen the KDL volunteer program making it more efficient for staff and engaging for Senior Citizen volunteers.
- ☐ By Fall 2017, the KDL Outreach Department will take over this service from the Patron Services Department and expand this service to Senior Meals on Wheels clients from one route to ten routes. **[Discontinued: ILS doesn't support the outreach option yet]**

ORGANIZATIONAL COMPETENCIES – ANNUAL GOALS

COLLABORATION: KDL staff members, departments, branches and partner organizations work together on common goals, communicating regularly.

- ☐ By March 2017, implement a new Programming model that works for multiple branch and staffing sizes to be in place for one year. This model will be based on a Design Think prototype developed by a staff team in the Fall 2016. **[On target for August 2018]**
- ☒ By June 2017, KDL will convene a team to investigate options to develop an app for KDL (and other libraries) using RFID technology which will offer an interactive library experience finding library material and readalikes at each branch location. This team will include KDL staff and local talent with knowledge.
- ☒ By June 2017, KDL will investigate and begin to implement recommendations for improving quarterly publications.
- ☒ By October 2017, Kent District Library will enhance our existing partnership with Great Start, promoting storytimes using Every Child Ready to Read and our evaluation process as a best practice for families with children age 0–3.
- ☒ By December 2017, KDL will begin offering Design Think sessions to area libraries in addition to KDL teams as they work to offer innovative library services and problem solve barriers to service. [

CONVENIENCE: We leverage technology and processes to enhance our internal and external customers' experience.

- ☒ By February 2017, assess summer reading incentives in terms of an appealing prize selection for all levels as well as space allocation available at the Service Center.
- ☒ By March 2017, investigate a new solution to manage the Circulating iPads at Rockford and Lowell who will have their 3-year old iPads replaced. This solution would then be implemented at other locations (or as needed) in 2018.
- ☒ By May 2017, continue our efforts of bringing KDL to Farmers Markets to keep promoting our programs (Summer Reading) and other services. Explore other options and requests to bring Summer Reading to area schools as well as other popular community events (i.e. concerts in the park).
- ☒ By June 2017, Introduce Instant Message options to improve internal communication between branch staff, Patron Services and Administration.
- ☐ By July 2017, continue our strategic partnership with Gerald Ford Airport, bringing digital content to travelers, reaching new patrons and promoting our digital collection. **[Discontinued—it was not possible. Overdrive Kiosks only worked with a library card and this was a limitation for travelers.]**
- ☒ By September 2017, develop a plan to offer a Free Library to a Hospital, a service to reach patrons in need of reading materials and a way to promote KDL library program and services.
- ☒ By November 2017, continued emphasis on KDL's infrastructure including, building out Servers, Switches, and IT Personnel to provide improved performance and redundant infrastructure to minimize outages of critical systems.

FLEXIBILITY: We continuously evaluate operations and services to ensure they enable strategic priorities, making improvements when identified.

- ☒ By June 2017, Branch Managers will shop at least one other branch evaluating customer service set ups at each facility to encourage a welcoming environment.
- ☒ By August 2017, the Materials Advisory Workgroup will offer flexible materials advisory through the development of website-based materials advisory tools and KDL StoryCompass, a Materials Advisory database for the staff and public.
- ☒ By September 2017, Complete Technology Refresh for the SE Quadrant branches with new Patron Machines & Monitors, Staff Machines & Monitors, Phones, Faster Wifi Access Points, Switches, and other necessary technology. Focus will be put to make the right decision for each community.
- ☒ By December 2017, KDL donors will be provided with the opportunity to designate their gift to the area of their interest through all of our appeal avenues, including, direct mail, on line campaigns and major donor solicitations. **[Fund Development Manager]**

FRIENDLINESS: Customers and staff members from all walks of life feel welcomed and comfortable at KDL.

- ☐ By January 2017, KDL will eliminate overdue fines on all materials. Fees related to materials returned damaged or not returned will continue to be charged.
- ☒ By January 2017, create clarity around KDL's mission and core values ensuring that they are clearly communicated and understood by every employee and that all programs, activities and policies are designed around them.
- ☒ By January of 2017, the HR Department will adopt at least one new practice for new hire orientation as identified through the Design Think Process underway in 2016.
- ☒ By April 2017, evaluate staff and patron feedback in order to improve the online summer reading sign up and participation experience.
- ☒ By May 2017, design a system wide customer service initiative to be implemented by September 2017.
- ☒ By June 2017, research and develop an implementation plan for an internal communication strategy that increases clarity and fosters collaboration.
- ☒ By October 2017, Improve customer service at Caledonia and Krause Memorial (Rockford) branches with the installation of new Auto Check in chutes.
- ☒ By December 2017, investigate a replacement for KDL's intranet system – InfoPath – before it becomes an end-of-life product.
- ☒ By December 2017, the Materials Advisory Workgroup will emphasize better customer service in increased staff participation in the Materials Advisory staff development program (CORE).
- ☒ Throughout 2017, the HR Department will either host or participate in job fairs in an effort to strengthen the recruitment of future staff from the communities we serve.

