

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

DATE: Thursday, March 15, 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 – February 15, 2018
 - C. Request for Early Opening of the Krause Memorial Branch at 9:00 a.m. on Saturday, June 2, 2018 to accommodate the Reading Rocks in Rockford event.
 - D. Request for Late Opening of the Krause Memorial Branch at 1:00 pm on Saturday, June 9, 2018 to accommodate the Start of Summer Parade.
 - E. Request for Late Opening of the East Grand Rapids Branch at 11:00 a.m. on Saturday, June 23, 2018 to accommodate the Reed's Lake Run.
- * VI. FINANCE REPORTS – February 2018
- VII. LAKELAND LIBRARY COOPERATIVE REPORT
- VIII. DIRECTOR'S REPORT – February 2018
- * IX. OLD BUSINESS
 - A. KDL Policy Manual – Section 2: Circulation (second reading)
 - B. Issue Analysis: SirsiDynix System Administrator (second reading)
 - C. Resolution: First 2018 Budget Amendment *Roll-Call Vote*
- X. NEW BUSINESS
 - A. Broadview Product Development Presentation
 - B. Issue Analysis: Proposal for Audit Services (first reading)
 - C. Issue Analysis: 2017 Information Technology Projects (first reading)
 - * D. Resolution: Second 2018 Budget Amendment *Roll-Call Vote*
- XI. LIAISON REPRESENTATIVE COMMENTS
- XII. PUBLIC COMMENTS**
- XIII. BOARD MEMBER COMMENTS
- XIV. MEETING DATES

Regular Meeting: Thursday, April 19, 2018 – KDL Meeting Center – 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."*

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LOCATION: KDL Grandville Branch (4055 Maple St SW, Grandville, MI 49418)

DATE: Thursday, February 15, 2018 at 4:30 p.m.

Board Present: Shirley Bruursema, Lee Cook, Andrew Erlewein, Tom Noreen, Penny Weller, Sherrie Barber Willson, Craig Wilson

Board Absent: None

Staff Present: Joshua Bernstein, Michelle Boisvenue-Fox, Lindsey Dorfman, Sheri Glon, Randy Goble, Linda Krombeen, Missy Lancaster, Laura Powers, Kurt Stevens, Lance Werner, Carrie Wilson

Guests Present: Bill Brinkman, Joanna Hogan, Jan Schuiling

I. CALL TO ORDER

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

II. PLEDGE OF ALLEGIANCE

III. LIAISON REPRESENTATIVE COMMENTS – None.

IV. PUBLIC COMMENTS- Jan Schuiling, member of the Friends of Grandville, acknowledged the Board for all they do. Ms. Weller thanked Jan for her time with the Alliance of Friends.

V. CONSENT AGENDA

A. Approval of Agenda

B. Approval of Minutes – January 18, 2018 Minutes

C. Request for Late Closing of the Grandville Branch at 9:00 PM on Friday, April 20, 2018 to accommodate the City of Grandville's annual Art and Chocolate Walk.

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

Support: Supported by Mr. Noreen.

RESULT: Motion carried.

VI. BRANCH MANAGER'S REPORT – Joshua Bernstein

- 2017 was a busy year for the Grandville branch, with increases across the board in Circulation (3%), Outreach (10%), Programming (11%), SRC completers (8%) and Visitors (2%).
- Starting next month, Grandville will host the second annual combined community reads program with the Wyoming branch. This year will focus on a book called *How Dare the Sun Rise* by Sandra Uwiringiyimana, which details her experience escaping a massacre in the Democratic Republic of the Congo, and coming to the states as a refugee when she was in middle school. The author will be coming to speak to Grandville and Wyoming high schools, and will be doing a public presentation on March 26 in Wyoming.
- Grandville staff is getting very excited about a flagship program coming up in a few weeks on March 3. Grandville will host a Battle of the Books program, which will take place at the high school. This event involves an all-morning quiz competition with 20-30 teams of kids competing over their knowledge of the 6 titles for the year. Between the teams, the coaches, and all the people who come to watch, there will likely be 300-400 people there that day.
- One of the big areas of focus for the branch in the last year has been outreach. Staff tried many things, but there are two outreach programs to highlight. One is Let's Talk Books, which is a book

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talking outreach to area 4th through 6th graders, sponsored by the Kiwanis Club of Grandville and Hudsonville. The other is our Mobile Library outreach. This is an outreach program where instead of asking people to come to the library, staff brings the library to them. Staff does this every three weeks at the Middle School, the High School, and the YMCA.

- The Grandville branch has established a strong relationship with the city and the DDA to help join forces on city events. Highlights from the last year include the Fall Festival, Harry Potter-themed events, winning the annual scarecrow contest, and, most recently, the father-daughter breakfast, which included a birdhouse crafting stop. One of the next events is coming up on April 20 and is called the Art and Chocolate Walk.
- The City of Grandville has been looking into the possibility of expansion to the library over the last year. A space needs assessment was completed with an initial design and price estimate established. More recently in October a fundraising feasibility study was completed and there is now a fundraising campaign proposal for the city to consider entering. They will next be taking up the issue of the fundraising campaign during the annual budget workshop in March.

The Board asked questions and Josh Bernstein responded.

VII. FINANCE REPORTS – January 2018

- Board requested that the consulting hours for HR and IT be included in the monthly Board packets.
- Ms. Powers, the Director of Finance, reported that annual State Aid report has been submitted and so has the LBPH portion.
- Powers commented that the account labeled OverDrive in the financials was incorrectly labeled and it should be cloudLibrary. This will be fixed for next month.
- The Director of Finance presented financial results for January 2018. The cash on hand increased approximately 18% over the prior year. Revenue was approximately 50% of the budgeted amount for 2018 and up approximately 10% over the prior year. Expenditures were approximately 9% of the budgeted amount for 2018.

Motion: Ms. Bruursema moved to receive and file January 2018 finance reports as presented.

Support: Supported by Mr. Cook.

RESULT: Motion carried.

VIII. LAKELAND LIBRARY COOPERATIVE REPORT

Shirley Bruursema noted that the Lakeland Library Cooperative Board meeting was held on February 8, 2018:

- There were no action items for LLC this month but the new Director, Carol Dawe was present. Carol comes from a consortium in Illinois and is pleased with LLC and the staff thus far.
- Marla Ehlers stated that they GRPL is hopeful to have a new director by April 1.
- The Audit report was also presented and there were no issues.

VIII. DIRECTOR'S REPORT – January 2018

Director Werner highlighted the following items:

- Director Werner thanked everyone for coming to Denver for his Librarian of the Year award ceremony. He thanked Lindsey Dorfman and Gail Madziar for the speeches they gave.
- Director Werner stated that he had a Discussion with Pen Foster on a possible online high school GED program coupled with a skilled trades career. The candidate would then get an apprenticeship and be hired. It would be the first program of its kind, and he is thinking of partnering with Godfrey Lee, Kelloggsville, and/or Kent City.
- Leadership Team has decided to do two all-day retreats to foster ideas and invite speakers in to challenge them and be in the forefront of innovation.

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- Director Werner met with the ALA Policy Corps in Denver to discuss legislative issues on the federal level. He will be doing a lot more with the group and travel to Washington DC for meetings.
- Director Werner acknowledged Maggie McDaniel for 37 years of service and Sandy Graham for 32 years of service. He is very appreciative of both them and is inspired.
- Ms. Dorfman gave an update on Kelloggsville. She stated that they hired a fulltime librarian to work with the school and KDL. This is a joint position between the two, and both will be sharing in the costs. As of February 1st, the branch had been open for 12 days and they had over 3600 visitors, registered 804 students for library cards and in the first four days 494 of the students had used their card.
- Director Werner acknowledged that Randy Goble was the new Director of Communications.

Joanna Hogan updated the Board on the assessment of fundraising that she has been doing with KDL and staff:

- KDL is in the “doing stage” of the fundraising. There is good record-keeping, but KDL does not know their donors very well. Fundraising is also important to the organization, but needs it to be incorporated in the day-to-day activities.
- There are four pieces of the puzzle:
 - Internal (staff and Board members)
 - Fund Development Board
 - Friends groups – This is the next focus for the assessment. Joanna wants to get to know the Friends groups and see how KDL and Friends interact.
 - Townships and Cities
- Joanna will continue to come back and update the Board.

The Board asked questions of staff and staff responded.

X. NEW BUSINESS

A. Board Retreat and Board Orientation

Chair Weller stated the Board retreat is tentatively set for September 11. Part of the retreat is to onboard new members. Chair Weller asked for volunteers to host the retreat. Mr. Erlewein volunteered, and Ms. Willson and Ms. Bruursema offered to help. Breakfast will be made by Board members and Mr. Noreen said he would help with getting options for catering lunch.

B. KDL Policy Manual – Section 2: Circulation (first reading)

Lindsey Dorfman reviewed changes, and the Board asked for a change in the non-resident cards by making a fee schedule rather than changing the dates each year. The changes will be made, and a second reading will happen in March.

* C. Issue Analysis: SirsiDynix System Administrator (first reading)

Carrie Wilson presented the Issue Analysis on the SirsiDynix System Administrator request. KDL strongly desires to have the expertise necessary to provide exceptional library services and user experiences by leveraging the technical features that are possible with SirsiDynix. A review of industry best practices reveals that having an onsite SirsiDynix expert is the best solution to fixing immediate issues all while forming a team of ILS experts.

The Board tabled the discussion and asked staff to bring back measurement and outcomes and a center of excellence.

D. Resolution: First 2018 Budget Amendment

Because of the budget amendment’s direct relationship to SirsiDynix System Administrator Issue Analysis, the Board collectively decided to table this resolution.

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E. Resolution: UAW Local 2600 Contract – Vesting Schedule

Roll-Call Vote

Motion: Mr. Cook moved to approve the UAW Local 2600 vesting schedule contract as presented.

Support: Supported by Ms. Bruursema.

Roll call taken by the Secretary:

Ms. Bruursema – Yes

Mr. Cook – Yes

Mr. Erlewein- Yes

Mr. Noreen – Yes

Ms. Weller– Yes

Ms. Willson – Yes

Mr. Wilson – Yes

RESULT: Motion carried 7-0.

- XI. LIAISON REPRESENTATIVE COMMENTS – Bill Brinkman stated that Valentine’s Day was a great day for KDL and Plainfield because it was tax day. Mr. Brinkman also stated that Plainfield Township is installing a system to get rid of all PFAS in the drinking water.

- XII. PUBLIC COMMENTS – None

- XIII. BOARD MEMBER COMMENTS

Ms. Bruursema: Ms. Bruursema attended ALA Midwinter and said it was a good time. Lance’s award party was the best, and she appreciated the dinner they had afterwards with KDL and the representatives from Baker & Taylor. Ms. Bruursema asked about the Books for Texas, and Director Werner stated that we have 50,000 items, and the truck is leaving for Texas soon. On February 28, Lance and Ms. Bruursema will be attending a millage workshop that they have done before. March 9 is the Alliance of Trustee workshop in Southfield. The other meeting is set to be on October 5 in Lansing. The Federal government will not have funding for libraries on the budget for 2019. Ms. Bruursema asked that everyone contact their representatives and senators to advocate for library funding.

Mr. Cook: Mr. Cook commented on how great of a job Josh Bernstein does as manager of the Grandville Branch.

Mr. Erlewein: Mr. Erlewein stated that he appreciates how the Cascade Branch is gearing programs for the holiday break and reaching out to the youth and teens.

Ms. Weller: Ms. Weller said that Lance’s party was fantastic, and that she is so proud of him and all of his accomplishments. Ms. Weller was very excited that she got to see a bookmobile in Denver that was the same manufacturer as the one KDL is making. While in Denver, she also took some time to see other 24 hour libraries and how they worked. Next week, Ms. Weller is meeting with a Lowell resident who is interested in being on the KDL Board.

Ms. Willson: Ms. Willson brought her daughter to the Board Meeting because she wanted her to see what mom was doing while she was away from the family and the importance of it. Sherrie thanked staff for the time they spent on the issue analysis, and thanked Josh for hosting the Board meeting.

- XIV. MEETING DATES

Regular Meeting: Thursday, March 15, 2018 – KDL Service and Meeting Center – 4:30 p.m.

- XV. ADJOURNMENT

Motion: Ms. Willson moved for adjournment at 6:28 p.m.

Support: Supported by Mr. Wilson.

RESULT: Motion carried.


ADMINISTRATIVE APPROVAL FOR DISTRIBUTION



Kent District Library

Information. Ideas. Excitement!

26 February 2018

Alpine Twp.

Alto

Byron Twp.

Caledonia Twp.

Cascade Twp.

Comstock Park

East Grand Rapids

Englehardt
(Lowell)

Gaines Twp.

Grandville

Kelloggsville

Kentwood
(Richard L. Root)

Krause Memorial
(Rockford)

Nelson Twp./Sand Lake

Plainfield Twp.

Spencer Twp.

Tyrone Twp.

Walker

Wyoming

**KDL Service and
Meeting Center**
814 West River Center Dr. NE
Comstock Park, MI 49321

616-784-2007

Toll free 1-877-243-2466

kdl.org

Board of Trustees
Kent District Library
814 West River Center Dr. NE
Comstock Park, MI 49321

Dear Board of Trustees:

I am writing to request permission to open the Krause Memorial Branch at 9:00am on Saturday, June 2, 2018. This would be a half-hour earlier than our normal opening time.

Rockford's 10th annual community reading festival ("Reading Rocks in Rockford") is scheduled for June 2nd. Kent District Library is sponsoring/chairing the event again this year. The opening ceremony for the festival takes place at the Krause Memorial Branch at 9:45am, and participants gather in the library in advance to prepare for this event.

The library's participation in the reading festival heightens the branch's visibility in our community. Opening the library at 9:00am would allow KDL to better serve festival participants on what promises to be a busy day.

This early opening was supported by the Krause Memorial Library Advisory Board at their January 8th meeting.

Thank you for your consideration.

Sincerely,

Jennifer L. German
Krause Memorial Branch Manager

cc: Lance Werner, KDL Director



Kent District Library

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26 February 2018

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Board of Trustees
Kent District Library
814 West River Center Dr. NE
Comstock Park, MI 49321

Dear Board of Trustees:

I am writing to request permission to close the Krause Memorial Branch from 9:30am-1:00pm on Saturday, June 9, 2018 in order to participate in Rockford's annual Start of Summer Parade. The library will then open at 1:00pm and maintain its normal Saturday hours thereafter.

We have been given permission to close for the parade for the past seventeen years and have received many positive comments from the public concerning our participation in the Start of Summer Parade. Participation in the Start of Summer Parade is a great means by which to heighten the branch's visibility in our community.

This late opening was supported by the Krause Memorial Library Advisory Board at their January 8th meeting.

Thank you for your consideration.

Sincerely,

Jennifer L. German
Krause Memorial Branch Manager

cc: Lance Werner, KDL Director



Kent District Library

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February 26, 2018

Board of Trustees
Kent District Library
814 West River Center Dr. NE
Comstock Park, MI 49321

Dear Board of Trustees:

I am requesting that the East Grand Rapids branch open at 11:00 a.m. instead of 9:30 a.m. on Saturday, June 23, 2018 to accommodate the Reed's Lake Run.

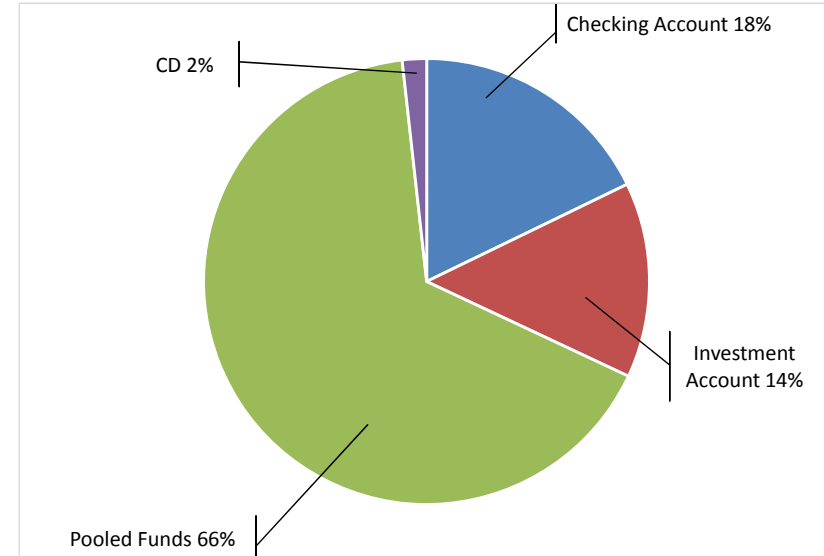
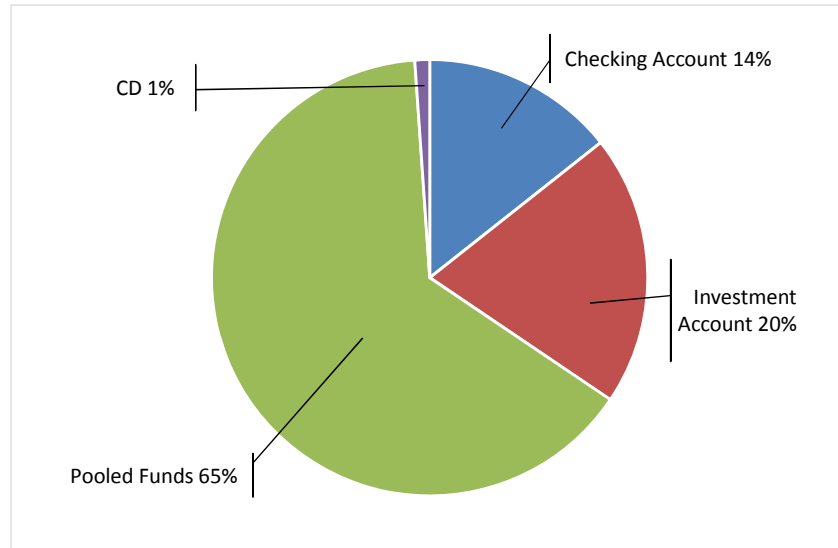
The Reed's Lake Run draws many participants and spectators, and begins and ends nearly at the door of the library. The street in front of the library will be blocked off for the event. Given the inability of customers and staff to access the library during the event, I would like to open the library one hour later than normal to provide the necessary time for the street to reopen.

Thank you for your consideration.

Sincerely,

Dawn Lewis
East Grand Rapids Branch Manager

Monthly Cash Position Per Bank Month ended February 28



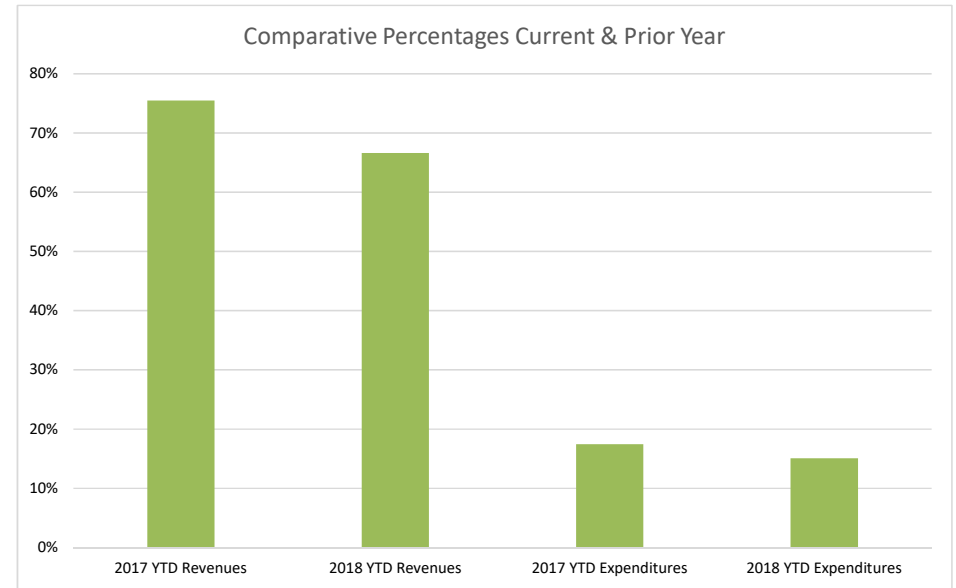
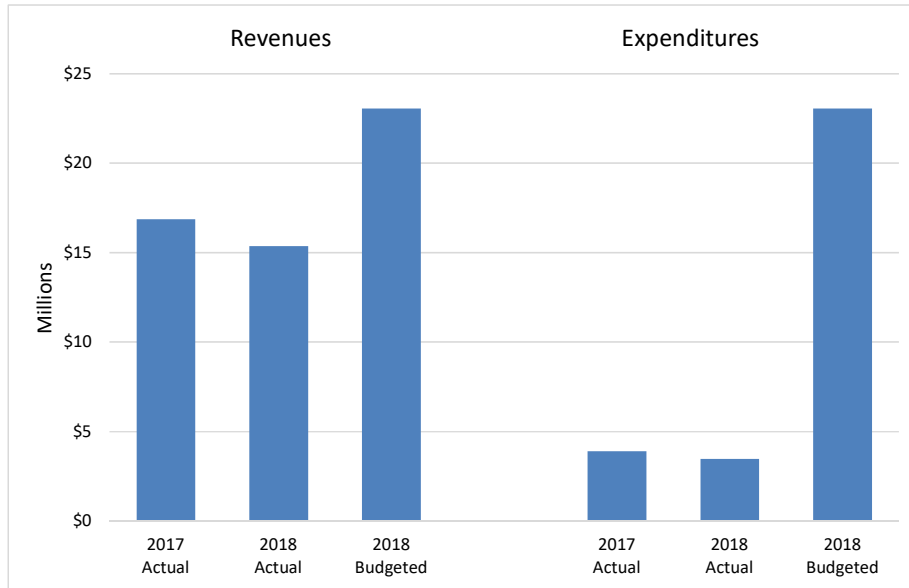
2018		
Account	Rate	Amount
Huntington Checking Account	0.166%	\$3,405,003.86
Huntington Investment Account	0.300%	\$4,764,275.44
*Kent County Pooled Funds	0.956%	\$15,286,166.57
First National Bank	1.050%	\$259,428.68
		<u>\$23,714,874.55</u>

2017		
Account	Rate	Amount
Huntington Checking Account	0.150%	\$2,590,082.80
Huntington Investment Account	0.152%	\$2,061,438.75
*Kent County Pooled Funds	0.701%	\$9,634,862.58
First National Bank	1.050%	\$255,973.16
		<u>\$14,542,357.29</u>

* Includes Trust Pooled fund balances

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

Monthly Revenues and Expenditures Month ended February 28



Budget to Actual with Prior Year Comparison

Revenues

2017 Actual	\$	16,873,862
2018 Actual	\$	15,381,445
2018 Budgeted	\$	23,074,500

Expenditures

2017 Actual	\$	3,901,542
2018 Actual	\$	3,478,030
2018 Budgeted	\$	23,074,500

Comparative Percentages Current & Prior Year

Account

Amount

2017 YTD Revenues	75.5%
2018 YTD Revenues	66.7%
2017 YTD Expenditures	17.5%
2018 YTD Expenditures	15.1%

Kent District Library-2018
Board Budget to Actual
101 - General Fund
From 1/1/2018 Through 2/28/2018
(In Whole Numbers)

	2018 Budget	YTD Actual	2018 Budget to Actual Variance	Percent Remaining
Revenues				
Taxes	21,261,500	15,297,384	(5,964,116)	(28)%
Licenses and Permits	2,500	490	(2,010)	(80)%
State Grants	610,000	1,524	(608,476)	(100)%
Contributions from Local Units	479,000	0	(479,000)	(100)%
Charges for Services	50,000	15,153	(34,847)	(70)%
Fines and Forfeitures	75,000	29,005	(45,995)	(61)%
Investment Income and Rentals	83,500	26,045	(57,455)	(69)%
Other Revenue	463,000	11,844	(451,156)	(97)%
Other Financing Sources	50,000	0	(50,000)	(100)%
Total Revenues	23,074,500	15,381,445	(7,693,055)	(33)%
Expenditures				
Personal Services	14,215,459	2,133,382	12,082,077	85 %
Supplies	2,351,675	532,137	1,819,538	77 %
Other Services and Charges	3,860,711	514,714	3,345,997	87 %
Capital Outlay	2,621,655	297,798	2,323,858	89 %
Other Financing Uses	25,000	0	25,000	100 %
Total Expenditures	23,074,500	3,478,030	19,596,470	85 %
Excess Revenue Over (Under) Expenditures	0	11,903,415	11,903,415	4,104,625,834 %

Kent District Library-2018
Board Budget to Actual
245 - Business Consulting Special Revenue Fund
From 1/1/2018 Through 2/28/2018
(In Whole Numbers)

	2018 Budget	YTD Actual	2018 Budget to Actual Variance	Percent Remaining
Revenues				
Charges for Services	100,000	2,500	(97,500)	(98)%
Other Revenue	1,000	0	(1,000)	(100)%
Total Revenues	101,000	2,500	(98,500)	(98)%
Expenditures				
Personal Services	60,000	440	59,560	99 %
Supplies	2,250	0	2,250	100 %
Other Services and Charges	12,750	5,111	7,639	60 %
Total Expenditures	75,000	5,551	69,449	93 %
Excess Revenue Over (Under) Expenditures	26,000	(3,051)	(29,051)	(112)%

Kent District Library-2018
Board Budget to Actual
271 - Fund Development Special Revenue Fund
From 1/1/2018 Through 2/28/2018
(In Whole Numbers)

	2018 Budget	YTD Actual	2018 Budget to Actual Variance	Percent Remaining
Revenues				
Charges for Services	32,005	0	(32,005)	(100)%
Other Revenue	93,500	9,567	(83,933)	(90)%
Other Financing Sources	25,000	0	(25,000)	(100)%
Total Revenues	150,505	9,567	(140,938)	(94)%
Expenditures				
Personal Services	90,601	10,395	80,206	89 %
Supplies	9,900	1	9,899	100 %
Other Services and Charges	49,845	2,573	47,272	95 %
Total Expenditures	150,346	12,968	137,378	91 %
Excess Revenue Over (Under) Expenditures	159	(3,401)	(3,560)	(2,239)%

Kent District Library-2018
Board Prior Year Comparison
From Jan 1st Through Feb 28th
101 - General Fund

