

LOCATION: KDL Spencer Branch (14960 Meddler Ave., Gowen, MI 49326)

DATE: Thursday, May 17, 2018 at 4:30 p.m.

- I. CALL TO ORDER
 - II. PLEDGE OF ALLEGIANCE
 - III. LIAISON REPRESENTATIVE COMMENTS
 - IV. PUBLIC COMMENTS**
 - * V. BRANCH MANAGER’S REPORT – Kai Tang
 - VI. CONSENT AGENDA
 - A. Approval of Agenda
 - B. Approval of Minutes – April 19, 2018
 - * VII. FINANCE REPORTS – April 2018
 - VIII. LAKELAND LIBRARY COOPERATIVE REPORT
 - IX. DIRECTOR’S REPORT – April 2018
 - X. NEW BUSINESS
 - * A. Election of Board Secretary
 - * B. Resolution: Special Liquor License for SuperPartyWonderDay
 - XI. LIAISON REPRESENTATIVE COMMENTS
 - XII. PUBLIC COMMENTS**
 - XIII. BOARD MEMBER COMMENTS
 - XIV. MEETING DATES

Regular Meeting: Thursday, June 14, 2018 – KDL Service & Meeting Center – 4:30 p.m.
 - XV. CLOSED SESSION – Foster Swift Results *Roll-Call Vote*
 - * XVI. ADJOURNMENT
- * *Requires Action*
- ** *According to Kent District Library Board of Trustee Bylaws, Article VII, Item 7.1.3, “Public comments will be limited to 3 minutes per person or group and 15 minutes per subject.”*

Draft

BOARD OF TRUSTEES
Meeting Minutes

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

DATE: Thursday, April 19, 2018 at 4:30 p.m.

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

Board Absent: None

Staff Present: Michelle Boisvenue-Fox, Jaci Cooper, Calli Crow, Lindsey Dorfman, Randy Goble, Julia Hawkins, Claire Horlings, Missy Lancaster, Brian Mortimore, Jared Olson, Laura Powers, Sara Proano, Kurt Stevens, Lance Werner

Guests Present: Charlie Appleby, Bill Brinkman, Mary Cook, Melissa Duke, Joanna Hogan, Sherri Lopez

I. CALL TO ORDER

Chair Weller called the meeting to order at 4:32 p.m.

II. PLEDGE OF ALLEGIANCE

III. LIAISON REPRESENTATIVE COMMENTS – None.

IV. PUBLIC COMMENTS- None.

V. CONSENT AGENDA

A. Approval of Agenda

B. Approval of Minutes – March 15, 2018

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

Support: Supported by Mr. Cook.

RESULT: Motion carried.

VI. FINANCE REPORTS – March 2018

Laura Powers summed up the monthly cash report: cash increased 24% over the prior year when the \$3.2 million transfer in transit is considered. This transfer is separate from the \$6.9 million transfer in transit that was reported last month. Revenues are at 88% percent of the budget, and expenditures are at 22%. KDL is 25% of the way through its fiscal year, so the 22% is right in line with what is expected. The largest check cut in March was for Bibliotheca (\$108,716.40), and Mr. Steven's negotiated to save KDL \$60,000 on that particular expense.

The Board asked questions of Ms. Powers regarding various expenditures, and Ms. Powers responded.

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

Support: Supported by Mr. Cook.

RESULT: Motion carried.

VII. LAKELAND LIBRARY COOPERATIVE REPORT

Shirley Bruursema noted one motion item, which was approved at the April 12, 2018 Lakeland Library Cooperative Board meeting:

- The Convenient Return program as recommended by the ILS Council beginning on April 30, 2018.

Draft

VIII. DIRECTOR'S REPORT – March 2018

Director Werner highlighted the following items:

- Director Werner introduced Sara Proano as the new Manager of Community Engagement. Ms. Proano moved to the US about 10 years ago, and at that time she searched for organizations to volunteer at. She volunteered at KDL Kentwood Branch doing Spanish Storytimes. Prior to working for KDL, she was employed at the Hispanic Center of West Michigan. She wishes continue a lot of great initiatives like the Bookmobile and the Library Card Challenge, and would like to focus on measuring impact, especially in underserved communities. Each KDL location reflects their own communities and she is learning and listening, and hopes to come up with some great initiatives to cater to each unique audience.
- Director Werner invited Kurt Stevens up to give an update about Ransomware. Atlanta recently got hit with a big Ransomware attack, so KDL's IT Team thought it was a good opportunity to test their security by creating a simulated attack. Mr. Stevens explained what types of attacks are out there, the damage they can cause, and what programs and precautions KDL's IT team uses to protect the organization. Mr. Stevens also cautioned staff to be wary of suspicious email and use discretion in opening attachments and links.
- Mr. Stevens showed an example of an iPad the Board will receive and discussed ways they can digitally annotate their packets when KDL transitions to paperless packets.
- Staff and the Board discussed the drop in circulation numbers, one reason being that Overdrive automatically checked out holds once they become available, and cloudLibrary requires users to manually do it.

The Board asked questions of the staff and staff responded.

IX. OLD BUSINESS

Laura Powers explained that the issue analysis is the same as the one presented last month, but Ms. Powers, Mr. Cook, and Ms. Weller interviewed Maner Costerisan on April 9. All three felt that the firm was a great choice for KDL. Maner Costerisan is based in Lansing and they have worked with other libraries like CADL.

A. Issue Analysis: Proposal for Audit Services (second reading)

Motion: Mr. Cook moved to engage Maner Costerisan for Audit Services for a three-year engagement as outlined in KDL's RFP and Maner Costerisan's corresponding proposal.

Support: Supported by Mr. Wilson.

RESULT: Motion carried.

X. NEW BUSINESS

A. Fund Development Presentation

Joanna Hogan presented on KDL's fundraising efforts and the future direction of the department. She gave six recommendations:

1. Create a culture of collaboration and remove an atmosphere of competition.
2. Enhance support for KDL Branch Managers.
3. Focus on forming and maintaining transformative relationships rather than transactional relationships.
4. Revitalize and diversify the Friends groups.
5. Grow the endowment.
6. Transition the Fund Development Board into a Development Committee.

The Board asked questions of Ms. Hogan and staff, and they responded.

Draft

B. Issue Analysis: Service Center Roof and HVAC Repairs (first reading)

Missy Lancaster outlined the issues KDL's Service Center has been having with the roof:

- The roof is believed to be original to the building, and the age of material is nearing end of life, causing typical issues for this type of construction
- Since January 2017, there have been approximately 10 to 15 different leaks.
- The leaks have caused a number of problems including replacing wet insulation to water leaking between the wall and paint which peeled the paint away from the walls to blocking the leaks from dripping on computers.
- Since the roof will be done, the HVAC units will also need to be readjusted at the same time. One HVAC unit needs to be replaced and new controls will be implemented for adjusting temps.

Laura Powers worked with Charlie Appleby of MWA Commercial Roofing Solutions on Flat River's roof issues when she was director and recommended him to help with KDL's process:

- Mr. Appleby, an expert in the roofing industry, can write the RFP with specifics that KDL staff do not have the background knowledge for.
- Mr. Appleby inspected the roof and provided KDL and the Board with a Roof Condition Analysis.
- Mr. Appleby will also stay on as a project manager through this process to make sure the roof is completed accurately, on time and within budget.

The process:

- The first part of this process is a request to the Board for funds from the fund balance to set a budget for the RFP.
- If funds are approved, a team would work on the RFP and to go over all the responses.
- KDL will recommend a company and contract to the Board in a future Issue Analysis.

Ms. Lancaster invited Mr. Appleby up to give a summary of the project, show samples, and answer questions asked by the Board.

Motion: Mr. Cook moved to approve the issue analysis for the KDL Service Center roof and HVAC repairs.

Support: Supported by Mr. Erlewein.

RESULT: Motion carried.

C. Resolution: Third Budget Amendment- (Roof & HVAC)

Roll-Call Vote

Motion: Mr. Cook moved to approve the Third 2018 Budget Amendment as presented.

Support: Supported by Mr. Erlewein.

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.

D. Issue Analysis: Schools & Libraries Universal Services (E-Rate) for 2018-19 (first reading)

This issue analysis was included to give the informational background on the eRate for the 2018-19 year and did not require a motion. Jared Olson and Kurt Stevens explained what KDL plans to use the eRate funding for, and gave the Board a better understanding of how it works.

E. Resolution: Schools & Libraries Universal Services (E-Rate) for 2018-19

Roll-Call Vote

Motion: Mr. Wilson moved to approve the resolution for Schools and Libraries Universal Services (E-Rate) for 2018-19. This resolution authorizes filing of the Form 471 applications for funding year 2018-19 and the payment of the applicant's share upon approval of funding and receipt of services.

Support: Supported by Ms. Willson.

Draft

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.

F. Resolution: Fourth Budget Amendment - (E-Rate)

Roll-Call Vote

Motion: Mr. Cook moved to approve the Fourth 2018 Budget Amendment as presented.

Support: Supported by Mr. Wilson.

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.

G. Resolution: Literary Libations Liquor License

Roll-Call Vote

Motion: Mr. Cook moved to approve resolution for Kent District Library to obtain a special license to serve alcohol on September 6, 2018 for the Literary Libations Event at the Steelcase Town Hall.

Support: Supported by Ms. Wilson

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.

H. KDL Policy Manual – Section 3: Other Services (first reading)

Motion: Ms. Bruursema moved to approve Section 3 of the KDL Policy Manual as presented.

Support: Supported by Ms. Willson.

RESULT: Motion carried.

I. Books for Texas Presentation

Brian Mortimore gave a presentation and shared photos with the Board in conclusion of KDL's Books for Texas Project. KDL and neighboring libraries raised approximately 52,000 books with a goal of 50,000 books. Port Arthur, Texas just started on their library reconstruction and the books are being held by Tanis Trucking for when the library is ready to receive them. Older, irrelevant books or those in less than desirable shape were sent to Paper Gator and KDL plans to send the proceeds to Port Arthur.

Mr. Mortimore believes the project was not just about raising books; it was about making a statement about who we are as an organization. The act of collecting books for Texas was a reflection of our staff's kindness, empathy, and love toward others.

J. Election of Treasurer

Motion: Mr. Wilson moved to appoint Andrew Erlewein as KDL Board Treasurer.

Support: Supported by Ms. Bruursema.

RESULT: Motion carried.

- XI. LIAISON REPRESENTATIVE COMMENTS – Bill Brinkman updated the Board on the water contamination in Plainfield Township by Wolverine World Wide. Residents previously on well water will now receive township water. He also announced construction on the new Grand Rogue campground is underway.
- XII. PUBLIC COMMENTS – Jared Olson wanted to share a personal anecdote with the Board to illustrate the positive and family-like culture of KDL, and how supportive the Leadership Team and the organization have been during difficulties with the health of his wife. Mr. Olson also wanted to thank the Board and give them a real, concrete example of how things they help pass, like adequate insurance, impact the individual.

Draft

XIII. BOARD MEMBER COMMENTS

Ms. Bruursema: Ms. Bruursema thanked Mr. Cook for his service as a trustee and as Treasurer. She also thanked Jared Olson for sharing his story, and mentioned that she thrilled that the Gaines Branch is getting all new lighting.

Mr. Cook: Mr. Cook thanked for KDL for being first-class organization. He said it has been a great experience serving and meeting everyone.

Mr. Erlewein: Mr. Erlewein thanked Mr. Cook and shared that he has felt a great connection with him and he hopes to remain in contact because he will probably have a lot of questions as the new treasurer.