INNOVATION: We encourage the exploration and development of new ideas, embracing and celebrating innovations that improve service for our customers.

- ☒ By January 2017, KDL will adopt Blue Cloud Visibility—a product that will share our catalog records on the Internet, making them searchable by the general public in our geographic area. The searches will link directly to the library's catalog.
- ☒ In January and July of 2017, two additional cycles of Innovation Awards will be complete.
- ☒ By March 2017, the Innovation Team will develop a new process for submitting new ideas (i.e. innovation) to be considered by KDL. An idea map will also be provided and presented at spring training sessions for KDL staff.
- ☒ By April 2017, the Innovation Team will develop specific KDL Innovation training to be used for staff to submit future ideas to the KDL Innovation team.

- ☒ By May 2017, the Innovation Team will award opportunities to KDL branches to add circulating specialty objects to their collections (Library of Things).
- ☒ By June 2017, new Design Think training for library staff will be available with plans to offer it to other libraries in 2018.
- ☒ By August 2017, find new ways to explore a partnership relationship with our RFID vendor, Bibliotheca. (i.e. Research & Development)
- ☒ By Sept 2017, the Innovation Team will survey library patrons to see what kind of objects to circulate in branches to get input on developing this specialized collection that will continue to provide patrons with access to more expensive technologies (Library of Things).
- ☒ By August 2017, support branches who want to add a Tech Bar to their branch spaces. (A Tech Bar is a petting zoos similar to what people see in Best Buy where patrons can try new technology. Staff will provide activities and basic instructions to patrons. Technology may vary by branch).
- ☐ By December 2017, KDL will use Design Think to explore new branch staffing models to better serve the needs of our communities and to better match patron's modern lifestyles. **[Discontinued: staffing remodel is being considered without utilizing a Design Think approach]**

LEARNING: Our diverse workforce is composed of intellectually curious staff members, eager to learn new ways to improve customer service. We will support change efforts through training.

- ☒ By February 2017, the Tech Trainers Workgroup will identify four potential KDL training topics to share their knowledge with colleagues at quarterlies, based on the tech skills of work group members and the informational needs of KDL staff.
- ☒ By February of 2017, the HR Department will gather feedback from staff to further understand their needs as employees. This will be achieved through simple surveys as well as more involved "stay interviews." Then, by June of 2017 the HR Department will identify and implement at least two new employee-centric programs which will help to attract and retain employees.
- ☒ By August 2017, study ways to incorporate LEAN manufacturing principles into circulation practices and collection balancing procedures.
- ☒ By October of 2017, the HR Department will host a Library Director's Workshop for a limited number of library directors to offer explanation and guidance so that they can adopt staffing best practices.
- ☒ By December 2017, Youth Specialists will begin an annual Day of Learning for KDL youth staff. This day will encourage collaboration, teamwork, innovation and learning among a large and vibrant youth services staff.

TRUSTWORTHINESS: Our internal processes and finances are efficient and transparent. We measure and report on KDL's return on investment for customers and communities.

- ☐ By May of 2017, the HR Department will strengthen staff selection processes through greater adoption of applicant testing. **[85% Complete. Set to be completed April 2018]**

Strategic Plan | 2018-2020

Information: KDL Improves Kent County 3rd Grade Reading Proficiency to help kids succeed in school and beyond.

Fact: In the 2017 Kids Count Michigan profile, in Kent County 48% of students were not proficient in grade three English Language Arts.