	YTD Ending February 28, 2017	YTD Ending February 28, 2018	Total Variance
Revenues			
Taxes	16,699,022	15,297,384	(1,401,637)
Licenses and Permits	0	490	490
State Grants	140	1,524	1,384
Charges for Services	19,464	15,153	(4,311)
Fines and Forfeitures	27,031	29,005	1,974
Investment Income and Rentals	9,050	26,045	16,995
Other Revenue	119,155	11,844	(107,311)
Total Revenues	<u>16,873,862</u>	<u>15,381,445</u>	<u>(1,492,417)</u>
Expenditures			
Personal Services	2,295,444	2,133,382	(162,063)
Supplies	744,351	532,137	(212,214)
Other Services and Charges	561,409	514,714	(46,695)
Capital Outlay	300,338	297,798	(2,540)
Total Expenditures	<u>3,901,542</u>	<u>3,478,030</u>	<u>(423,513)</u>
Excess Revenue Over (Under) Expenditures	<u>12,972,320</u>	<u>11,903,415</u>	<u>(1,068,904)</u>

Kent District Library-2018
Board Budget to Actual
101 - General Fund
From 2/1/2018 Through 2/28/2018
(In Whole Numbers)

	Current Month	2018 YTD	2018 Budget	2018 Budget to Actual Variance	Percent Remaining
Revenues					
Taxes					
4402 Current property taxes	3,829,898	15,280,880	21,075,000	(5,794,120)	(27)%
4412 Delinquent personal property taxes	2,029	2,232	12,000	(9,768)	(81)%
4432 DNR - PILT	587	587	9,500	(8,913)	(94)%
4437 Industrial facilities taxes	12,884	13,685	165,000	(151,315)	(92)%
Total Taxes	3,845,399	15,297,384	21,261,500	(5,964,116)	(28)%
Licenses and Permits					
4478 Licenses and fees	0	490	0	490	0 %
4668 Royalties	0	0	2,500	(2,500)	(100)%
Total Licenses and Permits	0	490	2,500	(2,010)	(80)%
State Grants					
4540 State Aid	0	1,524	300,000	(298,476)	(99)%
4548 Renaissance Zone reimbursement	0	0	60,000	(60,000)	(100)%
4549 Personal Property tax reimbursement	0	0	250,000	(250,000)	(100)%
Total State Grants	0	1,524	610,000	(608,476)	(100)%
Contributions from Local Units					
4581 Penal fines	0	0	454,000	(454,000)	(100)%
4583 Contributions from public schools	0	0	25,000	(25,000)	(100)%
Total Contributions from Local Units	0	0	479,000	(479,000)	(100)%
Charges for Services					
4650 Printing/fax fees	6,886	15,153	50,000	(34,847)	(70)%
Total Charges for Services	6,886	15,153	50,000	(34,847)	(70)%
Fines and Forfeitures					
4658 Overdue fines	11,977	29,005	75,000	(45,995)	(61)%
Total Fines and Forfeitures	11,977	29,005	75,000	(45,995)	(61)%
Investment Income and Rentals					
4665 Interest earned on deposits and investments	13,435	24,902	75,000	(50,098)	(67)%
4666 Interest Earned - Property Taxes	173	173	1,000	(827)	(83)%
4667 Building rental	589	971	7,500	(6,529)	(87)%
Total Investment Income and Rentals	14,196	26,045	83,500	(57,455)	(69)%
Other Revenue					
4502 Universal Service Fund - eRate	0	0	375,000	(375,000)	(100)%
4672 Local grants	0	0	10,000	(10,000)	(100)%
4673 Directed donations	75	125	0	125	0 %
4674 Donations	362	1,484	50,000	(48,516)	(97)%
4676 Reimbursement of expenditures	2,054	2,422	0	2,422	0 %
4685 Materials replacement charges	2,816	7,345	25,000	(17,655)	(71)%
4688 Miscellaneous	222	469	3,000	(2,531)	(84)%
Total Other Revenue	5,530	11,844	463,000	(451,156)	(97)%
Other Financing Sources					
4699 Transfers in	0	0	50,000	(50,000)	(100)%
Total Other Financing Sources	0	0	50,000	(50,000)	(100)%
Total Revenues	3,883,989	15,381,445	23,074,500	(7,693,055)	(33)%
Expenditures					
Personal Services					
5700 Board Stipend	270	450	3,360	2,910	87 %
5701 Administrator wages	36,759	883,663	849,839	(33,825)	(4)%
5702 Managers wages	113,713	113,713	2,137,350	2,023,637	95 %

Kent District Library-2018
Board Budget to Actual
101 - General Fund
From 2/1/2018 Through 2/28/2018
(In Whole Numbers)

		Current Month	2018 YTD	2018 Budget	2018 Budget to Actual Variance	Percent Remaining
5703	Support Staff wages	249,369	249,369	4,237,588	3,988,219	94 %
5704	Operations	192,897	192,897	3,280,529	3,087,632	94 %
5705	Interns	0	0	77,587	77,587	100 %
5706	Extra duty stipends	0	0	20,000	20,000	100 %
5708	Subs	9,860	9,860	247,000	237,140	96 %
5709	FICA	44,099	106,325	830,292	723,968	87 %
5716	Defined Benefit Pension Plan Expenditures	5,494	13,248	108,267	95,019	88 %
5717	Defined Contribution Pension Plan Contributions	11,259	25,987	436,439	410,451	94 %
5718	Employee Health Benefits	224,699	197,161	1,356,514	1,159,354	85 %
5719	Part-time Employee Health Benefits	50	50	220,000	219,950	100 %
5720	HSA/Flex	1,838	328,638	336,000	7,362	2 %
5723	Retiree Health Care OPEB	1,041	1,041	1,500	459	31 %
5724	Life Insurance	3,863	5,905	25,190	19,285	77 %
5725	Additional Life Insurance	2,994	2,745	14,100	11,355	81 %
5726	Housing Allowance	0	0	12,000	12,000	100 %
5727	Gradifi Student Loan Assistance	1,075	2,150	15,750	13,600	86 %
5728	YMCA Membership Support	100	180	1,800	1,620	90 %
5730	Other Employee Benefits	0	0	4,355	4,355	100 %
	Total Personal Services	899,379	2,133,382	14,215,459	12,082,077	85 %
	Supplies					
5750	Processing Supplies	9,991	16,121	169,700	153,579	91 %
5751	Office Supplies	9,214	9,140	45,810	36,670	80 %
5752	Paper	4,948	7,268	19,095	11,827	62 %
5753	AV Supplies	574	574	17,000	16,426	97 %
5754	Disposable Technology <\$1000	929	2,895	236,145	233,250	99 %
5755	Maintenance Supplies - Custodial	2,948	2,948	5,160	2,212	43 %
5756	Water Cooler	1,570	1,600	2,300	700	30 %
5757	Meeting Center Supplies	112	112	3,000	2,888	96 %
5759	Gas, Oil, Grease	131	131	3,500	3,369	96 %
5765	Wellness Supplies	0	0	5,000	5,000	100 %
5766	Team KDL Supplies	0	0	1,000	1,000	100 %
5767	New EE Shirts/Tote Bags	652	652	4,000	3,348	84 %
5768	Promotions Supplies	4,392	4,392	37,020	32,628	88 %
5769	Service Awards	87	600	4,200	3,600	86 %
5770	Other Awards/Prizes	303	303	84,550	84,247	100 %
5771	Beverages	93	93	0	(93)	0 %
5785	Cloud Library	0	235,000	937,680	702,680	75 %
5786	Hoopla	0	50,000	182,000	132,000	73 %
5787	Digital Collection	0	0	109,546	109,546	100 %
5788	Miscellaneous Electronic Access	73	141,706	181,108	39,402	22 %
5791	Subscriptions	0	0	68,615	68,615	100 %
5792	Software Subscription	13,732	48,054	86,881	38,827	45 %
5794	Outreach Supplies	271	271	15,085	14,814	98 %
5795	Programming Supplies	2,630	3,982	40,570	36,588	90 %
5796	Youth Programming Supplies	2,475	2,475	42,600	40,125	94 %
5797	Teen Programming Supplies	1,852	1,852	8,770	6,918	79 %
5798	Adult Programming Supplies	1,197	1,197	5,900	4,703	80 %
5799	Miscellaneous Supplies	771	771	35,440	34,669	98 %
	Total Supplies	58,946	532,137	2,351,675	1,819,538	77 %

Kent District Library-2018
Board Budget to Actual
101 - General Fund
From 2/1/2018 Through 2/28/2018
(In Whole Numbers)

		Current Month	2018 YTD	2018 Budget	2018 Budget to Actual Variance	Percent Remaining
Other Services and Charges						
5801	Professional Services	0	0	20,000	20,000	100 %
5802	Public Relations Consultant	218	218	10,000	9,782	98 %
5803	IT Consultant - Consulting Svcs.	0	0	8,400	8,400	100 %
5804	Other Consultants	2,250	2,250	20,000	17,750	89 %
5805	Audit Services	0	0	31,500	31,500	100 %
5806	Legal Services	3,541	4,491	16,500	12,009	73 %
5811	IT Contracted Services	1,856	2,319	113,400	111,081	98 %
5812	HR Contracted Services	607	617	2,000	1,383	69 %
5813	Delivery Services	4,710	11,150	130,000	118,850	91 %
5814	Security Services	2,389	2,844	43,400	40,556	93 %
5815	KDL Cruisers	10,000	10,000	30,000	20,000	67 %
5816	Employment Recruiter	0	0	5,000	5,000	100 %
5817	Lakeland Library Co-op services	0	984	4,500	3,516	78 %
5818	Shredding services	65	65	1,050	985	94 %
5819	Drug Screenings/background checks	286	286	3,500	3,215	92 %
5820	Other Professional Services	0	0	7,000	7,000	100 %
5822	Maintenance Contracts	0	0	4,300	4,300	100 %
5823	Inspection Services	0	0	1,500	1,500	100 %
5827	Catering	0	0	4,250	4,250	100 %
5829	Custodial/cleaning services	430	860	18,810	17,950	95 %
5830	Other Contracted Services	500	7,450	48,400	40,950	85 %
5834	Wellness Services	0	0	5,000	5,000	100 %
5835	Team KDL Services	125	125	10,000	9,875	99 %
5848	Mobile Hotspots	0	0	81,625	81,625	100 %
5849	Cell Phones/ Stipends	920	1,960	32,940	30,980	94 %
5850	Telephones	4,692	7,996	77,111	69,115	90 %
5851	Mail/Postage	(90)	510	8,305	7,795	94 %
5852	Internet/Telecomm Services	55,841	111,887	672,500	560,613	83 %
5860	Parking	0	0	1,490	1,490	100 %
5861	Mileage Reimbursement	(207)	4,331	46,457	42,126	91 %
5865	Programming Services	0	5,595	24,380	18,785	77 %
5866	Youth Programming Services	0	0	250	250	100 %
5867	Teen Programming Services	0	450	370	(80)	(22)%
5868	Adult Programming Services	0	1,660	6,500	4,840	74 %
5873	Website	3,413	3,413	118,845	115,433	97 %
5874	Employment Advertising	0	0	1,500	1,500	100 %
5875	System Advertising - Print	1,329	4,761	55,000	50,239	91 %
5876	System Advertising - Radio	0	0	5,000	5,000	100 %
5877	System Advertising - TV	523	523	20,000	19,478	97 %
5878	System Advertisting - Social Media	0	0	14,000	14,000	100 %
5884	Photography	1,622	1,622	6,700	5,078	76 %
5885	Speakers/Performers	3,560	3,560	116,830	113,270	97 %
5890	ILS Fees	0	3,630	237,200	233,570	98 %
5891	Licenses and Fees	0	0	7,900	7,900	100 %
5892	Software Licenses	7,829	11,237	239,430	228,193	95 %
5893	Marc Records License	0	0	7,500	7,500	100 %
5900	Printing and Publishing	4,545	3,880	37,677	33,797	90 %
5901	Printing and Publishing - Kaleidoscope	0	0	15,000	15,000	100 %
5906	Promotions/Marketing	400	390	9,590	9,200	96 %

Kent District Library-2018
Board Budget to Actual
101 - General Fund
From 2/1/2018 Through 2/28/2018
(In Whole Numbers)

		Current Month	2018 YTD	2018 Budget	2018 Budget to Actual Variance	Percent Remaining
5907	Sponsorships/Donations	0	0	2,000	2,000	100 %
5910	Professional Development	5,286	8,258	102,795	94,537	92 %
5911	Conferences	8,848	8,848	62,005	53,157	86 %
5912	Meetings	529	529	13,250	12,721	96 %
5913	Travel/Lodging	13,912	13,384	125,410	112,026	89 %
5915	Memberships	4,647	4,911	41,723	36,812	88 %
5916	Dues and Fees	375	1,525	6,540	5,015	77 %
5918	Water/Sewer	0	0	3,500	3,500	100 %
5919	Waste Disposal	522	827	7,200	6,373	89 %
5920	Electric	5,222	9,351	68,000	58,649	86 %
5921	Natural Gas	2,448	3,653	7,500	3,847	51 %
5925	Snowplowing	10,485	11,310	8,115	(3,195)	(39)%
5926	Lawn/Landscaping	0	0	3,700	3,700	100 %
5928	Branch Maintenance Fees	0	0	387,282	387,282	100 %
5929	Land Repair and Maintenance	0	0	1,000	1,000	100 %
5930	Building Repair and Maintenance	3,416	3,416	39,500	36,084	91 %
5931	Equipment Repair and Maintenance	1,148	1,148	219,240	218,093	99 %
5932	Vehicle Repairs and Maintenance	10	10	4,070	4,060	100 %
5933	Software & IT Hardware Maintenance Agreements	74,460	97,898	28,540	(69,358)	(243)%
5935	Property Liability Insurance	55,532	55,532	57,200	1,668	3 %
5936	Vehicle Liability Insurance	4,116	4,116	0	(4,116)	0 %
5937	Flood Insurance	0	0	5,800	5,800	100 %
5938	Bond Insurance	0	8,954	10,960	2,006	18 %
5939	Workers Compensation Insurance	38,201	38,201	27,000	(11,201)	(41)%
5940	Rentals	270	1,625	13,055	11,430	88 %
5941	Printer/Copier Leases	6,553	13,745	64,445	50,700	79 %
5950	Airport Free Library	0	0	4,800	4,800	100 %
5955	Miscellaneous	1,069	1,069	14,070	13,002	92 %
5956	Other Benefits Administration Fees	493	708	300	(408)	(136)%
5957	Pension Administration Fees	0	0	3,000	3,000	100 %
5958	Payroll processing fees	4,420	11,989	55,000	43,011	78 %
5960	Banking Fees	1,113	2,427	7,500	5,073	68 %
5961	TSYS/Credit Card Fees	0	0	7,600	7,600	100 %
5964	Property Tax Reimbursement	0	0	75,000	75,000	100 %
5965	MEL Return Items	178	218	1,000	782	78 %
	Total Other Services and Charges	354,607	514,714	3,860,711	3,345,997	87 %
	Capital Outlay					
5971	Land	50	50	0	(50)	0 %
5974	Land Improvements - Depreciable	18,000	18,000	18,000	0	0 %
5975	Building Improvements - Non-Depreciable	190	190	8,200	8,010	98 %
5976	Building Improvements - Depreciable	0	0	79,000	79,000	100 %
5977	Technology - Non-Depreciable (\$1000-4999)	1,897	9,872	330,509	320,637	97 %
5978	Technology - Depreciable (5,000+)	0	0	58,025	58,025	100 %
5979	Equipment/Furniture - Non-Depreciable (\$0-4999)	11,929	14,872	120,742	105,870	88 %
5980	Equipment/Furniture - Depreciable (\$5000+)	0	0	120,800	120,800	100 %
5982	Collection Materials - Depreciable	93,788	179,221	1,207,055	1,027,834	85 %
5983	CD/DVD Collection Materials - Non-Depreciable	44,839	75,270	613,550	538,280	88 %

Kent District Library-2018
Board Budget to Actual
101 - General Fund
From 2/1/2018 Through 2/28/2018
(In Whole Numbers)

	Current Month	2018 YTD	2018 Budget	2018 Budget to Actual Variance	Percent Remaining
5984 Beyond Books Collection - Non-Depreciable	324	324	65,775	65,451	100 %
Total Capital Outlay	171,016	297,798	2,621,655	2,323,858	89 %
Other Financing Uses					
5995 Tansfers Out	0	0	25,000	25,000	100 %
Total Other Financing Uses	0	0	25,000	25,000	100 %
Total Expenditures	1,483,948	3,478,030	23,074,500	19,596,470	85 %
Excess Revenue Over (Under) Expenditures	2,400,041	11,903,415	0	11,903,415	4,104,625,834 %

Kent District Library-2018
Check/Voucher Register - Check Register
From 2/1/2018 Through 2/28/2018

Check Number	Vendor Name	Check Amount
73586	Association of Bookmobile and Outreach Services	49.00
73587	DWD Technology Group	307.50
73588	Everstream Holding LLC- Michigan	47,547.30
73589	Gale/Cengage Learning	8,782.93
73590	Grand Rapids Chamber Of Commerce	750.00
73591	Michigan Office Solutions (Mos)	2,156.06
73592	Proquestllc	10,500.00
73593	Rebecca Keller	450.00
73594	Sirsidynix	3,630.00
73595	Absopure Water Company	101.00
73596	Bird + Bird Studio	145.00
73597	At&T Long Distance	40.38
73598	Audiocraft Publishing Inc	123.96
73599	Augustine Wasinski	19.99
73610	Baker & Taylor	49,445.64
73611	Byron Center High School	90.00
73612	Ben Darcie	23.44
73613	Blackstone Audio Inc	2,542.82
73614	Caledonia Chamber Of Commerce	100.00
73615	Center Point Publishing	227.70
73616	Comcast Cable	429.80
73617	Comerica Bank	10,251.76
73618	Diane Cutler	92.97
73619	Dk Security	819.00
73620	Elizabeth Wierenga	5.98
73621	Findaway World, Llc	557.29
73622	Fritz Jackson	7.99
73623	Gale/Cengage Learning	1,324.42
73624	General Motivation Company	87.42
73625	Gordon Water Systems	167.25
73626	Grand Valley State University Libraries	85.00
73627	Greg Lewis	32.36
73628	Heart Of West Michigan United Way	119.50
73642	Ingram Library Services Llc	43,508.04
73643	Interpersonal Frequency	3,412.50
73644	Jim Gill, Inc.	1,000.00
73645	Kellogg & Sovereign Consulting, Llc	6,950.00
73646	Kenny Bethel	13.99
73647	Laura Powers	28.75
73648	Lauren Pearson	23.99
73649	Legal Shield	341.90
73650	Lewis Paper	458.14
73651	Linda Krombeen	66.51
73652	Mary Lewandoski	450.00
73653	Michael Moliter	16.95
73661	Midwest Tape	27,186.77
73662	Millington Arbela District Library	20.00
73663	Mind Over Marketing, LLC	500.00
73664	National Business Furniture	2,942.21
73665	Nationwide	395.52
73666	Neovation Corporation	5,299.00

Kent District Library-2018
Check/Voucher Register - Check Register
From 2/1/2018 Through 2/28/2018

Check Number	Vendor Name	Check Amount
73667	Olson HR Solutions	3,000.00
73668	Penguin Random House, LLC.	696.00
73669	Penworthy Co.	1,479.68
73670	Plainfield Charter Township	444.50
73671	Rebecca Keller	450.00
73672	RECORDED BOOKS, INC	1,033.28
73673	Rockford Advertising	736.25
73674	Same Day Delivery, Inc	3,220.00
73675	Servpro	575.16
73676	Shari Harris	12.99
73677	Shari Piccard	9.38
73678	Shirley Youngs	59.99
73679	Strategic Fundraising Coach	2,500.00
73680	Tim Kley	400.00
73681	Trailer Express, Inc	135.00
73682	Uaw Local 2600	1,749.99
73683	Vanessa Walstra	22.77
73684	Warner Norcross & Judd LLP	444.00
73685	Wolverine Printing Company	309.35
73686	Abila	5,022.00
73688	Absopure Water Company	956.71
73689	Bird + Bird Studio	350.00
73690	Advantage Marketing Inc.	808.20
73691	All Season Lawn Care	3,585.00
73692	Ben Darcie	160.00
73693	Carr Engineering, Inc.	2,989.00
73694	Cedar Springs Rotary	115.00
73695	Comcast Cable	124.40
73696	Comprenew	215.65
73697	Diane Cutler	11.96
73698	Dk Security	409.50
73699	Employee Assistance Center (Eac)	170.00
73700	Eric Dehaan	17.67
73701	Federal Armored Truck, Inc	119.33
73702	Foster, Swift, Collins & Smith, P.C.	3,097.00
73703	Grainger	134.64
73704	Holly Goulet	188.10
73712	Ingram Library Services LLC	15,898.83
73713	Kent Record Management, Inc	64.72
73714	Kimberly Brew	18.99
73715	Lasers Resource	463.05
73716	Laurie Winkler	20.00
73717	Linda Kruger	22.49
73718	Lindsey Dorfman	146.01
73719	Lindsey westerhof	700.00
73720	Marcel Price / Fable The Poet	550.00
73721	Mason County District Library	14.00
73722	Michigan Office Solutions (Mos)	1,090.09
73725	Midwest Tape	9,277.26
73726	Penguin Random House, LLC.	272.50
73727	Plic - Sbd Grand Island	2,487.40
73728	Rachel Gleason	550.00

Kent District Library-2018
Check/Voucher Register - Check Register
From 2/1/2018 Through 2/28/2018

Check Number	Vendor Name	Check Amount
73729	Rachel Udy	13.99
73730	Rnl Graphics Solutions Llc	687.61
73731	Rosa Bossi	15.95
73732	Shirley Bruursema	47.12
73733	Showcases	780.30
73737	Staples Business Advantage	4,019.32
73738	Ter Horst & Rinzema	590.00
73739	The Mud Room	1,600.00
73740	Tricia Kannegieter	17.27
73741	Weston Woods	64.43
73743	Absopure Water Company	512.41
73744	Bird + Bird Studio	175.00
73745	All Season Lawn Care	3,450.00
73746	Andrew Erlewein	35.45
73750	Baker & Taylor	14,756.87
73751	Blackstone Audio Inc	905.98
73752	Center Point Publishing	158.79
73753	Comerica Bank	10,161.64
73754	Craig Wilson	41.99
73755	Dk Security	409.50
73756	Everstream Holding LLC- Michigan	47,547.30
73757	Findaway World, Llc	352.72
73758	Gale/Cengage Learning	770.91
73759	Gordon Water Systems	257.00
73760	Grainger	134.64
73761	Grand Rapids Building Services	430.00
73762	Graphic Arts Service & Supply	23.80
73763	Greatamerica Financial Svcs.	5,310.65
73764	Heart Of West Michigan United Way	119.50
73765	Holly Tired	525.00
73766	In The News, INC.	245.00
73772	Ingram Library Services Llc	6,875.15
73773	Ip Consulting, Inc.	656.25
73774	Jaime Brooks	25.92
73775	Legal Shield	341.90
73776	Lewis Paper	620.60
73777	Library Ideas, Llc	560.00
73778	May Erlewine	250.00
73782	Midwest Tape	10,656.40
73783	Mlive Media Group	593.00
73784	Monica Walen	1,450.00
73785	Noordyk Business Equipment	1,512.29
73786	Pam Spring Advertising, Llc	522.50
73787	Penguin Random House, Llc.	675.75
73788	Penworthy Co.	575.49
73789	Presidio Networked Solutions Group, Llc	372.00
73790	Proscreening	285.50
73791	RECORDED BOOKS, INC	517.01
73792	Rnl Graphics Solutions Llc	6,295.58
73793	Romeo District Library	15.71
73794	Sabopr	218.40
73795	Same Day Delivery, Inc	1,380.00

Kent District Library-2018
Check/Voucher Register - Check Register
From 2/1/2018 Through 2/28/2018

Check Number	Vendor Name	Check Amount
73796	Sarah Ann Weller	43.08
73797	Scholastic Library Publishing	2,038.40
73798	Sherrie Willson	35.45
73799	Shirley Bruursema	89.43
73800	South Kent Rotary	250.00
73801	Stephanie Jackson	1,200.00
73802	Tasc	128.80
73803	Ter Horst & Rinzema	955.00
73804	Thomas Noreen	62.70
73805	Trailer Express, Inc	135.00
73806	Trivalent Group, Inc-Systems Division	440.00
73807	Troost Service Company	1,600.00
73808	Uaw Local 2600	1,751.20
73809	Walgreen Co	50.00
73810	Western Michigan University	33.55
73811	Wolverine Printing Company	86.70
73812	Amber Hath	10.58
73813	Carrie Wilson	496.59
73814	Corinne Keuning	10.49
73815	Craig Buno	410.97
73816	Dk Security	395.50
73817	DWD Technology Group	2,250.00
73818	Federal Armored Truck, Inc	118.25
73819	Gr Bikes, LLC	10,000.00
73820	Greatamerica Financial Svcs.	152.02
73821	Holly Goulet	124.98
73822	Hope Network Rehab Services	28.00
73823	Kaitlin Tang	34.99
73824	Karen Chilvere	32.00
73825	Lake Michigan Credit Union	5.00
73826	Lewis Paper	546.23
73827	Lisa Boone	6.99
73828	May Erlewine	1,200.00
73829	Noordyk Business Equipment	1,627.28
73830	Plic - Sbd Grand Island	2,617.28
73831	Rnl Graphics Solutions Llc	4,289.28
73832	Rotary Club Of Grandville / Jenison	126.50
73834	Staples Business Advantage	1,005.44
73835	Ter Horst & Rinzema	18,000.00
73836	West Michigan Office Interiors	7,704.00
73837	Citizens Insurance Company	97,134.00
73838	Community Media Center	300.00
73839	Liberty Mutual Insurance	715.00
73840	Petoskey District Library	9.99
73841	Friends of the Port Authur Library	100.00
73842	Prudential	2,745.00
73843	Sarah Ann Weller	1,044.66
73844	Shirley Bruursema	78.00
73845	Strategic Fundraising Coach	125.00
73846	Town & County Technologies	581.23
Report Total		592,439.72

LAKELAND LIBRARY COOPERATIVE

Board Meeting

Kent District Library Service Center

February 8, 2018

Unofficial

MINUTES

Board Present: Shirley Bruursema, Marla Ehlers, Martha Ferriby, Teresa Kline, Kelly Richards, Molly Walker

Board Absent: Sharon Engelsman, Diane Kooiker, Lance Werner

Call to order The meeting was called to order at 9:31 a.m. by President Kline. The roll-call sign-up sheet was circulated.

Agenda Motion by Ehlers to approve the agenda. Seconded by Walker. Motion carried.

Questions From Members with Board President/Cooperative Director Answers

There were no questions submitted before the meeting.

Public Comment The Board and audience members introduced themselves to Carol Dawe, our new Lakeland Library Cooperative Director.

Minutes

-- *December 14, 2017 Minutes*

Motion by Ferriby to approve the minutes of the December 14, 2017 meeting.
Seconded by Ehlers. Motion carried.