Mr. Noreen – Mr. Noreen appreciates all of the work Mr. Cook has done, and wished him the best of luck in what he does next.

Ms. Weller: Ms. Weller said there are many good things going on at KDL right now, and thanked each staff and board member.

Ms. Willson: Ms. Willson thanked Lee for his time serving as treasurer. She wished him luck on all that's next.

Mr. Wilson: Mr. Wilson thanked Mr. Olson for sharing his personal story and said that “it reinforced why we are all here.” Mr. Wilson also said that it was great to serve with Mr. Cook, whom he always had a lot of confidence in, and that he feels good about Mr. Erlewein as the new treasurer since he did a great job following up Carol Simpson, the former secretary.

XIV. MEETING DATES

Regular Meeting: Thursday, May 17, 2018 – KDL Spencer Branch – 4:30 p.m.

XV. ADJOURNMENT

Motion: Mr. Wilson moved for adjournment at 6:58 p.m.

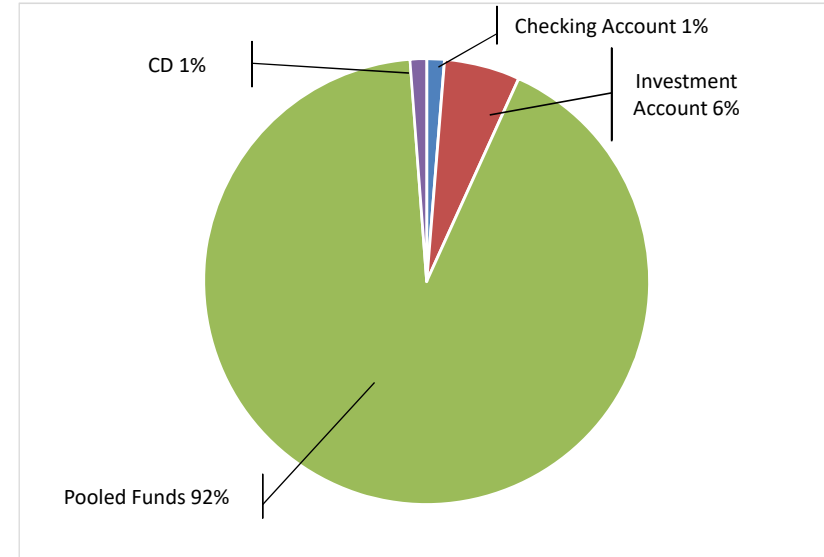
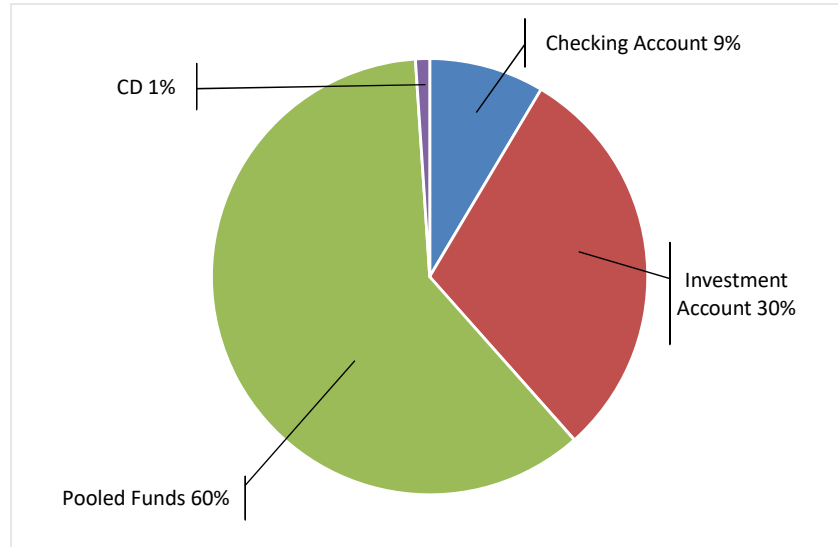
Support: Supported by Ms. Willson

RESULT: Motion carried.



ADMINISTRATIVE APPROVAL FOR DISTRIBUTION

Monthly Cash Position Per Bank Month ended April 30



2018

Account	Rate	Amount
Huntington Checking Account	0.166%	\$2,160,460.17
Huntington Investment Account	0.300%	\$7,568,570.37
*Kent County Pooled Funds	0.956%	\$15,317,297.29
First National Bank	1.240%	\$261,028.00
		<u>\$25,307,355.83</u>

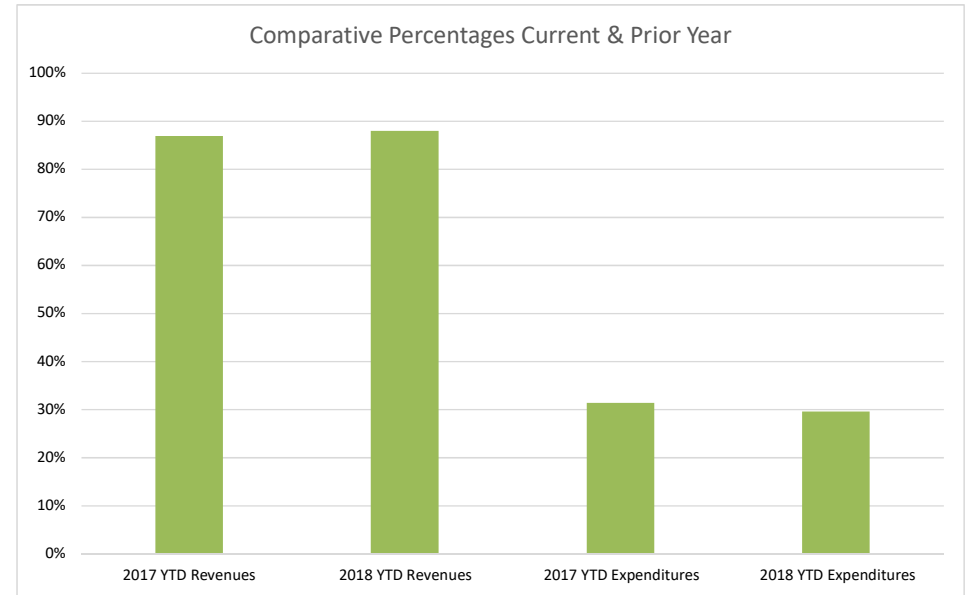
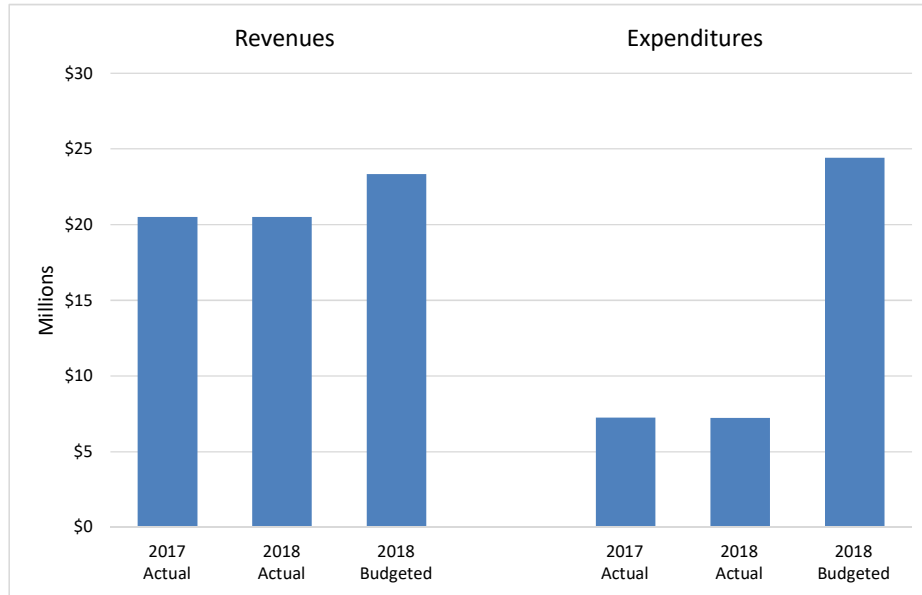
2017

Account	Rate	Amount
Huntington Checking Account	0.150%	\$275,376.01
Huntington Investment Account	0.300%	\$1,180,065.81
*Kent County Pooled Funds	0.845%	\$19,756,635.67
First National Bank	1.045%	\$255,973.16
		<u>\$21,468,050.65</u>

* Includes Trust Pooled fund balances

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

Monthly Revenues and Expenditures Month ended April 30



Budget to Actual with Prior Year Comparison

Revenues

2017 Actual	\$	20,501,347
2018 Actual	\$	20,515,131
2018 Budgeted	\$	23,321,286

Expenditures

2017 Actual	\$	7,236,020
2018 Actual	\$	7,224,384
2018 Budgeted	\$	24,407,982

Comparative Percentages Current & Prior Year

Account

Amount

2017 YTD Revenues	86.9%
2018 YTD Revenues	88.0%
2017 YTD Expenditures	31.4%
2018 YTD Expenditures	29.6%

Kent District Library
Board Budget to Actual
101 - General Fund
From 1/1/2018 Through 4/30/2018
(In Whole Numbers)

	YTD Actual	2018 Amended Budget	2018 Amended Budget to Actual Variance	Percent Remaining
Revenues				
Taxes	20,305,893	21,261,500	(955,607)	(4)%
Licenses and Permits	490	2,500	(2,010)	(80)%
State Grants	22,061	610,000	(587,939)	(96)%
Contributions from Local Units	0	479,000	(479,000)	(100)%
Charges for Services	36,666	50,000	(13,334)	(27)%
Fines and Forfeitures	61,907	75,000	(13,093)	(17)%
Investment Income and Rentals	60,890	83,500	(22,610)	(27)%
Other Revenue	27,224	709,786	(682,562)	(96)%
Other Financing Sources	0	50,000	(50,000)	(100)%
Total Revenues	20,515,131	23,321,286	(2,806,155)	(12)%
Expenditures				
Personal Services	4,194,810	14,215,459	10,020,649	70 %
Supplies	1,113,131	2,351,675	1,238,544	53 %
Other Services and Charges	1,187,586	4,060,711	2,873,125	71 %
Capital Outlay	728,858	3,755,137	3,026,279	81 %
Other Financing Uses	0	25,000	25,000	100 %
Total Expenditures	7,224,384	24,407,982	17,183,597	70 %
Excess Revenue Over (Under) Expenditures	13,290,747	(1,086,696)	14,377,442	(1,323)%

Kent District Library
Board Budget to Actual
245 - Business Consulting Special Revenue Fund
From 1/1/2018 Through 4/30/2018
(In Whole Numbers)

	YTD Actual	2018 Amended Budget	2018 Amended Budget to Actual Variance	Percent Remaining
Revenues				
Charges for Services	15,374	100,000	(84,626)	(85)%
Other Revenue	0	1,000	(1,000)	(100)%
Total Revenues	15,374	101,000	(85,626)	(85)%
Expenditures				
Personal Services	3,115	60,000	56,885	95 %
Supplies	0	2,250	2,250	100 %
Other Services and Charges	12,308	12,750	442	3 %
Total Expenditures	15,423	75,000	59,577	79 %
Excess Revenue Over (Under) Expenditures	(49)	26,000	(26,049)	(100)%

Kent District Library
Board Budget to Actual
271 - Fund Development Special Revenue Fund
From 1/1/2018 Through 4/30/2018
(In Whole Numbers)