#1 (Information)		
Theme School Partnership, Literacy	Goal	By 2020, KDL will work with 6 area schools with the lowest 3 rd Grade Reading Proficiency.
	Success Metrics	KDL will work with Kent Schools Services Network and schools to monitor reading scores for students regularly visiting the library or the bookmobile.
	KDL Impact	Through recreational reading, students will increase their reading at school and at home with a positive impact on their reading scores.
	Activity #1	By September 2018, KDL staff will be hired and trained to deliver story time with an emphasis on the early literacy skills. [Community Engagement/Youth Services]
	Activity #2	By August 2018, KDL staff will schedule school visits with the bookmobile to coincide with parent participation and not compete with the school's library. [Community Engagement]
	Activity #3	By October 2018, A collection will offer materials of interest to each community (and reflective of that community's demographics) to encourage personal reading choices and the concept of reading as fun. [Collection Development]
	Activity #4	By November 2018, Parents will be trained to access the school's parent portal. KDL will provide technology to do this on the bookmobile. As a result, parent's engagement with their student's school performance will increase by 30%. Parents will report their child's reading scores and/or grades to the library to measure improvement. [Community Engagement/IT]

#2 (Information)

Theme School Partnership, Student Engagement	Goal	Goal By 2020, KDL will reach 10% more students each year with a County Wide Reading Program for new readers to encourage leisure reading through its school partnerships.
	Success Metrics	KDL will sign up students and watch progress through outreach efforts with area schools.
	KDL Impact	Through recreational reading, at risk students in underserved groups will start on a path where reading is enjoyable with positive impact on their reading scores leading up to third grade.
	Activity #1	<i>By November 2018, KDL will create updated booklists for promoting the collection to new readers [Collection Development and Early Literacy workgroup]</i>
	Activity #2	<i>By December 2019, KDL staff will work with Grand Rapids Public Library and Kent Intermediate School District staff to create a County Wide Reading program designed to encourage new readers, replacing/revamping the existing KDLand Reading Program. [Youth Specialists]</i>
	Activity #3	<i>By December 2019, KDL will create a marketing campaign around the program. [Communications Department]</i>
	Activity #4	<i>By December 2019, KDL will work with Kent Intermediate School District and local schools to track the reading growth of students participating in the program. [Director of Branch Services and Operations and Manager of Community Engagement]</i>

#3 (Information)

Theme School Partnership, Student Success	Goal	By 2020, KDL will give student library cards to 80% of the students in public school in the KDL service area.
	Success Metrics	KDL will give student cards with a focus on schools whose kids can't easily get to the library with an emphasis on elementary school. <ul style="list-style-type: none"> • D Branches: 60% of schools. • C Branches: 60% of schools. • B Branches: 80% of schools. • A Branches: 90% of schools.
	KDL Impact	Students with a library card can use the library collection and databases to check out material they are interested in in order to increase reading scores.
	Activity #1	<i>By March 2018, student library cards will be issued to Kentwood Public Library Schools as part of the Library Card Challenge project.</i> [Community Engagement]
	Activity #2	<i>By April 2018, a newsletter will be sent to parents and teachers at Godwin Public Schools and Kelloggsville Public Schools to promote the use of the student library card, connecting students to library materials and database resources.</i> [Community Engagement]
	Activity #3	<i>By October 2018, a library card drive campaign will be launched to get students to sign up for library cards in our service area.</i> [Community Engagement/Communications]
	Activity #4	<i>By November 2018, student library cards would be issued to Kent City Public Schools as part of the Library Card Challenge project.</i> [Community Engagement]
	Activity #5	<i>By December 2018, explore options to extend use of KDL digital collection to student library cards included in the Library Card Challenge project.</i> [Director of Innovation]

#4 (Information)

Theme Community Engagement, School Partnership, Student Success	Goal	By 2020, KDL will give volunteers an opportunity to work with at risk students in the schools as reading buddies or as a Literary Lunch volunteer.
	Success Metrics	KDL will recruit volunteers who want to read to students – either as a group or one on one – to expand these programs in more schools. <ul style="list-style-type: none"> • D branches: 4+ schools. • C Branches: 3+ schools. • B Branches: 2+ schools. • A Branches: 1+ schools.
	KDL Impact	KDL gives meaningful volunteer experiences to volunteers to help students increase their love of reading and their reading scores. Student success is shared with volunteers.
	Activity #1	<i>By May 2018, work with local school districts to identify schools serving at risk students and establish relationships. [Volunteer Coordinator, Branch Managers and Youth Staff]</i>
	Activity #2	<i>By June 2018, create a Design Thinking Team to create a prototype for a Reading Buddy/mentor program. [Volunteer Coordinator]</i>
	Activity #3	<i>By November 2018, collaborate with local partners to establish best practices, test prototype to get feedback for the Reading Buddy/mentor program. [Volunteer Coordinator, Community Engagement Manager and Reading Buddy Design Thinking Team]</i>
	Activity #4	<i>By November 2019, create a literacy lunch and reading buddy training program for volunteers. [Youth Staff and Volunteer Coordinator]</i>
	Activity #5	<i>By December 2020, volunteers will be recruited, trained, and placed with schools as reading buddies/literacy lunch facilitators. [Youth Staff and Volunteer Coordinator]</i>

Ideas: KDL Increases program opportunities for adults and senior citizens to increase lifelong learning options in Kent County.