Financial Report

-- *FY2016-2017 Audit Report – Matt Holland, Gabridge & Company*

Matt Holland from Gabridge & Company reviewed the FY2016-2017 Audit. Lakeland received an unmodified opinion which is the highest opinion level that can be given. He reviewed the financial statements as they appeared in the Audit report and answered questions from the Board members. The report was received and filed.

-- *December & January Balance Sheet*

-- *November & December Investment Report*

There were no questions about the financial reports. The reports were received and filed.

Cooperative Director's Report

-- *Written Report* There were no questions about the written report.

--2017 Delivery, ILL and RIDES Statistics

VanderWagen pointed out the increases in the ILL figures for October, November and December of 2017. The increases were due to the restoration of ILL of DVD's and music to the Shared ILS starting in October 2017.

--Strategic Plan Action Report

No report

Committee Reports

--Finance Committee: None

--Personnel Committee: None

--PPS Committee: None

--Advisory Council: None

--ILS Council: Minutes from the December 14, 2017 meeting were included in the packet.

Unfinished Business

New Business

Board Development

Kelly Richards presented information on the Employee Assistance Program offered by HelpNet. MADL uses this program. The cost for the program is very reasonable, \$3-\$5 per month per employee. The program includes family counseling, free service from an attorney up to a cap, website access to financial advice, consumer tips, webinars, career development information and more. Employers are given reports monthly and quarterly which do not give specific names regarding the services used. HelpNet is available statewide and service providers are located all around the state. The program also includes on-site counseling if needed following incidents which affect employees. They also provide sessions for in-service training on various topics. He reported that the MADL staff uses the service which also includes family members. Ferriby asked about manager referrals to the program. Richards noted that there is a "last chance" agreement that can be made available. The base price listed above provides basic services and then it can be customized to fit employer needs from that point. Contact him for more information. He noted that at the price even the smallest library could probably afford to make it available to their staff members. MADL offers it to all employees as a basic benefit.

March Board Development topic: Volunteer needed

Public Comment

Pamela Myers reminded everyone of the upcoming Continuing Education events. The next Coffee, Conversation and Connections is scheduled for March 1, 2018. The topic is IT and you do not have to be an IT specialist to attend. The Collection Development workshop is also coming soon. Teresa thanked the committee for their hard work on the All-Staff workshop scheduled for February 19, 2018. Check the Lakeland calendar and website for registration information for all Continuing Education events.

Board Comments

Shirley Bruursema encouraged interested staff and board members to sign up for

the Millage workshop to be held in Flint on February 28, 2018. Both she and Lance Werner are presenting at the workshop. 2018 Trustee Alliance training sessions will feature Josie Parker from the Ann Arbor District Library. They will be held on March 9, 2018 in Southfield (registration is open) and October 6, 2018 in Delta Township outside of Lansing. Josie will also be doing a session at the upcoming Rural Libraries Conference at Grand Traverse Resort.

Marla Ehlers reported that finalist interviews for the Grand Rapids Public Library Director position will be held this week. They hope to have a new director on staff by April. The Grand Rapids Public Library Foundation will hold its annual fundraiser at the library on April 18. This year's focus will be on Women's History, Past, Present and Future.

Lakeland director, Carol Dawe reported that she is very happy to be here. She held the first team meeting with staff and they are working on some internal items. She encouraged people to contact her.

Adjournment

The meeting was adjourned at 10:08 a.m.

The next meeting will be held on Thursday, March 8, 2018 at 9:30 a.m. at the Kent District Library Service Center.

Minutes submitted by,

Sheryl VanderWagen
ILS Manager

BRANCH UPDATES

Engaging and educational programming is an essential part of library services. This month, branch managers took a critical look at their 2017 programming endeavors and were asked to summarize their upcoming program plans for 2018.

Englehardt (Lowell) Branch

The Englehardt Branch continuously seeks ways to engage the community and provide relevant programming. In 2017, the branch provided 164 programs for youth and adults, and had 3,306 people participate. For the youngest patrons, two different story times were offered - one on a weekday evening, and one on a weekday morning. During the school year, holiday and spring break programs were offered for students and families who stayed in the area and were looking for fun activities to do. Adults had the opportunity to participate in a monthly book discussion group, classes on timely technology issues such as cyber security and operating within the Windows 10 environment, as well as creative workshops.



Like other KDL branches, summer is the busiest programming season. In response to popular demand, a summer story time on Thursday mornings for young children was offered. One of the most favored programs offered was for kids who had an opportunity to read to one of four therapy dogs during Ruff Readers.

In 2018, a coding camp for students from 3rd - 8th grade was offered. It was held four consecutive days for two hours each day. Since it was the same group of kids every day, they were able to continue building on coding knowledge and work on more difficult projects as the week progressed. This program was so well-received, the branch will be hosting another during spring break and will offer a weekly Tech Explorers Club during the summer months. As a result of data analyzed on attendance during summer family programs, only paid performers will be doing the programs since attendance was not very good for staff-created programs. Adult programming is really hitting its stride with a 336% increase in program attendance during the month of January. Community members really enjoy and want more creative programs at the library and the plan is to provide even more opportunities for them to find their inner artist!

Kentwood Branch

Kentwood Branch programming in 2017 was centered on STEM, Early Literacy, popular crowd-pleasing presenters, and repeat partnerships. Staff have taken advantage of numerous opportunities to bring KDL presentations, Lit Lunches and KDLab programs to area classrooms and after school ARCH students. As a result of this outreach programming, there have been requests for classes and ARCH groups to visit the library, and KDL is collaborating with the ARCH program to bring a popular performer to the library this summer (May Erlewine) for a special program for ARCH students and families.

Kentwood branch began an afternoon Teen Zone in 2017. This was in response to an increase in afterschool visits from teens who were mostly playing games on the computers and frequently causing disturbances. These same kids are now participating in KDLab, board games and other activities during Teen Zone, and the teens have even been recruited as volunteers to help set up and take down chairs and tables for library programs.

Popular presenter programs are bringing hundreds of attendees to the library and continue to be the highlight of Kentwood's summer programming. Most popular are any of the programs with animals, trucks or magicians!

Several highly popular programs are being repeated this summer such as the Critter Barn with the support of the Friends of the Kentwood Library, and also repeating is the partnership with the City of Kentwood for the Touch-a-Truck event.

Kentwood youth staff are always looking at attendance numbers with the idea of improving or tweaking story times, the mainstay of the early literacy efforts. Staff are currently contemplating adding a Friday morning Family Story Time and eliminating a Tuesday preschool story time. The current push for parents to send their children to preschool at an early age is causing the participation numbers of the story time for the 3 to 6 age group to drop.

Krause Memorial Branch

Programming at Krause Memorial continues to be very popular. In 2017, the total attendance at programs increased by 16%. The wide variety of storytimes (babytime, rhyme time, toddler time, and storytime) remain very popular, and both Miss Shannon and Miss Heidi have loyal followings. For adult programming, two monthly book discussion groups are consistently getting good attendance and the Friday group has been meeting for over 25 years! Craft programs for adults are very popular and registration for these programs fills up quickly.

A standout children's program in 2017 was "Decorate Your Bike for the Fourth of July". Kids used KDL supplies to decorate their bikes, and many even rode them around in the library parking lot (which was closed for the event). This was done in conjunction with the GR Griffins' helmet giveaway. The "Blandford on the Road" program was also popular. This was a partnership with the Rockford Sportsman's Club. Both programs will be repeated in the summer of 2018.

A program that has seen waning attendance is the computer classes for adults. The "Learn with a Librarian" private tutoring sessions is what is trending now. This makes sense because the sessions are scheduled at a convenient time for the patron, and are tailored to the patron's interests. These private tech tutor sessions are very popular and the demand is increasing.

Nelson/Sand Lake Branch

This year, staff are experimenting with combining school visits with KDL Lab programming. Staff arrange to go to the schools (or they came to the library) over the course of a week then on Saturday they come to the lab in the branch. In January Miss Sara and Miss Bethany brought the KDL Lab Snap Circuits to several of the classrooms (they visited around 459 students) and the following Saturday, 21 students and families visited for the "official" program. In February staff switched the model up a bit and arranged for several of the classes to visit the branch – the class received a tour of the library and got to "play" with the KDL Little Bits Lab for about 30 minutes before returning to school. The reach was to 187 students and 17 of those students and families visited for the Saturday program. The plan is to continue to use this model periodically throughout the school year.

Lately, staff has had lot of fun growing and refining what has become a regular program - Pokémon Club day. The club started out slowly but has built up a regular following. Initially the idea was to just let the kids trade their cards and play the game but it's turned into a lot more than that with activities for Pokémon lovers of all ages including: Pokémon crafts and activity pages (coloring sheets, impossible word search, crossword puzzles, and Pokémon origami), Pokémon card trading, Pokémon deck creation, Pokémon trading card game training (staff not only train kids how to battle, but also train the parents of Pokémon fans so they can play with their kids at home). Most recently staff developed a gym badge system based on comments from club members and Ash's travels in the anime. Pokémon fans can battle one of the Gym Leaders (Miss Bethany or Miss Paula) in a 1:1, 3:3, or 6:6 Pokémon card battle. If the Pokémon fan beats the leader they earn a badge for the battle they won. The tweens and teens attending the program absolutely LOVE this – they very much enjoy beating the Gym Leaders and showing off the pins. There has been great community support for this program, with one community member donating card packs as giveaways for the kids. The Grand Rapids Symphony was also able to provide tickets to their Pokémon show. This summer, staff may incorporate some Pokémon Go activities into the program using the poke stop next to the library and the library's Pokémon Go Gym site.

Plainfield Branch

In 2017, Plainfield tried out some different types of programs and found out what was popular with patrons and what doesn't work so well. The result found that adult craft-type programs like Recycle Your Reads, Creating Mandalas and The Art of Papermaking were great successes with overflow attendees. Other types of programs like genealogy, herbal teas and the Music of WWII were not as popular, but through trial and error, Plainfield has become better able to select programs that patrons love.

Plainfield's outreach efforts were something to brag about – hats off to the Plainfield staff for getting out in the community and spreading the word on the amazing services and resources the library offers! Staff visited local kindergarten classes weekly in addition to presenting at school literacy nights, summer reading assemblies and were personally requested at four school district's summer reading literacy programs. Staff were also active participants at local senior communities bringing book discussions and craft programs to patrons who aren't able to make it into the branch.

The storytime series are some of the most popular programs and they draw a regular crowd who sing, dance, and read as a group – it's a crazy fun time. Over the summer several programs were offered for school age kids on Tuesday mornings with enthusiastic attendance including the Outdoor Discovery Center presentation, John Ball Zoo and the Star Wars Drawing class. The Build a Birdhouse program was so well attended the presenter used up all her extra supplies, allowing for as many people to participate as possible. Thursday evening summer programs were a big draw for families and large crowds came to the library to see magicians and pet animals at Critter Barn petting zoo. The year ended with popular, well-known programs like Gingerbread Lane and Ready for Reindeer.

Spencer Township Branch

Spencer programming in 2017 turned out to be great. New programs were offered and working with community partners helped in creating exciting, community-focused events. This past year two outstanding adult hands-on craft programs were offered; The Art of Papermaking and DIY Wooden Signs. Stephanie Jackson came to the library and showed patrons how to make beautiful, handcrafted paper from recycled paper scraps. Patrons worked in teams sharing blenders, paper scraps, and papermaking frames, swapping color combinations so everyone was able to make their ideal finished product. In the fall, the Mud Room visited the library and taught patrons how to make their own wooden signs. Patrons got creative by mixing stains and colors to create a truly unique wooden sign. These were two outstanding hands-on programs and based on feedback from patrons the Art of Papermaking and The Mud Room were brought back for 2018.

Spencer has two annual community celebrations that draw huge numbers of residents. In the spring the Spring Festival and Egg Hunt, sponsored by the Spencer Friends of the Library, brought together 250 patrons and they decorated bags, played games, got their face painted, and of course, found 600+ eggs hidden outside in the playground. The turnout was so great that the Spencer Friends are planning on hiding 800 eggs for children to find for 2018. Spencer celebrated the end of Summer Reading with the third annual outdoor movie in the park. This past year staff did something a little different and asked for patrons to vote on what movie would be shown. Patrons chose an oldie but a goodie, Ratatouille.

Some highlights for children and youth programming included Family Storytime featuring the Spencer Township Fire Dept. where children were able to meet the fire department, try on helmets and even shoot the fire hose. Another popular event was Critter Barn Farm on the Go, a petting zoo in conjunction with the spring plant exchange and Friends table book sale. Patrons came face-to-face with bunnies, goats, chicks, and ducks! The Teen volunteer program was also a big highlight that runs throughout the year. Teens come to the library daily to help out with programs, displays, and generally keep the Library the most happening place to be. There were so many awesome programs this year it's hard to pick a favorite, but the majority of the Spencer Branch's patrons would say the staff-led programs were the most enjoyable. KDL staff members Linda Grit presented a children's Build a Birdhouse program that wowed kids and Carlita Gonzalez brought teen's Pop-N-Paint, a soda taste-testing and canvas painting combo program. Spencer teens loved to try different sodas while painting in the garden area.

Tyrone Township Branch

In 2017 the Tyrone Twp. branch took a hard and thorough look at programming and outreach. Staff identified the need for more fun and educational programming after school for teens and tweens, and the need for better adult programs. Based on those results, it was decided to ramp up programming to teens and tweens, and scale back on programming to adults to compensate.



A mix of Teen Zones, Teen Specials (like Anti-Valentine's day pictured left), and KDL Labs for the tween crowd were offered. The programs were a combination of fun and education, and gave teens and tweens constructive activities after school.

By the end of 2017, the number of teen programs increased by 34% since 2016. The results surpassed staff's expectations: teen program attendance increased by 133%! This

strategy also helped to increase overall program attendance by 12%, despite having 12% fewer programs in 2017 than in 2016. The plan is to continue this focus through 2018. Tyrone already has awesome teen and tween programs lined up through the summer season!



Walker Branch

Programming at Walker is always a top priority and brings the community together. Most of the events are in the programming room which limits the amount of patrons in attendance. Fortunately, the City of Walker lets the staff use the City Chamber for large summer events, such as the magician, Tom Plunkard, puppet shows and other programs that draw a large crowd and need to be indoors. Most of the year programming focuses on young children and families with a few programs aimed at seniors and adults. However, over the course of the summer and during school breaks, Walker hosts more programs for teens. Because of the limitation of the program room size and the times the city allows Walker to host programs in their chambers, the Walker staff members are very diligent at choosing programs and events that they believe will have an impact on the community and draw attendance. This can be seen by the growth in program attendance overall from 2016 to 2017 without greatly increasing the amount of programs offered. The branch hosted a total of 274 programs, an increase of 18 programs from the year before, but saw an increase in attendance from 8,649 to 9,483. This averaged 35 people per program for 2017.

Toddler times and storytimes are often the most attended program. Many times these attendance numbers have been consistent from one year to the next. Focusing on the school aged crowd, program offerings have nearly doubled, increasing from 24 to 45 programs. The attendance for these programs also more than increased, going from 817 in 2016 to 2,100 in 2017.

While the goal was to try to draw in more adults to events at the library by offering 5 more programs than the previous year, this only brought in an increase of 7 people, for a total of 158. One of the most popular adult programs hosted was the root beer making class, presented by Chas Thompson of Schmohz Brewery. This event allowed patrons to experience the art of making their own root beer. They learned the steps to making a great root beer, saw the equipment needed and tried some of Schmohz's delicious root beer.

Reaching more teens was a programming goal that was achieved in the past year. In 2017 there was only one more teen program, but the attendance rose from 42 attendees to 116. One of the programs that exceeded

expectations was the *Teens Draw It*, with caricaturist Corey Ruffin. So many teens attended this program that they could not fit into the program room and had to have an impromptu class outside on the library lawn. Other successful teen programs were a cookie decorating contest, bringing 25 teens into the library, and a temporary henna tattoo program, bringing in 19 teens.

Staff are always reviewing what worked well and changing offerings or program times to achieve the best possible results. Going forward for 2018, the plan is to host a large summer carnival kickoff with attractions that include an inflatable obstacle course, slide, musical entertainment and food offerings. In years past Walker also had the Touch-a-Truck program rolled into the summer carnival. This year, however the plan to host that offering as a separate event. The start time of Babytime was also changed and is now starting at 9:30, with the goal of bringing in more babies and caregivers.

Staff have aimed to host new events during school breaks for school aged children and teens. They also plan to offer simple, less staff-intensive programs between the current programming schedules. Going forward with adult programming the hope is to partner with some of the current outreach partners in the hope that they would host programs at their locations, thereby having a built in audience or bringing their residents to the library for programs.



Teens Draw It, with caricaturist Corey Ruffin



Root beer making class, presented by Chas Thompson of Schmohz Brewery.

Wyoming Branch

Programming numbers were strong for Wyoming in 2017, with 11,943 in total attendance. Patterns in the last few years have remained consistent. The storytime attendance continues to be high. In the fall of 2017 the launch of a new staff-led Yoga Storytime has been extremely popular! Ashten Wilkey will be presenting on that unique program at MLA Spring Institute this month.

As in the past, the adult and teen programming attendance numbers were low in 2017. For Adult programs crafting type programs continue to be the best draw and those will be coming back in 2018. The goal for 2018 is to provide fewer school year programs while focusing on larger, high interest programs. The majority of teen programming in the summer.



The annual Community Reads program continues to be popular with the community and well received in the schools. Wyoming is again partnering with Grandville on the program and are eagerly anticipating the visit of the author of the chosen title – *How Dare the Sun Rise* by Sandra Uwiringiyimana. Wyoming and Godwin Schools have added the community reads program to their yearly curriculum and students in both schools are currently reading and studying the book in anticipation of the March 26 visit. The Community Reads program continues to be one of the most rewarding programs for staff as they often get to see firsthand the impact that the title has on the students.

Kelloggsville Branch

The goal for Kelloggsville programming this year is to focus on the largest audience – teens. Mike Zurgable has started a Teen Advisory Board to help determine what type of programming may be of interest to the students and other local teens. Fourteen teens showed up for the first meeting and gave staff valuable feedback. Based on this feedback staff are scheduling a SAT Study session for the spring and hoping to launch a Teen Book Discussion this summer or fall. One-on-One Computer Tutoring sessions are being offered on Saturdays and staff may expand those times if more sessions are needed.

For summer family programming there are large, community friendly events planned in order to bring families into the library, perhaps for the first time. There are several high visibility outdoor events planned including a Touch-a-Truck program in partnership with the City of Wyoming. An evening storytime session in February has begun and staff plan to take advantage of the expanded summer hours to provide a summer morning storytime. Storytime attendance has been low but it is expected that will grow as more families in the community become aware of the programming provided. As the year progresses staff will continue to learn more of what the community wants for this location.

KDL Service and Meeting Center

In February three new organizations rented rooms in the Meeting Center while three returning organizations used the KDL space. LLC had a couple of events with one being the LLC All Staff and they had around 120 people in attendance.

The Service Center has been busy as well. There is a new MelCat processing area in the open warehouse where Carrie Wilson, PSD Manager, and the PSD team will centralize the MelCat processing. Once the mezzanine for storage is built the Book Club in a Bag will also be going near this area.

As the snow has been thawing the Service Center roof is not holding up well. Before the thaw there were eight leaks that had been fixed, and after the thaw those leaks came back. No permanent damage was done, but there are major repairs that need to be made. Last year roofers came out and assessed the roof, and all four companies had the same feedback: the roof needs to be retrofitted or sealed. Laura Powers and Missy Lancaster are working on contacting a roof expert who Laura worked with on the roof replacement at the Flat River Community Library. In April, a budget adjustment will be brought to the Board for the necessary repairs.

During the thaw, a large ice chunk dropped on one of the KDL vans and smashed the windshield, dented the hood, and did some damage underneath the hood as well. Luckily the car insurance took care of the cost, as the damage was over \$2500. The van should be road-ready again in early to mid-March.

In March the Food Trucks are returning to the Service Center and they are scheduled to come until November. Come and join the KDL staff for lunch at the library and help support the local food trucks!

Volunteer Report

During the month of March, Volunteer Coordinator Calli Crow plans to visit Friends Groups' and talk about their roles in the branches and offer recruitment help and networking info as needed. During the branch visits, Calli

will introduce interested staff to Volunteer Hub's "Kiosk" for tracking volunteer hours and walk through the procedure for creating an online volunteer profile and viewing online opportunities to volunteer.

As Alliance of Friends Liaison, Calli is working to help the group plan their Spring Linking Event on Wednesday, March 21 in the KDL Meeting Center, Grand River Conference Room from 1pm until 4pm. The theme is Bylaws and Financials and there will be a networking workshop that will give the groups a chance to learn from Trustee Shirley Bruursema's decades of experience with Friends' bylaws in addition to financial best practices tips from the Cascade Friends Treasurer, Marianne Warnock.

Calli is continuing to work with Kent County Elections Director Gerrid Uzarski and Secretary of State Liaison Barbara VanderVeen after a successful pilot run of the Election Inspectors Recruitment Project in November 2017. Calli will join a committee of clerks and municipal staff to coordinate partnerships that will serve to recruit qualified election inspectors in the coming year.

Volunteers have been hard at work processing donated seeds into sample sized packets for the 2018 Seed Library. Ten volunteers have been working on take-home boxes while groups of 5-10 volunteers have been at the Service Center multiple times. All their effort will yield well over 5000 packets for distribution in the first two weeks of March.

An upcoming project to create new opportunities for KDL volunteers to be mentors or reading buddies is in the works. Calli, who has received Design Think training from Michelle Boisvenue-Fox, will put together a team that will include Plainfield Circulation Manager, Morgan Hanks, Youth Services Staff, volunteers, and representatives from community organizations that specialize in mentoring and literacy services. The Design Think will focus on creating a prototype for a volunteer mentoring program at KDL.

FINANCE DEPARTMENT

- The Finance Department staff is currently comprised of two team members (Director of Finance and Governmental Fund Accounting Specialist) with two open positions for a Team Lead and General Accountant. KDL is currently completing a search for the Team Lead position and is utilizing the services of a temporary contractor during the search. KDL will also be starting the search for a General Accountant shortly, and will likely be utilizing the services of a temporary contractor during this search as well.
- The Finance Team is in the process of converting the financial software's database and coding to accommodate the budget, chart of account, and fund changes made for 2018. This is a major undertaking that has involved creating and implementing a new chart of accounts, reports, and financial statements in a new database and managing two different databases during the transition. When fiscal year 2017 is finalized and closed, the Finance Department will be able to complete the transition to the new database.
- As part of the new database, Finance is creating reports for each department/branch so the managers will be able to closely monitor their department's expenditures. Leadership Team members also have reports for their areas of supervision.
- On March 1st KDL transitioned to using electronic requisition forms instead of hard copy forms. These forms are used by Kent District Library team members when submitting invoices for a purchase card purchase or requesting a check or purchase order. These new forms will streamline the coding and approval process for all Kent District Library team members. The Finance Department appreciates the patience of Kent District Library team members as everyone works through this new process together!

WHAT'S GOING ON AT KDL

Building Update – Ada

Ada Township has hired Scott Rantala of Jones Lang LaSalle (LLC), an international project management firm, to oversee the design and construction of the Community Center/Library Project. A Building Committee kickoff meeting was held on March 2nd. Craig Wilson, Penni Zurgable and Lindsey Dorfman represented KDL at this meeting. The building will be a 20,000-27,000 joint library/community center located off of Headly Street in Downtown Ada. The estimated completion date of the project is Jan-March of 2020. There will be a public bidding process to procure an architectural firm. LLJ will review and score all the proposals and present them to building committee in April. Three firms will be selected by the building committee to interview. A special committee made up of building committee members and township board members will be assembled to interview the firms and make a recommendation to the township board.

Building Update – Tyrone

Fishbeck Thompson Carr & Huber will be presenting the township board with a space needs assessment using the data and information gathered from an online survey and the community meetings that took place last month. The feedback from the community is that the library is well loved but needs to be big enough to accommodate the different ways people want to use the library. As Tyrone Township Branch Manager, Liz Knapp, put it, “kids want to be able to be noisier than we are able to allow them in our small space, and adults want the kids to be even quieter (and staff are in the middle trying to keep the peace).” The Township board will use this report created by FTCH to determine if they want to move forward with the project.

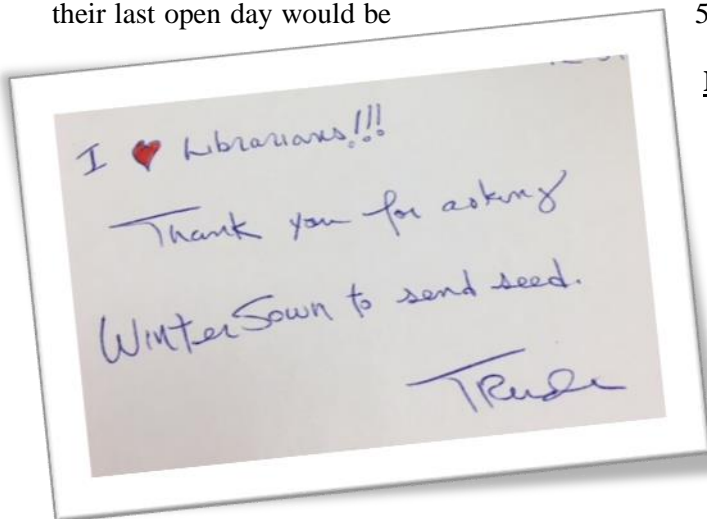
The survey report has been attached to the Director's report for your review.

Building Update – Walker

Library staff and City officials will be meeting with representatives from Fishbeck Thompson Carr & Huber to discuss next steps in the City's endeavor to enhance the library in Walker. The first phase will most likely include a space-needs assessment with input from the community, similar to the process that's being completed in Tyrone Township. Walker Branch is looking forward to working with the City on this project, and to a time when the Walker Branch can accommodate the level of programming that residents would like.

5-Day Grace Period

Implemented 5-day grace period for fines on most items (exceptions for KDL Cruiser bikes, Beyond Books collection items such as iPads & hotspots, and overnight loans). Due to staff having to backdate items manually (and remembering to do so) for times when KDL has to close for inclement weather or building issues, it was determined to institute a grace period so patron's would not be fined inadvertently if staff forgot to backdate to the last open date. Five days was chosen because of Kelloggsville's hours – if they aren't open on a Saturday then their last open day would be 5 days prior.



KDL Seed Library

Volunteers are working hard to finalize the Seed Packets and branches can expect their first shipment the week of March 12. The Community Seed Exchange is Saturday, March 10 at the Kentwood branch (10am-3pm).

KDL Cruisers

In the future, KDL desires to have local businesses or organizations sponsor bikes to build sustainability for the program. This will be discussed with the interim Fund Development Manager for the 2019 season.