	YTD Actual	2018 Amended Budget	2018 Amended Budget to Actual Variance	Percent Remaining
Revenues				
Charges for Services	0	32,005	(32,005)	(100)%
Other Revenue	26,148	93,500	(67,352)	(72)%
Other Financing Sources	0	25,000	(25,000)	(100)%
Total Revenues	26,148	150,505	(124,357)	(83)%
Expenditures				
Personal Services	32,137	90,601	58,464	65 %
Supplies	1,564	9,900	8,336	84 %
Other Services and Charges	2,861	49,845	46,984	94 %
Total Expenditures	36,561	150,346	113,785	76 %
Excess Revenue Over (Under) Expenditures	(10,413)	159	(10,572)	(6,649)%

Kent District Library
Board Prior Year Comparison
From Jan 1st Through April 30th
101 - General Fund

12

	<u>YTD Ending April 30, 2017</u>	<u>YTD Ending April 30, 2018</u>	<u>Total Variance</u>
Revenues			
Taxes	20,061,906	20,305,893	243,987
Licenses and Permits	0	490	490
State Grants	20,677	22,061	1,384
Charges for Services	44,415	36,666	(7,749)
Fines and Forfeitures	56,395	61,907	5,512
Investment Income and Rentals	32,507	60,890	28,383
Other Revenue	285,447	27,224	(258,224)
Total Revenues	<u>20,501,347</u>	<u>20,515,131</u>	<u>13,784</u>
Expenditures			
Personal Services	4,150,296	4,194,810	44,514
Supplies	860,381	1,113,131	252,750
Other Services and Charges	1,538,157	1,187,586	(350,571)
Capital Outlay	687,186	728,858	41,672
Total Expenditures	<u>7,236,020</u>	<u>7,224,384</u>	<u>(11,636)</u>
Excess Revenue Over (Under) Expenditures	<u>13,265,327</u>	<u>13,290,747</u>	<u>25,420</u>

Kent District Library
Board Budget to Actual
101 - General Fund
From 4/1/2018 Through 4/30/2018
(In Whole Numbers)

	Current Month	2018 YTD	2018 Amended Budget	2018 Amended Budget to Actual Variance	Percent Remaining
Revenues					
Taxes					
4402 Current property taxes	164,573	20,143,001	21,075,000	(931,999)	(4)%
4412 Delinquent personal property taxes	6,808	10,315	12,000	(1,685)	(14)%
4432 DNR - PILT	0	6,392	9,500	(3,108)	(33)%
4437 Industrial facilities taxes	0	146,185	165,000	(18,815)	(11)%
Total Taxes	171,381	20,305,893	21,261,500	(955,607)	(4)%
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)%
4541 State aid - LBPH	0	20,537	0	20,537	0 %
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	22,061	610,000	(587,939)	(96)%
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	9,924	36,666	50,000	(13,334)	(27)%
Total Charges for Services	9,924	36,666	50,000	(13,334)	(27)%
Fines and Forfeitures					
4658 Overdue fines	14,229	61,907	75,000	(13,093)	(17)%
Total Fines and Forfeitures	14,229	61,907	75,000	(13,093)	(17)%
Investment Income and Rentals					
4665 Interest earned on deposits and investments	16,012	56,138	75,000	(18,862)	(25)%
4666 Interest Earned - Property Taxes	123	521	1,000	(479)	(48)%
4667 Building rental	1,012	4,231	7,500	(3,269)	(44)%
Total Investment Income and Rentals	17,146	60,890	83,500	(22,610)	(27)%
Other Revenue					
4502 Universal Service Fund - eRate	0	0	621,786	(621,786)	(100)%
4672 Local grants	2,860	2,860	10,000	(7,140)	(71)%
4673 Restricted donations	2,046	2,945	0	2,945	0 %
4674 Unrestricted donations	288	2,229	50,000	(47,771)	(96)%
4676 Reimbursement of expenditures	2,034	6,523	0	6,523	0 %
4677 Program contributions	2,132	2,132	0	2,132	0 %
4685 Materials replacement charges	650	9,703	25,000	(15,297)	(61)%
4686 Sale of assets	10	45	0	45	0 %
4688 Miscellaneous	191	787	3,000	(2,213)	(74)%
Total Other Revenue	10,210	27,224	709,786	(682,562)	(96)%
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	222,890	20,515,131	23,321,286	(2,806,155)	(12)%

Kent District Library
Board Budget to Actual
101 - General Fund
From 4/1/2018 Through 4/30/2018
(In Whole Numbers)

	Current Month	2018 YTD	2018 Amended Budget	2018 Amended Budget to Actual Variance	Percent Remaining
Expenditures					
Personal Services					
5700 Board Stipend	210	900	3,360	2,460	73 %
5701 Administrator wages	59,114	1,023,160	849,839	(173,321)	(20)%
5702 Managers wages	156,441	417,317	2,137,350	1,720,033	80 %
5703 Support Staff wages	326,608	904,079	4,237,588	3,333,509	79 %
5704 Operations	254,619	708,347	3,280,529	2,572,182	78 %
5705 Interns	386	386	77,587	77,201	100 %
5706 Extra duty stipends	0	0	20,000	20,000	100 %
5708 Subs	23,715	48,288	247,000	198,712	80 %
5709 FICA	60,478	227,973	830,292	602,319	73 %
5716 Defined Benefit Pension Plan Expenditures	7,373	28,207	108,267	80,060	74 %
5717 Defined Contribution Pension Plan Contributions	14,893	55,888	436,439	380,551	87 %
5718 Employee Health Benefits	98,048	397,311	1,356,514	959,203	71 %
5719 Part-time Employee Health Benefits	32,438	32,543	220,000	187,457	85 %
5720 HSA/Flex	1,500	331,472	336,000	4,528	1 %
5723 Retiree Health Care OPEB	673	1,714	1,500	(214)	(14)%
5724 Life Insurance	0	7,855	25,190	17,335	69 %
5725 Additional Life Insurance	0	2,745	14,100	11,355	81 %
5726 Housing Allowance	0	0	12,000	12,000	100 %
5727 Gradifi Student Loan Assistance	1,150	4,400	15,750	11,350	72 %
5728 YMCA Membership Support	100	360	1,800	1,440	80 %
5730 Other Employee Benefits	65	1,865	4,355	2,490	57 %
Total Personal Services	1,037,811	4,194,810	14,215,459	10,020,649	70 %
Supplies					
5750 Processing Supplies	10,280	38,009	169,700	131,691	78 %
5751 Office Supplies	211	12,389	45,810	33,421	73 %
5752 Paper	654	7,157	19,095	11,938	63 %
5753 AV Supplies	1,290	4,300	17,000	12,700	75 %
5754 Disposable Technology <\$1000	5,530	15,389	236,145	220,756	93 %
5755 Maintenance Supplies - Custodial	0	2,962	5,160	2,198	43 %
5756 Water Cooler	101	3,182	2,300	(882)	(38)%
5757 Meeting Center Supplies	361	527	3,000	2,473	82 %
5759 Gas, Oil, Grease	59	277	3,500	3,223	92 %
5765 Wellness Supplies	882	882	5,000	4,118	82 %
5766 Team KDL Supplies	0	0	1,000	1,000	100 %
5767 New EE Shirts/Tote Bags	0	852	4,000	3,148	79 %
5768 Promotions Supplies	0	4,392	37,020	32,628	88 %
5769 Service Awards	0	658	4,200	3,542	84 %
5770 Other Awards/Prizes	18,102	66,574	84,550	17,976	21 %
5771 Beverages	0	93	0	(93)	0 %
5785 Cloud Library	215,000	450,000	937,680	487,680	52 %
5786 Hoopla	88,500	138,500	182,000	43,500	24 %
5787 Digital Collection	0	0	109,546	109,546	100 %
5788 Miscellaneous Electronic Access	57,880	270,476	181,108	(89,368)	(49)%
5790 Books (not for circulation)	0	553	0	(553)	0 %
5791 Subscriptions	396	396	68,615	68,219	99 %

Kent District Library
Board Budget to Actual
101 - General Fund
From 4/1/2018 Through 4/30/2018
(In Whole Numbers)

		Current Month	2018 YTD	2018 Amended Budget	2018 Amended Budget to Actual Variance	Percent Remaining
5792	Software Subscription	2,694	62,059	86,881	24,822	29 %
5794	Outreach Supplies	9,365	10,406	15,085	4,679	31 %
5795	Programming Supplies	2,822	12,522	40,570	28,048	69 %
5796	Youth Programming Supplies	63	3,243	42,600	39,357	92 %
5797	Teen Programming Supplies	269	2,308	8,770	6,462	74 %
5798	Adult Programming Supplies	891	2,615	5,900	3,285	56 %
5799	Miscellaneous Supplies	487	2,410	35,440	33,030	93 %
	Total Supplies	415,836	1,113,131	2,351,675	1,238,544	53 %
	Other Services and Charges					
5801	Professional Services	0	100	20,000	19,900	100 %
5802	Public Relations Consultant	2,997	3,837	10,000	6,163	62 %
5803	IT Consultant - Consulting Svcs.	0	0	8,400	8,400	100 %
5804	Other Consultants	0	2,250	20,000	17,750	89 %
5805	Audit Services	0	2,500	31,500	29,000	92 %
5806	Legal Services	2,733	8,535	16,500	7,966	48 %
5808	ILS Consultant	0	0	200,000	200,000	100 %
5811	IT Contracted Services	8,599	31,540	113,400	81,860	72 %
5812	HR Contracted Services	0	639	2,000	1,361	68 %
5813	Delivery Services	9,380	34,990	130,000	95,010	73 %
5814	Security Services	13,818	23,293	43,400	20,107	46 %
5815	KDL Cruisers	0	10,000	30,000	20,000	67 %
5816	Employment Recruiter	725	725	5,000	4,275	86 %
5817	Lakeland Library Co-op services	984	1,969	4,500	2,532	56 %
5818	Shredding services	87	151	1,050	899	86 %
5819	Drug Screenings/background checks	0	641	3,500	2,859	82 %
5820	Other Professional Services	0	825	7,000	6,175	88 %
5822	Maintenance Contracts	0	0	4,300	4,300	100 %
5823	Inspection Services	0	912	1,500	588	39 %
5827	Catering	711	750	4,250	3,500	82 %
5829	Custodial/cleaning services	430	1,720	18,810	17,090	91 %
5830	Other Contracted Services	9,848	26,478	48,400	21,922	45 %
5834	Wellness Services	90	90	5,000	4,910	98 %
5835	Team KDL Services	496	621	10,000	9,379	94 %
5848	Mobile Hotspots	(7,220)	10,123	81,625	71,502	88 %
5849	Cell Phones/ Stipends	(3,106)	9,421	32,940	23,519	71 %
5850	Telephones	3,457	16,375	77,111	60,736	79 %
5851	Mail/Postage	282	1,149	8,305	7,156	86 %
5852	Internet/Telecomm Services	55,782	222,459	672,500	450,041	67 %
5860	Parking	111	244	1,490	1,247	84 %
5861	Mileage Reimbursement	2,320	10,250	46,457	36,207	78 %
5865	Programming Services	1,500	8,170	24,380	16,210	66 %
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	31,838	51,404	118,845	67,441	57 %
5874	Employment Advertising	0	140	1,500	1,360	91 %
5875	System Advertising - Print	772	10,534	55,000	44,466	81 %
5876	System Advertising - Radio	0	0	5,000	5,000	100 %
5877	System Advertising - TV	523	1,852	20,000	18,148	91 %

Kent District Library
Board Budget to Actual
101 - General Fund
From 4/1/2018 Through 4/30/2018
(In Whole Numbers)