Fact: Half of college students who are 50 years of age or older attend community colleges to connect with other people, have fun and retool for a new career. From the American Council on Education.

#1 (Ideas)		
Theme Underserved Population, Community Engagement	Goal	Increase opportunities for residents to experience community engagement that exposes them to a new part of their community.
	Success Metrics	KDL will offer opportunities at area branches which increase each year. <ul style="list-style-type: none"> • 2018: 6 Opportunities • 2019: 10+ Opportunities • 2020: 14+ Opportunities KDL will engage with community groups (who have not previously worked with the library) who feel welcomed to the library and included in the community.
	KDL Impact	Residents will have the opportunity to learn or share about other groups and people in their community.
	Activity #1	<i>By August 2018, begin offering “front porch” program at three branches during summer, where patrons are invited to sit outside on lawn chairs and have conversations with people they don’t already know. [Programming Department]</i>
	Activity #2	<i>By December 2018, identify, meet and create a plan to create programming featuring six community groups at different branches that want to partner with KDL on cultural/underserved population programming. [Programming Department]</i>
	Activity #3	<i>By December 2018, create two programs based on the findings of the needs of community groups that feature their culture or underserved population. [Programming Department]</i>
	Activity #4	<i>By December 2020, KDL will seek new partnership opportunities to further the library’s mission to further all people by reaching out to other organizations with similar missions in order to expose the library to new people in the community. [Programming Department and Community Engagement Department]</i>

#2 (Ideas)

Theme Lifelong Learning, Community Engagement	Goal	Increase opportunities to learn something new on a variety of topics through community experts.
	Success Metrics	<p>KDL will offer lecture opportunities on a wide range of topics with a growing series each year.</p> <ul style="list-style-type: none"> • 2018: 10+ Opportunities • 2019: 14+ Opportunities • 2020: 20+ Opportunities • D Branches: 40+ people in attendance. • C Branches: 30+ people in attendance. • A/B Branches: 25+ people in attendance. <p>Patrons will travel to new branches to have these learning opportunities.</p>
	KDL Impact	Residents will have access to experts to encourage lifelong learning.
	Activity #1	<i>By June 2018, host speaker series in partnership with the World Affairs Council this spring at the Wyoming branch on civil discourse.</i> [Programming Department / Director of Innovation]
	Activity #2	<i>By August 2018, host Ethics Book Clubs at East Grand Rapids branch and evaluate the program for potentially adding more of these book clubs at other branches.</i> [Programming Department, East Grand Rapids branch]
	Activity #3	<i>By November 2018, expand KDL speaker series to include a series of programs in Fall '18, where patrons have a chance to attend free, interesting, lectures on relevant topics, building on the success of the Comstock Park branch's Live and Learn Fall series.</i> [Programming Department, Comstock Park Branch]
	Activity #4	<i>By December 2018, offer two speakers to branches for consideration to offer each quarter that focus on learning opportunities such as home improvement and financial literacy. Provide these for 2018 Summer, Fall and Winter seasonal programming.</i> [Programming Department and Adult Programming Work Group]
	Activity #5	<i>By December 2018, create connections with local universities and organizations to facilitate the procurement of lecturers that would be of interest to KDL's patrons.</i> [Programming Department]

#3 (Ideas)

Theme Underserved Populations, Community Engagement	Goal	Increase opportunities to do activities that normally cost money to participate.
	Success Metrics	KDL will pay for instructors to come to the branches and offer learning opportunities for community activities that normally cost. <ul style="list-style-type: none"> • 2018: 5+ Opportunities • 2019: 10+ Opportunities • 2020: 15+ Opportunities
	KDL Impact	Residents can participate in activities that normally cost money.
	Activity #1	<i>By August 2018, survey and ask patrons what activities they can't participate in due to cost. Results will inform the 2019 budget and program planning. [Programming Department and Adult Programming Work Group]</i>
	Activity #2	<i>By November 2018, offer programs with GRCC's Leslie E. Tassell M-TEC instructors in Fall 2018 in their area of expertise that can be done at our branches, i.e. automotive or construction trades. [Programming Department]</i>
	Activity #3	<i>By November 2018, offer new home improvement and repair programs with Home Repair Services in Summer and Fall 2018. [Programming Department and Adult Programming Work Group]</i>
	Activity #4	<i>By December 2018, investigate the potential for a repair workshop-type program ("repair cafes") to be held at KDL branches, such as jewelry repair workshops. [Programming Department and Adult Programming Work Group]</i>
	Activity #5	<i>By December 2018, offer an artisan chocolate making class in 2018 for adults. [Programming Department]</i>