Write Michigan Short Story Contest

Entries for the Write Michigan Short Story contest included 246 zip codes that with submissions even from the Upper Peninsula. The Awards Ceremony and Winners Luncheon will be at Schuler's Books & Music on Saturday, March 17. One of the highlights is an author signing at the end. Copies of the anthology sell for \$14.95 (KDL receives \$3 for each copy sold).

Rocket Night at Kelloggsville

Community Engagement staff helped Kelloggsville staff with Rocket Night at the Middle School. The event reached more than 300 hundred people. Patrons were really happy to know that the Kelloggsville branch is open to everyone. New library cards were issued and kids had fun learning with KDL Lab.

Bethany Christian Refugees Partnership

Staff visited with Bethany Christian Refugees and more than 15 library cards were issued to refugees. The refugees were really happy to get to know about the amazing free library programs and resources KDL offers. New patrons were from Rwanda, Vietnam, Bhutan and Eritrea. KDL staff learned about Eritrea, a country most had not heard before, located in the horn of Africa. For the next visit, KDL staff will show how to check out materials at the library and learn about due dates.

Martin Luther King Jr Leadership Academy

Outreach started visits to Martin Luther King Jr Leadership Academy, more than 12 children were able to had fun learning with KDL Lab. Some familiar faces from last year were happy to see Holly and Ashley back. Staff will be attending MLK twice per month through May.

Summer Reading Prizes

More than 8,000 books have been received so far at the service center. Collection Services staff are unpacking boxes so that invoices can be moved along and not stay in the system too long. These will be stored until the summer reading workgroup separates the prizes to get a special delivery ready for branches in May. Another 4,000 titles are still expected.

A New KDL Way Video

Collection Services staff are planning a video to show how they contribute to the KDL Way for staff going through orientation. Did you know that there is never delivery to sort leftover at the end of the day? Once material arrives at the Service Center, it is sorted and put out for delivery that day. Did you know that new material leaves the KDL Service Center every day to fill holds and fill branch New Book Shelves and displays?

Turnaround time update – (Turnaround time includes when items are received from the vendor to when they leave the Service Center fully processed and shelf ready).

- | | |
|--------------------------------|-----------|
| • Books – Bestsellers/Express | 1 day |
| • Books – With holds | 3 days |
| • Books – Without holds | 4 days |
| • Music CD's – With holds | 1 day |
| • Spoken Audio – With holds | 1.5 days |
| • Spoken Audio – Without holds | 2 days |
| • DVD's – With holds | 2.25 days |
| • DVD's – Without holds | 3 days |
| • Games | 3 days |
| • Overall | 2.5 days |

Imagination Station

Due to a change in information staff meetings, a new approach to transferring activities to the branch imagination station needed to happen to give young patrons new activities in KDLville spaces. Michelle visited branches after the Early Literacy workgroup created a new rotation. This will happen three more times in 2018. Next year this will be budgeted for Same Day Delivery. Doing it internally allows KDL to develop some best practices and will help in training the vendor.

Kent County Teen Film Festival

The Kent County Teen Film Festival was a huge success! 275 were in attendance at Celebration Cinema North to watch films from 29 finalists. The complex program ran without a hitch, teens were able to view their films on the large screen and awards were given to the top movies, including a People's Choice Award. The KDL Fund Board supported by giving money for the team to purchase a Mac Notebook that included film editing software for the Director's Award.

KDaLe Horrocks Market Tap Takeover

The second annual event had amazing support from local breweries and fans of KDaLe programs. Over 200 attendees tried unique literary-themed brews from 8 breweries including the Giving Tree Chaga Stout from City Built Brewing Company. Patrons interacted with owners, brewers and chefs from many of the breweries.

Michigan Notable Book Tour

Kent District Library was chosen by the Library of Michigan to be a part of the Michigan Notable Book Tour. Hank Meijer, author of *Arthur Vandenberg: The Man in the Middle of the American Century*, will be speaking at the East Grand Rapids branch on Wednesday, May 2 at 6:30 pm. The Tour features authors discussing the books that were chosen as the best in Michigan over the past year.

Other KDL Signature Events

Planning is in process for many special and signature programs coming up over the next few months. The Write Michigan Awards Luncheon and Ceremony on March 17 will honor winners of the short story contest.

KDL is partnering with the World Affairs Council to host *Cultivating Community through Civil Discourse*, a series of programs throughout April at the Wyoming branch. Three speakers, including Michigan Radio's Jack Lessenberry will discuss different aspects of civility.

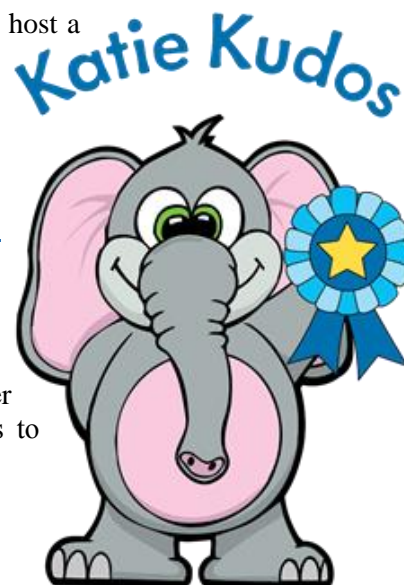
April 21 is the KDL Writer's Conference, which is held at the Service Center and will feature local author talks, breakout sessions and more for area writers.

The Programming Department is also scheduling two branches this summer to host a concert with a percussionist in partnership with the Grand Rapids Symphony.

KATIE KUDOS –

★ [Michelle Boisvenue-Fox \(Director of Innovation & User Experience Director\)](#) ...

nominated by Jacque Viol ... because "She had the brilliant idea of a way to move the Imagination Station items from branch-to-branch now that we are not meeting quarterly. She personally did the delivery this time to check what the issues would be with it (not just one day, but two!). Many of our smaller branches were ecstatic that they've got new items for their younger patrons to interact with."



★ [Liz Guarino-Kozlowicz \(Branch Manager at Caledonia Township\)](#) ... nominated by Crystal Logan-Syrewicze ... because “She has been an immensely encouraging boss. She’s always supported me in my endeavors to grow as a library professional and provided plenty of extra opportunities for me to contribute to KDL for which I am incredibly grateful for!”

★ [Karen Scripsema \(CA at Plainfield Township\)](#) ... nominated by Liz Wierenga ... because “She works so hard on our display showcase in our front desk. Patrons, big and small, look each time when she redecorates it. It’s a great opportunity to hear conversations between children and adults ... asking questions and talking about what they see. Thank you, Karen, for providing this great display for us!”

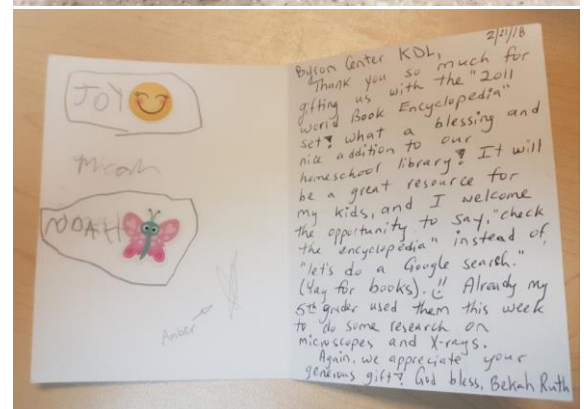
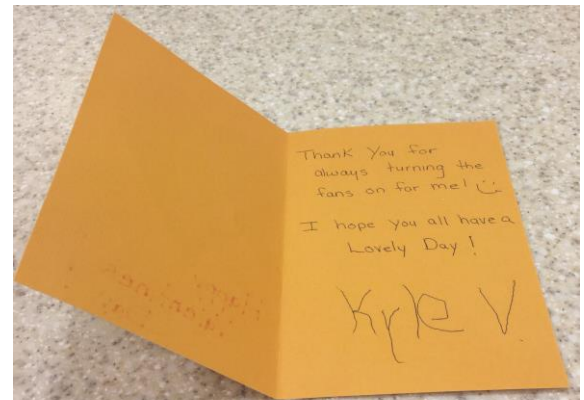
PRAISE FROM PATRONS

• Alpine Branch

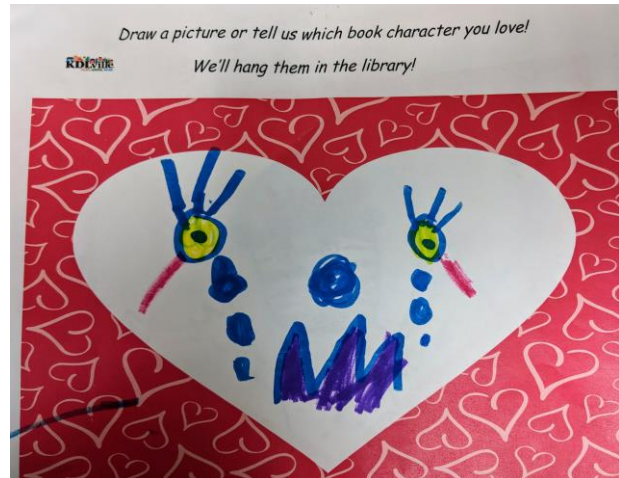
- The night the Ruff Reader came in, there was an adult patron who was dealing with something pretty heavy and having a rough day. I suggested she spend some time with the ruff reader dog - after all, he is a therapy dog :) She said yes, she’d love to hug the dog before she left. She ended up sitting with the handler and talking. All. Night. At one point, I let the handler know that she could leave since there were no children. She said something like, “We’re having a good talk. I’m right where I need to be tonight.” The Ruff Reader handler left a nice note about her night at the library on her Facebook page: “I had an amazing time tonight. Being present and open to everyone at the Library tonight left a smile on my heart.”

• Byron Township Branch

- Kyle is a special needs young man who loves the ceiling fans here at Byron. He brought the branch candy-coated pretzels and made a Valentine that reads, “Thank you for always turning the fans on for me! ☺ I hope you all have a lovely day!”
- A patron came in and she wanted to share how much she likes CloudLibrary. There were two things that came up particularly in her conversation: “love the interface, easier to find genres” and that there were “so many more titles to check out.” It was nice she took the time to express her appreciation!
- A home-schooling family dropped this card off (right) that reads: “Byron Center KDL, Thank you so much for gifting us with the ‘2011 World Book Encyclopedia’ set! What a blessing and a nice addition to our homeschool library! It will be a great resource for my kids, and I welcome the opportunity to say ‘check the encyclopedia’ instead of, ‘Let’s do a Google Search’ (Yay for books). ☺ Already, my 5th grader used them this week to do some research on microscopes and x-rays. Again, we appreciate your generous gift! God Bless.”



- A patron shared, at a recent VR@KDL, event how much she appreciates all of the innovative things we do here, including KDL Lab programs, Beyond Books, and the virtual reality program. She said the library where she used to live had nothing like it.
- **Comstock Park Branch**
 - Comstock Park has one of those Geek Group “Lite Brite” boards here at the library, made with golf tees. The kids get hammers to use to create designs. One child loves it so much, his Dad built him one for their home.
- **Englehardt Branch**
 - Englehardt Branch in Lowell received a very nice online five-star review from a parent: “Great place. Librarians are helpful and friendly (unlike 99% of libraries I visit) and aren’t smug or snide and have even shown a vast sense of humor (they hung on the wall my five-year-old’s colored picture of ‘My Favorite Character’, for which she had drawn a crying vicious monster heart with bleeding vampire teeth). Clean, great play area, friendly attitude. Grade A.”
- “In case you ever wonder whether or not people notice how staff behave and what staff does, wonder no more. Keep up the awesome work!!!” branch manager, Heather Wood-Gramza, commented when sending it along to her staff.
- Patron Mark Rehwoldt took time out to write a very kind letter expressing his appreciation of the paper making class Englehardt offered this month. He wrote, ‘I was enlightened. I very much enjoyed myself and I hope you hold it again! I have some ideas of things I’d like to try different next time. So, thank you!’”
- **Plainfield Branch**
 - “A very tall, fully bearded college student came into the library with his mom yesterday. I recognized mom and made some comment to the effect that her baby was grown up. We chatted for a bit and she said, ‘Your storytimes put him on the path to getting a 34 on his ACT. They turned him into a lifelong reader!’”
- **Walker Branch**
 - Staff found a patron’s dad’s obituary that the patron had been using as a bookmark. It was in the branch lost and found drawer ready for her to pick up. She was so touched that someone called and told her that they found it! Because it meant so much to her, she brought in a bag of chocolate kisses that are on the breakroom table for everyone’s enjoyment. Pretty sweet day here!!!



UPCOMING MEETINGS AND EVENTS OF INTEREST

BOARD MEETINGS	DATE	TIME	LOCATION
KDL Regular Board Meeting	Thurs., April 19, 2018	4:30 PM	KDL Service Center
KDL Regular Board Meeting	Thurs., May 17, 2018	4:30 PM	KDL Spencer Branch
OTHER MEETINGS	DATE	TIME	LOCATION
KDL Dev. Board Meeting	Weds., Feb. 28, 2018	12:00 PM	KDL Service Center
KDL Pension Board Meeting	Weds, May 16, 2018	1:00 PM	KDL Service Center
EVENTS	DATE	TIME	LOCATION
PLA Annual Conference	March 20-24, 2018	All Day	Philadelphia, PA
MLA Spring Institute	March 22-23, 2018	All Day	GVSU Eberhard Center
KDL Managers Happy Hour	May 18, 2018	4:00 PM	Mill Creek Tavern
ALA Annual Conference	June 21-26, 2018	All Day	New Orleans, LA
MLA Annual Conference	October 17- 19, 2018	All Day	Novi, MI

NEW APPOINTMENTS	POSITION	EFFECTIVE
Elizabeth Zandstra	Substitute Information Staff	February 28
Jessine VanLopik	Shelver – Wyoming	February 28
Jeremy Coldicott	Substitute Circulation Assistant	February 28
Alison Hobbs-Wheeler	Substitute Circulation Assistant	February 28
Krista Johnson	Substitute Circulation Assistant	February 28
Jessica McLeod	Substitute Circulation Assistant	February 28
Jaclyn Richards	Substitute Circulation Assistant	February 28
Kaleigh Ritchie	Substitute Circulation Assistant	February 28
Brittany Hill	Youth Paraprofessional – Cascade	March 8
Claire Horlings	Interim Fund Development Manager	March 19
Sara Proano Motta	Manager of Community Engagement	March 26

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Ayla Lehmann	Shelver – Wyoming	Circulation Assistant – Caledonia	February 2
Andrea Puskas	Substitute Circulation Assistant	Circulation Assistant – Sand Lake/Nelson Township	February 19
Julie Cook	Substitute Circulation Assistant	Circulation Assistant – Wyoming	February 26
Latoya Smith	Substitute Circulation Assistant	Shelver – Plainfield	March 5

DEPARTURES	POSITION	EFFECTIVE
DeLinda Dhyne	Shelver – Plainfield	February 5
Leigh Rapaport	Circulation Assistant – Cascade	February 12
Larry Corser	General Accountant – Service Center	March 7
Ruben Campos	Manager of Community Engagement	March 9
Linda Krombeen	Fund Development Manager	March 30
Barb DeYoung	Youth Librarian – Byron Township	May 18

OPEN POSITIONS	TYPE
Branch Manager – Cascade	Full-time
Circulation Assistant – Cascade	Part-time
Finance Department Team Lead – Service Center	Full-time

EMPLOYEE ANNIVERSARIES (APRIL)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Jackie Olmstead	Collection Services	42 years
Jennifer German	Krause Memorial	29 years
Fran Allen	Comstock Park	27 years
Barb DeYoung	Byron Township	22 years
Nanette Jasperse	Collection Services	20 years
Sarah Yoder	East Grand Rapids	20 years
Hennie Vaandrager	Kentwood	19 years
Dhanya Ravi	Information Technology	15 years
Liz Guarino-Kozlowicz	Caledonia	12 years
Gene Hashley	Information Sub Pool	12 years
Theresa Duffy	Byron Township	10 years
Joyanne Huston-Swanson	Patron Services	8 years
Kathy Pluymert	Collection Services	8 years
Kathy Hagan	Cascade	7 years
Bethany Heerspink	Grandville	6 years
Mimi Martin	East Grand Rapids	6 years
Ty Papke	Wyoming	6 years
Linda Ruesink	Caledonia	6 years
Kaitlin Tang	Plainfield/Spencer Township	6 years
Ashten Wilkey	Wyoming	6 years
Stacy Schuster	Collection Development	5 years
Scott Small	Cascade	4 years
Yuliya Bunker	East Grand Rapids	3 years
Sam Hodge	Collection Development	3 years
Julie Myszak	Collection Services	3 years
Paris Close	Kentwood	2 years
Hannah Lewis	Wyoming	2 years
Michele Justema	Walker	1 year



Kent District Library

**Information.
Ideas.
Excitement!**

Board of Trustees Attendance

2018

(X = present)

	Shirley Bruursema	Lee Cook	Andrew Erlewein	Tom Noreen	Penny Weller	Craig Wilson	Sherrie Barber Willson
January 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"/>
February 15	<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 15	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
April 19	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
May 17	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
June 14	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
July 19	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
August 16	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
September 11	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
September 20	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
October 11	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
October 25	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
November 15	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
December 20	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Board Participation via Conference Call or WebEx

Trustee Name	Meeting Date	Trustee Name	Meeting Date

Section 2: Circulation

- 2.1 [Library Card Registration](#)
 - 2.1.1 [Cards for Visiting Students](#)
 - 2.1.2 [Institutional Cards](#)
 - 2.1.3 [Non-Resident Cards](#) **CHANGE**
 - 2.1.4 [Youth Cards](#)
 - 2.1.5 [Temporary Cards for Adults](#)
- 2.2 [Lakeland Library Cooperative Member Library Cards](#)
- 2.3 [Lost or Stolen Cards](#) **CHANGE**
- 2.4 [Privacy of User Records](#)
 - 2.4.1 [Library Documents](#)
- 2.5 [Overdue, Lost, and/or Damaged Materials](#) **CHANGE**
 - 2.5.1 [Fees](#) **CHANGE**
- 2.6 [Audio-Visual Materials Use](#)

LIBRARY CARD REGISTRATION

All residents within the Kent District Library service area are eligible for a library card. Persons living outside the Kent District Library service area who pay property taxes to a governmental unit within the District are also eligible for a Kent District Library card.

Library cards are non-transferable. All items borrowed are the responsibility of the individual to whom the card is issued.

Juvenile (under age 18) registrations may be signed by any person willing to assume legal responsibility for library resources. Signatures indicate an acceptance of responsibility for:

- the juvenile's use of all library resources including access to the Internet;
- supervision of the juvenile's choice of materials;
- return of all materials when due;
- overdue fines when materials are returned late; and
- all losses and damages to materials and equipment borrowed.

When a juvenile patron turns 18 years of age, he/she assumes responsibility for the library account bearing his/her name including all borrowed items on that account. Any fees on the card will be moved to the co-signer's card. If the co-signer does not have a card, a bill will be mailed. All fines associated with the juvenile's account will be waived.

Library cards will have an expiration date in order to update accounts as needed.

CARDS FOR VISITING STUDENTS

High school exchange students and college students residing in the Kent District Library service area while attending high school or college are eligible for a Kent District Library card.

INSTITUTIONAL CARDS

If an agency, institution, or business within the Kent District Library service area requests a library card for use by its residents or staff (in their institutional role), a card may be issued if the institution's head or director agrees in writing that the institution will be responsible for any materials lost or damaged and for any fines incurred through use of the card. Such a card may be used by residents or staff of the institution at the discretion of the institution's director. The card itself must be presented to be honored. KDL will not accept personal identification in lieu of the institutional card. Due to licensing agreement restrictions, institutional cards do not allow remote access to electronic databases or downloadable items.

CHANGE

KDL Policy 2.1.3

New 11-18-2017

NON-RESIDENT CARDS

Residents within the geographical area of the Lakeland Library Cooperative's boundaries who do not qualify for a library card at any Lakeland Library Cooperative member library may purchase a KDL non-resident library card for a fee. The fee covers all family members in one household and each family member may be issued their own non-resident card. KDL non-resident cards are honored only at Kent District Library branches and are not valid at other Lakeland Library Cooperative member libraries ¹~~nor can be used for MelCat services.~~ ² ~~Non-resident cardholders may place holds on KDL items only.~~ Non-resident cards do not allow access to KDL downloadable content including, but not limited to, eBooks and eAudiobooks.

~~At the beginning of each of fiscal year, Beginning January 1, 2018,~~ a 12-month non-resident card will be available for purchase at a cost of \$60.00 (prorated on a monthly basis on the first day of each month). ~~Non-resident cards expire on December 31, 2018.~~

Recommend Change 1. Addition of MelCat to reflect current practice.

Recommended Change 2. We no longer have a shared catalog which makes this sentence unnecessary.

YOUTH CARDS

Children who do not have a library card, nor have a co-signer to help them get a library card, will be eligible for a Youth Card. Only books will be available for checkout with a Youth Card, and children can check out a maximum of three books. Internet access will also be available. No proof of residency will be required. Youth cards will have an expiration date.

This card can be offered by library staff at school visits to non-resident students. They would not be eligible for a regular juvenile library card due to their residency.

A maximum of three lost books will be allowed on this card. Should a child lose three books a second time, the card will be deactivated.

TEMPORARY CARD FOR ADULTS

Adults who are unable to provide proof of residency, either because they are new to the area, or are traveling, can have access to library services with a Temporary Card for Adults. This card does not require proof of residency but adults do need to show an ID card to verify their identity. A maximum of three items in any format may be checked out on this card. Internet access will also be available. Temporary Cards for Adults will expire after 3 months and full privilege cards may be obtained with proof of residency.

LAKELAND LIBRARY COOPERATIVE MEMBER LIBRARY CARDS

All current Lakeland Library Cooperative member library cards will be honored by Kent District Library with the exceptions of:

- non-resident local use library cards;
- underfunded contract service area cards; and
- institutional cards.

CHANGE

KDL Policy 2.3

Last Revised 5-19-2016

LOST OR STOLEN CARDS

It is the patron's responsibility to notify Kent District Library promptly of a lost or stolen library card. If the loss or theft is not reported, the patron is responsible for all materials charged to the library card.

Patrons will be held responsible for fines ¹ *and fees* ² *accrued* ~~levied~~ prior to the date the loss or theft of the library card is reported, ³ ~~as well as the value of any materials borrowed~~. Patrons will not be held responsible for fines ⁴ *accrued* after the date on which the loss or theft is reported.

Recommended change 1. Add the words *and fees* to cover charges for lost/damaged materials.

Recommended change 2. Change *levied* to *accrued*. Common verb used when describing library fines charged.

Recommended change 3 strike *as well as the value of any materials borrowed* as this is covered by adding the words *and fines* above.

Recommended change 2. Add the word *accrued* to make the sentence flow better

PRIVACY OF USER RECORDS

Kent District Library is bound by the [Michigan Library Privacy Act](#) (PA 455 of 1982) in which a “library record” is defined as a document, record, or other method of storing information retained by the library that personally identifies a library patron including the patron’s name, address, email address, or telephone number, or that identifies a person as having requested or obtained specific materials from a library. The Library Privacy Act provides that a “library record” is not subject to disclosure under the Freedom of Information Act and may not be released or disclosed to any person without the written consent of the person identified in the record unless ordered by a court. Accordingly, Kent District Library will not release nor disclose a “library record” except as provided by the Library Privacy Act or as otherwise required by state or federal law. The Library, however, may use the “library record” for the purpose of retrieving overdue materials, collecting fines, and other library business permitted by law. A Kent District Library employee who receives a request for a public record shall promptly forward that request to the Library Director.

LIBRARY DOCUMENTS

Library documents and records (other than patron records covered by the [Michigan Library Privacy Act \[PA 455 of 1982\]](#)) shall be available to the public in accordance with the [Michigan Freedom of Information Act \(FOIA\)](#) [PA 442 of 1976] upon a request which precisely describes the exact library public records desired. The Library need not create new public records to satisfy a request, nor must the Library make a compilation, summary or report of information. Costs associated with responding to a request will be charged to the requester.

The Kent District Library Board of Trustees authorizes the Library Director to serve as the FOIA Coordinator and to accept and process requests for public records. The Director shall report action taken on FOIA requests at the next regularly scheduled Kent District Library Board of Trustees meeting.

Upon providing Kent District Library's FOIA Coordinator with a written request that describes a public record sufficiently to enable KDL to find the public record, a person has a right to inspect, copy, or receive copies of the requested public record.

A Kent District Library employee who receives a request for a public record shall promptly forward that request to the Library Director.

Kent District Library may charge a fee for a public record search, the necessary copying of a public record for inspection, or for providing a copy of a public record. The Library may also require a good faith deposit from the person requesting the public record or series of public records, if the fee exceeds \$50.00. The deposit shall not exceed half of the total fee.

CHANGE

KDL Policy 2.5

Last Revised 10-22-15

OVERDUE, LOST, AND/OR DAMAGED MATERIALS

Kent District Library may charge a fine for overdue materials. Kent District Library is not required to send notices for overdue or lost materials, and failure to receive a notice does not relieve the borrower of responsibility to return materials when due. Kent District Library will suspend a patron's borrowing privileges when the fines and/or fees on a patron's account exceed \$20.00.

~~1. When the combined value of an overdue item(s) and the fine owed on the item(s) reaches \$40.00 and the item(s) is more than sixty (60) days past due, the Library will refer the unresolved charges to a collection agency and will assess the patron a recovery fee. The Library may suspend the borrowing privileges of a patron referred to a collection agency until the charges are resolved. A payment plan may be established for a patron whose account was turned over to a collection agency by Kent District Library. The payment plan is a contract whereby the patron agrees to pay what is owed on the account within a specified time.~~

~~When the combined value of overdue item(s) and the fine owed on the item(s) reaches \$20.00 and the item(s) is more than sixty (60) days past due Kent District Library will invoice the patron. A payment plan may be established for a patron whose borrowing privileges have been suspended due to fines and/or fees owed. . The payment plan is a contract whereby the patron agrees to pay what is owed on the account within a specified time.~~

Kent District Library may charge for replacement of materials missing, lost, or damaged. Reimbursement is required to repair or replace damaged or lost materials and will not exceed the item's original purchase price. No overdue fines will be assessed to the patron for the late return of damaged materials. No replacement items will be accepted for lost or damaged items.

~~Recommend change 1. We no longer utilize the services of a collection agency. It is recommend that the paragraph be changed to reflect our current practice.~~

CHANGE

KDL Policy 2.5.1

Last Revised 3-18-10

FEES

Kent District Library may charge a fee for specific library services. These may include, but are not limited to, the following:

- ¹ faxing;
- inter-library loan services;
- photocopying; and
- printing.
- Non-resident cards

Recommended Change 1. Add faxing to reflect current services. We are adding faxing services in many of our branches.

