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

Draft

BOARD OF TRUSTEES

Meeting Agenda

LOCATION: KDL Meeting Center (814 West River Center Drive, NE, Comstock Park, MI 49321)
DATE: Thursday, August 16, 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 – July 19, 2018
         C. Request for Closing of the Caledonia Branch on September 29, 2018 to accommodate and participate in the annual Caledonia Chamber of Commerce Harvest Festival.
         D. Request for Closing of the Kentwood Branch on Saturday, September 15, 2018 to accommodate the Kentwood Food Truck Rally.
         E. Request for Closing of the Walker Branch on Saturday, September 15, 2018 to accommodate a thorough carpet cleaning.

*   VI. TRUTH IN TAXATION
         A. Resolution to Establish Proposed Additional Millage   *Roll-Call Vote*
         B. Public Hearing   *Roll-Call Vote*
         C. Resolution: 2018 Millage Tax Rate Request   *Roll-Call Vote*

*   VII FINANCE REPORTS – July 2018

    VIII. LAKELAND LIBRARY COOPERATIVE REPORT

    IX. DIRECTOR'S REPORT – July 2018

*   X.   OLD BUSINESS
         A. KDL Policy Manual: Section 3 – Facilities and Operations (second reading)

    XI. NEW BUSINESS
         A. Issue Analysis: Development Associate (first reading)
         B. Issue Analysis: SharePoint RFP (first reading)
         C. Changes to the KDL Board of Trustees 2018 Meeting Schedule

    XII. LIAISON REPRESENTATIVE COMMENTS

    XIII. PUBLIC COMMENTS**

    XIV. BOARD MEMBER COMMENTS

    XV. MEETING DATES
         Regular Meeting: Thursday, September 20, 2018 – KDL Caledonia Branch – 4:30 p.m.

*   XVI. ADJOURNMENT

    *   *Requires Action*
    ** *According to Kent District Library Board of Trustees 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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Kent District Library

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BOARD OF TRUSTEES
Meeting Minutes

LOCATION: KDL Meeting Center (814 West River Center Drive, NE, Comstock Park, MI 49321)
DATE: Thursday, July 19, 2018 at 4:30 p.m.

Board Present: Shirley Bruursema, Andrew Erlewein, Allie Bush Idema, Tom Noreen (via teleconference), Caitie S. Oliver, Penny Weller, Craig Wilson

Board Absent: None

Staff Present: Michelle Boisvenue-Fox, Jaci Cooper, Lindsey Dorfman, Sheri Glon, Randy Goble, Claire Horlings, Missy Lancaster, Brian Mortimore, Kip Odell, Laura Powers, Melissa Snyder, Kurt Stevens, Lance Werner

Guests Present: Bill Brinkman, Lee Cook, Joanna Hogan, Jeff Staley, Laurie Wilson

I. CALL TO ORDER
    Chair Weller called the meeting to order at 4:30 p.m.

II. PLEDGE OF ALLEGIANCE

III. LIAISON REPRESENTATIVE COMMENTS – None.

IV. PUBLIC COMMENTS – None.

V. CONSENT AGENDA
    A. Approval of Agenda
    B. Approval of Minutes – June 14, 2018
    C. Request for Late Opening of the East Grand Rapids Branch on Saturday, September 8, 2018 to accommodate the Rhoades McKee Reed's Lake Triathlon.
    Motion: Ms. Bruursema moved to approve the consent agenda as presented.
    Support: Supported by Mr. Wilson.
    RESULT: Motion carried.

VI. 2017 AUDIT REPORT – Maner Costerisan
    Ms. Powers introduced Mr. Staley from Maner Costerisan, the new auditing firm used by KDL. Mr. Staley first thanked the Board officers for devoting their time to the draft financials meeting last week, then reported the following on KDL's audit for the 2017 fiscal year:
    - KDL received an unmodified opinion, the highest level they offer: essentially, it was a clean audit. Maner Costerisan did have to issue a prior period adjustment from a transaction from 2016 for a prepaid expense for the ILS system. It was identified and corrected, and it should not be an issue going forward.
    - In 2017, KDL's governmental-wide net position increased approximately $3.3 million, which indicates a solid year financially.
    - KDL's governmental funds reported ending fund balance of a little over $11 million. Approximately 57% of this total amount constitutes unassigned, which is available for spending at KDL's discretion. The remainder of fund balance is restricted, non-spendable, committed, or assigned to indicate that it is not available for new spending because it has already been committed to capital projects, donations, and prepaid expenses. The unassigned fund balance

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does meet and exceed Board policy of having a minimum balance of 15% to 20% of the subsequent year's budget.

- KDL is overfunded on the pension by 123.42% to meet the prior obligations made to employees. Mr. Staley mentioned this is exceptional considering many organizations are underfunded.
- Mr. Staley concluded by saying that the audit went very smoothly and that Ms. Powers was very knowledgeable and easy to work with, and Maner Costerisan is eager to continue working with KDL.

VII. INTERNAL REVIEW OF 2017 DONATIONS – Ms. Powers presented a memo detailing the methods used to conduct an internal review:

- Ms. Powers spent roughly 100-120 hours on the review, comparing the 2017 financial records from the Finance Department with the records former Fund Development Manager Linda Krombeen kept.
- Although unrestricted funds, by definition, can be used for any expense, Ms. Krombeen had communicated to donors those funds would be used for programming, outreach, and services so KDL honored that commitment.
- Branch giving was proven to be appropriately spent. Any donations that were not spent in the 2017 fiscal year were appropriately housed in the restricted fund as of 12/31/17.
- Because donations are part of the audit process, Maner Costerisan did have to issue an opinion about the internal investigation. Mr. Staley reported he comfortable saying Ms. Powers' findings were accurate and supported.

VIII. FINANCE REPORTS – June 2018

Ms. Powers introduced Melissa Snyder as the KDL Finance Team Lead. Ms. Snyder has been with KDL since April and she is doing an excellent job.

Ms. Powers gave her monthly summarization of the finance report: cash is up 8.3%, approximately 1.7 million over the same time last year. Revenues are at 93%. That is pretty standard since KDL receives most of the revenue in the beginning of the year. Expenditures are at 45.4%, and KDL is 50% through the fiscal year.

Ms. Powers pointed out the new annual pension report that is now included in the monthly financials. The report, required by the state, is also posted to the state's website.

Motion: Mr. Erlewein moved to receive and file June 2018 finance reports as presented.
Support: Supported by Mr. Wilson.
RESULT: Motion carried.

IX. LAKELAND LIBRARY COOPERATIVE REPORT

Shirley Bruursema noted that there were no motion items for the July 12, 2018 Lakeland Library Cooperative Board meeting, but mentioned that the LLC is considering adding hours to existing staff and possibly new employees.

X. DIRECTOR'S REPORT – June 2018

Director Werner highlighted the following items:

- Director Werner highlighted the "MarCom" (Marketing & Communications) department and recognized Mr. Goble and his team for strengthening KDL's marketing presence.
- Director Werner turned it over Joanna Hogan who gave an update on the direction of the Fund Development department and provided an infographic to better illustrate the changes that were being brought forth. These changes promote a centralized donor system with interdependent branches, but feature a strong and healthy support system utilizing collaboration between all parts of the system.

- Ms. Horlings reported that she has met with all of the branch managers to get an understanding of what fundraising looks like currently at their branches, and to learn the nuances of their locations in the community and the relationship with their Friends groups. Based on gathering that information, KDL will pilot a new fundraising program at the Plainfield and Spencer branches.
- Director Werner announced that 298 military members signed up for KDL's new military cards, which launched right after the 4th of July.

The Board asked question of staff and staff responded.

XI. OLD BUSINESS
A. KDL Policy Manual – Overview of Major Structural Changes to Accommodate New Patron Behavior Policy (second reading)
Motion: Mr. Erlewein moved to approve the policy manual changes as presented.
Support: Supported by Ms. Oliver.
RESULT: Motion carried.

XII. NEW BUSINESS
A. KDL Policy Manual: Section 3 – Other Services
Ms. Cooper presented the proposed changes to Section 3. The section was renamed from "Other Services" to "Operations and Facilities," and now encompasses parts of Section 4. Section 3 also now includes the policies written up by KDL's lawyers regarding room rentals at the KDL Service and Meeting Center.

The Board collectively agreed to take this to a second reading.

B. Issue Analysis: RFP for Service Center Roof & HVAC (first reading)
Ms. Lancaster presented an RFP with KDL's recommendation for contractors to undertake the roof and HVAC projects. KDL received five proposals for the roof and one for HVAC.
Motion: Ms. Bruursema moved to approve the RFP for the KDL Service & Meeting Center Roof & HVAC repairs as presented.
Support: Supported by Mr. Erlewein.
RESULT: Motion carried.

C. Resolution: Ladies Night Liquor License – Comstock Park   *Roll-Call Vote*
Motion: Mr. Wilson moved to adopt a resolution for Kent District Library to obtain a special license to serve alcohol on November 19, 2018 for the Ladies Night Wine Tasting program series at the Comstock Park branch.
Support: Supported by Ms. Bruursema.
Roll call taken by the Secretary:

Ms. Bruursema – Yes	Mr. Erlewein – Yes	Ms. Idema- Yes	Mr. Noreen – Yes
Ms. Oliver – Yes	Ms. Weller– Yes	Mr. Wilson – Yes	

RESULT: Motion carried 7-0.

D. Resolution: Ladies Night Liquor License – East Grand Rapids   *Roll-Call Vote*
Motion: Ms. Oliver moved to adopt a resolution for Kent District Library to obtain a special license to serve alcohol on November 6, 2018 for the Ladies Night Wine Tasting program series at the East Grand Rapids branch.
Support: Supported by Ms. Bruursema.
Roll call taken by the Secretary:

Ms. Bruursema – Yes	Mr. Erlewein – Yes	Ms. Idema- Yes	Mr. Noreen – Yes
Ms. Oliver – Yes	Ms. Weller– Yes	Mr. Wilson – Yes	

RESULT: Motion carried 7-0.