		Current Month	2018 YTD	2018 Amended Budget	2018 Amended Budget to Actual Variance	Percent Remaining
5878	System Advertisting - Social Media	0	58	14,000	13,942	100 %
5884	Photography	0	1,622	6,700	5,078	76 %
5885	Speakers/Performers	7,375	16,065	116,830	100,765	86 %
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	(82)	19,028	239,430	220,403	92 %
5893	Marc Records License	0	0	7,500	7,500	100 %
5900	Printing and Publishing	(73)	5,430	37,677	32,247	86 %
5901	Printing and Publishing - Kaleidoscope	2,919	2,919	15,000	12,081	81 %
5906	Promotions/Marketing	213	553	9,590	9,038	94 %
5907	Sponsorships/Donations	0	0	2,000	2,000	100 %
5910	Professional Development	4,494	28,686	102,795	74,109	72 %
5911	Conferences	2,765	20,386	62,005	41,619	67 %
5912	Meetings	(288)	817	13,250	12,433	94 %
5913	Travel/Lodging	21,275	44,804	125,410	80,606	64 %
5915	Memberships	2,324	8,120	41,723	33,603	81 %
5916	Dues and Fees	8	1,854	6,540	4,686	72 %
5918	Water/Sewer	0	3,600	3,500	(100)	(3)%
5919	Waste Disposal	306	1,440	7,200	5,760	80 %
5920	Electric	4,760	18,790	68,000	49,210	72 %
5921	Natural Gas	1,290	6,716	7,500	784	10 %
5925	Snowplowing	(6,403)	7,802	8,115	313	4 %
5926	Lawn/Landscaping	0	0	3,700	3,700	100 %
5928	Branch Maintenance Fees	95,061	95,061	387,282	292,221	75 %
5929	Land Repair and Maintenance	0	0	1,000	1,000	100 %
5930	Building Repair and Maintenance	105	4,016	39,500	35,484	90 %
5931	Equipment Repair and Maintenance	1,479	2,741	219,240	216,500	99 %
5932	Vehicle Repairs and Maintenance	300	810	4,070	3,260	80 %
5933	Software & IT Hardware Maintenance Agreements	1,426	208,040	28,540	(179,500)	(629)%
5935	Property Liability Insurance	0	55,532	57,200	1,668	3 %
5936	Vehicle Liability Insurance	0	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	0	38,201	27,000	(11,201)	(41)%
5940	Rentals	0	1,959	13,055	11,096	85 %
5941	Printer/Copier Leases	4,884	25,957	64,445	38,488	60 %
5950	Airport Free Library	0	0	4,800	4,800	100 %
5955	Miscellaneous	7,326	10,844	14,070	3,226	23 %
5956	Other Benefits Administration Fees	516	1,541	300	(1,241)	(414)%
5957	Pension Administration Fees	0	0	3,000	3,000	100 %
5958	Payroll processing fees	4,530	18,795	55,000	36,205	66 %
5960	Banking Fees	730	3,861	7,500	3,639	49 %
5961	TSYS/Credit Card Fees	0	0	7,600	7,600	100 %
5964	Property Tax Reimbursement	17,206	17,206	75,000	57,794	77 %
5965	MEL Return Items	545	837	1,000	163	16 %
	Total Other Services and Charges	312,147	1,187,586	4,060,711	2,873,125	71 %
	Capital Outlay					
5971	Land	0	50	0	(50)	0 %

Kent District Library
Board Budget to Actual
101 - General Fund
From 4/1/2018 Through 4/30/2018
(In Whole Numbers)

		Current Month	2018 YTD	2018 Amended Budget	2018 Amended Budget to Actual Variance	Percent Remaining
5974	Land Improvements - Depreciable	4,709	22,709	18,000	(4,709)	(26)%
5975	Building Improvements - Non-Depreciable	0	190	8,200	8,010	98 %
5976	Building Improvements - Depreciable	0	2,000	429,000	427,000	100 %
5977	Technology - Non-Depreciable (\$1000-4999)	40,656	56,756	638,991	582,235	91 %
5978	Technology - Depreciable (5,000+)	7,499	7,499	533,025	525,527	99 %
5979	Equipment/Furniture - Non-Depreciable (\$0-4999)	(415)	37,539	120,742	83,202	69 %
5980	Equipment/Furniture - Depreciable (\$5000+)	0	3,761	120,800	117,039	97 %
5982	Collection Materials - Depreciable	107,587	415,542	1,207,055	791,513	66 %
5983	CD/DVD Collection Materials - Non-Depreciable	52,282	182,370	613,550	431,180	70 %
5984	Beyond Books Collection - Non-Depreciable	(119)	443	65,775	65,332	99 %
	Total Capital Outlay	212,197	728,858	3,755,137	3,026,279	81 %
	Other Financing Uses					
5995	Transfers Out	0	0	25,000	25,000	100 %
	Total Other Financing Uses	0	0	25,000	25,000	100 %
	Total Expenditures	1,977,991	7,224,384	24,407,982	17,183,597	70 %
	Excess Revenue Over (Under) Expenditures	(1,755,101)	13,290,747	(1,086,696)	14,377,442	(1,323)%

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 4/1/2018 Through 4/30/2018

Check Number	Vendor Name	Check Amount	Check Date
03012018	Priority Health	129,503.47	4/1/2018
1661106	Arrowaste	305.80	4/11/2018
180740000620	Priority Health	125,903.19	4/2/2018
292636	Paychex	725.00	4/10/2018
3152018	The Huntington Bank - Michigan	61,360.47	4/1/2018
373981	123.Net, Inc	2,928.00	4/8/2018
4152018	The Huntington Bank - Michigan	50,668.66	4/30/2018
616984202204	At&T	134.30	4/17/2018
616R10403103	At&T	3,322.73	4/2/2018
7087750400	At&T	1,457.59	4/17/2018
74012	Absopure Water Company	598.80	4/18/2018
74013	Andrew Erlewein	30.00	4/18/2018
74014	Aric Davis	150.00	4/18/2018
74015	At&T Long Distance	75.35	4/18/2018
74016	Bibliotheca, Llc	5,316.72	4/18/2018
74017	Broadview Product Development	5,461.25	4/18/2018
74018	Carrie Wilson	1,393.92	4/18/2018
74019	Cdw Government, Inc.	4,659.23	4/18/2018
74020	Cedar Springs Theatre Association	90.00	4/18/2018
74021	Celia Perez	1,600.00	4/18/2018
74022	Clinton Township Public Library	14.95	4/18/2018
74023	Come Alive Creative	250.00	4/18/2018
74024	Craig Wilson	44.04	4/18/2018
74025	Danielle Wiechertjes	12.99	4/18/2018
74026	David Specht	53.07	4/18/2018
74027	Deanna Miller	6.99	4/18/2018
74028	Dk Security	6,116.50	4/18/2018
74029	Everstream Holding LLC- Michigan	94,703.94	4/18/2018
74030	Federal Armored Truck, Inc	119.33	4/18/2018
74031	The Geek Group	500.00	4/18/2018
74032	George Lawson Consulting	825.00	4/18/2018
74033	Grand Rapids Kids	5,000.00	4/18/2018
74034	Grandville Public Schools	500.00	4/18/2018
74035	Greatamerica Financial Svcs.	4,883.90	4/18/2018
74036	Gregory Foster	200.00	4/18/2018
74037	Hannah Lewis	15.00	4/18/2018
74038	Holly Tired	375.00	4/18/2018
74039	Interpersonal Frequency	15,793.75	4/18/2018
74040	Jimber Fund Inc	500.00	4/18/2018
74041	Katherine Lawrence	39.60	4/18/2018
74042	Kurt Stevens	680.15	4/18/2018
74043	Lance Werner	147.68	4/18/2018
74044	Lasers Resource	755.20	4/18/2018
74045	Lewis Paper	445.47	4/18/2018
74046	Library Design Associates Inc.	270.00	4/18/2018
74047	Lindsey westerhof	600.00	4/18/2018
74048	Medema Consulting Associates Llc	1,500.00	4/18/2018
74049	Melissa Townsend	7.49	4/18/2018
74050	Michelle Boisvenue-Fox	24.39	4/18/2018
74051	Michelle VanHolstyn	47.50	4/18/2018
74052	Mlive Media Group	593.00	4/18/2018
74053	Monoprice, Inc.	886.91	4/18/2018

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 4/1/2018 Through 4/30/2018

Check Number	Vendor Name	Check Amount	Check Date
74054	Nathaniel Whitmer	15.99	4/18/2018
74055	Noordyk Business Equipment	1,622.36	4/18/2018
74056	Open Systems Technologies	3,780.00	4/18/2018
74057	Pam Spring Advertising, Llc	807.00	4/18/2018
74058	Peter Van de Roovaart	500.00	4/18/2018
74059	Pinckney Community Public Library	15.00	4/18/2018
74060	Plc - Sbd Grand Island	2,587.91	4/18/2018
74061	Robert Half	3,001.13	4/18/2018
74062	Rotary Club Of Grand Rapids	250.00	4/18/2018
74063	Ruth Lemmenes	4.35	4/18/2018
74064	Sabopr	621.70	4/18/2018
74065	Same Day Delivery, Inc	3,374.00	4/18/2018
74066	Sarah Ann Weller	37.02	4/18/2018
74067	Servpro	717.12	4/18/2018
74068	Sherrie Willson	44.04	4/18/2018
74069	Shirley Bruursema	94.56	4/18/2018
74070	SCA of Michigan Barony of Andelcrag	50.00	4/18/2018
74071	St Clair Shores Public Library	44.95	4/18/2018
74072	Stealth Pest Management	912.00	4/18/2018
74073	Strategic Fundraising Coach	6,750.00	4/18/2018
74074	The Mud Room	1,400.00	4/18/2018
74075	The Stories of Your Life	125.00	4/18/2018
74076	Thomas Noreen	49.44	4/18/2018
74077	Video-Tech-Tronics, Inc.	396.00	4/18/2018
74078	ABDO-Spotlight-Magic-Wagon	1,553.20	4/24/2018
74079	Absopure Water Company	40.00	4/24/2018
74080	Accountemps	4,467.84	4/24/2018
74081	Ada Farmers Market	255.00	4/24/2018
74082	Advantage Label & Packaging, Inc	450.00	4/24/2018
74083	Alpine Township	1,127.63	4/24/2018
74101	Baker & Taylor	89,787.42	4/24/2018
74102	Bibliotheca, Llc	215,000.00	4/24/2018
74104	Blackstone Audio Inc	4,087.81	4/24/2018
74105	Bowne Township	2,052.00	4/24/2018
74106	Byron Township	4,728.75	4/24/2018
74107	Caledonia Township	5,799.00	4/24/2018
74108	Cascade Charter Township	8,217.38	4/24/2018
74109	Center Point Publishing	1,267.92	4/24/2018
74110	Child'S World	996.68	4/24/2018
74111	City Of East Grand Rapids	10,106.25	4/24/2018
74112	City Of Grandville	6,750.00	4/24/2018
74113	City Of Kentwood	15,361.88	4/24/2018
74114	City Of Lowell	2,902.88	4/24/2018
74115	City Of Rockford	3,208.13	4/24/2018
74116	City Of Wyoming - Treasurer'S Office	15,385.13	4/24/2018
74117	Comcast Cable	124.90	4/24/2018
74118	Dk Security	4,257.50	4/24/2018
74119	Edc Educational Services	723.74	4/24/2018
74120	Findaway World, Llc	1,211.14	4/24/2018
74121	Gaines Charter Township	3,472.50	4/24/2018
74123	Gale/Cengage Learning	4,254.01	4/24/2018
74124	GF Korreck	100.00	4/24/2018