AUDIO-VISUAL MATERIALS USE

Kent District Library assumes no responsibility for damage to patrons' electronic equipment used to play library audio-visual materials.

SECOND READING: ADDITIONAL INFORMATION IN RESPONSE TO BOARD QUESTIONS

KDL Board of Trustees *Issue Analysis*

Agenda Item for Consideration: ILS Consultant/SirsiDynix Expert

Date of Board Meetings: February 15, 2018 (first reading); March 15, 2018 (second reading)

Timeline: Consultant Selection and Contract Commitment will be made as soon as possible pending Board Approval. We desire to leverage this person for an entire year. After the first year, we will revisit how much can be done internally and how much we need more SirsiDynix expertise.

Budget Line Items: Request for a Budget Amendment to use a small portion of our Fund Balance.

Total Estimated Cost:

- \$200,000 (\$160,000 per year plus 25% for travel, lodging, and meals); or
- \$76.92 per consulting hour (plus \$40,000 for travel, lodging, and meals)

Background Facts:

The Integrated Library System (ILS) is KDL's most important automated system in regards to our ability to efficiently meet the needs of our patrons while also providing relationship-focused service. In September 2015, KDL transitioned to a new ILS, SirsiDynix Symphony and WorkFlows. The first years of the transition involved a sharp learning curve for all users of the ILS. Many KDL staff hours, as well as many custom hours of work performed by SirsiDynix staff were spent configuring and modifying the new ILS to best meet KDL's expansive needs in a broad range of departments: from cataloging and collection services, to reference, circulation, and the public-facing catalog. Currently, KDL is still utilizing SirsiDynix professional consulting services and custom work to help create and modify ILS functions and configuration to better assist the needs of patrons and staff. However, multiple staff surveys combined with anecdotal feedback has shown a high level of staff dissatisfaction with the ILS. One recent comment from a KDL manager underscores the need for improvement:

Every day is a fight with Sirsi to try and do our jobs. This is frustrating and it's hard to be charitable to people when you are in fight mode.

KDL strongly desires to have the expertise necessary to provide exceptional library services and user experiences by leveraging the technical features that are possible with SirsiDynix. A review of industry best practices reveals that having an onsite SirsiDynix expert is an affordable means to the end of providing exceptional user experiences in the delivery of library service. After months of research, we're recognizing and recommending the following:

- SirsiDynix Symphony is a multidimensional ILS with robust functionality and nearly endless customization capabilities.
- According to SirsiDynix staff, it takes three-to-five years to become an Expert in SirsiDynix products.
- KDL's current staffing structure for the management of this ILS is outdated and not sufficient to realize its potential. This model was created when KDL was using a less customizable and robust ILS.
- KDL has one "self-taught" ILS Coordinator, and one Webmaster whose workload is spread amongst the Enterprise Catalog and Website needs.
- These individuals, along with several others, will benefit from the collaborative nature of work that a professional contracted SirsiDynix Expert will bring to KDL.

Recommended Solution:

1. Hire a SirsiDynix independent contractor to serve as KDL's ILS Expert for one year.
2. Assemble an ILS Support Team consisting of 10 staff members representing the various KDL departments that use the ILS in a broad range of functionalities to promote knowledge transfer.
 - These staff members have been selected based on their proven ability to troubleshoot and actively seek out technology and other resources to find creative solutions.
 - The ILS Support Team members will participate in ongoing training in their respective areas of expertise and will serve as support to the SirsiDynix Expert.
3. Measure ILS improvement using variety of metrics:
 - Patron survey measuring user experience with catalog (once per year, three consecutive years).
 - Issue KDL survey measuring staff perception/satisfaction with ILS (once per year, three consecutive years).
 - Track and compare Ticket System "help tickets" from year to year:
 1. Number of staff tickets submitted
 2. Content type submitted
 - Compare yearly ILS goals and fix-it list using the following standards to categorize each listed item:
 1. Modification to achieve/change/improve basic functionality
 2. Customization to improve efficiency
 3. Creative addition to achieve out-of-the-box solution
 4. Innovative solution that will transcend industry standards

Example: How many items on the 2019 and 2020 list score at level 4 in comparison to those on the 2018 list?
 - More metrics will be added with the help of the SirsiDynix Expert.

	Pros	Cons
Hire SirsiDynix Expert	<ul style="list-style-type: none"> • Immediate progress on resolving obstacles and long-standing pain points. • Quickly improve patron and staff experience. • Proven successful at two other libraries. • Expert will share knowledge and will be an invaluable resource in training ILS Support Team and other staff. • Inside “fast track” access to SirsiDynix resources and staff. • Substantial long-term savings in staffing labor costs. • Candidates are trained and sanctioned by SirsiDynix, and KDL chooses the right fit. 	<ul style="list-style-type: none"> • Big change: staff will need to adjust to “outsider.” • Could potentially not meet KDL ILS needs. • Expensive: large short-term financial investment. • KDL could discover the need for more than one year of consultant service.

Hiring a SirsiDynix Expert will allow KDL to excel exponentially in terms of operations, functionality, and most importantly, our ability to further all people through the level of service we provide. (See attached ILS Staffing Comparison Chart.)

Conversely, not hiring a SirsiDynix Expert will mean additional years of continued training in order to reach optimum level with the ILS, which also means additional years of continued staff frustration with current limitations, more money invested in professional custom work to solve problems quickly and a lower level of service to KDL taxpayers.





Recommendation:

To hire a SirsiDynix subject matter expert to work onsite for one year.

Document History:

1. First Draft – Carrie Wilson
2. Revisions – Brian Mortimore, Kurt Stevens, Laura Powers, Lance Werner
3. Final Draft – Carrie Wilson

ILS Staffing Comparison Chart

	SirsiDynix Expert + ILS Support Team	Current ILS Staffing Structure + ILS Support Team (no SirsiDynix Expert)
Quickly transition from a position of ILS basic functionality and limitations, to that of ILS customization, optimization, and ongoing innovation.	 6 months - 2 yrs.	2-4 years
Quickly acquire greater business intelligence, supporting decision-making as it relates to providing exceptional customer service in the delivery of library services to KDL taxpayers while strengthening KDL's reputation as an industry leader.	 Immediate progress	2-4 years
Quickly reduce staff time on complicated ILS procedures, which will allow them the ability to work with ease and confidence while providing an optimum level of convenient, relationship-focused service.	 Immediate progress	1-3 years
Quickly optimize the ILS and connected databases and systems in order to resolve current limitations for support staff and frontline service providers.	 2 months - 1 yr.	1-3 years

Estimated ROI Measurements on ILS Improvements

1. Improved patron online experience.
 - Measure with before-and-after satisfaction surveys.
2. Improve patron registration process.
 - Estimated time saved for patron: Half the current time it takes to register for a card in branch.
 - Half the current time it takes to register for a card online (and then follow up in branch).
3. Improved staff satisfaction with ILS, resulting in increased confidence on the job.
 - Measure with before-and-after surveys.
4. Reduce staff time (freeing more time for staff to engage and build relationships with patrons and internal customers/each other):

	Hours/Year Saved (estimated)
Cataloging	2,300
Patron Registration (in branch)	1,559
Circulation	1,510
Patron Registration (online)	150
Serials	106
Acquisitions	53
Estimated Total	5,678

5. Less quantifiable measurements:
 - Use allotted custom work through SirsiDynix for more innovative and cutting edge projects (as opposed to using custom work for basic reports and maintenance issues).

Overview: Goals for ILS Improvements

Below is an overview of the general areas for improvement regarding the ILS. Full list available upon request.

- Acquisitions:
 - Simplify reports and processes to reduce number of staff work-arounds:
 - Create an invoice and popular line items by packing list; make receiving, invoicing and paying the invoice a one-step process; modify the Book X12 report to receive order confirmations, etc.
- BlueCloud Analytics:
 - Increase staff support and training.
- Cataloging:
 - Modifications to allow simplification of staff processing:
 - Prevent overlay of old call numbers, fix the |x call number glitch, batch-create new items with barcodes in sequence, enable copy-level holds in batch, import reports to ILS, more flexible reports without requesting custom work, etc.

- Circulation/Reference:
 - Modifications and reports to increase convenience for patrons and simplify staff processes:
 - Redesign web registration process, new hold prioritization process (make it fair for patrons), place holds on Beyond Books items without having to call the library or without staff using separate login, list previously accessed patron records in WorkFlows, floating collection report that automatically balances collection, etc.
- Enterprise (online catalog):
 - Modifications to improve online experience for patrons:
 - Federated search so patrons can see search results for multiple databases, more robust Advanced Search option, online patron account that also allows event listings, event registrations, etc.
- Reports
 - Create and modify custom reports quickly to meet a wide range of needs of multiple library departments.



**RESOLUTION
KENT DISTRICT LIBRARY BOARD OF TRUSTEES**

2018 BUDGET RESOLUTION

1st BUDGET AMENDMENT – EXPLANATION OF REQUESTED AMENDMENT

The following suggested amendment to the General Fund budget is designed to increase 2018 budgeted expenditures to allow for contracting with an ILS consultant as proposed in the issue analysis:

1. \$200,000 Increase to Other Services and Charges

This increase is to cover the estimated costs for the proposed ILS consultant as discussed in the Issue Analysis.

KDL Information.
Kent District Library Ideas.
Excitement!
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RESOLUTION
KENT DISTRICT LIBRARY BOARD OF TRUSTEES
2018 BUDGET RESOLUTION
1st BUDGET AMENDMENT

A regular meeting of the Library Board (the “Board”) of the Kent District Library (the “Library”) was held at the Kent District Library Service & Meeting Center, on March 15, 2018 at 4:30 p.m.

The meeting was called to order by _____.

PRESENT:

ABSENT: _____

WHEREAS, pursuant to Act 2, Public Acts of 1968, MCL 141.421 *et seq.*, as amended, it is necessary for the Board of the Kent District Library to adopt a General Fund Budget supported by the Library’s millage levy, and to amend a budget when resources so dictate.

NOW, THEREFORE, BE IT RESOLVED THAT:

The Board hereby approves and adopts the General Fund Budget Amendment for 2018 attached hereto and made a part hereof.

THE FOREGOING RESOLUTION was adopted at a regular meeting of the Kent District Library Board of Trustees held on March 15, 2018 on a motion made by _____ and seconded by _____.

AYES: _____

NAYS: _____

CERTIFICATION

I HEREBY CERTIFY that the foregoing is a true and complete copy of a resolution adopted by the Board of Trustees of the Kent District Library, County of Kent, Michigan, at a regular meeting held on March 15, 2018, and that said meeting was conducted and public notice of said meeting was given pursuant to and in full compliance with the Open Meetings Act, being Act 267, Public Acts of Michigan, 1976, and that the minutes of said meeting were kept and will be or have been made available as required by said Act.

Dated: March 15, 2018

Andrew Erlewein, Secretary

KENT DISTRICT LIBRARY GENERAL FUND OPERATING 2018 BUDGET - 1ST AMENDMENT

REVENUES:	ORIGINAL	PROPOSED AMENDMENT	PROPOSED REVISED
Taxes	21,261,500		21,261,500
Licenses and permits	2,500		2,500
State grants	610,000		610,000
Contributions from local units	479,000		479,000
Charges for services	50,000		50,000
Fines and forfeits	75,000		75,000
Investment income and rentals	83,500		83,500
Other revenue	463,000		463,000
Other financing sources	50,000		50,000
TOTAL REVENUES & OTHER FINANCING SOURCES	23,074,500	-	23,074,500

EXPENDITURES:			
Personal services	14,215,459		14,215,459
Supplies	2,351,675		2,351,675
Other services and charges	3,860,711	200,000	4,060,711
Capital outlay	2,621,655		2,621,655
Other financing uses	25,000		25,000
TOTAL EXPENDITURES & OTHER FINANCING USES	23,074,500	200,000	23,274,500
EXCESS OVER / UNDER	0	(200,000)	(200,000)

KDL Information.
Kent District Library Ideas.
Excitement!

w w w . k d l . o r g

KDL Board of Trustees
Issue Analysis

Agenda Item for Consideration: Audit Services Proposals

Date of Board Meetings: March 15, 2018 (first reading); April 19, 2018 (second reading)

Timeline: Notify selected firm by April 20, 2018

Proposed Cost:

- \$29,100 for fiscal year ending December 31, 2017
- \$30,000 for fiscal year ending December 31, 2018
- \$31,100 for fiscal year ending December 31, 2019
- Total cost of three year engagement: \$90,200

Background Facts:

KDL ended the engagement with Hungerford Nichols CPAs + Advisors for financial and retirement plan audit services. As such, KDL issued a Request for Proposals (RFP) for Audit Services on February 21, 2018. The RFP requested firms bid both one and three year engagements.

Proposal Information:

Five proposals were received and are summarized in Appendix A. Due to length, the full proposal is included from the recommended firm and the other proposals are available electronically upon request.

After reviewing the proposals and speaking with references, we recommend engaging Maner Costerisan for a three year audit engagement. Of the firms responding, Maner Costerisan committed the highest total labor hours for the three year engagement while maintaining total costs that fell within the middle of the other proposals. In addition, Maner Costerisan has experience auditing a public library with one of the larger budgets in the state and comes highly recommended from that library's Finance Director.

Recommendation:

To engage Maner Costerisan for Audit Services for a three year engagement as outlined in KDL's RFP and Maner Costerisan's corresponding proposal.

Document History:

1. First Draft – Laura Powers
2. Revisions – Brian Mortimore, Lance Werner

Appendix A – Summary of Audit Services Proposals

	Option 1 (1 Year Engagement)		Option 2 (3 Year Engagement)							
Company	Total Cost - 1 Year (\$)	Total Hours - 1 Year	Year 1 Cost (\$)	Year 2 Cost (\$)	Year 3 Cost (\$)	Total Cost - 3 Years (\$)	Year 1 Hours	Year 2 Hours	Year 3 Hours	Total Hours - 3 Years
Brickley DeLong, P.C.	15,725	150	12,725	13,100	13,475	39,300	150	120	120	390
Gabridge & Company	25,580	284	25,580	25,580	25,580	76,740	284	284	284	852
Maner Costerisan	32,100	300	29,100	30,000	31,100	90,200	300	280	280	860
Rehmann	36,000	210	34,500	38,500	39,500	112,500	210	235	235	680
Stevens, Kirinovic, & Tucker P.C.	34,000	278	31,000	32,500	34,000	97,500	278	265	265	808

Proposal to Provide Professional Auditing Services for

KDL

Kent District Library

For the Fiscal Years Ending December 31, 2017, 2018 and 2019

Prepared by:



Maner Costerisan
2425 E. Grand River Avenue, Suite 1
Lansing, Michigan 48912

Contact: Jeffrey L. Staley, CPA
Title: Principal
Phone: (517) 886-9517
Email: jstaley@manercpa.com

Submitted: March 6, 2018
Proposal Effective for Ninety Days

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Laura Powers, Director of Finance
Kent District Library
814 W. River Center Dr. NE
Comstock Park, MI 48321

Dear Ms. Powers:

We appreciate the opportunity to present our proposal to provide services to Kent District Library. We look forward to the opportunity of beginning our relationship with you and your Library.

The purpose of our engagement is to perform an audit on the financial statements of Kent District Library for the fiscal years ending December 31, 2017, 2018 and 2019. In accordance with generally accepted accounting principles, Government Auditing Standards and the requirements of GASB Statement 34 and the Michigan Department of Treasury's Uniform Reporting Format for Financial Statements for Counties and Local Units of Government.

This proposal will emphasize our capability to provide you with quality services and our commitment to effectively and efficiently fulfill the requirements of this engagement and your continuing accounting, and business planning needs. We believe the information contained in this proposal will demonstrate to you that Maner Costerisan is best suited to serve your needs. This proposal is a firm and irrevocable offer for ninety (90) days, focuses on considerations which are important in our relationship as your external auditor.

I, Jeffrey L. Staley, CPA, Shareholder, am authorized to make representations for Maner Costerisan. My address and phone number are Maner Costerisan, 2425 E. Grand River Ave., Ste 1, Lansing, MI 48912, (517) 323-7500. I am also authorized to bind Maner Costerisan.

We understand the importance of conducting an engagement in a manner that will cause the least disruption to your office. All of our efforts are directed toward achieving the completion of these projects with the highest degree of quality. We have included our most recent peer review report. We again received a "pass" report.

We are looking forward to beginning our professional relationship with Kent District Library. We hope you will agree that Maner Costerisan is the best firm to conduct your audit. Please call if you have any further questions, (517) 886-9517.

Sincerely,



Jeffrey L. Staley, CPA
Principal

**KENT DISTRICT LIBRARY
RFP FOR FINANCIAL AUDITING SERVICES
PRICE WORKSHEET - 2017 FISCAL YEAR**

1. Cost for performing annual audits:

<u>Year ending December 31</u>	<u>Operating & capital project funds</u>	<u>Retirement plan</u>	<u>Total</u>
2017	<u>\$ 26,500</u>	<u>\$ 5,600</u>	<u>\$ 32,100</u>

2. Estimated hours to complete the engagement:

<u>Year ending December 31</u>	<u>Operating & capital project funds</u>	<u>Retirement Plan</u>	<u>Total</u>
2017	<u>250</u>	<u>50</u>	<u>300</u>

**KENT DISTRICT LIBRARY
RFP FOR FINANCIAL AUDITING SERVICES
PRICE WORKSHEET - 2017 - 2019 FISCAL YEAR**

1. Cost for performing annual audits:

Year ending December 31	Operating, capital project, agency & special revenue funds	Retirement Plan	Total
2017	\$ 23,500	\$ 5,600	\$ 29,100
2018	\$ 24,200	\$ 5,800	\$ 30,000
2019	\$ 25,100	\$ 6,000	\$ 31,100

2. Estimated hours to complete the engagement:

Year ending December 31	Operating, capital project, agency & special revenue funds	Retirement Plan	Total
2017	250	50	300
2018	230	50	280
2019	230	50	280

**KENT DISTRICT LIBRARY
RFP FOR FINANCIAL AUDITING SERVICES
PRICE WORKSHEET - HOURLY RATES**

Hourly rates of the firm's employees:

<u>Classification</u>	<u>Hourly rate</u>
Partner	<u>\$217 - \$318</u>
Manager	<u>\$151 - \$210</u>
Senior accountant	<u>\$123 - \$150</u>
Staff accountant	<u>\$111 - \$122</u>
Other - specify: Tech	<u>\$155 - \$230</u>
Other - specify: Clerical	<u>\$100</u>

AUDIT METHODOLOGY

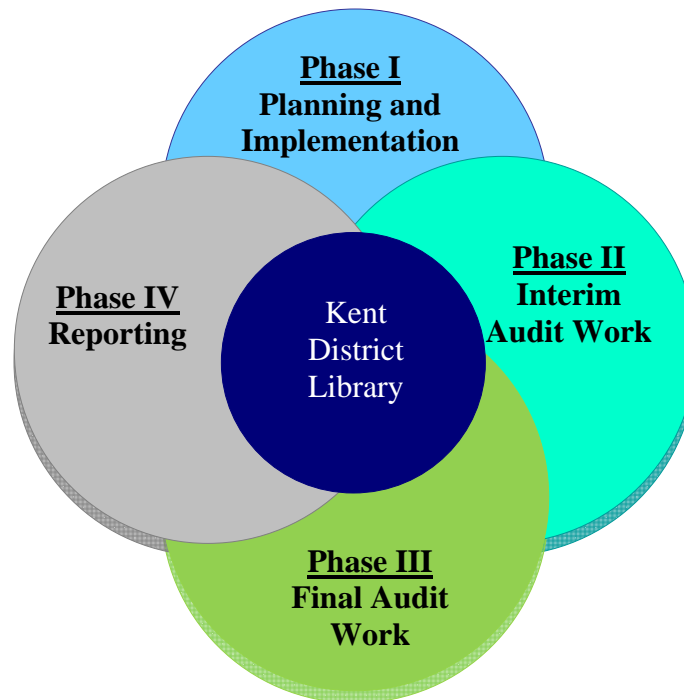
The Foundation of our Service

We pride ourselves on understanding our clients and their needs. Based on this, we will assess needs and risk and design an approach that best fits the circumstances of Kent District Library.

Standardizing for efficiency can be a profitable strategy. However, in today's competitive business world, rigid uniformity for its own sake stalls efficiency and creativity. At Maner Costerisan we have adopted a forward-thinking approach encouraging flexibility according to the needs of an organization. By no means will uniformity shadow the continuous critical thinking of our professionals. They will innovate and prepare effective and efficient approaches which are specific to Kent District Library.

Timing is everything. We schedule our work to minimize the impact on your staff while maximizing the effectiveness of our engagement team and work process. We will meet tight time schedules and deliver our reports and tax returns on a timely basis.

Audit Engagement Approach



AUDIT METHODOLOGY (Continued)

Key Components

Along with effective communication, the use of technology and creative analytical tools, we will serve your needs through the following key components of our audit process:

Planning - The amount of time and effort that goes into the planning stage of an audit has increased significantly as a result of recent professional standards. We will spend a significant amount of time in this stage of the audit developing an understanding of your organization and the environment in which it operates. This additional time in the planning process should lead to the remainder of the audit being performed in a more effective and efficient manner.

Scheduling - The staffing of your audit will be scheduled at a mutually agreed upon time that will allow us to meet the timeline you have noted in your request for proposal. We will make sure you are introduced to our staff as soon as possible. Unlike many national firms, at Maner Costerisan we strive to balance our staff development with the efficiencies gained by allowing our staff to work on an engagement for a number of years. Consequently, we believe you will see a lower level of staff turnover on your engagement when compared to the typical national or regional firm. This generally results in a more efficient audit, minimizes the risk of engagement problems and causes less frustration. In addition, our low manager-to-staff ratio allows management access to our principals and assures close supervision of your engagement team. Our principals are regularly accessible for timely services and decisions.

Fieldwork and wrap-up - We will schedule our fieldwork with you well in advance and do our best to stick to the schedule. We will utilize your staff to help create efficiencies and control the cost of your audit.

Progress meetings - At the outset of our engagement, we will schedule an interim progress meeting with the appropriate personnel from your organization. This meeting will be used to discuss open items and any challenges we may face in completing the audit. We will also schedule meetings, as needed, to review the representations we will ask management to make as well as any other communications we will be required to have with the management and those charged with the governance of Kent District Library.

Interaction with and utilization of your staff - We will interact with your staff in a professional manner, respecting their time and recognizing their responsibilities beyond helping with our audit. We anticipate using your staff to help document your systems, prepare confirmations and other correspondence, and gather source documents we may need to examine as part of our audit.

Strictly-kept deadlines - Meeting all deadlines is a top priority. Absent events beyond our control, we will meet deadlines established with you in the planning stage of our audit.

AUDIT METHODOLOGY (Continued)

Approach to Containing Costs

To be competitive in any business activity, it is imperative that an organization perform in the most efficient and effective manner. Cost containment will be accomplished through significant planning and coordination of activities to maximize the effectiveness of audit procedures. In addition, we utilize the latest in paperless audit procedures and advanced electronic audit software.

Client Service Approach

Maner Costerisan's approach to client service rests on the principle that successful professional relationships are built on close communication. Equally important is the participation of service team members who know your business. These two factors - communication and expertise - will ensure the timely delivery of efficient professional services.

Responsiveness, Accessibility, Communication

Our service-oriented approach is structured to help you achieve your goals and objectives and strengthen your management processes. As our client, you will continue to experience this philosophy through all aspects of our service.

Open, candid communications and an intimate knowledge of your concerns will enable us to offer proactive advice and counsel. We promptly address issues and report back to you, which will be critical given the timely nature of your reporting deadlines.

You will have access to each member of your service team at all times. As a result, you will benefit from shareholder-level experience and creativity at the early stages of discussing an issue when you are in a position to take advantage of the alternatives before you.

We encourage regular meetings to ensure that we contribute meaningful ideas, strategies, and plans to address your financial challenges. Such substantive and frequent contact makes it possible to define and prioritize goals, define timetables, and designate responsibility to appropriate individuals.

In addition, we provide an annual newsletter highlighting changes and offering reminders for the upcoming audit season.

AUDIT METHODOLOGY (Continued)

Looking Forward: The Management Advisory Letter

Maner Costerisan will prepare a management letter outlining any significant deficiencies noted in your system of internal controls. The report on the study and evaluation of internal control systems will identify and evaluate the significant internal accounting controls used to safeguard assets and to provide accurate and timely financial information. In addition, any significant opportunities to improve internal controls and accounting procedures, budgeting and financial projection processes, and financial reporting styles, which will increase the reliability of accounting records and financial statements, will be discussed. We consider the management letter to be an integral part of the audit process. Our policy is to discuss issues as they arise with the appropriate management personnel. We will prepare a management letter in draft form for management to ensure accuracy of the items identified. We will revise the draft management letter after appropriate discussions with management and will present this to the governing body, if requested.

Entrance, Exit, and Status Conferences

We understand the importance of communicating relevant information on a timely basis. All of our personnel are good communicators. We also understand that your staff has schedules and other matters to deal with, and that organizations must conduct business with minimum disruption. Accordingly, it is our policy to schedule meetings in advance to keep management informed of the progress being made on the audit.

By identifying and resolving audit issues on a continuing basis, we help address issues before they develop into problems or “surprises” to management and the board. Also, our deployment of Maner Costerisan’s process of quality control will be accomplished without causing you surprises; our review members are involved throughout the auditing process.

Client Satisfaction

Your engagement team is committed to not only meeting your expectations but exceeding your expectations. To ensure we have achieved this goal we communicate with you throughout the year. We want to hear any issues you may have with our services and commit to satisfying your requests. Client surveys are done by our business development group on a random basis to ensure client satisfaction is measured and is at its highest level.

AUDIT METHODOLOGY (Concluded)

Timeline

Audit Approach	
	Timeline
<ul style="list-style-type: none"> ➤ Planning and preliminary fieldwork <ul style="list-style-type: none"> ✓ Discuss current year audit with management and board treasurer or president. Assess risk, write/tailor audit programs, test controls, document understanding of transaction cycles, perform SAS 99 procedures, perform preliminary analytical review, prepare confirmations, review minutes, review permanent file information, prepare list of audit schedules to be prepared by client personnel, complete planning. ✓ Consider formal planning meeting with client. ✓ Consider changes needed due to recent technical pronouncements and management's desire. ✓ Document understanding of internal compliance processes and perform system walkthroughs. 	April
<ul style="list-style-type: none"> ➤ Year-end fieldwork and compliance work <ul style="list-style-type: none"> ✓ Perform audit testwork including analytical procedures, compliance testing and other substantive procedures. ✓ Meet with management to discuss adjustments and management letter comments. ✓ Conduct exit conference with client. ✓ Review draft financial statements and finalize changes with client. 	April / May
<ul style="list-style-type: none"> ➤ Issue deliverables (draft to finalization) <ul style="list-style-type: none"> ✓ Audit reports ✓ Management advisory letters ✓ Audit committee correspondence 	May
<ul style="list-style-type: none"> ➤ Audit summary presented to individual Board of Trustees based on available open dates 	June


Our audits will be made in accordance with generally accepted auditing standards. The primary purpose of the audit is to express an opinion on the financial statements. An audit is subject to the inherent risk that misstatements, whether due to error or fraud, may not be detected. If conditions are discovered which lead to the belief that material misstatements, whether due to error or fraud, may exist, or if any other circumstances are encountered that require extended services, you will promptly be advised by the auditor.