E. Resolution: Ladies Night Liquor License – Grandville   *Roll-Call Vote*
Motion: Mr. Noreen moved adopt a resolution for Kent District Library to obtain a special license to serve alcohol on September 28, 2018 for the Ladies Night Wine Tasting program series at the Grandville branch.
Support: Supported by Ms. Idema.
Roll call taken by the Secretary:

Ms. Bruursema – Yes	Mr. Erlewein – Yes	Ms. Idema- Yes	Mr. Noreen – Yes
Ms. Oliver – Yes	Ms. Weller– Yes	Mr. Wilson – Yes	

RESULT: Motion carried 7-0.

F. Resolution: Ladies Night Liquor License – Krause Memorial   *Roll-Call Vote*
Motion: Mr. Erlewein moved to adopt a resolution for Kent District Library to obtain a special license to serve alcohol on October 4, 2018 for the Ladies Night Wine Tasting program series at the Krause Memorial branch.
Support: Supported by Ms. Bruursema.
Roll call taken by the Secretary:

Ms. Bruursema – Yes	Mr. Erlewein – Yes	Ms. Idema- Yes	Mr. Noreen – Yes
Ms. Oliver – Yes	Ms. Weller– Yes	Mr. Wilson – Yes	

RESULT: Motion carried 7-0.

G. 2018-2020 Strategic Plan Update
Ms. Boisvenue-Fox presented the items from the Strategic Plan that are completed and in progress. There were not many items in the first quarter of 2018, so formal updates to the Strategic Plan will be brought to the Board semi-annually.

H. Election of KDL Secretary
Motion: Mr. Erlewein moved to elect Allie Idema as KDL Board Secretary.
Support: Supported by Ms. Bruursema.
RESULT: Motion carried.

I. Board Retreat Update
Chair Weller announced that the Annual Board Retreat, an event usually held every September in Lowell, has been canceled this year due to having so many new KDL Board members. Instead, Chair Weller is beginning to organize a big training day for all of the new Board members. Ms. Weller will find a trainer once the Board vacancies have been filled. KDL awaits the county appointment of the Board members for Regions 5 and 8.

J. Ceremony for ALA Trustee Citation Award
Ms. Weller and Mr. Wilson were both selected as recipients of the 2017 American Library Association Trustee Citation. Ms. Weller was able to receive her award at the Opening Session of the ALA Annual Conference in New Orleans, but Mr. Wilson was unable to attend. Director Werner presented the awards and commended each of them for their efforts serving on the KDL Board, and for being outstanding trustees.

XIII.   LIAISON REPRESENTATIVE COMMENTS – None.

XIV.   PUBLIC COMMENTS – Mr. Brinkman said that Plainfield Township is doing well. The trail on Jupiter is coming along nicely. The carbon filter that the Township purchased brought the PFAs in the water down from 7.5 parts per trillion to 2, but they are still striving for zero. The Township is closing on the purchase of Rogue River Campground soon and it will be converted into a nice Township park.

XV. BOARD MEMBER COMMENTS

Ms. Bruursema: Ms. Bruursema has a millage campaign coming up on August 7 and several for November, many of which are capital campaigns. The biggest one locally is for the Saugatuck Douglas Library. Ms. Bruursema met with Ms. Oliver on Monday to do some Board training. Ms. Bruursema concluded by thanking Mr. Wilson for all of his contributions as a Board Chair and trustee, and said his leadership took KDL to several levels it may not otherwise have reached.

Mr. Erlewein: Mr. Erlewein was excited to see that KDL is 123% above on the pension plan for prior obligations to staff. Mr. Erlewein thanked Mr. Wilson for serving on the Board and for the one-on-one mentoring he received from him when he was a new Board member.

Ms. Idema: Ms. Idema said that she is excited to be here and looks forward to digging in and learning all she can.

Mr. Noreen: Mr. Noreen congratulated Mr. Wilson on his award and wished him luck in the future. Mr. Noreen did his first Annual Report Presentation, with Spencer Branch Manager Kaitlin Tang and Ms. Dorfman, up in Spencer Township. He reported that it went well.

Ms. Oliver: Ms. Oliver announced that she completed her first Annual Report Presentation for Lowell Charter Township. She also mentioned that she was at a meeting last week for League of Women Voters. In October, the Byron Township Branch is holding a meeting explaining the ballot proposals. The voter turnout is supposed to be very high, and she was pleased to see KDL involved in doing some non-partisan voter education.

Ms. Weller: Ms. Weller reported that the ALA Annual Conference in NOLA she attended last month was one of the most exciting conferences she has ever been to. Ms. Weller also mentioned she recently went in for voter training to become a poll worker. The library has been recruiting poll workers and 4 people who were in her training class were there because of KDL, for a total of about 40 so far. It is important because districts have had difficulty finding people to work the voting booths. Ms. Weller thanked Mr. Wilson for his leadership on the Board and said he will be greatly missed.

Mr. Wilson: Mr. Wilson announced his retirement from the Board due to relocation. His house sold faster than he had anticipated. There is a small library on Old Mission Peninsula where he will be living. They have a campaign to expand, and Mr. Wilson is eager to get involved. He will be back to attend the Literary Libations Gala in September.

XVI. MEETING DATES
Regular Meeting: Thursday, August 16, 2018 – KDL Service and Meeting Center – 4:30 p.m.

XVII. ADJOURNMENT
Motion: Mr. Wilson moved for adjournment at 6:18 p.m.
Support: Supported by Mr. Erlewein.
RESULT: Motion carried.

_____
ADMINISTRATIVE APPROVAL FOR DISTRIBUTION

KDL

Kent District Library

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July 23, 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 Caledonia Township Branch be closed on Saturday, September 29 to accommodate and participate in the annual Caledonia Chamber of Commerce Harvest Festival.

The Harvest Festival has expanded from Dobber Wenger (the street in front of the library) to part of 92nd Street, and cross traffic heading to the library is a danger to families walking.

Library staff will also be hosting a booth with carnival style games at the event.

Thank you for your consideration,

Elizabeth Guarino-Kozlowicz
Caledonia Township Branch Manager

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Kent District Library

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July 16, 2018

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

Dear KDL Board of Trustees,

On behalf of the City of Kentwood, I am requesting permission to close the Kentwood Richard L. Root Branch on Saturday, September 15 to accommodate the Kentwood "Food Truck Rally" being held in the library and adjoining parking lots from 11 am to 10 pm.

Per Val Romeo, the Parks and Recreation Director, they will be using the entire library parking lot for the food trucks and music events that day, and food trucks will be setting up beginning 9 am.

Thank you for your consideration,

Sincerely,

Cheryl Cammenga, Kentwood Branch Manager

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Tuesday, July 24, 2018

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

Dear Board of Trustees:

The City of Walker would like to give a thorough cleaning to the new carpet throughout the building. New carpet was installed in the building in January of 2018 and the city would like to keep it looking clean and crisp. The Department of Public Works would like to have the Walker branch closed on Saturday, September 15, 2018 to be able to have a professional company come in and clean all the carpet throughout the building. The branch would reopen with the regular hours on Monday, September 17 since Walker is not open on Sundays. I am requesting that the KDL Board of Trustees approve of a closing of the Walker Branch for one day, Saturday, September 15 to complete this cleaning.

Thank you for considering this request.

Sincerely,

Craig M Buno

Craig Buno
Walker Branch Manager

cc: Lance Werner, KDL Director

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RESOLUTION
KENT DISTRICT LIBRARY BOARD OF TRUSTEES

TO ESTABLISH A PROPOSED "ADDITIONAL MILLAGE RATE"

At a regular meeting of the District Library Board (the "Board") of Kent District Library (the "Library"), held at the Library on August 16, 2018, at 4:30 p.m.

PRESENT:

_____
_____
_____

ABSENT: _____

The following preamble and resolution were offered by Member _____
and supported by Member _____:

WHEREAS, after careful examination of the Library's estimated operating expenses for the 2018 fiscal year and estimated revenues based on the taxable valuation of property within the Library District, the Board has determined that the best interests of the Library require the levy of a total of 1.2733 mills out of the total authorized amount of 1.28 mills, which has been reduced to 1.2733 mills as a result of the Headlee Amendment to the Constitution ("Headlee"), to provide sufficient revenue for the Library for operating purposes for the ensuing fiscal year; and

WHEREAS, a levy of this amount will result in an "additional millage rate" as defined by Section 23e of the General Property Tax Act, 1893 PA 206, MCL 211.24e, as amended (the "Act"), of 0.0262 mill; and

WHEREAS, the Act requires that the proposed "additional millage rate" be established by resolution of the Board prior to conducting the public hearing.

NOW, THEREFORE, BE IT RESOLVED by the Board of the Kent District Library:

1.   In order to provide sufficient revenue for the Library for operating purposes, the Board proposes to levy on December 1, 2018, 1.2733 mills of its total authorized amount of 1.28 mills, as reduced by Headlee, which includes an "additional millage rate" of 0.0262 mill.

2.   A public hearing on the Library's proposed millage rate (including the "additional millage rate") shall be held on August 16, 2018 at 4:30 p.m. at the Kent District Library, Kent County, Michigan.

4.   All resolutions and parts of resolutions insofar as they conflict with the provisions of this Resolution be, and the same hereby are, rescinded.

ADOPTED this 16th day of August, 2018.

YEAS: _____

NAYS: _____

STATE OF MICHIGAN
COUNTY OF KENT

CERTIFICATION

WE HEREBY CERTIFY that the foregoing is a true and complete copy of a Resolution adopted by the District Library Board of the Kent District Library at a meeting held on August 16, 2018, the original of which is on file at the Kent District Library Service Center and available to the public. Public notice of said meeting was given pursuant to and in compliance with the Open Meetings Act, Act No. 267 of the Public Acts of Michigan, 1976, including in the case of a special or rescheduled meeting, notice by posting at least 18 hours prior to the time set for said meeting.