#4 (Ideas)

Theme Lifelong Learning, Community Engagement	Goal	Increase opportunities to learn about the history of their community.
	Success Metrics	Over the three years, each branch will offer at least one local history program. Branches with more than 30 people in attendance should increase this expectation to an annual amount. New people will attend programs at the library.
	KDL Impact	Residents will learn something new about their community.
	Activity #1	<i>By June 2018, provide a program on tintype photography with a local speaker for multiple branches to host. [Programming Department, Adult Programming Work Group and Adam Oster (Kentwood Librarian)]</i>
	Activity #2	<i>By August 2018, create an informational packet of each branch's local history rooms and collections and the historical society that serve's each branch's population. Research the best way to have this information available to patrons (website page, flyer, etc.) and available at local history programs. [Programming Department and Communications Department]</i>
	Activity #3	<i>By November 2018, provide a program honoring the anniversary of World War One with at least one speaker on the local connection to the war. [Programming Department, Adult Programming Work Group and Adam Oster (Kentwood Librarian)]</i>
	Activity #4	<i>By December 2018, facilitate the hosting of local history programs in connection with local historical societies at 4 or more KDL branches in 2018 (continuing to add to this number each year until all 19 have hosted a local history program by December 2020) that feature an aspect of that community's history. Branches will offer several ideas for patrons to vote on. [Programming Department]</i>
	Activity #5	<i>By December 2018, partner with area genealogy groups to host new genealogy instructional programs for adults. Survey participants to find out what other topics they want to see offered. [Programming Department, Adult Programming Work Group and Adam Oster(Kentwood Librarian)]</i>

Excitement: KDL enhances children’s learning through unique learning opportunities to make reading and learning fun with a positive impact on school achievement.

Fact: An amalgamated research field called the science of learning has identified four key ingredients of successful learning: learning occurs best when children are mentally active (not passive), engaged (not distracted), socially interactive (with peers or adults), and building meaningful connections to their lives. From National Association for the Education of Young Children.

#1 (Excitement)		
Theme Student Success, Community Engagement	Goal	Increase STEAM (Science Technology Engineering Art Math) opportunities with community partners and experts.
	Success Metrics	<p>New experts will present STEAM (Science Technology Engineering Art Math) programs at the library or offsite.</p> <p>Branches will offer these programs as follows:</p> <ul style="list-style-type: none"> • 2018: 8 opportunities • 2019: 12 opportunities • 2020: 18 opportunities <p>Attendance will be:</p> <ul style="list-style-type: none"> • D branches: 25+ • C branches: 20+ • A/B branches: 15+ <p>Children will attend more than one STEAM (Science Technology Engineering Art Math) program.</p>
	KDL Impact	Children will have an introductory STEAM (Science Technology Engineering Art Math) experience with access to experts to continue their interests.
	Activity #1	<i>By November 2018, partner with Grand Rapids Community College to bring their Mobile Manufacturing Trailer to multiple branches in 2018. [Programming Department]</i>
	Activity #2	<i>By November 2018, host our own maker fair, the KDL LAB Extravaganza with new STEAM partners and presenters in fall 2018. [Programming Department and KDL LAB Work Group]</i>
	Activity #3	<i>By November 2018, participate in Chemistry at the mall, along with other local maker groups, bringing STEAM KDL LAB activities to Woodland Mall. [Community Engagement Department]</i>
	Activity #4	<i>By December 2018, continue KDL’s presence on the Grand Rapids Maker’s Fair Planning Committee making connections with local maker groups. [KDL LAB Work Group]</i>

#2 (Excitement)