With dates set in advance, your staff will be able to compile necessary information during times most convenient.

Note: The above schedule can be modified to meet the Kent District Library's deadlines.

QUALIFICATIONS

Business License

**LARA**
Department of Licensing and Regulatory Affairs

**MICHIGAN.GOV**
Michigan's
Official
Web Site

[Michigan.gov Home](#) | [License Verification Home](#) | [BPL Home](#) | [Contact BPL](#) | [CS&CL Home](#) | [Contact CS&CL](#) | [LARA Home](#)

Bureau of Professional Licensing / Corporations, Securities & Commercial Licensing Bureau

VERIFY A LICENSE/REGISTRATION

Licensee Information

Name:	MANER-COSTERISAN & ELLIS PC
Address:	Lansing MI 48912-3291
County:	Ingham

License Information

License Type:	Accountancy Firm
License Number:	1102000737
Specialties:	
Status:	Active
Limitations:	
Issue Date:	05/11/1977
Expiration Date:	12/31/2019

Employed/Managed By

Employer/Manager:	
License Number:	
Address:	
County:	

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QUALIFICATIONS (Continued)

Summary of the Proposer's Qualifications

Choosing the right professionals to serve you is a critical element of success. In selecting your service team, we reviewed carefully our understanding of your needs, as well as your plans, and identified the people whose credentials are ideal for you. The individuals we have selected have a demonstrated track record with governmental clients, strong technical backgrounds, and outstanding leadership and communication skills.

Client service and satisfaction are among our prime considerations. One of the most important services we provide our clients is monitoring their needs on a continual basis. This begins at the staff level and progresses all the way to the shareholder-in-charge of your account. We feel it is important that our clients have several resources to help them rather than just one. We have found this type of teamwork facilitates the identification of issues in advance and enables us to plan for them accordingly.

We currently have over 115 full time staff members including 51 full time audit staff members and 24 full time tax staff members located in our Lansing office. The professionals you will work with are indicated in the chart below. Individual bios outlining each person's unique qualifications are provided in the following pages.

Jeffrey L. Staley, CPA
Engagement Leader

Jeffrey L. Straus, CPA
Consulting Partner

Bethany Verble, CPA, CFE
Associate, Audit Department

All of these individuals have significant experience working with a wide range of clients in the government and school district arena and are therefore well-versed in numerous accounting and auditing issues.

In addition, upon being selected, an appropriate number of senior staff and staff would be assigned once detailed schedules of dates have been determined.

During the course of the life of the three-year contract, we will maintain continuity of staff assigned to the engagement to the extent possible.

QUALIFICATIONS (Continued)

Audit Shareholder and Staff Experience



Jeffrey L. Staley, CPA
Principal, Audit Department

Jeff joined Maner Costerisan in 2000. He is a shareholder in the audit department and has over 17 years of experience auditing governmental organizations. Jeff currently manages several for-profit, nonprofit, townships and school audit engagements. He is a single audit expert and has obtained the AICPA advanced single audit certification. He is a graduate of Albion College and is a member of the American Institute of Certified Public Accountants, Michigan Association of Certified Public Accounts, Michigan School Business Officials, Central Michigan School Business Officials, and is a member of the firm's education service niche. Jeff also serves as the firm's Director of Quality Control.

Education & Certifications

- Albion College - Bachelor of Economics and Management (2000)
- Certified Public Accountant
- AICPA Single Audit - Advanced Certificate

Government Experience

Engagement shareholder for Allegan Area Educational Service Agency, Allegan Public Schools, Bangor Township School District #8, Dansville Public Schools, Decatur Public Schools, Dowagiac Public Schools, East Grand Rapids Public Schools, Eaton Regional Education Service Agency, Fennville Public Schools, Kent Intermediate School District, Leslie Public Schools, Livingston Education Service Agency, Martin Public Schools, Mecosta-Osceola Intermediate School District, Olivet Community Schools, Ottawa Area Intermediate School District, South Haven Public Schools, Van Buren Intermediate School District, Webberville Community Schools, and several other governmental engagements, including Delta Charter Township, Delta Township District Library and Capital Area District Library.

Government-Related Continuing Education

2000-2017	MICPA Spring Governmental Accounting and Auditing Conference
2000-2017	MSBO School District Seminar
2002-2017	Single Audit Seminars
2000-2017	Maner Costerisan Governmental and Single Audit Seminars

Memberships

- American Institute of Certified Public Accountants (AICPA)
- Michigan Association of Certified Public Accountants (MICPA)
- Central Michigan School Business Officials (CMSBO)
- Michigan School Business Officials (MSBO)
- MDE Single Audit Referent Group

Speaking Engagements

- Frequent speaker for: MSBO
SWMSBO

QUALIFICATIONS (Continued)

Audit Shareholder and Staff Experience (Continued)



Jeffrey L. Straus, CPA
Principal, Audit Department

Jeff joined Maner Costerisan in 2006. He is a shareholder in the audit department and has over 12 years of experience auditing governmental organizations. Jeff currently manages several for-profit, nonprofit, townships and school audit engagements. He is a single audit expert and has obtained the AICPA advanced single audit certification. He is a graduate with a bachelors and masters in accounting from Michigan State University and is a member of the American Institute of Certified Public Accountants, Michigan Association of Certified Public Accounts, Michigan School Business Officials, and is a member of the firm's education service niche.

Education & Certifications

- 2005 Michigan State University, Bachelor of Science in Business Administration, Major in Accounting
- 2006 Michigan State University, Masters of Accountancy
- Certified Public Accountant
- AICPA Single Audit - Advanced Certificate

Government Experience

Engagement shareholder in-charge for the audits of Ingham Intermediate School District, Brighton Area Schools, Spring Lake Public Schools and Grandville Public Schools, and also involved with several other governmental engagements, including Delta Charter Township and Delta Township District Library.

Government-Related Continuing Education

2006-2017	MACPA Spring Governmental Accounting and Auditing Conference
2006-2017	MSBO School District Seminars
2006-2017	Single Audit Seminars
2006-2017	Maner Costerisan Governmental and Single Audit Seminars

Memberships

- American Institute of Certified Public Accountants (AICPA)
- Michigan Association of Certified Public Accountants (MICPA)
- Michigan School Business Officials (MSBO)

Speaking Engagements

- Frequent speaker for: MSBO
MICPA

QUALIFICATIONS (Continued)

Audit Shareholder and Staff Experience (Concluded)



Bethany Verbal, CPA, CFE
Associate, Audit Department

Bethany is an associate member of the Audit Department. She earned her Bachelor of Science degree in Accounting and Fraud Investigation from Davenport University, where she graduated with honors in 2015. She was a member of Phi Theta Kappa honor society and the Student Accountants Association. She is a member of Michigan Association of Certified Public Accountants and American Institute of Certified Public Accountants. Bethany earned her Certified Fraud Examination accreditation in 2017. She is currently a member of the Greater Lansing Arts Chorale.

Education & Certifications

- Davenport University with a Bachelor of Science degree in Accounting and Fraud Investigation
- Certified Public Accountant
- Certified Fraud Examiner

Government Experience

Bethany has extensive experience in the audit department, primarily with nonprofit and governmental entities, including Delta Charter Township and Delta Township District Library.

Government Related Continuing Education

- | | |
|-------------|--|
| 2008 - 2017 | Maner Costerisan Governmental and Single Audit Seminars |
| 2009 - 2017 | MICPA Spring Governmental Accounting and Auditing Conference |

Memberships

- American Institute of Certified Public Accountants
- Michigan Association of Certified Public Accountants

QUALIFICATIONS (Continued)

Overview of the Firm

Maner Costerisan was founded in the early 1900s. Since that time, we have grown into the largest local accounting firm in mid-Michigan and we are recognized as a leader in conducting traditional and non-traditional services in the region. Maner Costerisan is a single office firm which maintains all of its resources under one roof. The immediate access to our experts and engagement team results in increased efficiencies and faster completion times for our engagements. In addition, our affiliation with BDO Alliance USA provides us easy access to additional professional and technical resources.

The firm consists of more than 115 individuals, including 20 shareholders (principals). Most staff join our firm immediately after college through a very selective recruitment program. Our professional staff is highly trained to provide services to educational organizations and related entities in areas of accounting, taxation, and consulting. Professional training is maintained by staff members through participation in and presentation of educational programs conducted both in-house by our firm and sponsored by national, state, and local professional societies and associations.

Our firm participates in the AICPA Peer Review Program of the National Peer Review Committee (NPRC). We have received a “pass” peer review during every review since the inception of the program, including the most recent review in June 2017. We have received approval as a registered firm under the Public Company Accounting Oversight Board (PCAOB) and are a charter member of the AICPA Government Audit Quality Center. Please refer to pages 22 and 23 for our most recent peer review letter.

We have specific governmental experience and have served as the audit firm for local governments for 30 years. The importance of the institutional knowledge we have gained over the years cannot be overemphasized. We have a long history of working with organizations like yours and believe we are the best firm to service your needs. Our clients have come to expect diversity of services and personal attention, our strength stems from a highly professional and dynamic staff.

Our clients have shown us that they want the resources of a large accounting organization, yet prefer to maintain the close, personal interaction only possible with an independent CPA firm. To expand our services, Maner Costerisan participates in BDO Alliance USA. As an Independent Member of BDO Alliance USA, Maner Costerisan has access to tools that help us better serve our clients with greater flexibility, efficiency and cost effectiveness.

QUALIFICATIONS (Continued)

Overview of the Firm (Concluded)

The BDO Alliance USA, a nationwide association of independently owned local and regional accounting, consulting and service firms with similar client service goals. Due to this alliance, we are able to offer you the proximity and personal touch you expect from your trusted business advisors combined with the broad resources of the Alliance. Members of the Alliance invest in long-term, value-driven relationships and are committed to providing the highest level of independent, personalized service in the industry. Our combination of industry experience and personal service allows us to deliver services quickly and to assist you in achieving your business goals.

Because of our participation in BDO Alliance USA, Maner Costerisan has access to, among other things, the following:

- Top specialists with experience in a wide range of industries, functional skill and technical issues.
- Greater domestic geographic coverage.
- Customized, state-of-the-art computer systems and internal training programs.
- National tax liaison services with federal, state and local regulatory agencies.
- The latest pronouncements and opinions of tax, accounting and regulatory bodies.

Members of BDO Alliance USA must undergo a rigorous screening process and are evaluated on professional standards - including a periodic peer review under the auspices of the American Institute of Certified Public Accountants. Maner Costerisan's participation in the Alliance is further assurance that our firm can provide the level of service and resources required to serve effectively and efficiently. We will help you develop solutions that work.

QUALIFICATIONS (Continued)

Quality Control

Quality control in a firm such as Maner Costerisan is dependent upon an organizational structure which is inherently sound and which clearly defines the responsibilities of the various levels of management.

Maner Costerisan is dedicated to excellence in our accounting and auditing practice. Our quality control procedures include the following:

- *Assignment and Training of People* - We schedule professionals only to engagements for which they have the necessary background and training. Those without the necessary background are trained before an assignment.
- *Supervision* - Our engagement teams are subject to a “chain of supervision” over all the work performed. All audit workpapers are reviewed by the person supervising the preparer of the workpapers. The reviewers write review comments, as appropriate, for the preparers to clear. The reviewers have to agree with the manner in which such comments are cleared.
- *Engagement Manager and Partner Review* - Managers and shareholders assigned to engagements review the audit workpapers and reports. Specifically, the managers and engagement shareholders review all workpapers supporting our reports.
- *Pre-Issuance Review* - All reports on audited financial statements are reviewed before issuance by an independent shareholder who, along with the engagement shareholder, has significant experience in the industry. This provides assurance that our audit reports conform to the latest developments in professional standards.
- *Client Management Review* - Our engagement shareholder and/or manager review all draft reports with client management before finalizing the reports.

These quality control procedures have served us well on all of our engagements and we intend to use the same should we become the successful awardee.

We have assisted multiple clients in obtaining their certificate of achievement for excellence in financial reporting, as well as, assisting clients with the preparation of their comprehensive annual financial report.

QUALIFICATIONS (Continued)

Independence

Maner Costerisan is independent with regards to the Kent District Library. We meet all the independence requirements of Generally Accepted Auditing Standards and Government Auditing Standards in relation to the Kent District Library.

We affirm that we will follow the AICPA Interpretations of 501-3.

The firm will give the Library written notice of any professional relationships entered into during the period of this agreement which would impact the independence of, or relationship with, the Kent District Library.

Transition from Previous Auditors

A change in independent auditors is often a concern to management. Our team members are experienced with the transition of new school district clients and can readily resolve any problems that may occur during this change. We assure you that we will devote the highest priority to the careful and thoughtful planning required to ensure a smooth transition to Maner Costerisan with the least possible disruption to your personnel and your operations. We have successfully transitioned numerous governmental entities located in Kent County.

QUALIFICATIONS (Continued)

Additional Data

Our specialists can provide Kent District Library with services in the following areas:

- Accounting and auditing
- Tax preparation and planning
- Benchmarking
- Business advisory
- Cash flow management
- Cost allocation and budgeting
- 403(b) plan self-audits
- Financial reporting
- Fraud prevention and investigation
- Organization and personnel planning
- Employee benefit plan audits
- Accounting and information system recommendations
- Payroll processing and payroll master agreements

Management Advisory Services

We regularly provide advisory services to our clients ranging from simple to complex management issues. Typical engagements include accounting system design and installation, cost accounting systems, business process improvement studies, internal control improvement studies, feasibility studies, budgets, organizational studies and recommendations, staffing, cost reduction programs, acquisition, and financing programs.

Accounting & Outsourced Solutions

Specialized staff in the Accounting & Outsourced Solutions department prepares monthly financial statements and various required governmental reports for organizations not large enough to staff an internal accounting department. The specially trained staff can complete forms such as a computerized general ledger, financial statements, employee earnings records, payroll tax reports, bank reconciliations and other services.

QUALIFICATIONS (Continued)

Additional Data (Concluded)

Employee Benefits Expertise

Maner Costerisan performs a wide variety of professional services for our employee benefit clients. The firm services approximately seventy pension and health and welfare employee benefit plans annually. These plans encompass multiple employers, as well as multi-employer collectively bargained plans. Our services are performed in an effective and efficient manner in accordance with professional standards and ERISA requirements. We have established an Employee Benefits Division and are a registered member of the AICPA Employee Benefit Plan Audit Quality Center. The firm also prepares approximately 200 Form 5500's for submission to the Department of Labor annually.

Business Solutions and Technology Consulting

Providing you the technology and expertise to gain better insight into your organization, our technology professionals are skilled at getting to the heart of your problem or issue and delivering a solution using their trend-setting approach. We are a Microsoft Certified Gold Partner and Sage Intacct Partner with individuals on staff who have obtained various technical credentials including a Microsoft A+ certified technician. Our expertise in both technology and basic business functions combine to make a powerful team, specializing in providing professional IT services and resources with leading-edge technology innovation with highly skilled resources to deliver reliable, secure and adaptive IT solutions that meet and exceed your needs and management requirements. Depending on your vision and goals, we can help you customize your current computer systems or we can implement entirely new hardware or software.

QUALIFICATIONS (Concluded)

References

Capital Area District Library
401 S. Capitol Avenue
Lansing, Michigan

Mr. Patrick Taylor
Finance Director
(517) 367-6337

Delta Charter Township
7710 W. Saginaw Highway
Lansing, Michigan

Brian Reed
Township Manager
517) 323-8500

Delta Township District Library
7710 West Saginaw Highway
Lansing, Michigan

Mr. Jeff Anderson
Controller
(517) 323-8500

Dewitt District Library
13101 Schavey Road
Dewitt, Michigan

Jennifer Balcom
Director
(517) 669-3156

Handy Township
135 N. Grand River, P.O. Box 189
Fowlerville, Michigan

Ms. Laura Eisele
Township Clerk
(517) 223-3228

Woodhull Township
9053 West Beard Road, P.O. Box 166
Shaftsburg, Michigan

Ms. Carol Maize
Township Clerk
(517) 675-4342

Thomas G. Wieland
David A. Grotkin
Joel A. Joyce
Brian J. Mechenich



Carrie A. Gindt
Patrick G. Hoffert
Jason J. Wrasse
Joshua T. Bierbach

Report on the Firm's System of Quality Control

July 27, 2017

To the Partners of Maner Costerisan PC and
the National Peer Review Committee

We have reviewed the system of quality control for the accounting and auditing practice of Maner Costerisan PC (the firm) in effect for the year ended March 31, 2017. Our peer review was conducted in accordance with the Standards for Performing and Reporting on Peer Reviews established by the Peer Review Board of the American Institute of Certified Public Accountants (Standards).

A summary of the nature, objectives, scope, limitations of, and the procedures performed in a System Review as described in the Standards may be found at www.aicpa.org/prsummary. The summary also includes an explanation of how engagements identified as not performed or reported in conformity with applicable professional standards, if any, are evaluated by a peer reviewer to determine a peer review rating.

Firm's Responsibility

The firm is responsible for designing a system of quality control and complying with it to provide the firm with reasonable assurance of performing and reporting in conformity with applicable professional standards in all material respects. The firm is also responsible for evaluating actions to promptly remediate engagements deemed as not performed or reported in conformity with professional standards, when appropriate, and for remediating weaknesses in its system of quality control, if any.

Peer Reviewer's Responsibility

Our responsibility is to express an opinion on the design of the system of quality control and the firm's compliance therewith based on our review.

Required Selections and Considerations

Engagements selected for review included engagements performed under Government Auditing Standards, including compliance audits under the Single Audit Act; audits of employee benefit plans, and audits of carrying broker-dealers.

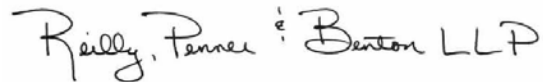
As a part of our peer review, we considered reviews by regulatory entities as communicated by the firm, if applicable, in determining the nature and extent of our procedures.

Reilly, Penner & Benton LLP
1233 N. Mayfair Road Suite #302 • Milwaukee, WI 53226-3255 • 414-271-7800

www.rpb.biz

Opinion

In our opinion, the system of quality control for the accounting and auditing practice of Maner Costerisan PC in effect for the year ended March 31, 2017, has been suitably designed and complied with to provide the firm with reasonable assurance of performing and reporting in conformity with applicable professional standards in all material respects. Firms can receive a rating of *pass*, *pass with deficiency(ies)* or *fail*. Maner Costerisan PC has received a peer review rating of *pass*.

A handwritten signature in cursive script that reads "Reilly, Penner & Benton LLP". The signature is written in dark ink and is positioned above the printed name of the firm.

Reilly, Penner & Benton LLP



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
1/25/2018

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Professional Concepts Insurance Agency, Inc. 1127 South Old US Highway 23 Brighton MI 48114-9861 INSURED Maner, Costerisan & Ellis PC, DBA: Maner Costerisan 2425 E. Grand River Avenue Suite 1 Lansing MI 48912-3291		CONTACT NAME: Theresa Falzetti PHONE (A/C, No, Ext): (800) 969-4041 FAX (A/C, No): (800) 969-4081 E-MAIL ADDRESS: tfalzetti@pciaonline.com INSURER(S) AFFORDING COVERAGE INSURER A: Hanover Insurance Company INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:	
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COVERAGES

CERTIFICATE NUMBER: 18-19 PL

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY CLAIMS-MADE <input type="checkbox"/> OCCUR <input type="checkbox"/> GEN'L AGGREGATE LIMIT APPLIES PER: POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:					EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMPIOP AGG \$ \$
	AUTOMOBILE LIABILITY ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS <input type="checkbox"/>					COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$					EACH OCCURRENCE \$ AGGREGATE \$ \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N/A				PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	Professional Liability		LHHD12954100	1/1/2018	1/1/2019	Per Claim \$5,000,000 Annual Aggregate \$5,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

FOR INFORMATION ONLY

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Mike Cosgrove/THERES

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ACORD 25 (2014/01)
INS025 (201401)

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KDL **Information.**
Kent District Library **Ideas.**
Excitement!

w w w . k d l . o r g

KDL Board of Trustees
Issue Analysis

Agenda Item for Consideration: Making available the 2017 Approved IT Capital Expenses in 2018

Date of Board Meetings: March 15, 2018 (first reading); April 19, 2018 (second reading)

Timeline: During 2018.

Budget Line Items: Request for a Budget Amendment to have access to the unused amount of the 2017 Approved IT Expenses (~\$500,000)

Background Facts:

In 2017, the Board approved the KDL Operating Budget which consisted of the following:

- | | |
|--|--------------------|
| • Capital – Technology | \$875,000 |
| • Non-Capital Technology | \$192,000 |
| • Other Technology Expense like ILS, Maintenance & Support, etc. | <u>\$1,583,560</u> |
| • Total Technology (All Technology Expenses) | \$2,650,560 |

At the end of 2017, ~\$500,000 of approved Capital Technology budgeted expenditures was not spent and was rolled into the KDL Fund Balance as Excess Revenue above Expenditures, with the intention the following breakdown was still going to be spent in 2018.

- \$145,000 For more Server Computing Resources
- \$35,000 For more Storage Resources
- \$250,000 For Microsoft True-Up including Office 365 Migration & SharePoint Upgrade
- \$75,000 Security Cameras

The above items were not completed in 2017 because many of them became intertwined with the Microsoft True-Up process. For instance, if Microsoft determined we were out of compliance, then it was possible we would need a large dollar amount to rectify this issue. Fortunately, KDL was in compliance. Also, we didn't want to buy more storage or server resources if Microsoft was going to recommend we move to the Office 365 Cloud, which is exactly what transpired.

Before jumping into that solution, we did our due diligence and examined other options. Upon completion of the analysis of alternatives, our staff agreed that not only Microsoft Office 365 won out, but also the new SharePoint solution was selected. We then proceeded to have discussions with

multiple Microsoft Partners through the RFP process to determine whom we felt would work best with us. It was decided that we would “Phase” our migration to the cloud by first focusing on our Email Exchange Server and moving that to Office 365 first. This brings us to now being ready to begin the Microsoft Office 365 migration.

The purchase & installation of the cameras at the Service / Meeting Center became delayed as we evaluated the potential of the Bibliotheca 24 Hour Library which came with its own cameras. Had we proceeded with the 24 Hour Library, we would not need as many cameras. (With the recent security concerns that have surfaced at Plainfield, we are going to be getting quotes for more cameras beyond just the Service / Meeting Center. This will most likely cost more than we deposited into the Fund Balance on the camera line item alone.)

Also recently, the Spectre & Meltdown vulnerability became evident. With Leadership and Board discussions previously we are in the final stages of identifying, selecting, and testing solutions that will aide in the future deployment of “mass” patches like what is required for remediation of this recent vulnerability.

We would like the Board’s approval to use \$475,000 from the Fund Balance on:

- Capital Technology items as previously approved for 2017
- Expansion of the Security Camera project
- Solution to the Spectre and Meltdown vulnerability

The dollars may move between the four categories mentioned earlier (Server Computing Resources, Storage Resources, Microsoft True-Up, and Security Cameras). We believe we can save some costs in the Microsoft Upgrade and other infrastructure area by moving to the Cloud. These savings would be re-allocated to help offset the additional costs anticipated for the expansion of the Security Cameras project to ensure our staff and patrons are coming to a secure and monitored location and the costs to address the Spectre and Meltdown vulnerability.

Note: At a future time in 2018, we will be coming to the Board with an additional Fund Balance request to handle the eRate RFP Projects with bid periods currently coming to a close. Our former CFO recommended to exclude these projects from the original 2018 Operating Budget with the intention to request funds from the Fund Balance as necessary.

Recommendation:

Approve the use of \$475,000 from the Fund Balance for the completion of Capital Technology projects in 2018.

Document History:

1. First Draft – Kurt Stevens
2. Revisions – Laura Powers, Lance Werner



**RESOLUTION
KENT DISTRICT LIBRARY BOARD OF TRUSTEES**

2018 BUDGET RESOLUTION

2nd BUDGET AMENDMENT – EXPLANATION OF REQUESTED AMENDMENT

The following suggested amendment to the General Fund budget is designed to increase 2018 budgeted expenditures to allow for the completion of capital technology projects as proposed in the Issue Analysis:

1. \$475,000 Increase to Capital Outlay

This increase is to cover the estimated costs for the completion of capital technology projects as discussed in the Issue Analysis.

KDL **Information.**
Kent District Library **Ideas.**
 Excitement!
w w w . k d l . o r g

RESOLUTION
KENT DISTRICT LIBRARY BOARD OF TRUSTEES

A regular meeting of the Library Board (the “Board”) of the Kent District Library (the “Library”) was held at the Kent District Library Service & Meeting Center, on March 15, 2018 at 4:30 p.m.

The meeting was called to order by_____.

PRESENT:

ABSENT: _____

A RESOLUTION OF THE KENT DISTRICT LIBRARY TO ADOPT THE
2nd BUDGET AMENDMENT

WHEREAS, pursuant to Act 2, Public Acts of 1968, MCL 141.421 *et seq.*, as amended, it is necessary for the Board of the Kent District Library to adopt a General Fund Budget supported by the Library’s millage levy, and to amend a budget when resources so dictate.

NOW, THEREFORE, BE IT RESOLVED THAT:

The Board hereby approves and adopts the General Fund Budget Amendment for 2018 attached hereto and made a part hereof.

YEAS: _____

NAYS: _____

CERTIFICATION

I HEREBY CERTIFY that the foregoing is a true and complete copy of a resolution adopted by the Board of Trustees of the Kent District Library, County of Kent, Michigan, at a regular meeting held on March 15, 2018, and that said meeting was conducted and public notice of said meeting was given pursuant to and in full compliance with the Open Meetings Act, being Act 267, Public Acts of Michigan, 1976, and that the minutes of said meeting were kept and will be or have been made available as required by said Act.