Dated: August 16, 2018   _____
                                 Allie Bush Idema, KDL Board Secretary

Dated: August 16, 2018   _____
                                 Penny Weller, KDL Board Chair

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Michigan Department of Treasury
614 (3-97)

This form is issued under MCL Sections 211.24e, 211.34
and 211.34d Filing is mandatory; Penalty applies

ORIGINAL TO: County Clerk(s)
COPY TO: Equalization Dept.(s)
COPY TO: Each Twp or City Clerk

L-4029

2018 TAX RATE REQUEST
MILLAGE REQUEST REPORT TO COUNTY BOARD OF COMMISSIONERS

County	2018 Taxable Value (All)	17,458,730,231
KENT	2018 Taxable minus RenZones	17,458,730,231

Local Government Unit
KENT DISTRICT LIBRARY

You must complete this form for each unit of government for which a property tax is levied. Penalty for non-filing is provided under MCL Sec. 211.119.
The following tax rates have been authorized for levy on the 2018 tax roll.

PLEASE READ THE ENCLOSED INSTRUCTIONS CAREFULLY.

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)
Source	Purpose of Millage	Date of Election	Millage Authorized by Election, Charter, etc.	2017 Millage Rate Permanently Reduced by MCL 211.34d	2018 Current Year Millage Reduction Fraction	2018 Millage Rate Permanently Reduced by MCL 211.34d	Sec. 211.34 Millage Rollback Fraction	Maximum allowable Millage Rate*	Millage Requested to be Levied July 1	Millage Requested to be Levied Dec. 1	Expiration Date of Millage Authorized
VOTED LIBRARY AUTHORITY		8/5/2014	1.2800	1.2774	0.9968	1.2733	1.0000	1.2733			12/31/2023
								Total Operating Allowed	1.2733		

Prepared by	Co-Sign - Prepared/Verified	Title
Matthew Woolford		Equalization Director

As the representatives for the local government unit named above, we certify that these requested tax levy rates have been reduced, if necessary, to comply with the
state constitution (Article 9, Section 31), and that the requested levy rates have also been reduced, if necessary, to comply with MCL Sections 211.24e, 211.34, and for
LOCAL school districts which levy a Supplemental (Hold Harmless) Millage, MCL 380.1211(3).

PLEASE ENTER REQUESTED MILLAGE IN COLUMN'S 10 AND/OR 11

Co-Sign Title	CED-Date	Co-date
Director of Finance	4/27/2018	8/6/18

	Signature	Type Name	Date
Clerk / Secretary			
Chairperson / President	Signature	Type Name	Date

*Under Truth in Taxation, MCL Section 211.24e, the governing body may decide to levy a rate which will not exceed the maximum authorized rate allowed in
column 9. A public hearing and determination is required for an operating levy which is larger than the base tax rate but not larger than the rate in column 9.

** **IMPORTANT:** See instructions on the reverse side for the correct method of calculating the millage rate in column (5).

RESOLUTION
KENT DISTRICT LIBRARY BOARD OF TRUSTEES

2018 MILLAGE TAX RATE REQUEST

At a regular meeting of the District Library Board (the "Board") of the Kent District Library held in said District on the 16th day of August, 2018.

PRESENT:

_____
_____
_____

ABSENT:

_____

      The following preamble and resolution were offered by Member _____ and supported by Member _____:

WHEREAS, the Kent District Library was established pursuant to the Kent District Library Agreement; and

WHEREAS, the district of the Kent District Library ("District") consists of the entire geographic area of Kent County except for the City of Grand Rapids, the City of Cedar Springs, Solon Township, Sparta Township, the Village of Sparta, and those portions of Bowne Township and Caledonia Township which are located within the Thornapple Kellogg school district; and

WHEREAS, pursuant to the District Library Establishment Act, 1989 PA 24, as amended ("DLEA") , the Board is authorized to levy a tax upon all taxable property within the District, provided that the districtwide tax is authorized by the electors of the District; and

WHEREAS, on August 5, 2014, the electors of the District authorized the Board to levy a districtwide property tax in the amount of 1.28 mills for ten (10) years (2014 through 2023, inclusive) to provide funds for district library purposes; and

WHEREAS, the Library held a public hearing on the proposed millage rate to be levied in 2018 at the regular meeting on August 16, 2018 and the hearing complied with the requirements of the General Property Tax Act, including MCL 211.24e (Truth in Taxation); and

WHEREAS, as authorized by the General Property Tax Act, the Library Board desires to levy the maximum permitted millage rate of 1.2733 mills;

NOW, THEREFORE, BE IT RESOLVED by the Kent District Library Board:

1. The Board hereby certifies that the electors of the District approved a maximum annual tax rate of 1.28 mills ($1.28 per $1,000) for ten (10) years (2014 through 2023, inclusive) at an election held on August 5, 2014 to be used for district library purposes.

3. Pursuant to Act 24, the Board hereby levies on December 1, 2018, a property tax upon all taxable property within the District in the amount of 1.2733 mills (1.2733 per $1,000) on the taxable value of such property, as finally equalized, to provide funds for district library purposes.

4. The Board hereby certifies that the millage to be levied on all taxable property in the District has been reduced, if necessary, to comply with Article 9, Section 6 of the Michigan Constitution of 1963 and that the millage to be levied has also been reduced, if necessary, to comply with MCLA 211.24e and 211.34.

5. The Library Director is hereby authorized and directed to provide a certified copy of this Resolution and the 2018 Tax Rate Request on Michigan Department of Treasury Form L-4029 to the Kent County Clerk, the Kent County Equalization Department, and to each Township and City Clerk included in the District in the form attached as Exhibit A.

Adopted this 16th day of August, 2018.

YEAS: _____

NAYS: _____

STATE OF MICHIGAN
COUNTY OF KENT

CERTIFICATION

WE HEREBY CERTIFY that the foregoing is a true and complete copy of a Resolution adopted by the District Library Board of the Kent District Library at a meeting held on August 16, 2018, the original of which is on file at the Kent District Library Service Center and available to the public. Public notice of said meeting was given pursuant to and in compliance with the Open Meetings Act, Act No. 267 of the Public Acts of Michigan, 1976, including in the case of a special or rescheduled meeting, notice by posting at least 18 hours prior to the time set for said meeting.
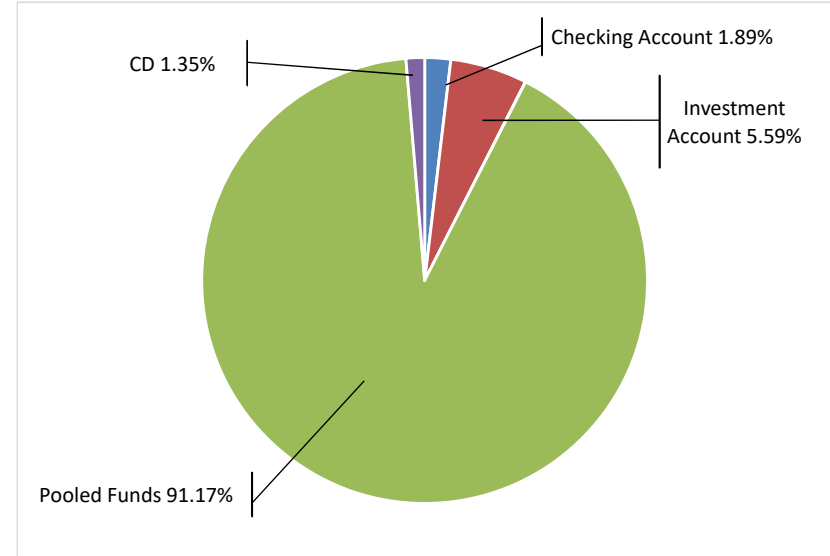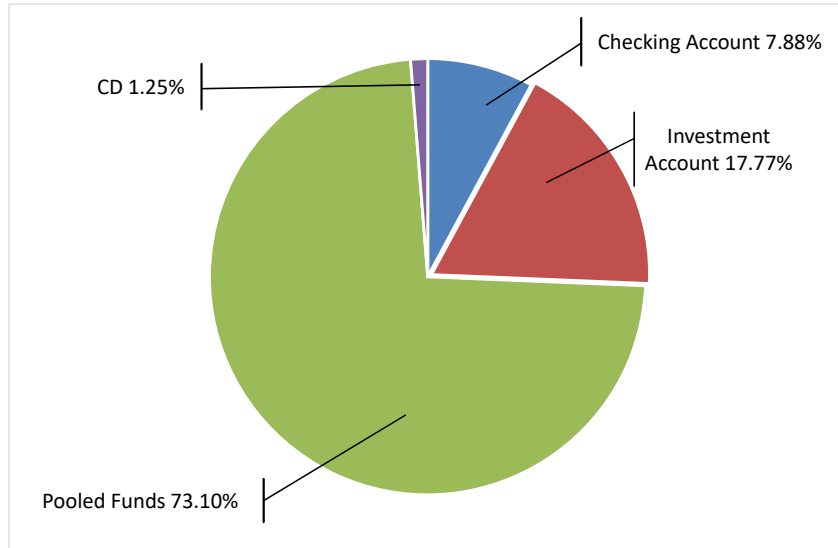
Dated: August 16, 2018   _____
                                                Allie Bush Idema, KDL Board Secretary

                                                _____
   Penny Weller, KDL Board Chair

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Monthly Cash Position Per Bank
Month ended July 31

Checking Account 7.88%

CD 1.25%

Investment Account 17.77%

Pooled Funds 73.10%

Checking Account 1.89%

CD 1.35%

Investment Account 5.59%

Pooled Funds 91.17%

2018		
Account	**Rate**	**Amount**
Huntington Checking Account	0.166%	$1,657,451.02
Huntington Investment Account	0.300%	$3,737,549.84
*Kent County Pooled Funds	0.956%	$15,372,757.83
First National Bank	1.240%	$261,844.68
		$21,029,603.37

2017		
Account	**Rate**	**Amount**
Huntington Checking Account	0.150%	$362,305.17
Huntington Investment Account	0.300%	$1,068,686.92
*Kent County Pooled Funds	0.845%	$17,450,588.31
First National Bank	1.045%	$258,660.94
		$19,140,241.34