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 4/1/2018 Through 4/30/2018

Check Number	Vendor Name	Check Amount	Check Date
74125	Gordon Water Systems	147.80	4/24/2018
74126	Grand Rapids Chamber of Commerce Capital Campaign	1,500.00	4/24/2018
74127	HI-TECH Integrated Technologies	7,498.50	4/24/2018
74164	Ingram Library Services Llc	101,824.68	4/24/2018
74165	Irene Menninga	27.00	4/24/2018
74166	J.Appleseed/Creative Library Sales	251.40	4/24/2018
74167	Jayne Boerman	17.99	4/24/2018
74168	Jennifer Zeilbeck	6.99	4/24/2018
74169	Julia Visser	11.24	4/24/2018
74170	Kathleen Hyink	22.99	4/24/2018
74171	Kent County Treasurer-Mi Tax Tribunal Refunds	15,456.76	4/24/2018
74172	Kent Record Management, Inc	86.63	4/24/2018
74173	Lakeland Library Cooperative	984.25	4/24/2018
74174	Lakeshore Learning Materials	1,199.76	4/24/2018
74175	Lance Werner	31.69	4/24/2018
74176	Legal Shield	341.90	4/24/2018
74177	Lerner Group	2,296.44	4/24/2018
74178	Library Ideas, Llc	560.00	4/24/2018
74179	Lorito Books	580.44	4/24/2018
74180	Martha'S Vineyard	1,561.87	4/24/2018
74181	Melissa Gleason	15.00	4/24/2018
74203	Midwest Tape	152,560.75	4/24/2018
74204	Mlive Media Group	89.28	4/24/2018
74205	Monroe County Library System	28.00	4/24/2018
74206	Nelson Township	2,957.25	4/24/2018
74207	Nicholas Dondzilla	26.00	4/24/2018
74208	Olson HR Solutions	5,650.00	4/24/2018
74209	Pana Simon	26.95	4/24/2018
74211	Penguin Random House, Llc.	3,569.72	4/24/2018
74212	Penworthy Co.	1,906.97	4/24/2018
74213	Pinckney Community Public Library	15.00	4/24/2018
74214	Plainfield Charter Township	9,424.13	4/24/2018
74215	PM Engraving Company	104.95	4/24/2018
74218	RECORDED BOOKS, INC	4,635.08	4/24/2018
74219	Rnl Graphics Solutions Llc	950.15	4/24/2018
74220	Samantha Beuker	19.99	4/24/2018
74221	Same Day Delivery, Inc	8,897.96	4/24/2018
74222	Schuler Books	553.15	4/24/2018
74223	Spencer Township	750.00	4/24/2018
74224	State Of Michigan	300.00	4/24/2018
74225	Tasc	138.00	4/24/2018
74226	The Library Network	572.10	4/24/2018
74227	Thomas M. Plunkard	300.00	4/24/2018
74228	Trivalent Group, Inc-Systems Division	3,637.50	4/24/2018
74229	Tyrone Township	1,096.13	4/24/2018
74230	Walker City Treasurer	4,599.51	4/24/2018
74231	Warner Norcross & Judd Llp	2,732.50	4/24/2018
74232	Wolverine Power Systems	1,479.39	4/24/2018
910020326757	Dte Energy	1,290.26	4/5/2018
B1-5145523	Iserv Company	4,115.00	4/2/2018
Elec A 04-2018	Consumers Energy	3,706.67	4/9/2018

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 4/1/2018 Through 4/30/2018

<u>Check Number</u>	<u>Vendor Name</u>	<u>Check Amount</u>	<u>Check Date</u>
Elec B 04-2018	Consumers Energy	1,053.33	4/13/2018
RIS0001796373	Delta Dental Of Michigan	<u>353.22</u>	4/9/2018
Report Total		<u><u>1,318,446.86</u></u>	

LAKELAND LIBRARY COOPERATIVE

Board Meeting

Kent District Library Service Center

April 12, 2018

Unofficial

MINUTES

Board Present: Shirley Bruursema, Sharon Engelsman, Martha Ferriby, Teresa Kline, Diane Kooiker, Kelly Richards, Molly Walker

Board Absent: Marla Ehlers, 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 Engelsman to approve the agenda. Seconded by Kooiker. Motion carried.

Questions From Members with Board President/Cooperative Director Answers

There were no questions submitted before the meeting.

Public Comment Shelley Williams announced the White Lake Community Library has converted their lighting to LED thanks to a grant they received.

We welcomed Adam DeWitt, the new director of the Fruitport District Library. He is formerly a staff member of the Grant Area District Library.

Minutes

-- *March 8, 2018 Minutes*

Motion by Ferriby to approve the minutes of the March 8, 2018 meeting. Seconded by Walker. Motion carried.

Financial Report

-- *March Balance Sheet*

-- *February 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. Carol asked the Board for input regarding distribution of paper copies of the Board packet to Board members. Beginning with the May meeting, we will stop distributing paper copies except to those who ask for them. In the future Board packets will be distributed by email.

She also reported that she has twelve library visits left to complete. All of them are scheduled.

Committee Reports – No reports

Unfinished Business – No unfinished business

New Business

Convenient Return Program for Shared ILS Libraries

Motion by Ferriby to approve the Convenient Return program as recommended by the ILS Council beginning on April 30, 2018. Seconded by Richards. Motion carried.

Board Development – May topic will be Cultural Intelligence presented by Marla Ehlers.

Public Comment

Hope Nobel reported that Tamarack District Library is installing little free libraries throughout their service area. They have 15 built and they plan to have half of those installed by the end of the month. Community members are signing up to adopt them to keep them stocked.

Ingrid Boyer reported that the Saugatuck Douglas District Library is going try for a vote on a new building again this year.

Board Comments

Molly Walker reported that her last board meeting will be next month in May. She has accepted a position at the library in Valdez, Alaska.

Kelly Richards announced that they held an open house for their new Library for the Visually and Physically Disabled. This new branch includes the LBPH library. The branch is providing service out of the headquarters building on the opposite side of the Administration offices. The new library code is UL.

Teresa Kline will be at MLA tomorrow working with the committee planning MLA programs and workshops for the coming year.

Shirley Bruursema encouraged everyone planning to attend the Rural Libraries Conference to sit in on the Trustee events. There are several planned events. She reminded everyone that it is time to renew membership in FOML. Dues remain at \$35 for your entire board.

Marty Ferriby reported that she has had conversations with the Library of Michigan regarding opiates and Narcan administration. According to the law individuals may purchase and administer Narcan but libraries may not. If Narcan is needed in a library, staff must either depend on 911 responders or staff members may purchase and administer personally. MLA is aware of the situation that libraries are not currently included in the law and they have taken a stand that libraries should be included. Shirley noted that KDL staff members do have it available and it has been a lifesaver more than once.

Adjournment

The meeting was adjourned at 10:56 a.m.

The next meeting will be held on Thursday, May 10, 2018 at 9:30 a.m. at the Kent District Library Service Center.

Minutes submitted by,

Sheryl VanderWagen
ILS Manager

BRANCH UPDATES

The hard work performed by circulation teams is essential to the service KDL staff provides their communities. Circulation staff is on the front line of public service, and they are responsible for ensuring that KDL's physical materials are accounted for and easily-accessible to patrons. This month, managers were asked to give an overview of the make-up of their circulation teams and the important and foundational tasks that they do to keep the library functioning.

Alpine Township Branch

Alpine has three staff members and one shared shelver with Comstock Park. Anne & Hannah are youth paraprofessionals and they do youth/teen programming and outreach. Theresa, Library Assistant, does the majority of the monthly circulation reports. Alpine does not have a circulation staff member, but the team works in both an info and circulation capacity. Alpine staff share in circulation and info duties which include weeding, balancing, scanning the collection, delivery, pulling holds, shelving holds, MEL, magazines, shelf checks, placing holds, readers' advisory, walk-about, printing assistance, tech assistance, and cloudLibrary assistance all while providing patrons with excellent customer service.

Englehardt (Lowell) Branch

The circulation team at the Englehardt Branch is a delightful and hard-working crew. Every day, they help patrons navigate the self-check stations, check in materials that were returned (Englehardt does not have an automatic check-in chute), process incoming materials to fulfill patron holds, search for missing items, process new library cards, circulate items from the Beyond Books collection, handle sales in the used book and beverage area, collect fines, communicate with patrons, and so much more! They keep the Englehardt Branch moving forward in an efficient and friendly way. Patrons have come to love their interactions with the circulation staff. Mary is recognized as a movie expert and patrons often ask for her latest cinematic recommendations. Teens really love interacting with Alanthia and find her to be a friendly, empathetic role model. Lori is an organizational wizard and has developed many tools to assist the team in efficiently handling workflow. In other words, the Englehardt circulation team is nothing less than amazing. The library is enriched by their dedication to KDL and the community.



Alanthia



Lori



Mary

Kentwood Branch

The Kentwood circulation team is made up of one circulation manager (Angela Culp), ten CAs and two shelvees. Kentwood is unique in that one of the CAs, Helen Mott, is the only full-time CA at KDL and has been with Kent County Library/KDL continuously since 1977! Helen also serves as a union steward for hourly staff. The two shelvees, Connie Holmes and Paul Prins, each work 20 hours per week and are extraordinary in their shelving accuracy, speed and dedication. When the elevator was out for several days recently, they both carried books up and down the stairs to be sure that items still made it to the shelves for Kentwood patrons in a timely manner.

CAs are an essential part of the service team at Kentwood, and the first library staff that the public see when they enter the library. They share the customer service/info desk with the information staff. On top of providing a welcoming first greeting for patrons and covering all things circulation related, the circulation team jumps in to assist patrons with computer, printer and copier help. Kentwood has a very high use of this equipment, so the assistance of the CAs is essential for providing good patron service at this branch. Kentwood CAs also frequently volunteer to participate in outreach events where they issue new library cards to families. One of the CAs, Kristen Vandussen, even wears the Katie L. mascot costume on occasion!

Krause Memorial Branch

The hardworking Circulation Team at Krause Memorial is made up of one part-time Library Assistant and six part-time Circulation Assistants. These dedicated staff people have a combined 79 years of service and experience at KDL! The importance of their daily contributions to KDL and its patrons cannot be overstated. The most important role they perform is to cheerfully and warmly greet customers who enter the library – they are the first impression patrons have of the library and the greeting really sets the stage for the rest of their visit. As the first step in the resolution process when patrons have an issue or problem, Krause circulation staff are sympathetic listeners who actively seek to resolve issues. The circulation staff strive to be conscientious and detail-oriented in ensuring the accuracy of customer records (fines, bills, etc.). Krause circulation staff process a large volume of holds (incoming, outgoing, and MeL) on a daily basis. Their goal is to get the materials into the hands of patrons in the timeliest manner possible. In a growing community such as Rockford, circulation staff issue new library cards ‘hand over fist’ – they work to make new patrons/residents feel welcome, they explain the value and power of their new KDL card, and answer any questions people may have. Circulation staff at Krause Memorial work under unique and challenging circumstances because the current building is less than half the size it should be. Despite this, Krause circulation staff maintain cheerful, positive attitudes and find ways to make the library a fun place for patrons and coworkers.