Dated: March 15, 2018

Andrew Erlewein, Secretary

KENT DISTRICT LIBRARY GENERAL FUND OPERATING 2018 BUDGET - 2ND AMENDMENT

REVENUES:	ORIGINAL	PROPOSED AMENDMENT	PROPOSED REVISED
Taxes	21,261,500		21,261,500
Licenses and permits	2,500		2,500
State grants	610,000		610,000
Contributions from local units	479,000		479,000
Charges for services	50,000		50,000
Fines and forfeits	75,000		75,000
Investment income and rentals	83,500		83,500
Other revenue	463,000		463,000
Other financing sources	50,000		50,000
TOTAL REVENUES & OTHER FINANCING SOURCES	23,074,500	-	23,074,500

EXPENDITURES:			
Personal services	14,215,459		14,215,459
Supplies	2,351,675		2,351,675
Other services and charges	3,860,711		3,860,711
Capital outlay	2,621,655	475,000	3,096,655
Other financing uses	25,000		25,000
TOTAL EXPENDITURES & OTHER FINANCING USES	23,074,500	475,000	23,549,500
EXCESS OVER / UNDER	0	(475,000)	(475,000)

**KENT DISTRICT LIBRARY
GENERAL FUND OPERATING
2018 BUDGET - 1ST AND 2ND AMENDMENT**

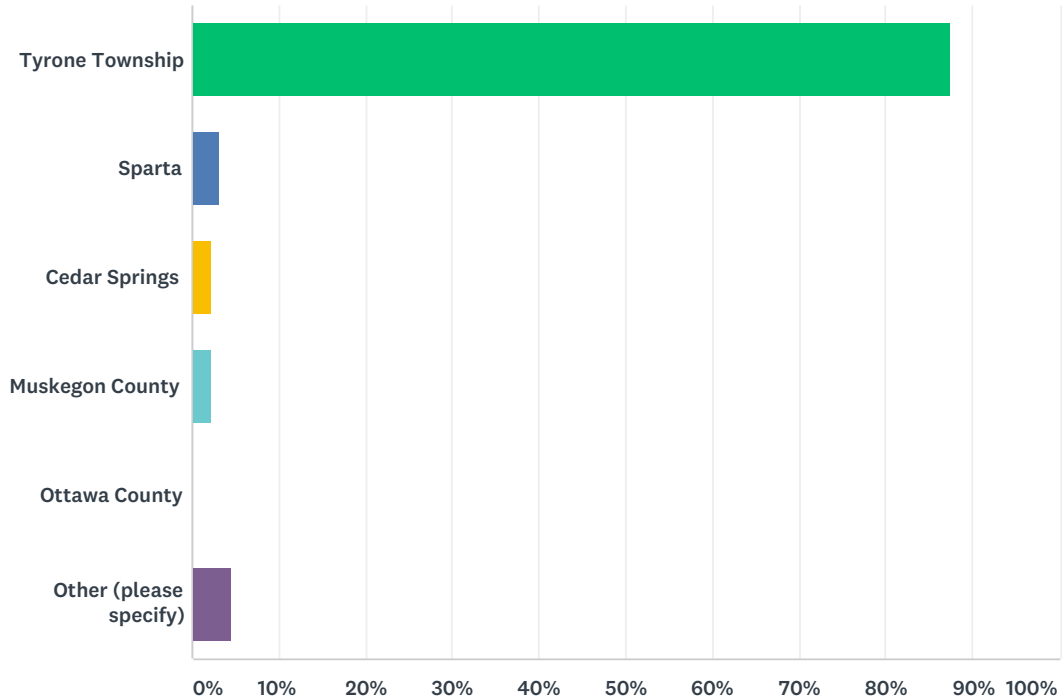
REVENUES:	ORIGINAL	PROPOSED AMENDMENTS	PROPOSED REVISED
Taxes	21,261,500		21,261,500
Licenses and permits	2,500		2,500
State grants	610,000		610,000
Contributions from local units	479,000		479,000
Charges for services	50,000		50,000
Fines and forfeits	75,000		75,000
Investment income and rentals	83,500		83,500
Other revenue	463,000		463,000
Other financing sources	50,000		50,000
TOTAL REVENUES & OTHER FINANCING SOURCES	23,074,500	-	23,074,500

EXPENDITURES:			
Personal services	14,215,459		14,215,459
Supplies	2,351,675		2,351,675
Other services and charges	3,860,711	200,000	4,060,711
Capital outlay	2,621,655	475,000	3,096,655
Other financing uses	25,000		25,000
TOTAL EXPENDITURES & OTHER FINANCING USES	23,074,500	675,000	23,749,500
EXCESS OVER / UNDER	0	(675,000)	(675,000)

Tyrone Township Library Survey

Q1 I live in:

Answered: 128 Skipped: 0

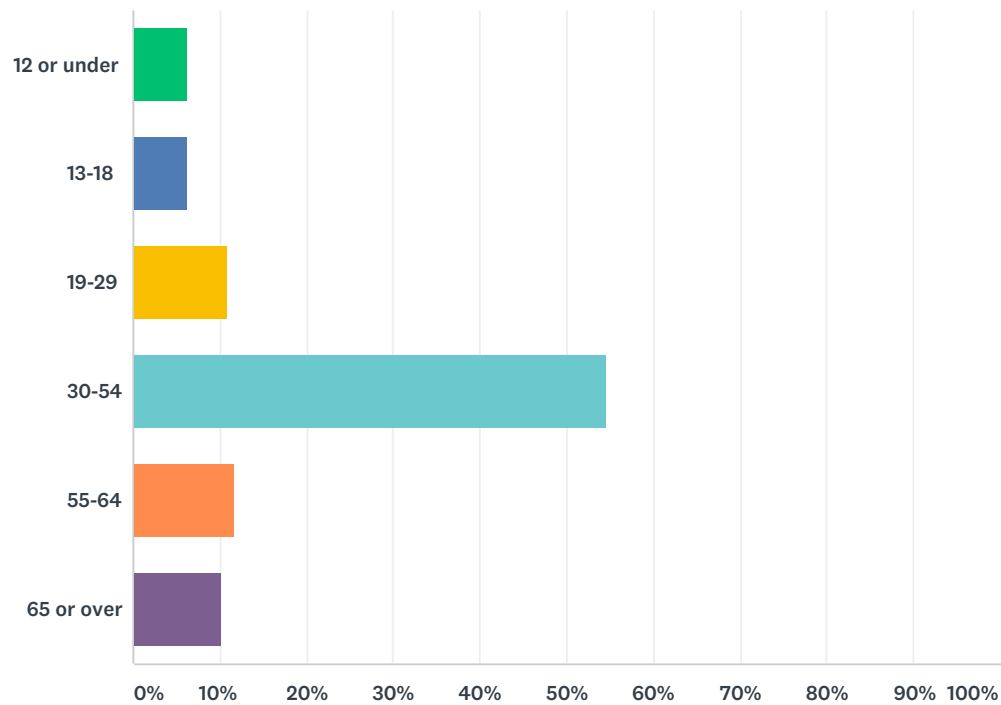


ANSWER CHOICES	RESPONSES	
Tyrone Township	87.50%	112
Sparta	3.13%	4
Cedar Springs	2.34%	3
Muskegon County	2.34%	3
Ottawa County	0.00%	0
Other (please specify)	4.69%	6
TOTAL		128

#	OTHER (PLEASE SPECIFY)	DATE
1	Barry	2/1/2018 5:15 AM
2	Newaygo	1/25/2018 10:18 PM
3	Ravenna	1/18/2018 4:11 PM
4	Kent City	1/12/2018 1:20 PM
5	Kent City	1/8/2018 11:58 AM
6	Kent county	1/8/2018 10:26 AM

Q2 My age range is:

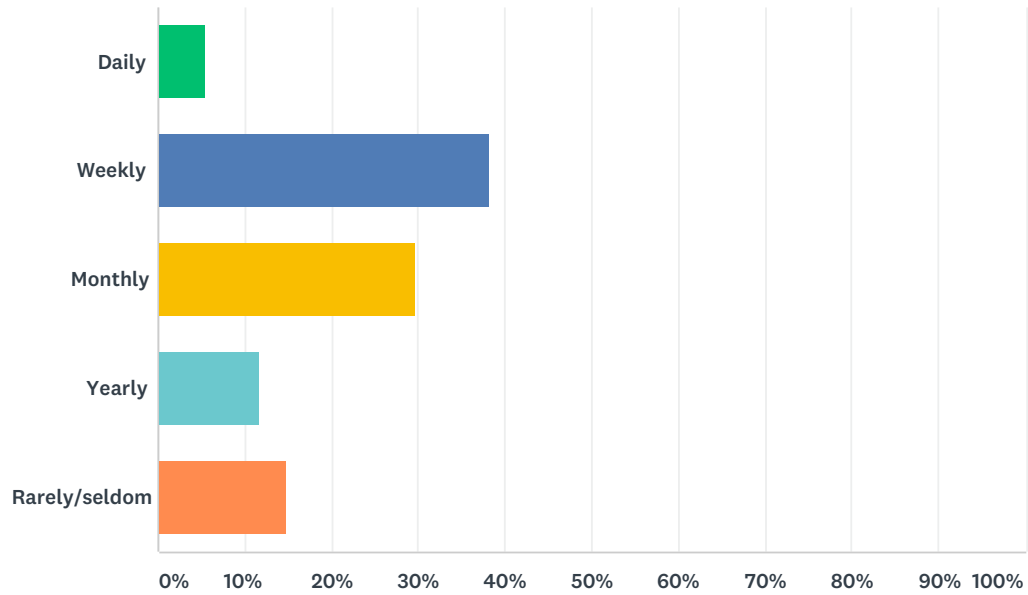
Answered: 128 Skipped: 0



ANSWER CHOICES	RESPONSES	
12 or under	6.25%	8
13-18	6.25%	8
19-29	10.94%	14
30-54	54.69%	70
55-64	11.72%	15
65 or over	10.16%	13
TOTAL		128

Q3 I typically visit the Tyrone library:

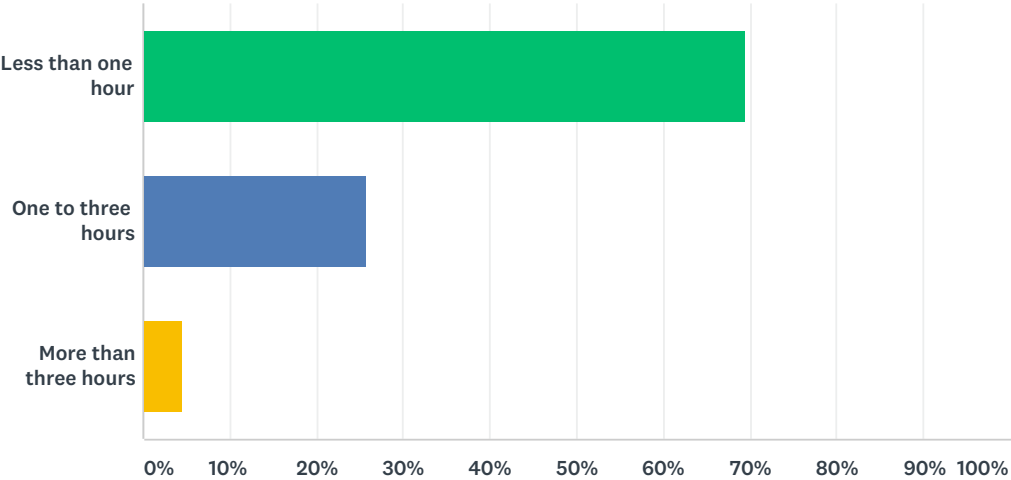
Answered: 128 Skipped: 0



ANSWER CHOICES	RESPONSES	
Daily	5.47%	7
Weekly	38.28%	49
Monthly	29.69%	38
Yearly	11.72%	15
Rarely/seldom	14.84%	19
TOTAL		128

Q4 My average library visit is:

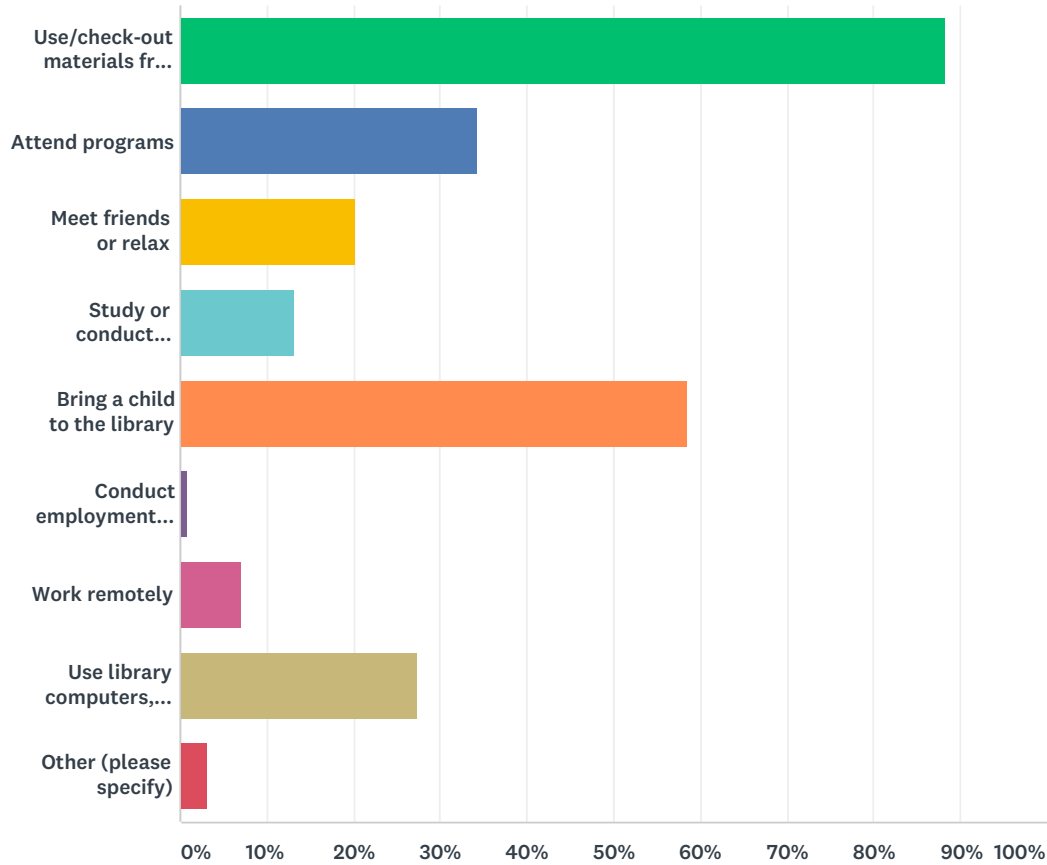
Answered: 128 Skipped: 0



ANSWER CHOICES		RESPONSES	
Less than one hour		69.53%	89
One to three hours		25.78%	33
More than three hours		4.69%	6
TOTAL			128

Q5 I use the library to (check all that apply):

Answered: 128 Skipped: 0



ANSWER CHOICES		RESPONSES	
Use/check-out materials from the library collection		88.28%	113
Attend programs		34.38%	44
Meet friends or relax		20.31%	26
Study or conduct research		13.28%	17
Bring a child to the library		58.59%	75
Conduct employment research and submit applications		0.78%	1
Work remotely		7.03%	9
Use library computers, wireless access or other technology		27.34%	35
Other (please specify)		3.13%	4
Total Respondents: 128			

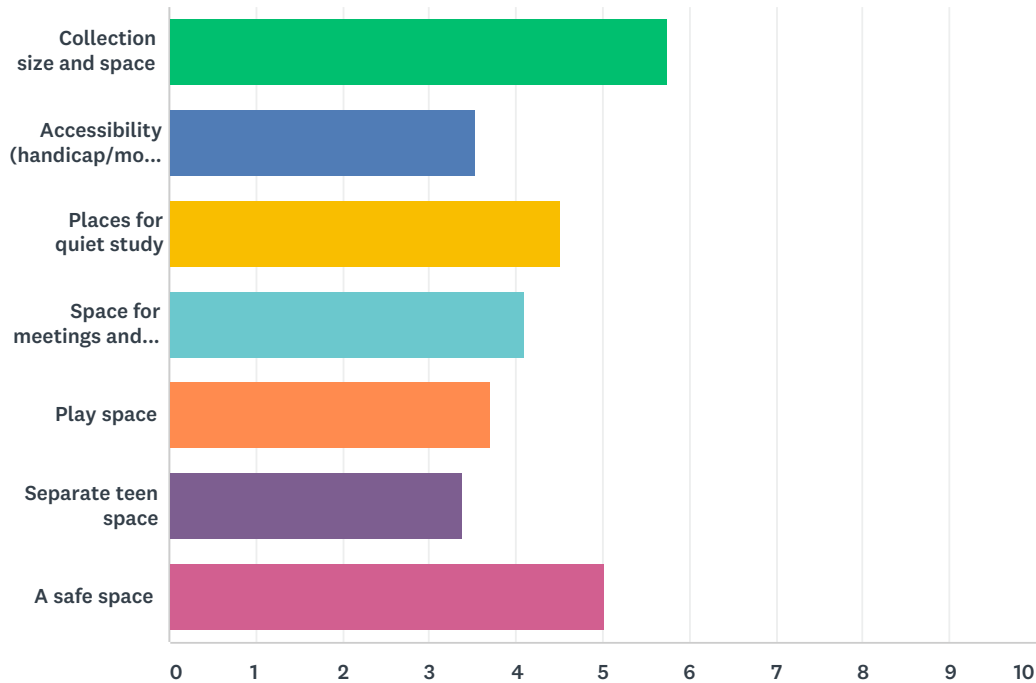
#	OTHER (PLEASE SPECIFY)	DATE
1	Tried to check out a book, wouldn't give me a library card.	2/10/2018 5:05 PM
2	Books and DVD's	1/31/2018 7:51 PM

Tyrone Township Library Survey

3	Look over the user books and dvds	1/25/2018 8:59 PM
4	Talk to librarians and order materials from other locations	1/25/2018 3:30 PM

Q6 The most important aspects of the library are (rank with #1 as most important):

Answered: 121 Skipped: 7



	1	2	3	4	5	6	7	TOTAL	SCORE
Collection size and space	47.92% 46	22.92% 22	9.38% 9	8.33% 8	4.17% 4	2.08% 2	5.21% 5	96	5.75
Accessibility (handicap/mobility)	6.33% 5	16.46% 13	15.19% 12	6.33% 5	17.72% 14	17.72% 14	20.25% 16	79	3.53
Places for quiet study	11.22% 11	15.31% 15	29.59% 29	19.39% 19	11.22% 11	9.18% 9	4.08% 4	98	4.52
Space for meetings and library events/programs	5.62% 5	16.85% 15	21.35% 19	15.73% 14	22.47% 20	13.48% 12	4.49% 4	89	4.09
Play space	8.70% 8	18.48% 17	10.87% 10	14.13% 13	10.87% 10	17.39% 16	19.57% 18	92	3.70
Separate teen space	3.30% 3	16.48% 15	12.09% 11	14.29% 13	13.19% 12	18.68% 17	21.98% 20	91	3.38
A safe space	40.20% 41	12.75% 13	14.71% 15	5.88% 6	6.86% 7	6.86% 7	12.75% 13	102	5.02

Q7 My favorite aspect of the library is:

Answered: 117 Skipped: 11

#	RESPONSES	DATE
1	Children's books and resources.	2/14/2018 8:46 PM
2	Close by	2/14/2018 4:59 PM
3	helpful librarians	2/14/2018 11:55 AM
4	Location	2/14/2018 6:15 AM
5	How nice all the people are there and their willingness to help	2/13/2018 7:36 AM
6	Kids activities and resources	2/12/2018 8:56 AM
7	Books, being able to use the computer and print.	2/12/2018 8:37 AM
8	use of computers	2/11/2018 7:20 PM
9	Being allowed to check out books.	2/10/2018 5:05 PM
10	Having a place to access materials and resources.	2/10/2018 2:21 PM
11	Books to read	2/10/2018 12:38 AM
12	The staff and being able to get books	2/8/2018 9:52 PM
13	Checking out books and story time.	2/7/2018 5:30 PM
14	Close by friendly staff	2/7/2018 5:16 PM
15	Get books ordered and picked up there. Bringing the kids in to pick something every now and then.	2/7/2018 3:55 PM
16	Check out book and movies	2/7/2018 2:12 PM
17	Convenient location	2/6/2018 8:42 PM
18	Being able to enjoy a book while my children play/look for their own books to read.	2/5/2018 7:32 PM
19	Books	2/5/2018 6:58 PM
20	Comfortable atmosphere	2/5/2018 10:31 AM
21	Dvds and the use of computers for printing things.. When I can use them.	2/5/2018 9:48 AM
22	Selection	2/3/2018 11:58 PM
23	Knowledgeable helpful staff which you have	2/3/2018 7:47 PM
24	Books and staff	2/3/2018 1:01 PM
25	the desks where teens can gather	2/2/2018 5:37 PM
26	Kids story time	2/2/2018 5:10 PM
27	Convenience.	2/2/2018 2:48 PM
28	- auto renewal - online holds - audio books	2/1/2018 5:04 PM
29	the books	2/1/2018 5:02 PM
30	-having new books available and read right when they come out -ordering online	2/1/2018 4:59 PM
31	programs - kids section	2/1/2018 4:55 PM
32	Quiet	2/1/2018 5:15 AM
33	Quiet, helpful staff	2/1/2018 4:10 AM
34	Ability to get books and videos	1/31/2018 7:51 PM

Tyrone Township Library Survey

35	The engaging tools for young children	1/31/2018 4:11 PM
36	Kent City needs this library. It is one place people can go to access the internet and library resources	1/31/2018 11:58 AM
37	The collection of books, cds, & DVD.	1/30/2018 6:34 PM
38	That I can interlibrary loan any books from anywhere in kdl	1/30/2018 1:44 PM
39	Free dvds.	1/30/2018 10:36 AM
40	Location- walkable from local business and school	1/30/2018 5:47 AM
41	Movie section	1/29/2018 10:33 PM
42	The books	1/29/2018 9:51 PM
43	Accessibility to material I need	1/29/2018 4:54 PM
44	Fast WiFi, everything you need at your fingertips, clean, safe and comfortable	1/29/2018 3:20 PM
45	Comfort	1/29/2018 1:37 PM
46	the helpful staff	1/29/2018 10:08 AM
47	Picking out books with my kids	1/28/2018 10:22 PM
48	Kids books.	1/28/2018 4:56 PM
49	Online books	1/28/2018 4:12 PM
50	The array of books, how easily they can be accessed and the scenery in which to sit and reflect	1/28/2018 8:41 AM
51	Books	1/28/2018 7:44 AM
52	My kids go weekly, they enjoy having access to the computers and programs	1/27/2018 10:02 AM
53	Being able to request books from other libraries. Also like that it keeps my reading list.	1/26/2018 8:43 PM
54	Ability to reserve books online and pick up at library.	1/26/2018 5:33 PM
55	I use the e books all the time but I enjoy bringing the kids in for special events.	1/26/2018 4:14 PM
56	Friendly	1/26/2018 10:31 AM
57	Allowing my children to play with toys and being able to put books on hold so they get sent to my local branch	1/26/2018 10:13 AM
58	Having a good selection of material.	1/26/2018 8:26 AM
59	Book collection	1/26/2018 7:25 AM
60	The Books on CD aspect	1/26/2018 7:08 AM
61	Quiet place to read	1/25/2018 10:18 PM
62	Having materials to peruse and comfy places to enjoy them.	1/25/2018 9:53 PM
63	The location	1/25/2018 9:49 PM
64	The special programs	1/25/2018 8:59 PM
65	Dvd and Blu Ray availability	1/25/2018 6:23 PM
66	the teen space because it's a little quieter than the other side	1/25/2018 3:34 PM
67	studying	1/25/2018 3:31 PM
68	The librarians. You could do everything yourself without ever interacting but that does not make for a good library experience for me	1/25/2018 3:30 PM
69	The wonderful kids selection, including the books pulled aside for beginner readers. And the imaginative play stations for kids.	1/25/2018 1:29 PM
70	Convenience	1/25/2018 12:37 PM
71	Kid Programs/interactive story times with lots of songs/music/moving/dancing for the kids.	1/25/2018 11:50 AM
72	Books and WiFi	1/25/2018 11:30 AM

Tyrone Township Library Survey

73	Community programs.	1/25/2018 10:38 AM
74	The people who work here	1/24/2018 3:30 PM
75	The unique collection of books that are available.	1/24/2018 3:26 PM
76	Books! For the limited space that is available, they often have books that I am interested in reading. I am also very grateful for the interlibrary loan program which our family uses often.	1/19/2018 2:53 PM
77	programs/area for kids	1/18/2018 4:11 PM
78	n/a	1/18/2018 3:46 PM
79	its close to my house!	1/18/2018 10:29 AM
80	The ONLY thing I like about this library is that it's in my hometown. I typically just use it to return books/DVDs etc. that I've gone out of my town to one of the more suitable family friendly & quiet libraries. I usually go to the Sand Lake Library with my kids. It's perfect for having a separate kids space, a lot of room, dedicated Adult space, as well as a huge collection of resources, imaginative play things for the little ones and separate meeting rooms for story time/etc.	1/17/2018 1:10 PM
81	technology	1/16/2018 7:57 PM
82	free resources, books dvds - friendly staff	1/16/2018 6:46 PM
83	the books	1/16/2018 6:06 PM
84	Miss Emily	1/16/2018 5:32 PM
85	1. a large collection of Christian authors 2. a friendly hello when I walk in the library	1/16/2018 3:22 PM
86	I enjoy being able to see my kids in play area	1/16/2018 2:59 PM
87	The children's programs	1/15/2018 11:16 AM
88	user friendly - will order books, friendly staff	1/13/2018 12:10 PM
89	books!	1/13/2018 12:07 PM
90	Being able to check out you favorite type of books	1/12/2018 1:20 PM
91	Children's programs.	1/11/2018 3:57 PM
92	Programs run for area children.	1/11/2018 6:39 AM
93	I love that it is right on main st easy to get to	1/10/2018 7:41 PM
94	The collection!	1/9/2018 10:35 PM
95	It has a lot of material to access	1/9/2018 6:37 PM
96	the books	1/9/2018 6:35 PM
97	everything	1/9/2018 6:32 PM
98	our staff	1/9/2018 6:30 PM
99	Our Staff	1/9/2018 5:08 PM
100	the computers and that they have my favorite series in movies	1/9/2018 3:43 PM
101	getting books from other libraries	1/9/2018 3:41 PM
102	the person who helps me (great)	1/9/2018 3:38 PM
103	a safer space	1/9/2018 3:33 PM
104	Kids area	1/8/2018 9:12 PM
105	Children's area	1/8/2018 9:03 PM
106	Free books!	1/8/2018 2:32 PM
107	Media and play area	1/8/2018 12:55 PM
108	Location	1/8/2018 12:15 PM
109	I can bring my grandchildren there and they can learn and play	1/8/2018 11:58 AM