* Includes Trust Pooled fund balances

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

Monthly Revenues and Expenditures
Month ended July 31

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Kent District Library
www.kdl.org
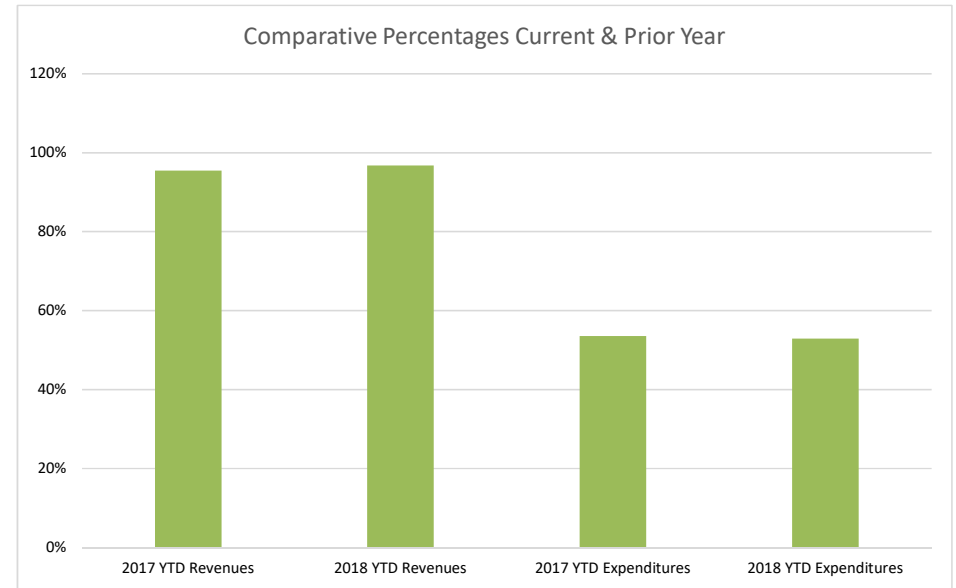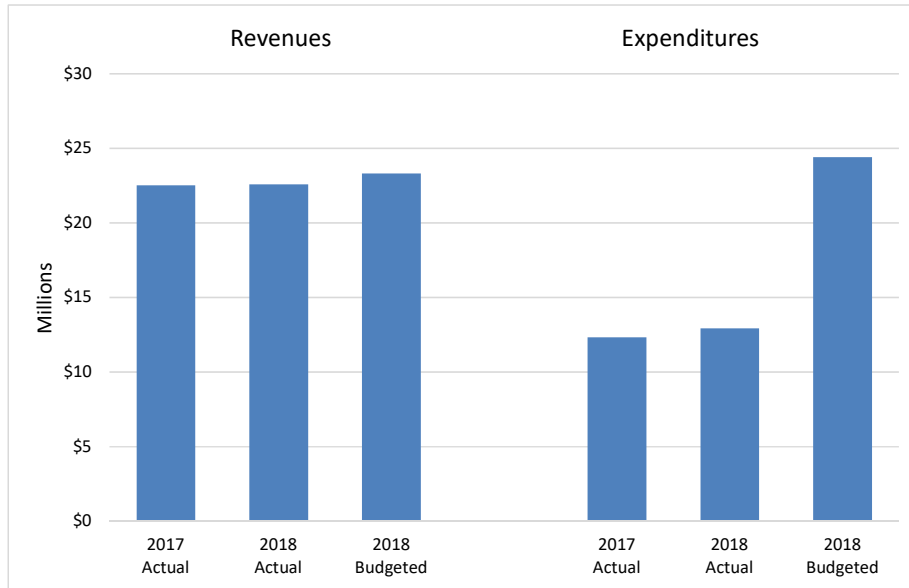
Budget to Actual with Prior Year Comparison

Revenues

2017 Actual	$	22,524,719
2018 Actual	$	22,585,144
2018 Budgeted	$	23,321,286

Expenditures

2017 Actual	$	12,341,425
2018 Actual	$	12,924,169
2018 Budgeted	$	24,407,982

Comparative Percentages Current & Prior Year

Account	Amount
2017 YTD Revenues	95.5%
2018 YTD Revenues	96.8%
2017 YTD Expenditures	53.6%
2018 YTD Expenditures	53.0%

<div align="center">

Kent District Library
Board Budget to Actual
101 - General Fund
From 1/1/2018 Through 7/31/2018
(In Whole Numbers)

</div>

	YTD Actual	2018 Amended Budget	2018 Amended Budget to Actual Variance	Percent Remaining
Revenues				
Taxes	21,167,271	21,261,500	(94,229)	(0)%
Licenses and Permits	2,338	2,500	(162)	(6)%
State Grants	185,086	610,000	(424,914)	(70)%
Contributions from Local Units	897,253	479,000	418,253	87 %
Charges for Services	61,437	50,000	11,437	23 %
Fines and Forfietures	107,239	75,000	32,239	43 %
Investment Income and Rentals	121,009	83,500	37,509	45 %
Other Revenue	43,511	709,786	(666,275)	(94)%
Other Financing Sources	0	50,000	(50,000)	(100)%
Total Revenues	22,585,144	23,321,286	(736,142)	(3)%
Expenditures				
Personal Services	7,751,002	14,215,459	6,464,457	45 %
Supplies	1,716,191	2,351,675	635,484	27 %
Other Services and Charges	2,137,865	4,060,711	1,922,845	47 %
Capital Outlay	1,319,111	3,755,137	2,436,026	65 %
Other Financing Uses	0	25,000	25,000	100 %
Total Expenditures	12,924,169	24,407,982	11,483,812	47 %
Excess Revenue Over (Under) Expenditures	9,660,974	(1,086,696)	10,747,670	(989)%

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Kent District Library
Board Budget to Actual
245 - Business Consulting Special Revenue Fund
From 1/1/2018 Through 7/31/2018
(In Whole Numbers)

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	YTD Actual	2018 Amended Budget	2018 Amended Budget to Actual Variance	Percent Remaining
Revenues				
Charges for Services	30,919	100,000	(69,081)	(69)%
Other Revenue	0	1,000	(1,000)	(100)%
Total Revenues	30,919	101,000	(70,081)	(69)%
Expenditures				
Personal Services	8,355	60,000	51,645	86 %
Supplies	0	2,250	2,250	100 %
Other Services and Charges	21,057	12,750	(8,307)	(65)%
Total Expenditures	29,413	75,000	45,587	61 %
Excess Revenue Over (Under) Expenditures	1,506	26,000	(24,494)	(94)%

Kent District Library
Board Budget to Actual
271 - Fund Development Special Revenue Fund
From 1/1/2018 Through 7/31/2018
(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	48,964	93,500	(44,536)	(48)%
Other Financing Sources	0	25,000	(25,000)	(100)%
Total Revenues	48,964	150,505	(101,541)	(67)%
Expenditures				
Personal Services	58,717	90,601	31,884	35 %
Supplies	1,613	9,900	8,287	84 %
Other Services and Charges	6,936	49,845	42,909	86 %
Total Expenditures	67,267	150,346	83,079	55 %
Excess Revenue Over (Under) Expenditures	(18,303)	159	(18,462)	(11,611)%

Kent District Library
Board Prior Year Comparison
From Jan 1st Through July 31st
101 - General Fund

	YTD Ending July 31, 2017	YTD Ending July 31, 2018	Total Variance
Revenues			
Taxes	20,533,329	21,167,271	633,943
Licenses and Permits	-	2,338	2,338
State Grants	149,184	185,086	35,902
Contributions from Local Units	789,767	897,253	107,486
Charges for Services	55,312	61,437	6,125
Fines and Forfietures	88,338	107,239	18,901
Investment Income and Rentals	83,699	121,009	37,310
Other Revenue	825,091	43,511	(781,580)
Total Revenues	22,524,719	22,585,144	60,424
Expenditures			
Personal Services	7,196,650	7,751,002	554,352
Supplies	1,146,035	1,716,191	570,156
Other Services and Charges	2,704,998	2,137,865	(567,133)
Capital Outlay	1,293,741	1,319,111	25,370
Total Expenditures	12,341,425	12,924,169	582,744
Excess Revenue Over (Under) Expenditures	10,183,294	9,660,974	(522,320)

		Current Month	2018 YTD	2018 Amended Budget	2018 Amended Budget to Actual Variance	Percent Remaining
	Revenues					
	Taxes					
4402	Current property taxes	399,132	21,009,993	21,075,000	(65,007)	(0)%
4412	Delinquent personal property taxes	(398,522)	2,504	12,000	(9,496)	(79)%
4432	DNR - PILT	719	8,653	9,500	(847)	(9)%
4437	Industrial facilities taxes	0	146,122	165,000	(18,878)	(11)%
	Total Taxes	1,329	21,167,271	21,261,500	(94,229)	(0)%
	Licenses and Permits					
4478	Licenses and fees	0	490	0	490	0 %
4668	Royalties	660	1,848	2,500	(652)	(26)%
	Total Licenses and Permits	660	2,338	2,500	(162)	(6)%
	State Grants					
4540	State Aid	(1,524)	144,014	300,000	(155,986)	(53)%
4541	State aid - LBPH	20,535	41,072	0	41,072	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	19,011	185,086	610,000	(424,914)	(70)%
	Contributions from Local Units					
4581	Penal fines	831,140	831,140	454,000	377,140	83 %
4583	Contributions from public schools	16,154	66,113	25,000	41,113	164 %
	Total Contributions from Local Units	847,294	897,253	479,000	418,253	87 %
	Charges for Services					
4650	Printing/fax fees	10,051	61,437	50,000	11,437	23 %
	Total Charges for Services	10,051	61,437	50,000	11,437	23 %
	Fines and Forfietures					
4658	Overdue fines	15,119	107,239	75,000	32,239	43 %
	Total Fines and Forfietures	15,119	107,239	75,000	32,239	43 %
	Investment Income and Rentals					
4665	Interest earned on deposits and investments	19,787	114,343	75,000	39,343	52 %
4666	Interest Earned - Property Taxes	83	977	1,000	(23)	(2)%
4667	Building rental	800	5,689	7,500	(1,811)	(24)%
	Total Investment Income and Rentals	20,670	121,009	83,500	37,509	45 %
	Other Revenue					
4502	Universal Service Fund - eRate	0	0	621,786	(621,786)	(100)%
4672	Local grants	0	860	10,000	(9,140)	(91)%
4673	Restricted donations	1,024	20,271	0	20,271	0 %
4674	Unrestricted donations	172	6,043	50,000	(43,957)	(88)%
4676	Reimbursement of expenditures	(12,109)	0	0	0	0 %
4677	Program contributions	0	2,132	0	2,132	0 %
4685	Materials replacement charges	402	11,358	25,000	(13,642)	(55)%
4686	Sale of Equipment	0	65	0	65	0 %
4688	Miscellaneous	1,659	2,782	3,000	(218)	(7)%
	Total Other Revenue	(8,851)	43,511	709,786	(666,275)	(94)%
	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	905,283	22,585,144	23,321,286	(736,142)	(3)%