Nelson/Sand Lake Branch

2018 has been a year of change for Circulation Staff at the Nelson/Sand Lake Branch. Late in 2017, the two main CAs that had been with the branch for many years left KDL unexpectedly. It has taken some time to rebuild the team, but it has been a fantastic change. Kelly recently joined the team, and has been with KDL for many years, including ten plus years with the Rockford branch. Shortly after Kelly started, Andrea, a brand new member of KDL, joined the team. It’s been an interesting change with one person very experienced and another learning – but they work well together. Another member of the circulation team is Vanessa, a CA/Shelver – she originally started as a shelver and has transitioned into doing CA work. Vanessa hopes to take a larger role with KDL in the future. This is a good fit for her right now, and it gets her prepared and trained for the future.

One of the advantages of having two new CAs in the branch is that it has provided an opportunity to look at how we do things at the branch level with fresh eyes. This has led to some interesting conversation about workflows, best practices and how the service desk is staffed – the service desk is run without a formal schedule and the last two CAs preferred to remain behind the scenes as much as possible, whereas the new CAs prefer to be on the service desk more.

Finally, Nelson/Sand Lake is branch buddies with the Wyoming Circulation Manager, Karen Small. This has given the team the chance to work with several of the new CA subs during their training and placement periods. They are given different tasks so they experience a wide variety of different CA work, as well as lots of

time on the service desk to practice library card creation and ILS skills. The staff love doing this and will continue to work with Karen on the sub training.

Plainfield Branch

At Plainfield, the circulation team is the backbone and structure, keeping the entire branch functioning and running smoothly. Recently, the team transformed the backroom, creating designated stations for specific tasks and duties in order to maximize efficiency. The process for handling and updating returned items was created, enabling the team to get materials back out onto the floor quicker than before. This process also allows the circulation staff to be present and available on the floor for more time throughout the day.

Plainfield circulation not only handles all of the incoming and outgoing materials for the branch, but staff also help curate engaging displays, create interactive bulletin boards, rearrange the library space, and participate in projects and programs, to name a few things. Plainfield circulation team manages the Beyond Books Collection, including the circulating iPads, Launchpads, and KDL Go Packs!, all while promoting the special items we have at the branch like GoChipBeams, and keeping up-to-date on the latest KDL procedures and happenings.



Before you even walk into the Plainfield branch, Circulation Assistant (CA) Jessica Weber's lobby display will greet you. The displays are personal representations and expressions of the Plainfield Team. These cheery displays include a focus on the branch collection, and she uses items that staff members have brought in to make each display unique. Upon entering the Plainfield branch, you will see another amazing display case created by CA Karen Scripsema. Karen's displays are mind blowing and engage patrons of all ages. Patrons plan on spending at least a few minutes trying to discover all of the details she was able to squeeze into one small space. In the children's area, CA Sharon Scherbinski's bulletin board decorates the wall and often provides an interactive activity or craft for the patron.

These examples only touch the surface of the myriad responsibilities and duties the circulation team performs each and every day. Kudos to the Plainfield circulation team, and if you want an even more in-depth look at what happens, come in and visit us!

Spencer Township Branch

The entire staff at the Spencer branch make up the circulation team, and each staff member is well-versed in circulation duties. Staff actively check in and out all items at the branch, enter periodicals into the catalog, update new and Express items, troubleshoot technology, and process delivery and special items like MelCat requests. Adult Paraprofessional, Clyde Waltenbaugh Jr., is a part of the Circulation Manual review team and with a fine-tooth comb reviews each process and section of the circulation manual before it is finalized. Clyde's experience at different branches and keen eye for detail make him an ideal circulation manual assessor. Each process and procedure need to function well at all library locations and be easily understood. There are a wide range of circulation responsibilities, and the individuals who handle circulation are responsible for not only physical materials, but also to have the knowledge and understanding of other organizations, technologies, systems, and procedures.

Tyrone Township Branch

The team at the Tyrone Twp. Branch consists of four people. Like most small library staff, everyone at Tyrone does a bit of everything, and everyone helps with circulation functions. All staff help patrons check out and check

in materials, create and update library cards, pull holds for patrons, and assist patrons at the desk, on the computers and throughout the library. Though everyone helps, Tyrone's only dedicated circulation staff member, Brianna Bricker, does the lion's share of many circulation tasks. To name just a few of Brianna's tasks:

- Assisting patrons at the service desk and greeting patrons as they enter and leave the library
- Shelving
- Reconciling the printing kiosk
- Processing magazines
- Searching for books and materials on reports
- Inventorying the collection

Without Brianna's hard work, Tyrone's youth staff and manager would not be able to give as many programs and outreaches, or engage as thoroughly with the community. The staff at Tyrone are thankful for the work that Brianna does every single day!

Walker Branch

The circulation team at Walker is amazing. They are the front line that the public sees first when they enter the door. They are a team of six who between them have over twenty years of circulation experience here at KDL, and at Walker specifically. The circulation team are an essential part of the library as they do a lot of the functions that keeps the library running efficiently and perform processes that the public may not see behind the scenes. They check in all returned items and process them for shelving, they process holds and fulfill paging items, plus they handle incoming delivery. They also help with a lot of the collection maintenance, from shelf reading to working on lists to looking for missing and claims returned items.

As a medium-sized branch, the roles between information and circulation positions are very fluid, with both positions having to know the basic function of the other. The tasks stated above are in addition to offering amazing customer service at the front desk, helping patrons with requests, informing them about issues on their accounts such as fines and missing items, helping with technology issues and recommendations, paying bills, and helping them checkout. Plus, the fun parts, like handing out stickers and stamps to kids who clean up or find Katie. It is difficult to summarize all the amazing things this circulation team does at Walker in words, because they truly do so much and are a huge part of keeping the library functioning on a day-to-day basis.

Wyoming Branch & Kelloggsville

The wonderful team at Wyoming and Kelloggsville consists of circulation assistants and shelvees. The differences between a large branch and a very small branch are significant; however, to each of these staff members it's all the same family. It isn't unusual to hear laughter, music playing in the background, or see staff in deep conversations with a user or providing a much needed hug.

It's easy to see the parallel between this staff and a clock. The face of the clock is what patrons see; it runs constantly and smoothly. Customer ease is a priority as staff work at one of three customer service points at Wyoming. As customers enter the front door, they see a CA at the front desk and at the checkout desk ready to help them find something, solve a problem, answer a question, or direct them to a program or co-worker for more in-depth help. In the AV area, CAs find themselves shoulder-to-shoulder helping customers to find that perfect movie.

Kelloggsville is small, yet ever so mighty. Working with an underserved community has many rewards for the staff. Staff come in contact with the same users, do the same tasks, get to be with the same team, and are piloting several processes for KDL.

The mechanics of this 'clock' are crucial to providing excellent customer service. All the happenings that go on behind the scenes, the insides of the clock, allow the time to focus attention on customers. Each day, in sometimes as little as 12 hours, the team process hundreds of holds, handle the returns and get the items on the shelf, process

delivery, magazines, and dozens of MelCAT items.

Wyoming and Kelloggsville are fortunate to have staff that have been here for over twenty years—KDL's grandfather clocks. The staff are solid, steady workers: pendulum clocks. Staff have occasional emergencies during which the alarm clocks kick into action. Atomic clocks are full of power and high energy, and yes, there are a couple of cuckoo clocks! This smooth running team is good at what they do, take pride in their work, and make time fly.

KDL Service and Meeting Center

The KDL Service and Meeting Center continued to be busy for the month of April, with 119 meetings taking place in the conference rooms. External rentals are still flowing in and the neighbors at Feeding America and Mason Dynamics continue to rent the space for needed meetings. It is wonderful that community organizations are using the space - they love how close it is, and the customer service that is provided. Not only are staff using the space for work-related activities, but they are also renting the rooms out for bridal showers, graduation parties, birthdays and for organizational meetings they are a part of outside of KDL.

Since the Meeting Center has become so popular, it is sometimes hard to find a room to use, especially since one of the rooms is being used for Summer Reading storage. However, since it is getting warm out the staff are using the deck and trail access area for meeting spaces. As the weather gets warmer these outdoor spaces are sure to fill up. If you cannot find a staff member at their desk, you may have to look outdoors because the wifi access on the deck, and soon by the trail, will provide staff with the capability to work outside so they can enjoy the day while still getting work done.

The mezzanine construction is underway, but the construction crew is waiting for materials to come in and they have to work around the meeting schedules so the noise level does not interfere with meetings taking place. The trail access project and lighting has been delayed by three weeks due to the bad weather in April. The roof RFP is being written, and hopefully will be posted by mid-May.

COLLECTION DEVELOPMENT

Exciting News:

- hoopla is getting an Alexa device connection approved by Amazon so patrons can use their devices with their hoopla account
- KDL received a grant from the Frey Foundation for the Bookmobile collection.
- Large Print Book Club in a Bag kits will be added for staff use in outreach.
- 89% of patron recommendations have been purchased this year
- 152,010 physical items have been added to the collection this year.

Upcoming Projects:

- Researching mailing library materials to patron's homes
- Adding Author Alerts in the library catalog
- Edelweiss software for collection analysis
- Vox (picture book with pre-loaded audio built in): will be piloted at Lowell
- Researching adding turntables and a vinyl collection
- Researching a digital Local Indie Music collection
- Update to KDL Weeding Procedures with branch input
- Adding NoveList recommendations into cloudLibrary

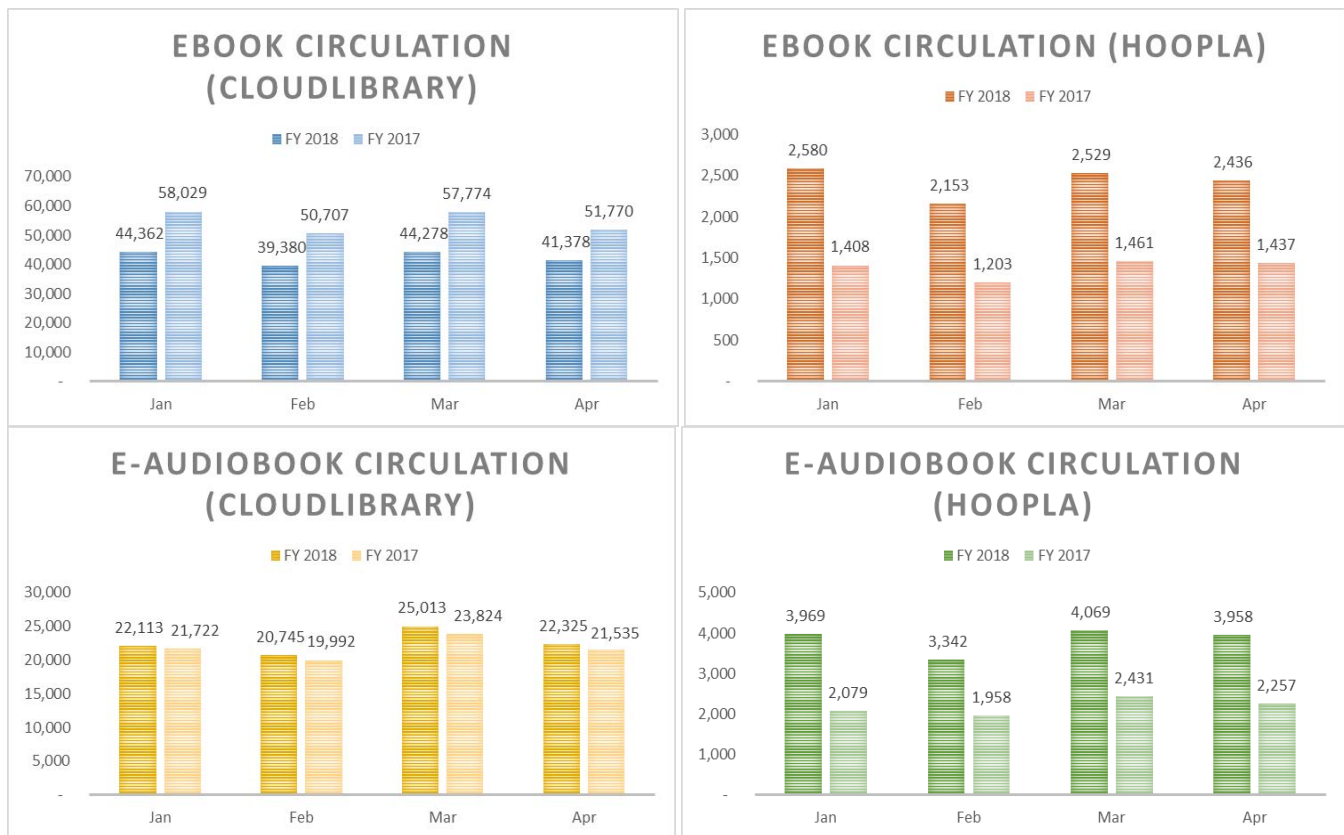
Top Three Things Achieved in Collection Development this Year:

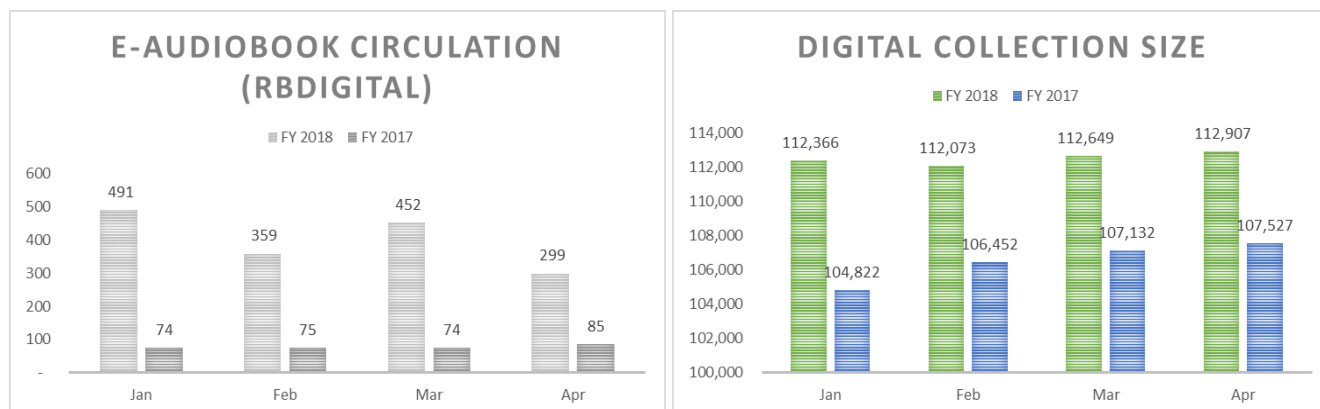
1. Transition to cloudLibrary
2. Kelloggsville Collection (both new material and “shopped” material from other KDL branches)
3. LGBT searchable tag included in the catalog for ease of searching

Collection Development Staff are Reading:



COLLECTION DEVELOPMENT STATS





WHAT'S GOING ON AT KDL

Building Update – Ada

On April 18th and 19th, the Interview Selection Committee conducted architectural interviews with short-listed firms and chose the team of Progressive AE/OPN Architects for an award recommendation to the Ada Township Board. Progressive AE is a well-respected local firm and they are teaming up with OPN, a firm that has specialty knowledge in library design and has won a number of Awards for their work with libraries. The next step in the process is to bring on a Construction Management firm. The Building Committee will be meeting to score proposals on Friday, May 11th. The official public announcement of the Ada Community Center, Library and Riverfront Park fundraising campaign is on June 22nd at 4:00 pm at the Ada Community Center, and a second announcement will take place at Beers at the Bridge at 6:00 PM.

Building Update – Krause Memorial

At the Rockford City Council Meeting on April 19th, the Council voted unanimously to have the City Manager enter into negotiations to purchase the property next to the Krause Branch (18 S. Monroe). The expected purchase price was \$165K, with half being paid for out of the Krause Endowment Fund and half being paid for by the City. Mayor Steve Jazwiec commented during the meeting that a building project would not be this year or next year, but that they felt it is important to acquire the property so they have it when the time comes. Lindsey and Krause Branch Manager, Jennifer German are working closely with the City Manager and the Krause Library Board to get important questions answered and infrastructures in place that will be needed before the City can begin a building project.

Building Update – Tyrone

The Tyrone Township Board met on April 11th with Adam Nelson of FTC&H, Lindsey Dorfman and Liz Knapp to discuss the Space Needs Study Report and to discuss next steps needed to move the project forward. The Board felt that the vacant church property parcel located at 117 North Main Street in Kent City was the best option available, and made a decision to submit an offer to purchase it. The offer has since been accepted. The plan is to raise the church, parcel out the property and build a new library on one parcel with an option to sell the other parcels in the future. FTC&H will be presenting an updated proposal to the township for phase two of the project, which will include schematic design. This is the stage in the process that defines more specifically each room and the overall architectural aesthetics (the look, feel, and function of each space). Liz Knapp and Lindsey Dorfman are in the process of researching funding options for the Township Board that will be presented to them in June.

Building Update: Walker

City of Walker would like to explore opportunities to combine library and community center functions into a shared facility. To best determine the requirements of each type of building use, space needs for each are to be identified as the first step in preparation to developing a future schematic design. A library building steering

committee has been formed made up of members of the City Council, City employees, and representatives from KDL. Those representing KDL on the steering committee include: Penny Weller, Lindsey Dorfman, Craig Buno, Julie Ralston, (Walker Youth Librarian), Kathy Potts (long time Walker Circulation Assistant) and Bonnie Liden (Walker Friends of the Library). Phase one of the project will study the library's space needs and will:

- Review available site and building information
- Review and analyze the public and staff surveys
- Prepare a preliminary programming document
- Prepare a conceptual site plan for expanded library on existing site and two additional representative properties (selected by the city)
- Prepare a preliminary conceptual cost estimate, based on projected space needs and the programming document
- Provide final executive summary, along with recommendations
- The steering committee is planning to meet at the end of June to get started

cloudLibrary Transition

New App Released

Early May saw the release of the new app with advanced searching. This release will also help to fix a few bugs that have developed for iOS users. Staff in a test group have given more feedback on searching and hope to continue to make improvements in this area. cloudLibrary will be releasing app updates more often in the future. Staff and patron feedback continue to be collected by Patron Services and shared with cloudLibrary. Staff hope to have input on improving error messages.

Kindle Fire Offer

To date, 800 Kindle Fires have been received by patrons who wouldn't otherwise have the ability to access KDL's digital collection. Staff have turned an opportunity to offer a solution for a situation that would have ended in disappointment. With the new app release, it has been determined that older Kindle Fires won't have the ability to run the new app so they are being included in the Kindle Fire Offer now as well. The recent app release will trigger the sunset of this offer. Staff hope to wrap it up before summer reading. After the Communications and Marketing department starts their push to advertise the digital collection, a date will be determined.

Student Option Sought

Michelle is working with cloudLibrary developers to find a solution to allow student access to the digital collection for the Library Card Challenge schools. The hope is to give access to available items so the holds ratio are not negatively impacted by additional cardholders (150,000).

cloudLink Update

Muskegon Area District Library turned on cloudLink in April. Rochester Hills Public Library will be turned on in May.

Collection Transfer Complete

Everything has been finalized with the multiple transfers and working closely with publishers to expand some transfer rights. There were 7,840 titles that were non-transferrable. The original list had 67,580 titles.

- 91% of total circulation transferred
- 70% of titles that won't transfer are published 2013 or earlier
- 46% of the non-transferable titles had less than 20 checkouts
- 25% of those titles had less than 10 checkouts

Statistics and comments from Bibliotheca (April)

- New Patrons: 1,369
- Checkouts on the cloudLibrary- 55,157
- Pay Per Use Checkouts- 8,546
- KDL Patron cloudLink Checkouts- 3,108 (East Lansing/Muskegon Area)
- Total Circulation: 66,811 (Checkouts, PPU and cloudLink)

Comparison data for OverDrive (2017)

Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
79,751	70,699	81,598	73,305	75,152	75,840	80,356	79,598	71,484	74,722	70,162	25,310

From Charity to Solidarity: Why Hunger Training | April 25 and 26

Michelle attended this summit of organizations in West Michigan that work on food access issues. They convened to develop a purpose and steps forward to address root causes of food insecurity.

Root causes of food insecurity: Lack of a living wage, Racism, Capitalism

Observations:

- This was more of a summit than training – although the readings before the conference were helpful in framing the conversation. Let me know if anyone wants those.
- When they began talking about creating neighborhood hubs around access services, the library became a real part of the conversation. We are encouraging them NOT to recreate something new but to use an existing structure. This is also a viable option in rural areas with rural branches (and neighboring libraries).
- It was interesting that the recipients of these services – who had this need – were not part of this training. Their voice was definitely missed.

Next Steps:

- Explore new programming (especially outreach) for 2019:
 - Scratch cooking (maybe base this on the “cooking in a box” model that Philadelphia Free Library uses)
 - Home Economic classes (again)
 - Mobile Food Access (another use of the bookmobile)
 - Focusing on “living wage” for next year’s World Affairs Council might be an interesting community conversation
- Work on this goal: Library as neighborhood hub offering access to community services
 - Build relationships with other mobile units in Kent County to offer flu shots, vaccination clinics, dental work, eye exams at the library
 - *Work with managers to collect patron stories to find out what access issues they have so these services can be focused (user experience)*
 - Talk to Grand Rapids Public Library about joining this goal

KDL Seed Library

Seeds are available in the branches. More than 5,000 seed packets are ready for planting – vegetables, fruits, flowers and herbs.

KDL Cruisers

Bikes are ready in the branches. Radio and television spots will happen in May.

KDL Military Card for Military and Veterans

The Leadership Team approved a patron idea to offer free printing to active military, but also wanted to offer them another benefit – a library card with no overdue fines. Damaged and unreturned items will still be charged. This card will be offered by Memorial Day this year.

A team of KDL managers, circulation managers and representatives from Patron Services, Marketing/Communications and IT are working together to get all necessary procedures, training documents, a new card profile and free printing tested. Staff will begin working with a staff training checklist by Mid-May. Early feedback from KDL spouses who are active military or veterans have been very favorable. The Community Engagement team will begin a plan to notify area military organizations along with some patrons who have already come forward to volunteer to help with this.

The Rapid: Books on the Bus

Sara and Michelle have been researching some inexpensive options for durable metal “baskets” to hold the books on the buses. The East Grand Rapids Friends are interested in supplying the donations (along with weeded material) for this project. Volunteers will be needed.

Library Card Challenge

A recent meeting clarified the LCC process for staff and will result in finalized procedures to be sent to staff. Efforts to separate the Student Outreach card from the Library Card Challenge students will help KDL deduplicate any students that also have a regular KDL card (we are allowing two cards). Replacement cards for Library Card Challenge cards will be sent to the branches by Sara.

Bookmobile

Sara contacted five local artists with diverse communities to be considered for the exterior art of the bookmobile. The Communications Director will be coordinating this process. Meetings with staff at KISD are being held to set Fall Bookmobile visit schedules for the six schools identified with low reading performances.