Tyrone Township Library Survey

110	All the kids books & espically the summer programs geared towards my kids (5&7)	1/8/2018 11:32 AM
111	Being able to check out movies and books and have the kids play in play area	1/8/2018 11:30 AM
112	The sense of it being a great community gathering place.	1/8/2018 11:26 AM
113	Friendly and helpful employees.	1/8/2018 10:43 AM
114	Getting books and movies.	1/8/2018 10:39 AM
115	Feeling safe and welcome	1/8/2018 10:26 AM
116	Close to home	1/8/2018 10:23 AM
117	Sitting in a quiet spot reading	12/28/2017 8:47 PM

Q8 My least favorite aspect of the library is:

Answered: 114 Skipped: 14

#	RESPONSES	DATE
1	-	2/14/2018 8:46 PM
2	Nothing	2/14/2018 4:59 PM
3	parking. there really is no parking.	2/14/2018 11:55 AM
4	Noise	2/14/2018 6:15 AM
5	How small some of the sections are	2/13/2018 7:36 AM
6	small	2/12/2018 8:56 AM
7	Hours	2/12/2018 8:37 AM
8	no parking	2/11/2018 7:20 PM
9	Being denied a library card because I didn't bring my driver's license with me.	2/10/2018 5:05 PM
10	Sometimes not having the materials I want.	2/10/2018 2:21 PM
11	Not easy to find books that i like	2/10/2018 12:38 AM
12	The disrespectful children that don't allow other patrons to enjoy the library as often as they'd like.	2/8/2018 9:52 PM
13	Smaller then other branches.	2/7/2018 5:30 PM
14	Parking	2/7/2018 5:16 PM
15	Loud teens hanging out.	2/7/2018 3:55 PM
16	Noise	2/7/2018 2:12 PM
17	Small size	2/6/2018 8:42 PM
18	Programs	2/6/2018 7:20 AM
19	Collection, it would be nice to have more books.	2/5/2018 7:32 PM
20	Noisy people	2/5/2018 6:58 PM
21	Outdated features	2/5/2018 10:31 AM
22	Too many kids clogging up the computers.	2/5/2018 9:48 AM
23	Too quite	2/3/2018 11:58 PM
24	Would be nice if the library had more space and maybe little desks set up for laptop use	2/3/2018 7:47 PM
25	Too small	2/3/2018 1:01 PM
26	it tends to get loud	2/2/2018 5:37 PM
27	Not having the kids story time all year	2/2/2018 5:10 PM
28	fines	2/1/2018 5:04 PM
29	not enough books	2/1/2018 5:02 PM
30	- new books don't always come right in - you don't have some series - some annoying people are here - more nonfiction ww2 - some kdl locations are better than others-more books - it often is not quiet - more hours in afternoon all days Mon/Wed especially	2/1/2018 4:59 PM
31	very small	2/1/2018 4:55 PM
32	Driving there	2/1/2018 5:15 AM
33	Size	2/1/2018 4:10 AM
34	Computer spaces next to browsing area for videos, books	1/31/2018 7:51 PM

Tyrone Township Library Survey

35	None	1/31/2018 4:11 PM
36	The bathroom	1/30/2018 6:34 PM
37	At this branch specifications - too many unsupervised kids/teens.	1/30/2018 1:44 PM
38	Town kids that are unsupervised and are loud and disrespectful.	1/30/2018 10:36 AM
39	Very few places to sit and work.	1/29/2018 10:33 PM
40	It can get very crowded after school.	1/29/2018 9:51 PM
41	How crowded/ small it is	1/29/2018 4:54 PM
42	High noise level	1/29/2018 3:20 PM
43	Noise and lack of computers	1/29/2018 1:37 PM
44	noise	1/29/2018 10:08 AM
45	The fact that is so small not a big selection	1/28/2018 10:22 PM
46	Limited hours	1/28/2018 4:56 PM
47	Available space	1/28/2018 4:12 PM
48	The hours do not work with my schedule. Never open when I am home!	1/28/2018 2:00 PM
49	It's so small	1/28/2018 8:41 AM
50	Noisy kids	1/28/2018 7:44 AM
51	Kids area is too small	1/27/2018 10:02 AM
52	I don't have any	1/26/2018 8:43 PM
53	Limited hours. I have switched to the Sand Lake library for that reason.	1/26/2018 5:33 PM
54	I don't really have one. Although since the switch to the cloud I am unable to use my Kindle to check out books.	1/26/2018 4:14 PM
55	Small and noisy	1/26/2018 10:31 AM
56	None	1/26/2018 10:13 AM
57	Noise.	1/26/2018 8:26 AM
58	Teens just hanging out and being loud	1/26/2018 7:25 AM
59	The small collection	1/26/2018 7:08 AM
60	Should be bigger . Needs a coffee shop	1/25/2018 10:18 PM
61	Too small and too noisy. Many patrons clamoring for computer use and there's just not much room for a calm environment.	1/25/2018 9:53 PM
62	Too small/ outdated. Should be updated to meet the demands of a growing community. There is not enough space or pertinent materials to capture the interests of a wide, younger audience	1/25/2018 9:49 PM
63	The hours don't always work. Only 1 late day	1/25/2018 8:59 PM
64	Space where public computers are available	1/25/2018 6:23 PM
65	where the bathroom is there's always high schoolers there	1/25/2018 3:34 PM
66	none	1/25/2018 3:31 PM
67	Fines.	1/25/2018 3:30 PM
68	The poor parking options	1/25/2018 1:29 PM
69	Small size	1/25/2018 12:37 PM
70	Limited space for children.	1/25/2018 11:50 AM
71	Not enough parking	1/25/2018 11:30 AM
72	Lack of computers.	1/25/2018 10:38 AM
73	Some kids	1/24/2018 3:30 PM

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74	Whenever all the younger kids are too loud.	1/24/2018 3:26 PM
75	When I don't have a specific title I am looking for it would be nice to have a broader selection of books. Also the quarters I so tight that I don't often stay and read there. There are always people on top of you.	1/19/2018 2:53 PM
76	n/a	1/18/2018 4:11 PM
77	n/a	1/18/2018 3:46 PM
78	too small, crowded, limited selection, parking	1/18/2018 10:29 AM
79	too small, not enough parking	1/17/2018 1:10 PM
80	It is way too small. I don not feel comfortable bringing my kids here (I have twin 5 year olds), because the kids space is so close to the "Adult" space that I fear if they are too noisy or are having too much fun then they will be a distraction to the adults. I also cannot plan to have play dates with other mom's at this library because if you get more than 2 families in the children's area it feels crowded and overwhelming.	1/17/2018 1:10 PM
81	history books	1/16/2018 7:57 PM
82	n/a	1/16/2018 6:46 PM
83	the computers	1/16/2018 6:06 PM
84	Books	1/16/2018 5:32 PM
85	n/a	1/16/2018 3:22 PM
86	it gets really loud and chaotic when students are there. Library is no longer a "quiet space"	1/16/2018 2:59 PM
87	The hours	1/15/2018 11:16 AM
88	noisy kids!! the library should be a quiet place - not loud video games.	1/13/2018 12:10 PM
89	small/loud kids on computers	1/13/2018 12:07 PM
90	How small it is	1/12/2018 1:20 PM
91	Small size of the building.	1/11/2018 3:57 PM
92	Nothing.	1/11/2018 6:39 AM
93	Way to noisy!! Teens need there own room!!	1/10/2018 7:41 PM
94	Too crowded with unnecessary decor.	1/9/2018 10:35 PM
95	it's used as a hang out more than a library	1/9/2018 6:37 PM
96	n/a	1/9/2018 6:35 PM
97	nothing	1/9/2018 6:32 PM
98	depends on the day	1/9/2018 6:30 PM
99	Depends on day	1/9/2018 5:08 PM
100	idk	1/9/2018 3:43 PM
101	don't have one	1/9/2018 3:41 PM
102	n/a	1/9/2018 3:38 PM
103	the collection size and space	1/9/2018 3:33 PM
104	How sectioned off it is. I can't let my kids look and have time to look.	1/8/2018 9:12 PM
105	None	1/8/2018 9:03 PM
106	Loud hooligan children	1/8/2018 12:55 PM
107	Limited evening hours. (after 5pm)	1/8/2018 12:15 PM
108	Too cold	1/8/2018 11:58 AM
109	Parking	1/8/2018 11:32 AM
110	Kids after school tend to get loud	1/8/2018 11:30 AM

Tyrone Township Library Survey

111	I wish there was more space.	1/8/2018 11:26 AM
112	It's very small. Most books we have to order in from other libraries. I'd also like to see more teen activities, and/or homeschool activities for older kids.	1/8/2018 10:43 AM
113	The loud and vulgar teens who just hang out.	1/8/2018 10:39 AM
114	The noise level is too high and it's not handicap accessible	1/8/2018 10:26 AM

Q9 If I could change anything about the library design and space, it would be:

Answered: 114 Skipped: 14

#	RESPONSES	DATE
1	Fun inviting children's area to explore	2/14/2018 8:46 PM
2	Update it	2/14/2018 4:59 PM
3	more parking. private rooms to use my computer.	2/14/2018 11:55 AM
4	Bigger with more quiet areas	2/14/2018 6:15 AM
5	The layout is really good, I would just make it bigger	2/13/2018 7:36 AM
6	Separate out kids area more and have play space that is more "child-proof" for the littlest ones. Right now I have to constantly redirect my almost 2 year old as the kid space is bordered by shelf with movies and she wants to take them off shelf. Would be better bordered by shelves or racks or board books and not too many on lowest shelves so they can pull no more than a few off at a time and look at them without risk of wrecking them.	2/12/2018 8:56 AM
7	Create a space where we could sit quietly in a foyer and drink coffee.	2/12/2018 8:37 AM
8	bigger space, more computers, lots of parking	2/11/2018 7:20 PM
9	Have a spot to check out books with a library card I can get without a driver's license.	2/10/2018 5:05 PM
10	An updated look and more space.	2/10/2018 2:21 PM
11	A bigger section of adult fiction	2/8/2018 9:52 PM
12	not sure	2/7/2018 5:30 PM
13	Larger	2/7/2018 5:16 PM
14	A bit bigger with more rooms	2/7/2018 3:55 PM
15	Separating kids and teen from adults and those that want quiet for studing	2/7/2018 2:12 PM
16	More space for greater inventory and meeting rooms	2/6/2018 8:42 PM
17	More palsyroom	2/6/2018 7:20 AM
18	Nothing.	2/5/2018 7:32 PM
19	More seating	2/5/2018 6:58 PM
20	Nicer finishes. Better use of space. More curb appeal	2/5/2018 10:31 AM
21	A separate space for the teens and their computer use.	2/5/2018 9:48 AM
22	More room	2/3/2018 11:58 PM
23	to have little personal work stations	2/3/2018 7:47 PM
24	Build a bigger library	2/3/2018 1:01 PM
25	I would make a separate room for the teens	2/2/2018 5:37 PM
26	Big sign out front to make it easier to find	2/2/2018 5:10 PM
27	At least one private room.	2/2/2018 2:48 PM
28	- quieter - seems more like an indoor playground than a library	2/1/2018 5:04 PM
29	- add a recommendation wall - add more space	2/1/2018 5:02 PM
30	more comfy areas that are not always occupied by people who come every single day	2/1/2018 4:59 PM
31	add a room for programs	2/1/2018 4:55 PM

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32	Nothing	2/1/2018 5:15 AM
33	Bigger selection, more seating	2/1/2018 4:10 AM
34	Much more needed space and more adult books	1/31/2018 7:51 PM
35	Bigger	1/31/2018 4:11 PM
36	Make it bigger. It needs to remain in town	1/31/2018 11:58 AM
37	Larger, with more areas for teen programs and other programs & projects for all ages.	1/30/2018 6:34 PM
38	More comfortable lounge areas.	1/30/2018 1:44 PM
39	More space for more books.	1/30/2018 10:36 AM
40	Bigger	1/29/2018 10:33 PM
41	More space.	1/29/2018 9:51 PM
42	More room, more shelves, more options	1/29/2018 4:54 PM
43	Make it bigger	1/29/2018 3:20 PM
44	Separate computer room and teen zone	1/29/2018 1:37 PM
45	bigger, have more books available	1/29/2018 10:08 AM
46	Make it bigger and more accessible	1/28/2018 10:22 PM
47	Larger kids section.	1/28/2018 4:56 PM
48	Bigger	1/28/2018 4:12 PM
49	The size	1/28/2018 8:41 AM
50	Make it bigger	1/28/2018 7:44 AM
51	Make it bigger.	1/27/2018 10:02 AM
52	Fine the way it is	1/26/2018 8:43 PM
53	Enlarge the whole library; increase collection; increase hours	1/26/2018 5:33 PM
54	Bigger	1/26/2018 10:31 AM
55	Bigger section for elementary school aged books	1/26/2018 10:13 AM
56	A quiet area that is separate from where people are talking.	1/26/2018 8:26 AM
57	More space	1/26/2018 7:25 AM
58	More of a collection for books on CD	1/26/2018 7:08 AM
59	Just bigger More space Add a coffee shop. That would be amazing!	1/25/2018 10:18 PM
60	Bigger with more area available for quiet reading, quiet working together, comfortable areas to lose yourself in a book, more materials. (Note: love the Grant Area District Library work areas).	1/25/2018 9:53 PM
61	Larger building, more books, and a newer, more modern atmosphere that would bring in more people	1/25/2018 9:49 PM
62	Move public computers in more more secure and remote space	1/25/2018 6:23 PM
63	the make the teen space more separate from the other side	1/25/2018 3:34 PM
64	more space for teens	1/25/2018 3:31 PM
65	Less young teens camped out there. So maybe there own room?	1/25/2018 3:30 PM
66	More parking	1/25/2018 1:29 PM
67	More space for more inventory and events	1/25/2018 12:37 PM
68	Large room for all children events.	1/25/2018 11:50 AM
69	Larger rooms, more quiet space and more easier parking	1/25/2018 11:30 AM
70	A better Kid area. A reading fort or something of that nature to read in.	1/25/2018 10:38 AM

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71	Nothing	1/24/2018 3:30 PM
72	Nothing.	1/24/2018 3:26 PM
73	It does not just need more room, a library should have an atmosphere that is conducive to reading and study. I appreciate library's like Grant and Cedar Springs that are places of beauty with inviting spaces that call you to stay awhile.	1/19/2018 2:53 PM
74	more open	1/18/2018 4:11 PM
75	n/a	1/18/2018 3:46 PM
76	More light, comfortable seating, interactive children's area, space for Tweens/Teens, workspace.	1/18/2018 10:29 AM
77	more space!!!	1/17/2018 1:10 PM
78	More space! Specifically, designated areas for little ones and adults to both enjoy their library experience. This library has many good resources but it is very hard to maneuver because of the cramped space. Also, there is no extra room for story time or meetings so if you just want to come in to check something out while the library is trying to conduct a story time or a learning activity you just end up feeling in the way and like your presence is an interruption.	1/17/2018 1:10 PM
79	more computers	1/16/2018 7:57 PM
80	n/a	1/16/2018 6:46 PM
81	more shopping stof	1/16/2018 6:06 PM
82	More kids space	1/16/2018 5:32 PM
83	n/a	1/16/2018 3:22 PM
84	more seating for adults by kids area	1/16/2018 2:59 PM
85	Nothing - it is set up very nice	1/15/2018 11:16 AM
86	separate video game playing loud kids to a separate area so they enjoy themselves and we do to - win/win	1/13/2018 12:10 PM
87	more books	1/13/2018 12:07 PM
88	To make more room and have more book selections	1/12/2018 1:20 PM
89	More or separate space for children's programs and play area. It often feels like we are right on top of people who are there for a more quiet experience.	1/11/2018 3:57 PM
90	Nothing strikes me, but larger designated areas (computers, quiet reading space, kids play area) could help individuals find their own space.	1/11/2018 6:39 AM
91	Bigger space	1/10/2018 7:41 PM
92	Clear out space. Less is more!	1/9/2018 10:35 PM
93	having a bigger space for computers	1/9/2018 6:37 PM
94	?	1/9/2018 6:35 PM
95	more computers	1/9/2018 6:32 PM
96	the parking we need more of it	1/9/2018 6:30 PM
97	The parking, we need more of it	1/9/2018 5:08 PM
98	nothing	1/9/2018 3:43 PM
99	n/a	1/9/2018 3:41 PM
100	n/a	1/9/2018 3:38 PM
101	teen space should be a bit bigger	1/9/2018 3:33 PM
102	More open.	1/8/2018 9:12 PM
103	None	1/8/2018 9:03 PM
104	Bigger space for kids, more separation from teens	1/8/2018 2:32 PM
105	Teens having a bit more d supervision	1/8/2018 12:55 PM

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106	Larger	1/8/2018 12:15 PM
107	I have no ideas but i love this library	1/8/2018 11:58 AM
108	Brighter spaces to read	1/8/2018 11:32 AM
109	Have a separate area for teens and the little kids	1/8/2018 11:30 AM
110	A larger space. I think they have done a fantastic job with the space we have but it would be great if it were larger.	1/8/2018 11:26 AM
111	More space.	1/8/2018 10:43 AM
112	Maybe have a separate "teen" space and also enforce volume control. Have designated adult computers.	1/8/2018 10:39 AM
113	Wider space between shelves and a seperate area for teens	1/8/2018 10:26 AM
114	More of a selection of books would be nice	1/8/2018 10:23 AM

Q10 I believe that the library's role in the community is:

Answered: 110 Skipped: 18

#	RESPONSES	DATE
1	Source of knowledge and resources	2/14/2018 8:46 PM
2	To provide a place for education and accesss of reading materials	2/14/2018 4:59 PM
3	To bring the community together with a place that people can learn and have a sanctuary outside their home	2/14/2018 6:15 AM
4	For it to be a place where people can go to learn about new things	2/13/2018 7:36 AM
5	safe area to access a variety of media and learn at all ages.	2/12/2018 8:56 AM
6	Literacy, research, learn, and community awareness enrichment	2/12/2018 8:37 AM
7	very important to the students	2/11/2018 7:20 PM
8	To let people use it, even if they don't have ID.	2/10/2018 5:05 PM
9	A place to come for learning and resources.	2/10/2018 2:21 PM
10	To provide good Materials to help us educate our families	2/10/2018 12:38 AM
11	Provide access to knowledge, reading for enjoyment, and a quiet space for people who don't always have a place like that at home.	2/8/2018 9:52 PM
12	Important especially for children. We need good readers.	2/7/2018 5:30 PM
13	Very important	2/7/2018 5:16 PM
14	Important	2/7/2018 3:55 PM
15	The education of the proper use of the library	2/7/2018 2:12 PM
16	Very important	2/6/2018 8:42 PM
17	To provide a good selection of materials, computers available. And storytelling me programs for toddlers through school age children.	2/6/2018 7:20 AM
18	To provide a comfortable place for our children the encourage them to grow in reading.	2/5/2018 7:32 PM
19	To be a place for kids to do their homework	2/5/2018 6:58 PM
20	Good youth programs to bring kids together. Resources available to lead to success in school.	2/5/2018 10:31 AM
21	Creating a creative and resourceful environment for kids and adults alike.	2/5/2018 9:48 AM
22	Could be a lot greater	2/3/2018 11:58 PM
23	A place for research which you already do very nicely	2/3/2018 7:47 PM
24	Essential	2/3/2018 1:01 PM
25	to be a resource to the community fir learning	2/2/2018 5:37 PM
26	To encourage kids to use their imagination with reading book. Also having the books and information available for any subject	2/2/2018 5:10 PM
27	Invaluable.	2/2/2018 2:48 PM
28	to provide a variety of reading material and resources	2/1/2018 5:04 PM
29	share books	2/1/2018 5:02 PM
30	to provide books and read	2/1/2018 4:59 PM
31	huge, to educate and socialize	2/1/2018 4:55 PM
32	Giving everybody the same opportunity of knowledge	2/1/2018 5:15 AM

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33	Place for all to seek knowledge, computer access.	2/1/2018 4:10 AM
34	To serve everyone	1/31/2018 7:51 PM
35	Very important when you get out to the country areas. The kids need this	1/31/2018 11:58 AM
36	To bring people together through education & literacy programs.	1/30/2018 6:34 PM
37	A safe and quiet space to read and study.	1/30/2018 1:44 PM
38	To provide resources for Learning and education.	1/30/2018 10:36 AM
39	Serve as an extension of the learning experience	1/30/2018 5:47 AM
40	Place to access resources	1/29/2018 10:33 PM
41	A safe educational space.	1/29/2018 9:51 PM
42	Providing access to materials	1/29/2018 4:54 PM
43	Information and entertainment at your fingertips	1/29/2018 3:20 PM
44	Very essential	1/29/2018 1:37 PM
45	Extremely important	1/28/2018 10:22 PM
46	To bring families together thru activities and reading materials.	1/28/2018 4:56 PM
47	Important	1/28/2018 4:12 PM
48	Important to help the youth grow, to help adults have a sense of self and to be available for events that bring people together.	1/28/2018 8:41 AM
49	Vital	1/28/2018 7:44 AM
50	To answer questions and help when needed. Miss Emily is awesome	1/27/2018 10:02 AM
51	Education and resources	1/26/2018 8:43 PM
52	Increase and support reading for all ages.	1/26/2018 5:33 PM
53	I haven't really thought about it.	1/26/2018 4:14 PM
54	Welcome everyone and make it enjoyable for all. I'd rather have teens hanging out at library than on the streets:-).	1/26/2018 10:13 AM
55	Helping people connect with resources.	1/26/2018 8:26 AM
56	To promote reading	1/26/2018 7:08 AM
57	The supply things to read and help you to learn new things	1/25/2018 10:18 PM
58	To be a hub of learning, reading, technology, and viewing materials where community residents can gather in quiet, comfortable working areas	1/25/2018 9:53 PM
59	A role of unity. It should be a place where people of all ages and interests gather for materials, events, etc. It presently has a stagnant feel without much activity and that tends to repel people rather than invite them in. I believe a thriving library will sustain a thriving community	1/25/2018 9:49 PM
60	Important	1/25/2018 8:59 PM
61	Provide education	1/25/2018 6:23 PM
62	I think the library has a huge role because after school kids relax, study, hang out, it's really just a really fun place to be	1/25/2018 3:34 PM
63	help us get our work done	1/25/2018 3:31 PM
64	To educate and inform and teach and socialize	1/25/2018 3:30 PM
65	To expand a child's resources to learning and reading. And also to promote reading and learning.	1/25/2018 1:29 PM
66	Vital	1/25/2018 12:37 PM
67	Bring the community together. Promote the love of reading & imagination play for children. A safe environment where everyone is welcome.	1/25/2018 11:50 AM
68	A place of learning information and teaching children to have fun and enjoy books	1/25/2018 11:30 AM

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69	Helping kids and families to read. Joining in or hosting community programs that bring the family to the library. Exciting programs to get families out and away from their electronics.	1/25/2018 10:38 AM
70	1st in class	1/24/2018 3:30 PM
71	Very important. It's a main hangout place, and a place to study/read/do online studies.	1/24/2018 3:26 PM
72	In addition to my comments above, the library is a tremendous resource for our community. Internet access allows many to search for and apply for jobs, complete school projects, and have access to . . . the world. The library does so much good for our community. When the library gets better, our community gets better.	1/19/2018 2:53 PM
73	n/a	1/18/2018 4:11 PM
74	n/a	1/18/2018 3:46 PM
75	educate and engage. The library should be the hub of the town...a fun safe place to gather with friends and learn.	1/18/2018 10:29 AM
76	The Library is so very important for a community to build the love of not only books but for learning in general. Children and adults alike need a functional library in their town to continue to grow emotionally, physiologically, educationally, and in general learning how to be self-starters when it comes to getting out into the community and applying what they've learned from a great book. Without a proper library in the community there is no space for moms & dad's to connect with other parents outside of the school or church. Libraries are a safe place for people from all different back grounds and beliefs to come together and learn and interact, but also the library is a safe haven; a place to unwind and unplug. Our community needs a new library space, one that functions for all ages and is inviting to those just outside of our small community. I would love to not have to drive 20 minutes out of my way to go to another library just because my local library makes me feel like I can't settle in because it is too small for many people to enjoy it all at once.	1/17/2018 1:10 PM
77	technology	1/16/2018 7:57 PM
78	provide reading materials to all	1/16/2018 6:46 PM
79	checkout books	1/16/2018 6:06 PM
80	too much books	1/16/2018 5:32 PM
81	a place for all ages to get information and good selection of books and magazines	1/16/2018 3:22 PM
82	To help us educate all our children.	1/15/2018 11:16 AM
83	support thank you for asking - great job!!	1/13/2018 12:10 PM
84	to get books, a place for kids to use computers and be safe	1/13/2018 12:07 PM
85	to help others with reading and having their favorite type of books	1/12/2018 1:20 PM
86	To provide resources and information in a space where patrons feel comfortable and welcomed.	1/11/2018 3:57 PM
87	Provide access to information and learning to all ages.	1/11/2018 6:39 AM
88	Huge. It's a neutral gathering space for the community	1/10/2018 7:41 PM
89	Offer a comfortable, relaxing space that offers the best collection!	1/9/2018 10:35 PM
90	huge. Without the library we are limited in reading materials and study spaces!	1/9/2018 6:37 PM
91	helps	1/9/2018 6:35 PM
92	everything	1/9/2018 6:32 PM
93	to be just as it is we love our KDL	1/9/2018 6:30 PM
94	To be just as it is, we love our KDL!	1/9/2018 5:08 PM
95	idk	1/9/2018 3:43 PM
96	important	1/9/2018 3:41 PM
97	very important	1/9/2018 3:38 PM
98	to give opportunities and to get books	1/9/2018 3:33 PM
99	Awesome	1/8/2018 9:12 PM

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100	Welcoming place for all	1/8/2018 9:03 PM
101	Knowledge and a safe/fun place for kids to go	1/8/2018 12:55 PM
102	Important. More gaming programs gor teens needef	1/8/2018 12:15 PM
103	A friendly place for the children to learn and play	1/8/2018 11:58 AM
104	Free programs for the community to attend & updated books.	1/8/2018 11:32 AM
105	Extremely important!	1/8/2018 11:30 AM
106	It is a hub in our small community. A place to gather, use the resources and attend events.	1/8/2018 11:26 AM
107	A gathering point, a place to gain knowledge.	1/8/2018 10:43 AM
108	To help people with resources they may not have access to at home.	1/8/2018 10:39 AM
109	A community center to share and grow	1/8/2018 10:26 AM
110	A place for our kids to hang out and feel safe and education.	1/8/2018 10:23 AM