		Current Month	2018 YTD	2018 Amended Budget	2018 Amended Budget to Actual Variance	Percent Remaining
	Expenditures					
	Personal Services					
5700	Board Stipend	210	1,500	3,360	1,860	55 %
5701	Administrator wages	68,227	501,733	849,839	348,105	41 %
5702	Managers wages	156,929	1,117,236	2,137,350	1,020,114	48 %
5703	Support Staff wages	334,959	2,363,542	4,237,588	1,874,046	44 %
5704	Operations	244,583	1,852,071	3,280,529	1,428,458	44 %
5705	Interns	12,211	25,987	77,587	51,600	67 %
5706	Extra duty stipends	0	0	20,000	20,000	100 %
5708	Subs	28,733	151,789	247,000	95,211	39 %
5709	FICA	62,392	443,875	830,292	386,417	47 %
5716	Defined Benefit Pension Plan Expenditures	7,368	54,024	108,267	54,243	50 %
5717	Defined Contribution Pension Plan Contributions	15,894	110,165	436,439	326,273	75 %
5718	Employee Health Benefits	88,014	681,210	1,356,514	675,304	50 %
5719	Part-time Employee Health Benefits	15,920	65,984	220,000	154,016	70 %
5720	HSA/Flex	3,805	339,820	336,000	(3,820)	(1)%
5723	Retiree Health Care OPEB	(1,686)	1,070	1,500	430	29 %
5724	Life Insurance	2,071	15,851	25,190	9,339	37 %
5725	Additional Life Insurance	2,105	7,785	14,100	6,315	45 %
5726	Housing Allowance	1,000	7,000	12,000	5,000	42 %
5727	Gradifi Student Loan Assistance	1,125	7,825	15,750	7,925	50 %
5728	YMCA Membership Support	80	670	1,800	1,130	63 %
5730	Other Employee Benefits	0	1,865	4,355	2,490	57 %
	Total Personal Services	1,043,941	7,751,002	14,215,459	6,464,457	45 %
	Supplies					
5750	Processing Supplies	8,969	64,310	169,700	105,390	62 %
5751	Office Supplies	3,169	26,446	45,810	19,364	42 %
5752	Paper	1,250	16,843	19,095	2,252	12 %
5753	AV Supplies	105	8,594	17,000	8,406	49 %
5754	Disposable Technology <$1000	8,225	143,302	236,145	92,843	39 %
5755	Maintenance Supplies - Custodial	758	2,444	5,160	2,716	53 %
5756	Water Cooler	354	4,965	2,300	(2,665)	(116)%
5757	Meeting Center Supplies	190	1,033	3,000	1,967	66 %
5759	Gas, Oil, Grease	173	665	3,500	2,835	81 %
5760	Technology Accessories	359	8,069	0	(8,069)	0 %
5765	Wellness Supplies	0	4,541	5,000	459	9 %
5766	Team KDL Supplies	0	0	1,000	1,000	100 %
5767	New EE Shirts/Tote Bags	0	1,062	4,000	2,938	73 %
5768	Promotions Supplies	3,710	16,525	37,020	20,495	55 %
5769	Service Awards	0	3,056	4,200	1,144	27 %
5770	Other Awards/Prizes	0	78,429	84,550	6,121	7 %
5771	Beverages	0	93	0	(93)	0 %
5785	Cloud Library	215,000	665,000	937,680	272,680	29 %
5786	Hoopla	0	138,500	182,000	43,500	24 %
5787	Digital Collection	5,000	108,960	109,546	586	1 %
5788	Miscellaneous Electronic Access	2,042	174,160	181,108	6,948	4 %
5790	Books (not for circulation)	0	553	0	(553)	0 %

		Current Month	2018 YTD	2018 Amended Budget	2018 Amended Budget to Actual Variance	Percent Remaining
5791	Subscriptions	294	1,327	68,615	67,288	98 %
5792	Software Subscription	18,799	172,112	86,881	(85,231)	(98)%
5794	Outreach Supplies	4,718	16,938	15,085	(1,853)	(12)%
5795	Programming Supplies	10,972	36,408	40,570	4,162	10 %
5796	Youth Programming Supplies	292	3,720	42,600	38,880	91 %
5797	Teen Programming Supplies	451	4,440	8,770	4,330	49 %
5798	Adult Programming Supplies	1,457	4,822	5,900	1,078	18 %
5799	Miscellaneous Supplies	221	8,875	35,440	26,565	75 %
	Total Supplies	286,505	1,716,191	2,351,675	635,484	27 %
	Other Services and Charges					
5801	Professional Services	0	3,850	20,000	16,150	81 %
5802	Public Relations Consultant	0	5,427	10,000	4,573	46 %
5803	IT Consultant - Consulting Svcs.	0	0	8,400	8,400	100 %
5804	Other Consultants	0	3,700	20,000	16,300	82 %
5805	Audit Services	0	2,500	31,500	29,000	92 %
5806	Legal Services	2,757	35,072	16,500	(18,572)	(113)%
5808	ILS Consultant	0	0	200,000	200,000	100 %
5811	IT Contracted Services	3,915	60,930	113,400	52,470	46 %
5812	HR Contracted Services	(58)	5,629	2,000	(3,629)	(181)%
5813	Delivery Services	12,457	73,957	130,000	56,043	43 %
5814	Security Services	8,139	57,736	43,400	(14,336)	(33)%
5815	KDL Cruisers	2,665	20,165	30,000	9,835	33 %
5816	Employment Recruiter	113	1,063	5,000	3,938	79 %
5817	Lakeland Library Co-op services	984	2,953	4,500	1,547	34 %
5818	Shredding services	0	151	1,050	899	86 %
5819	Drug Screenings/background checks	82	1,644	3,500	1,856	53 %
5820	Other Professional Services	0	825	7,000	6,175	88 %
5822	Maintenance Contracts	0	700	4,300	3,600	84 %
5823	Inspection Services	0	912	1,500	588	39 %
5827	Catering	138	1,362	4,250	2,888	68 %
5829	Custodial/cleaning services	636	3,216	18,810	15,594	83 %
5830	Other Contracted Services	4,256	63,663	48,400	(15,263)	(32)%
5834	Wellness Services	(90)	750	5,000	4,250	85 %
5835	Team KDL Services	0	1,621	10,000	8,379	84 %
5836	Employee & Partner Care (Flowers, Etc)	213	509	0	(509)	0 %
5848	Mobile Hotspots	20,035	36,300	81,625	45,325	56 %
5849	Cell Phones/ Stipends	2,273	12,725	32,940	20,215	61 %
5850	Telephones	9,076	37,226	77,111	39,885	52 %
5851	Mail/Postage	359	1,913	8,305	6,392	77 %
5852	Internet/Telecomm Services	89,061	425,209	672,500	247,291	37 %
5860	Parking	26	315	1,490	1,175	79 %
5861	Mileage Reimbursement	2,624	18,798	46,457	27,659	60 %
5865	Programming Services	575	13,895	24,380	10,485	43 %
5866	Youth Programming Services	0	0	250	250	100 %
5867	Teen Programming Services	0	1,224	370	(854)	(231)%
5868	Adult Programming Services	0	1,900	6,500	4,600	71 %
5869	Restricted Donations Expenditures	500	500	0	(500)	0 %
5873	Website	7,583	68,710	118,845	50,135	42 %
5874	Employment Advertising	0	140	1,500	1,360	91 %

		Current Month	2018 YTD	2018 Amended Budget	2018 Amended Budget to Actual Variance	Percent Remaining
5875	System Advertising - Print	10,425	24,186	55,000	30,814	56 %
5876	System Advertising - Radio	0	300	5,000	4,700	94 %
5877	System Advertising - TV	807	7,291	20,000	12,709	64 %
5878	System Advertising - Social Media	44	721	14,000	13,279	95 %
5882	Branch Advertising - Social Media	71	71	0	(71)	0 %
5884	Photography	334	2,364	6,700	4,336	65 %
5885	Speakers/Performers	28,020	68,199	116,830	48,631	42 %
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	79	50,090	239,430	189,340	79 %
5893	Marc Records License	422	811	7,500	6,689	89 %
5900	Printing and Publishing	1,478	10,316	37,677	27,361	73 %
5901	Printing and Publishing - Kaleidoscope	0	5,619	15,000	9,381	63 %
5906	Promotions/Marketing	6,180	9,407	9,590	183	2 %
5907	Sponsorships/Donations	0	0	2,000	2,000	100 %
5910	Professional Development	6,200	48,968	102,795	53,827	52 %
5911	Conferences	1,301	26,387	62,005	35,618	57 %
5912	Meetings	445	3,220	13,250	10,030	76 %
5913	Travel/Lodging	9,242	60,988	125,410	64,422	51 %
5915	Memberships	1,901	19,283	41,723	22,440	54 %
5916	Dues and Fees	1,018	3,379	6,540	3,161	48 %
5918	Water/Sewer	679	4,692	3,500	(1,192)	(34)%
5919	Waste Disposal	524	2,580	7,200	4,620	64 %
5920	Electric	6,463	35,154	68,000	32,846	48 %
5921	Natural Gas	98	8,355	7,500	(855)	(11)%
5925	Snowplowing	0	9,642	8,115	(1,527)	(19)%
5926	Lawn/Landscaping	497	1,491	3,700	2,209	60 %
5928	Branch Maintenance Fees	96,189	288,567	387,282	98,715	25 %
5929	Land Repair and Maintenance	541	809	1,000	191	19 %
5930	Building Repair and Maintenance	0	7,867	39,500	31,633	80 %
5931	Equipment Repair and Maintenance	0	5,826	219,240	213,415	97 %
5932	Vehicle Repairs and Maintenance	0	810	4,070	3,260	80 %
5933	Software & IT Hardware Maintenance Agreements	0	221,551	28,540	(193,011)	(676)%
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	5,750	5,750	5,800	50	1 %
5938	Bond Insurance	50	9,004	10,960	1,956	18 %
5939	Workers Compensation Insurance	0	39,955	27,000	(12,955)	(48)%
5940	Rentals	3,345	6,473	13,055	6,582	50 %
5941	Printer/Copier Leases	2,171	46,002	64,445	18,443	29 %
5950	Airport Free Library	0	0	4,800	4,800	100 %
5955	Miscellaneous	(62)	2,359	14,070	11,711	83 %
5956	Other Benefits Administration Fees	1,321	4,550	300	(4,250)	(1,417)%
5957	Pension Administration Fees	0	0	3,000	3,000	100 %
5958	Payroll processing fees	4,911	37,893	55,000	17,107	31 %
5959	Sales Taxes	15	24	0	(24)	0 %
5960	Banking Fees	(3,456)	2,527	7,500	4,973	66 %
5961	TSYS/Credit Card Fees	4,892	4,892	7,600	2,708	36 %