Summer Interns

Interviews are set for May 18th, and many applicants responded to KDL’s job posting. Training is scheduled for June 1st. Sara is working with two circulation managers and Ashley for the training. One approach they are taking with helping our interns learn about KDL is to have a “Services Fair” so they can practice setting up a Farmers Market (and other outreach events) as well as learning and sharing about KDL services and summer programs.

Summer Reading Prizes

The last shipment of SRC prize books (4,400) arrived in April with the total number received being 12,425.

Updated Graphic Novel Sticker

Due to concerns from patrons (parents), regarding adult novels being checked out by juveniles/teens, the green adult graphic novel sticker has been revised to say “adult”. The revised label has been printed and sent to each branch for branch staff to place over the existing sticker. This project will be completed by June 1st.

Delivery Increases

Delivery sorting and repacking continues to increase this year. So far this year, delivery has increased around 10% from 2017. In 2017, between 900,000 to 1 million items came through Collection Services to be sorted and repacked. This averages to 3,600 to 3,900 items being sorted and repacked each day by the Collection Services Assistants. The majority of delivery items are patron holds.

Writers Conference

The Spring Writer's Conference, held on April 21 at the Service & Meeting Center, hosted 120 aspiring writers. The daylong conference featured its first local author's roundtable, where attendees heard about the experiences of local published authors. It was also the first to offer breakout sessions, allowing attendees to choose between workshops on different topics including poetry, podcasting, publishing and more. Patron comments included, "'Thanks so much for all the love and time put into this conference! It was helpful and refreshing. I feel much more prepared for my writing process,'" and "Really enjoyed meeting fellow and aspiring authors!"

Spring Break Programs

New, hands-on spring break programs both in and outside of KDL branches were held this April. Geek Group experts hosted rocket building programs at KDL branches: 124 school-age kids during spring break alone built their own rocket.

The Geek Group also hosted the Engineering Challenge at their location. 24 patrons worked in teams to build a small bridge by hand, learning how to use different tools and employing problem solving techniques.

The first program in KDL's GRCC M-TEC partnership took place during spring break on April 4. 27 children and their parents were able to experience the training center and get some hands on experience making their own wooden step stools, and learn skills via virtual welding machines.

Partnership: World Affairs Council

288 patrons attended the series of speakers for the "Cultivating Community through Civil Discourse" series. The three-part series, in partnership with The World Affairs Council of Western Michigan, featured speakers including David Hooker of the University of Notre Dame, Jack Lessenberry of Michigan Public Radio and Sarrah Buageila of the Institute for Social Policy and Understanding. The programs were also livestreamed through Facebook Live and have each been viewed hundreds of times.

Sit and Sip: A New Summer Program

A strategic plan goal for 2018 has been planned for the summer. KDL's goal is to create a "front porch" program where patrons will be invited to sit outside on lawn chairs and have conversations with people they don't already know. This program will be hosted this summer at the Alto, Krause Memorial, Kelloggsville, Plainfield Township and Spencer Township branches. It will include lemonade.

The Caledonia Pipes and Drums Celebrate Tartan Day at the Caledonia Township branch

60 patrons enjoyed the concert to celebrate Tartan Day on Saturday, April 7. Patrons learned about the pipes and how they are played along with an explanation of tartans. Programming Specialist Diane Cutler planned the pop-up concert.

KATIE KUDOS –

★ Joyanne Huston-Swanson (Patron Services)

- Nominated by Barb DeYoung because, "Whenever I call Joyanne for assistance, she is always so helpful, friendly, and kind. During the years of working with her, I have always admired her patience, not only with me, but with patrons too. Her welcoming smile and caring ways add so much to customer service. She is a truly joy to work with and I have had patrons tell me that a 'nice lady' put them through to us. I know that patrons can get not very nice when having to 'go through' Patron Services. Thanks Joyanne for all of your help and kindness!"

Katie Kudos



★ **Sharon Scherbinski (Plainfield Township) ...**

- Nominated by Morgan Hanks because, “She braved the treacherous roads the weekend of this historic April ice storm not just once, not twice, not even three times ... but FOUR TIMES. She checked in on PFD to pick up almost 800 returned items off the floor and kept the sidewalk in front of the book return salted! Sharon has such a heart for her co-workers and the PFD patrons. She truly has the appreciation of the Monday morning crew whose opening day flowed so much easier because of her thoughtfulness. Thank you Sharon!”
- Nominated by Jaime Brooks because, “She always puts her crafting and decorating talents to use for the branch. Her bulletin boards are always fantastic. She recently re-decorated the staff bathroom by putting new refreshing prints to use. Thank you for your hard work Sharon!”

★ **Patricia Volkhardt (Walker)...**

- Nominated by Craig Buno because, “Trish has gone above and way beyond twice this week! The first instance was when a young child told her about a dead bird that was on the other side of the window near the back of the building. Trish put on some latex gloves and disposed of the dead bird, so it was not rotting in front of the window.

“The second kind act was cleaning up the women’s toilet after a messy patron had left behind a disaster. Staff was so thankful for her clean up on Thursday night that Maureen texted Craig to let him know how thankful she was and Julie told him first thing on Friday on how Trish didn’t have to clean that up, but went above and beyond, so that a mess wasn’t waiting for him to clean up on Friday morning.

I am so very thankful for Trish taking care of these yucky jobs this week and giving me a break from them.”

PRAISE FROM PATRONS

- **Alpine Branch**

- “Book talks at Alpine Elementary were a hit for National Reading Month! I visited all 4th and 5th grade students during their library time. I gave a “commercial” for six new books that we thought would get kids excited about reading... and using their library! Alpine Township Library was able to purchase and donate these six books to the Alpine Elementary School library. The kids were so excited, they were making their own hold list for the school librarian. They were enthusiastically trying to sneak the books off my display table to check out right away ☺ It’s great to see the kids excited about reading! Since then, every book that was book talked has been checked out of Alpine Township Library. One student even brought her mother who got herself a KDL library card and asked, ‘I’m not a reader but I want to be. Where do I start?’ Today, another student came in asking for booktalk books - he got his first library card and his mother got one, too! Awesome that these children who love reading are pulling their parents right along! Thanks to Kris at Grandville for showing me the ropes of their book talk program and letting me sit in on one of her book talks!”

- **Alto Branch**

- “A mom talked about her daughter coming to storytime for the first time. After getting home she started doing storytime herself, holding the books up to show “everyone”. The stories were what she made up, which her mom said usually involved having no food in the refrigerator.
- During Spring Break week, we had a different KDL Lab activity each day. One friend, Brady, came each day with Gramma. Brady is the older brother of Lauren, who Peggy has in an outreach storytime twice a month. At the end of the last day, Gramma shared that Brady told her this week has been the best week of his life. ☺

- **Byron Township Branch**

- “A patron who regularly comes in to use our public PCs and print kiosk commented while we work helping him make copies “I just want to tell you how helpful you are. I used to go to the Kentwood branch and they were great but you guys do an amazing job. I really appreciate all of your help”. While we know the Kentwood staff do a great job (□) it’s always nice to receive such glowing praise from our patrons!
- “I’m not sure where to begin! With the announcement Barb’s pending retirement, we’ve had a number of patrons express their gratitude for everything she’s done for the Byron Community. Comments have included, ‘We’ll miss her so much!’ ‘You’re having a going away party, right??’ ‘What will you do without her?’ ‘If you need any help with her going away party, let me know!’ And, most adorably, from a young patron, “I already miss Miss Barb.’ We will most certainly miss her too.”

- **Caledonia Branch**

- A teen patron used the button maker we put in the teen area to make adorable buttons for all the staff members. She also wrote us a nice note! It reads: “Dear KDL People, I love coming [here] because I can escape into books! I really like everything you do for me and everyone else! So I made some pins for you! I really hope you like them! Thank you!”



UPCOMING MEETINGS AND EVENTS OF INTEREST

BOARD MEETINGS	DATE	TIME	LOCATION
KDL Regular Board Meeting	Thurs., June 14, 2018	4:30 PM	KDL Service Center
KDL Regular Board Meeting	Thurs., July 19, 2018	4:30 PM	KDL Service Center
OTHER MEETINGS	DATE	TIME	LOCATION
KDL Pension Board Meeting	Weds, May 16, 2018	1:00 PM	KDL Service Center
KDL Pension Board Meeting	Weds, August 15, 2018	1:00 PM	KDL Service Center
EVENTS	DATE	TIME	LOCATION
KDL Past & Present Managers Happy Hour	May 18, 2018	4:00 PM	Mill Creek Tavern
Legislators & Literacy Breakfast	May 21, 2018	8:00 AM	Literacy Center of West Michigan
ALA Annual Conference	June 21-26, 2018	All Day	New Orleans, LA
SuperPartyWonderDay	August 5, 2018	2:00 PM	The Meadows at Millennium Park
Literary Libations	September 6, 2018	5:30 PM	Steelcase Town Hall
MLA Annual Conference	October 17- 19, 2018	All Day	Novi, MI

NEW APPOINTMENTS	POSITION	EFFECTIVE
Melissa Snyder	Finance Department Team Lead – Service Center	April 30
Randy Burson	General Accountant – Service Center	May 21

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Jeremy Coldicott	Substitute Circulation Assistant	Circulation Assistant – East Grand Rapids	May 1
Maria Page	Adult Librarian – Cascade	Adult Librarian – Grandville	May 21
Angie Royce	Substitute Circulation Assistant	Circulation Assistant – Englehardt	May 21

DEPARTURES	POSITION	EFFECTIVE
Peggy Parrish	Youth Paraprofessional – Alto	May 11
Mary Shallman	Youth Paraprofessional – Spencer Township	May 24

OPEN POSITIONS	TYPE
Substitute Circulation Assistant Pool	Temporary
Development Manager – Service Center	Full-time
Youth Paraprofessional – Byron Township	Part-time
Youth Paraprofessional – Alto	Part-time
Youth Paraprofessional – Spencer Township	Full-time
Seasonal Library Interns (18 positions)	Temporary

EMPLOYEE ANNIVERSARIES (JUNE)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Kris Vogelar	Grandville	33 years
Karen Small	Wyoming	32 years
Tisha Wells	Gaines Township	30 years
Kathy Potts	Walker	27 years
Jocelyn Yost	Grandville	24 years
Connie Wheat	Krause Memorial	18 years
Lynne Eder	Walker	13 years
Deb DenHerder	Cascade	11 years
Erma Kircheis	Substitute Information Pool	10 years
Amy Waite	Krause Memorial	10 years
Paul Prins	Kentwood	8 years
Shannon Vanderhyde	Krause Memorial	7 years
Linda Pyne	Nelson Township/Sand Lake	6 years
Adam Flynn	Caledonia	4 years
Carlita Gonzalez	Programming	4 years
Liz Knapp	Tyrone Township	4 years
Allison Barnum	Plainfield	3 years
Carol Roelofs	Wyoming	2 years
Paula Wright	Nelson Township/Sand Lake	2 years
Ayana Burroughs	Substitute Circulation Pool	1 year
Sandy Carlson	Cascade	1 year
Cathy Gutowski	Alto	1 year
Sarah McLean	Plainfield	1 year
Jessica Verburg	Comstock Park	1 year

Board of Trustees Attendance

2018

(X = present)

	Shirley Bruursema	Lee Cook	Andrew Erlewein	Tom Noreen	Caitie S. Oliver	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 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"/>
April 19	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
May 17	<input type="checkbox"/>	VACANCY	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<input type="checkbox"/>

Board Participation via Conference Call or WebEx

Trustee Name	Meeting Date	Trustee Name	Meeting Date
Tom Noreen	4/19/18		