Theme Student Success, School Partnership	Goal	Bring STEAM (Science Technology Engineering Art Math) activities into school outreach activities.
	Success Metrics	Staff will bring KDL Lab tubs into school outreach opportunities. Branches will offer these programs as follows: 2018 <ul style="list-style-type: none"> • D branches: 6+ • C branches: 4+ • A/B branches: 3+ 2019 <ul style="list-style-type: none"> • D branches: 8+ • C branches: 6+ • A/B branches: 4+ 2020 <ul style="list-style-type: none"> • D branches: 10+ • C branches: 8+ • A/B branches: 6+ Children will go to the library to use the KDL Lab space in the branches.
	KDL Impact	Children will learn something new (STEAM-related) while having fun.
	Activity #1	By April 2018, KDL staff will bring KDL LAB STEAM activities (Snap Circuits, Paper Circuits and Revved Up) to Sand Lake Elementary <i>[NEL Youth Staff]</i>
	Activity #2	By May 2018, KDL staff will bring KDL LAB tubs into three different Forest Hills Schools (Northern Trails, Meadow Brook Elementary and Knapp Forest Elementary). <i>[CAS Youth Staff]</i>
	Activity #3	By June 2018, KDL staff will bring KDL LAB to Kent City Elementary Schools as part of their after school programs. <i>[TYR Youth Staff]</i>
	Activity #4	By June 2018, KDL staff will continue to bring KDL LAB to Martin Luther King Jr Leadership Academy for their after school programs. <i>[EGR Youth Staff/Outreach Specialist]</i>
	Activity #5	By December 2018, KDL staff will bring Da Vinci/catapult activities to Kentwood Public Schools as part of the STEAM for 5 th graders events. <i>[KWD Youth Staff]</i>

#3 (Excitement)

Theme Student Success, Community Engagement	Goal	Offer fun learning opportunities during school breaks.
	Success Metrics	<p>New experts will present STEAM (Science Technology Engineering Art Math) programs at the library or offsite.</p> <p>Branches will offer these programs as follows:</p> <ul style="list-style-type: none"> • 2018: 8 opportunities • 2019: 12 opportunities • 2020: 18 opportunities <p>Attendance will be:</p> <ul style="list-style-type: none"> • D branches: 25+ • C branches: 20+ • A/B branches: 15+ <p>Children will attend more than one STEAM (Science Technology Engineering Art Math) program.</p>
	KDL Impact	Children will have opportunities to explore STEAM (Science Technology Engineering Art Math) interests that lead to school success and new career interests.
	Activity #1	<i>By May 2018, at multiple branches, host Build a Rocket with The Geek Group, hosted by experts from The Geek Group during spring break. [Programming Department and KDL LAB Work Group]</i>
	Activity #2	<i>By May 20 18, provide spring break program at GRCC M-Tec for 4th through 8th grade students getting hands on experience with skills like tilling, virtual welding and more. [Programming Department]</i>
	Activity #3	<i>By May 2018, during spring break, host Engineering Challenge at the Geek Group, where teams of students will compete building large-sized bridges. [Programming Department and KDL LAB Work Group]</i>
	Activity #4	<i>By December 2018, continue to work with community partners such as Geek Group and M-Tec to plan for future school break programming options for school age children. [Programming Department and KDL LAB Work Group]</i>

#4 (Excitement)

Theme Student Success, Community Engagement	Goal	Creatively use branch space after hours for fun, learning programs.
	Success Metrics	<p>Branches will offer these programs as follows:</p> <ul style="list-style-type: none"> • 2018: 4 opportunities • 2019: 8 opportunities • 2020: 12 opportunities <p>Attendance will be:</p> <ul style="list-style-type: none"> • D branches: 35+ • C branches: 25+ • A/B branches: 15+ <p>Children will bring a friend who is new to the library.</p> <p>Homeschool students will participate in these learning opportunities.</p>
	KDL Impact	Children will make memories at the library and enjoy these learning opportunities.
	Activity #1	<i>By July 2018, select branches will host KDL CRAM Nights for students giving them the whole library and a set time to study for exams. [Programming Department]</i>
	Activity #2	<i>By November 2018, provide a KDL LAB Maker night after hours at one or more branches highlighting our KDL LAB activities in a multi-station program. [Programming Department and KDL LAB Work Group]</i>
	Activity #3	<i>By November 2018, provide a Gaming night for all ages featuring video games, board games and more unique games in an afterhours program. [Programming Department]</i>
	Activity #4	<i>By November 2018, promote CRAM Night and Maker Night to area homeschool students. Complete by December 2018. [Programming Department, KDL LAB Work Group, Communications Department, Community Engagement Department and Youth Services]</i>
	Activity #5	<i>By August 2018, survey teens at these events as well as summer Teen CREW members to get ideas for the 2019 budget. [Programming Department and Youth Services]</i>