		Current Month	2018 YTD	2018 Amended Budget	2018 Amended Budget to Actual Variance	Percent Remaining
5964	Property Tax Reimbursement	317	17,523	75,000	57,477	77 %
5965	MEL Return Items	26	1,502	1,000	(502)	(50)%
	Total Other Services and Charges	360,557	2,137,865	4,060,711	1,922,845	47 %
	Capital Outlay					
5974	Land Improvements - Depreciable	0	46,432	18,000	(28,432)	(158)%
5975	Building Improvements - Non-Depreciable	0	0	8,200	8,200	100 %
5976	Building Improvements - Depreciable	3,980	49,865	429,000	379,135	88 %
5977	Technology - Non-Depreciable ($1000-4999)	0	92,453	638,991	546,538	86 %
5978	Technology - Depreciable (5,000+)	0	7,499	533,025	525,527	99 %
5979	Equipment/Furniture - Non-Depreciable ($0-4999)	1,318	45,819	120,742	74,923	62 %
5980	Equipment/Furniture - Depreciable ($5000+)	0	15,261	120,800	105,539	87 %
5982	Collection Materials - Depreciable	82,476	713,633	1,207,055	493,422	41 %
5983	CD/DVD Collection Materials - Non-Depreciable	49,376	321,637	613,550	291,913	48 %
5984	Beyond Books Collection - Non-Depreciable	384	26,512	65,775	39,263	60 %
	Total Capital Outlay	137,534	1,319,111	3,755,137	2,436,026	65 %
	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	1,828,538	12,924,169	24,407,982	11,483,812	47 %
	Excess Revenue Over (Under) Expenditures	(923,255)	9,660,974	(1,086,696)	10,747,670	(989)%

Check Number	Vendor Name	Check Amount	Check Date
0785261400	At&T	1,415.25	7/18/2018
100000233914 07	Consumers Energy	5,169.07	7/10/2018
1691359	Arrowaste	309.47	7/11/2018
181660000529	Priority Health	128,230.67	7/2/2018
318117	Paychex	112.50	7/19/2018
387410	123.Net, Inc	2,928.00	7/10/2018
6152018	The Huntington Bank - Michigan	(37,468.57)	7/9/2018
616-R10 4031 06	At&T	3,724.40	7/3/2018
6169842022 07	At&T	134.57	7/24/2018
616R10403107	At&T	3,801.48	7/31/2018
7152018	The Huntington Bank - Michigan	37,468.57	7/31/2018
7152018.1	The Huntington Bank - Michigan	46,332.81	7/15/2018
74816	CLYDE WALTENBAUGH	35.35	7/16/2018
74817	Absopure Water Company	377.95	7/16/2018
74818	Accountemps	3,771.84	7/16/2018
74819	Anjie Gleisner	20.97	7/16/2018
74820	At&T Long Distance	34.51	7/16/2018
74831	Baker & Taylor	39,815.68	7/16/2018
74832	Banner Life Insurance Company	909.62	7/16/2018
74833	Bibliotheca, Llc	217,000.00	7/16/2018
74834	Blackstone Audio Inc	409.94	7/16/2018
74835	Bruce R. Lillie P.C.	705.00	7/16/2018
74836	CareATC, INC	15,920.00	7/16/2018
74837	CDW Government, Inc.	15,810.00	7/16/2018
74838	Citizens Insurance Company	1,240.00	7/16/2018
74839	Citizenshirt	3,825.00	7/16/2018
74840	Claire Horlings	17.50	7/16/2018
74841	Comcast Cable	164.90	7/16/2018
74842	Comerica Bank	10,381.16	7/16/2018
74843	Critter Barn	3,950.00	7/16/2018
74844	Crown Lift Trucks	11,500.00	7/16/2018
74845	Diane Cutler	11.00	7/16/2018
74846	DK Security	2,878.63	7/16/2018
74847	Everstream Holding LLC- Michigan	46,979.14	7/16/2018
74848	Gale/Cengage Learning	547.05	7/16/2018
74849	Gootjes Assoc. Inc	106.45	7/16/2018
74850	GR Bikes, LLC	2,500.00	7/16/2018
74851	Harsha Gohil	1,135.00	7/16/2018
74852	Heart Of West Michigan United Way	119.50	7/16/2018
74853	Heidi Fitzgibbon	32.94	7/16/2018
74854	Holly Goulet	100.00	7/16/2018
74855	Home Repair Services of Kent County, Inc.	225.00	7/16/2018
74856	Imagequest Screenprinting & Embroidery	35.00	7/16/2018
74857	Ingram Library Services Llc	0.00	7/16/2018
74870	Ingram Library Services Llc	33,482.71	7/16/2018
74871	Interpersonal Frequency	7,568.75	7/16/2018
74872	IP Consulting, Inc.	262.50	7/16/2018
74873	Jamie Jewell	2,475.00	7/16/2018
74874	Joshua Bernstein	16.56	7/16/2018
74875	Kaitlin Tang	24.50	7/16/2018
74876	Karen Small	15.00	7/16/2018
74877	Katherine Lawerence	25.37	7/16/2018

Check Number	Vendor Name	Check Amount	Check Date
74878	Kristi Kaluski	21.80	7/16/2018
74879	Kushner & Company Inc	933.03	7/16/2018
74880	Lakeland Library Cooperative	984.25	7/16/2018
74881	Larry Robson	1,200.00	7/16/2018
74882	Laura Powers	174.85	7/16/2018
74883	Laura Verkaik	25.98	7/16/2018
74884	Lewis Paper	792.41	7/16/2018
74885	Linda Grit	837.27	7/16/2018
74886	Lisa McNeilley	61.00	7/16/2018
74887	Lynn Porter	350.00	7/16/2018
74888	Lyrasis	200.00	7/16/2018
74889	Mary Markaity-Sullivan	26.00	7/16/2018
74890	Medema Consulting Associates Llc	2,275.00	7/16/2018
74891	Michelle Boisvenue-Fox	18.51	7/16/2018
74892	Michigan Office Solutions (MOS)	2,171.05	7/16/2018
74893	Mideastern Michigan Library Cooperative	60.00	7/16/2018
74894	Midwest Collaborative For Library Services	5,634.00	7/16/2018
74906	Midwest Tape	21,640.91	7/16/2018
74907	MikeAndYo, LLC	500.00	7/16/2018
74908	Monica Walen	42.47	7/16/2018
74909	Morgan Hanks	17.98	7/16/2018
74910	MorningStar Health	4,900.00	7/16/2018
74911	MPELRA	50.00	7/16/2018
74912	Nationwide	703.14	7/16/2018
74913	Newsbank, Inc.	1,835.00	7/16/2018
74914	Noordyk Business Equipment	1,750.62	7/16/2018
74915	Outdoor Discovery Center	270.00	7/16/2018
74916	Pam Spring Advertising, Llc	380.00	7/16/2018
74917	Penguin Random House, Llc.	665.00	7/16/2018
74918	PM Engraving Company	67.55	7/16/2018
74919	Presidio Networked Solutions Group, Llc	6,185.00	7/16/2018
74920	Proscreening	82.00	7/16/2018
74921	RECORDED BOOKS, INC	1,187.90	7/16/2018
74922	RNL Graphics Solutions, LLC	5,344.69	7/16/2018
74923	Russian Publishing House Ltd.	104.03	7/16/2018
74924	Same Day Delivery, Inc	11,086.00	7/16/2018
74925	Sara Magnuson	11.90	7/16/2018
74926	Sierra Dejonge	30.96	7/16/2018
74927	Solarwinds	1,016.00	7/16/2018
74928	SpartanNash Company	250.67	7/16/2018
74929	SpartanNash Company	213.22	7/16/2018
74934	Staples Business Advantage	3,444.41	7/16/2018
74935	Strategic Fundraising Coach	3,500.00	7/16/2018
74936	Submittable	8,000.00	7/16/2018
74937	TerHorst & Rinzema Construction Co.	9,560.00	7/16/2018
74938	The Village Puppeteers	2,000.00	7/16/2018
74939	Thomas M. Plunkard	2,100.00	7/16/2018
74940	Tom Diab	11.00	7/16/2018
74941	Town & County Technologies	1,793.90	7/16/2018
74942	Trailer Express, Inc	405.00	7/16/2018
74943	Trivalent Group, Inc-Systems Division	147,033.37	7/16/2018
74944	UAW Local 2600	1,766.15	7/16/2018

Check Number	Vendor Name	Check Amount	Check Date
74945	Vanessa Walstra	12.00	7/16/2018
74946	Walker City Treasurer	316.92	7/16/2018
74947	West Bend Mutual Insurance Company	50.00	7/16/2018
74948	West Michigan Therapy Dog Association	500.00	7/16/2018
74949	William Schulert	750.00	7/16/2018
74950	Absopure Water Company	203.00	7/20/2018
74951	Accountemps	1,021.44	7/20/2018
74952	All Season Lawn Care	497.00	7/20/2018
74953	Anjie Gleisner	25.76	7/20/2018
74954	Audria Larsen	1,400.00	7/20/2018
74955	Autumn Reed	23.24	7/20/2018
74956	Bangarang Circus	1,700.00	7/20/2018
74957	Blackstone Audio Inc	1,011.92	7/20/2018
74958	Broadview Product Development	1,168.75	7/20/2018
74959	CDW Government, Inc.	1,497.00	7/20/2018
74960	Cheryl Cammenga	38.26	7/20/2018
74961	Claire Horlings	59.07	7/20/2018
74962	Comcast Cable	214.90	7/20/2018
74963	Comprenew	214.90	7/20/2018
74964	Cooperfly Creative Arts	1,125.00	7/20/2018
74965	Corinne Roberts	840.00	7/20/2018
74966	DK Security	2,138.50	7/20/2018
74967	Edc Educational Services	194.87	7/20/2018
74968	Elizabeth Bruno	16.94	7/20/2018
74969	Federal Armored Truck, Inc	122.55	7/20/2018
74970	Findaway World, Llc	451.10	7/20/2018
74971	Gordon Water Systems	134.30	7/20/2018
74972	GR Bikes, LLC	165.00	7/20/2018
74973	Grand Rapids Building Services	430.00	7/20/2018
74974	Grand Rapids Symphony Foundation	1,000.00	7/20/2018
74975	Innovative Sound Solutions	839.80	7/20/2018
74976	Lance Werner	20.88	7/20/2018
74977	Lasers Resource	532.50	7/20/2018
74978	Lynn Porter	1,050.00	7/20/2018
74979	Mandy Thompson	1,400.00	7/20/2018
74980	Mlive Media Group	593.00	7/20/2018
74981	Pam Spring Advertising, Llc	807.00	7/20/2018
74982	Penguin Random House, Llc.	355.00	7/20/2018
74983	Randall Goble	266.40	7/20/2018
74984	RECORDED BOOKS, INC	5,000.00	7/20/2018
74985	Robert Reider	800.00	7/20/2018
74986	Roger DeVries	27.95	7/20/2018
74987	Same Day Delivery, Inc	1,446.00	7/20/2018
74988	Sarah Ann Weller	189.86	7/20/2018
74989	Shaunna Martz	12.72	7/20/2018
74990	Shirley Bruursema	46.43	7/20/2018
74991	Spoon Man Inc.	1,300.00	7/20/2018
74992	Staples Business Advantage	146.22	7/20/2018
74993	Susan VandenBerg	360.00	7/20/2018
74994	Teresa Wahl	16.64	7/20/2018
74995	The Library Network	354.00	7/20/2018
74996	Wade Gugino	850.00	7/20/2018

Check Number	Vendor Name	Check Amount	Check Date
74997	West Michigan Office Interiors	2,618.00	7/20/2018
74998	Yuko Roberts	6.95	7/20/2018
910020326757	Dte Energy	98.12	7/6/2018
9808232176	Verizon Wireless - MiFy Routers & Cell phones	3,912.28	7/5/2018
9808232177	Verizon Wireless - Hot Spots and Service	7,830.52	7/5/2018
9808271230	Verizon Wireless - Router and Data Services	83.20	7/5/2018
Elec MC 07-2018	Consumers Energy	1,294.37	7/13/2018
RIS0001896987	Delta Dental Of Michigan	296.44	7/9/2018
Report Total		920,178.46	

KDL
Kent District Library

Information.
Ideas.
Excitement!

DIRECTOR'S REPORT
July 2018

BRANCH UPDATES

In Appendix 1 of the packet, you will find the results of a community resource survey broken down by branch. The survey was constructed to give the new Community Resource Workgroup a starting point on how to help branch staff provide community resources information to patrons. Staff were given a list of topics and asked to check the ones that they get questions about. Technology was selected by nearly every staff member who took the survey. For this month's report, managers were asked to review the data for their branch, note the top reported resource, and share an impact story that shows how staff have meaningfully helped patrons in that area.

Alpine
At Alpine, the most reported topic patrons request help with was technology. Staff often assist patrons on the computer and help them with printing, scanning, locating and completing job applications online, CloudLibrary installation, and many more tasks. One day a staff member assisted a patron with genealogy and, after locating a certain relative using one of the KDL databases, she came up to chat and explain how she located this relative and that the journey was taking her in another direction. Another patron overheard, and before you know it they were having a full-blown genealogy conversation in the library. That personal connection and taking the time to listen made for a great story for all of us.

Alto
Like most of the branches, the item that got the largest response was technology. This is a broad category in which there have been many changes throughout the years. In the past, technology help was assisting patrons on the computers, personal devices, and with navigating Microsoft Office. Now, it is mostly help with digital books (and other offerings). The patron handouts are great and the branch goes through several of them in a week. The circumstance where the value of these handouts particularly stands out is with truck drivers. Between the actual driving time and sitting around waiting for loading and unloading, these drivers go through many books. The size of the digital collection and the ease of downloading anywhere with a Wi-Fi connection are very much appreciated.

Byron
At KDL's Byron Twp. branch, staff strive to provide patrons with the information, ideas, and excitement they have come to expect. Today, one of the most requested services is technology assistance. From basics like showing someone how to navigate a website or "double-click" a mouse, to more advanced efforts such as highlighting new features of the latest Windows operating system or troubleshooting a problematic electronic device, staff encounter these challenges on a daily basis. While many of Byron's patrons often express gratitude for the service, it is particularly evident after helping them overcome a challenge related to technology. One patron, after receiving help to set up a Microsoft Exchange email account on their phone, told us that she was "just about ready to give up" until she was told by a friend that the library might be able to help. Another patron, after struggling with Wi-Fi connectivity issues on his laptop, was delighted when staff helped him resolve his issue by running a simple diagnostic test. He was thrilled that he didn't "have to pay an arm and a leg" to have someone else troubleshoot the issue. Byron staff are fortunate to be in a position where these services can be offered to those in need and staff believe it is a key component in keeping libraries relevant today. Just like technology, the library is constantly evolving and, at the Byron Twp. branch, staff is proud to be a part of that evolution!

Caledonia
At Caledonia, the majority of staff members report receiving questions about technology. Staff see patrons frequently come in needing help with technology and, although there are many stories, this most recent story stands

out. A couple with no computer skills came into the branch to fill out paperwork to get a dog from Paws with a Cause. Staff didn't have time that day to assist them with everything they needed, so Crystal scheduled a Tech Tutoring session with them. They first had to create an email account and then she helped them fill out the online form. They were also financially struggling to pay for the print job so staff ended up printing the forms so they didn't have to pay. The couple came back for a second session to see if they got accepted, but the Gmail account they had created started giving them trouble because they didn't have a cell phone for security purposes. Crystal was somehow able to fix it and they found out that they did get accepted into the program. Staff do not know for sure when they will get a dog to help them, but everyone is hopeful that it will happen soon!

Cascade
At Cascade, 85% of staff report getting questions about technology. Keeping up with an ever-changing technology landscape is a challenge for everyone, but for those who find technology difficult to begin with, these frequent changes move from difficult to painful. The staff at the Cascade Township branch has worked to develop a vibrant technology-assistance program to address this issue for patrons. Cascade staff provides multiple 1:1 technology tutoring sessions each week, and there are regular patrons who return again and again to learn new ways to make use of their computers and gadgets. One recent note I received expressed the following:

"I wanted you to know how thrilled I am with the one-on-one tech times with Penni and Tricia. They have been kind, considerate and taught an ancient old woman so much. They are awesome! You have a wonderful staff and I am especially grateful to my 2 tech teachers. They deserve a round of applause!"

Cascade also has a monthly Apple Users Group, which answers questions related to all things Apple. Recently, Branch Manager Vanessa Walstra sat in on this group and assisted Nanette as she ably answered the attendees' questions. One participant, after hearing Vanessa was the new manager, said "Please don't ever cancel this group. I wouldn't know how to do anything on my tablet without it!" Vanessa assured her that KDL would continue to be here for her to help her with technology questions. It is a privilege for staff to help the Cascade community bridge this daunting gap!

Comstock Park
At Comstock Park, 75% of staff reported receiving questions about technology and employment resources. During a one-on-one tech session Laura Youells, Adult Parapro, helped a patron apply to jobs. The patron had been unemployed for almost a decade and her husband was no longer able to work. The couple was too young to retire so she had to seek employment. She was very overwhelmed with computers and the employment application process because it is almost all online now. Laura had about three sessions with her and helped guide her through the process. Together they applied for five different jobs before the patron found a position at Meijer. The patron was very grateful that Laura took the time to help her with technology and in finding employment.

In another instance Ashley, Youth Librarian, helped an elderly couple discover how to use the Zillow website. They were amazed that they could see so much information from one website, including tax information, property values, and pictures. They said that learning so much in one place would save them a lot of time on the road for checking out houses. Ashley even helped them filter the results to find a closer neighborhood with the amount of land they wanted and then proceeded to use Google Maps to show them the exact location.

East Grand Rapids
Some technology questions are considered simple from the point of view of library staff, but may not be simple for someone else. Several weeks ago, an elderly couple walked through the doors. The man had a tutoring appointment with Kelaine, and the woman approached a staff member to pick up an item in the holds area. After helping her find her hold, the staff member directed her to the self-checkout station. She declined to use it, saying she always had her son or husband check out for her. The staff member assured her that it was simple and they would love to show her. After a moment of internal debate, she agreed. After being shown the process, she was able to figure it out the second time. Rarely have staff seen such a sudden change in someone's demeanor! Her head was held higher and her step more sure. Her parting words were "Well, if my husband dies, I can at least check out my own books!"

Some technology questions are much longer, convoluted and require staff time. An elderly woman came to the library to get help navigating the numerous online hurdles of getting a Visa to Tajikistan so she could go on a mission trip. Toby was able to work through the entire process with her so she could get her Visa. This was a great example of success with a long and difficult technology question!

Gaines

The majority of staff at the Gaines branch report getting requests for technology assistance. Many of the patrons need assistance in navigating employment websites to complete job applications, apply for government assistance, or complete immigration or employment authorizations. Staff recently helped a patron to identify, locate, and submit the immigration forms he needed in order to obtain legal employment authorization in the United States. This patron did not know how to navigate the INS website or how to send an attachment via e-mail. Staff were able to walk him through that process. This patron had been referred to the library to by another organization for help. He was thankful and relieved to find the help he needed here at the library.

Grandville

The majority of Grandville staff report receiving patron requests for Technology assistance and Employment/Career assistance. These two areas actually go hand in hand and make up a lot of the interactions staff have with patrons here in the library. One particular patron who comes to mind has recently started coming to the branch for technology tutoring and to use the computers. She is brushing up her computer skills in the hopes of finding work, but is also learning more about word processing as she likes to write rap poetry and has been able to do that on the patron computers and print it out. The patron has expressed her gratitude for the help she has received from staff and the technology she is able to use at the branch. The best moment was when Branch Manager, Josh Bernstein, ran into her outside of the branch on a Sunday morning recently and she was so excited to see him. She went out of her way to tell him how thankful she was for the 2 or 3 staff members who have been working with her, and how much staff have lifted some of her fear of learning a new thing. Seeing her away from the library and expressing how thankful she is for the help really reminds us how important those daily interactions staff have on learning to use the computers can be to patrons.

FEATURED DEPARTMENT: OUTREACH

Bookmobile

The bookmobile is expected to arrive in the month of September. The construction process, collections, art design and schedule are being designed with the underserved in mind and the programing for children focuses in third grade reading levels. The project is expected to have a biweekly schedule visiting schools and community stops alike.

Library Card Challenge
The Library Card Challenge is a national project to partner with local school districts to increase the use of the library resources, and support teaching staff and students in the learning process. This year, KDL expects to have the Kentwood School District by the end of the month of September and, through the partnership with KSSN, include at least seven other schools. This project is being promoted in conjunction with the bookmobile.

KDL Free Libraries:
The KDL free libraries are a wonderful way to create inviting spaces for patrons to engage with the library system. This year, KDL hosts 13 free libraries all over the county, maintained and promoted through a close collaboration between branches and the community.

The Community Engagement Department leads three KDL free libraries that require more frequent visits or that are specifically targeting a population, and these are:

1. **Airport**
   In collaboration with the Gerald Ford Airport, KDL offers two free libraries to travelers, who can access two shelves located on opposite sides of the airport. Since its placement, this project has had great reviews.
2. **Books on the Bus**
   KDL has forged a partnership with The Rapid to bring books to 12 buses, and a bookshelf in the main station. The project is expected to be up and running in the month of September 2018.
3. **Bethany Christian Services**
   KDL partners with Bethany Christian Services to bring books in Spanish for foster care and group homes for children twho have been displaced, immigrant minors, refugee seekers and kids in the foster care system who are from Hispanic North, South and Central America, and the Caribbean.

KDL Outreach Process
This year, the Community Engagement Department is working in a user-friendly way to receive community requests and connect people to their closest branch to start a conversation. KDL hopes to create a way to capture patron's voice and impact the design of KDL programing to better reflect the communities the library serves. Additionally, creating a seamless process to request KDL presence or involvement can help staff diversify their training, making the outreach department stronger and better prepared.

Outreach Events
Throughout the year, KDL participates in outreach events focusing on the underserved populations. These are some examples of events in which KDL has participated so far:
1. KCC Job Fair
2. Inmates and jail services
3. Asian American Festival
4. The Grand Rapids Farmers Market
5. JAFAX
6. Latino-American Festival – El Arepazo
7. Mexican Festival
8. Farm Worker Appreciation Day
9. The Pride Festival
10. Senior citizen visits
11. Americans with Disabilities Act Celebration

Summer Interns
The summer interns are a group of 18 students who are hired during the summer months (June to September) to

work for a KDL branch, focusing on but not limited to Outreach activities and opportunities. The experience has been great so far and this group has become a precursor for KDL employment.

Community Engagement Meetings
This year, KDL is taking the initiative to invite members of local ethnic communities to actively participate in current events and in the design of new programing. With this effort KDL hopes to engage members for potential volunteer and employment opportunities, increasing representation and learning from them.

Increasing KDL Language Accessibility
The increasing need for language accessibility not only in promotions, but also in programing has been evident for a few years now. This year, KDL is starting to offer simultaneous interpretation for some events where LEPs (limited English persons) are expected to attend. KDL is also considering the purchase of simultaneous interpretation equipment for multiple languages.

OUTREACH STATS

TOTAL # OF OUTREACH EVENTS

■ FY 2018   ■ FY 2017

	Jan	Feb	Mar	Apr	May	Jun	Jul
■ FY 2018	184	233	257	164	245	97	106
■ FY 2017	158	201	243	163	229	142	122
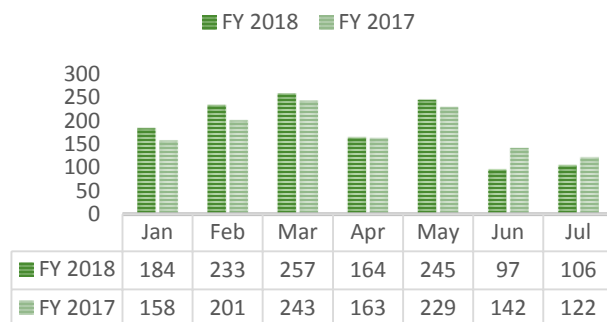
TOTAL OUTREACH ATTENDANCE

■ FY 2018   ■ FY 2017

	Jan	Feb	Mar	Apr	May	Jun	Jul
■ FY 2018	6,85	8,86	15,5	6,56	30,9	12,2	6,52
■ FY 2017	7,352	9,199	15,51	6,905	18,05	15,58	7,104

COMMUNITY EVENTS

■ FY 2018   ■ FY 2017

	Jan	Feb	Mar	Apr	May	Jun	Jul
■ FY 2018	15	16	15	11	9	37	33
■ FY 2017	6	9	14	10	11	42	46
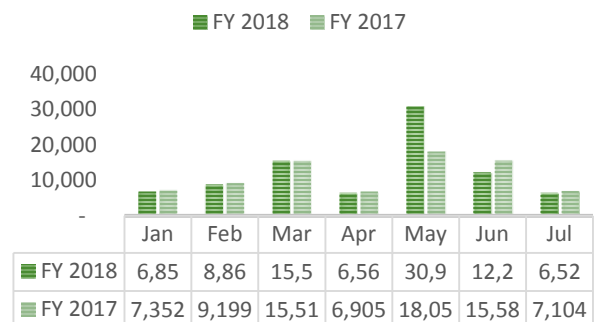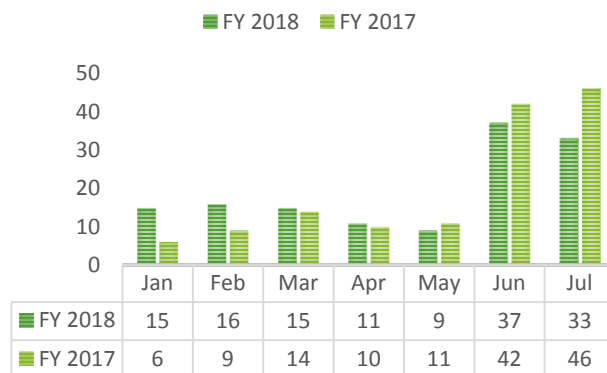
COMMUNITY EVENTS ATTENDANCE

■ FY 2018   ■ FY 2017

	Jan	Feb	Mar	Apr	May	Jun	Jul
■ FY 2018	730	1,253	2,427	1,677	1,091	7,305	4,770
■ FY 2017	1,644	739	2,406	857	426	5,408	4,378
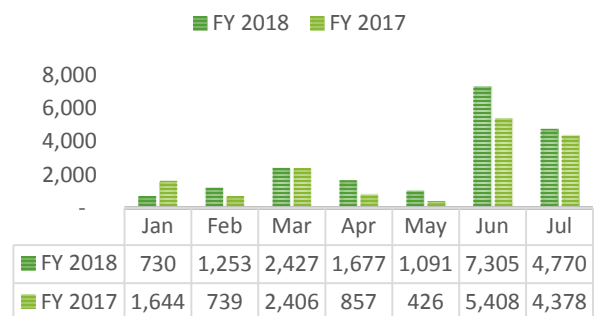
SCHOOL PARTNERSHIP EVENTS

FY 2018   FY 2017

	Jan	Feb	Mar	Apr	May	Jun	Jul
FY 2018	120	161	173	98	177	32	39
FY 2017	94	132	168	95	155	72	36
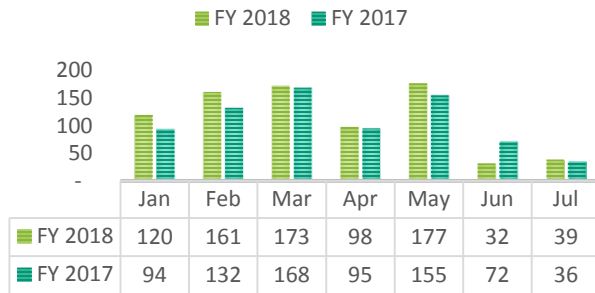
SCHOOL PARTNERSHIP ATTENDANCE

FY 2018   FY 2017

	Jan	Feb	Mar	Apr	May	Jun	Jul
FY 2018	5,304	6,595	11,41	4,107	28,32	4,407	1,347
FY 2017	4,398	7,129	11,261	4,851	16,228	9,764	1,949

SENIOR CITIZEN EVENTS

FY 2018   FY 2017

	Jan	Feb	Mar	Apr	May	Jun	Jul
FY 2018	26	22	32	26	26	26	27
FY 2017	22	25	25	27	22	20	23
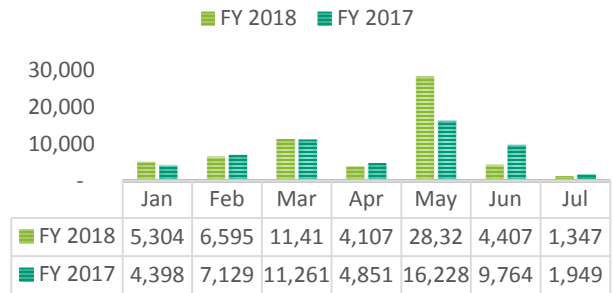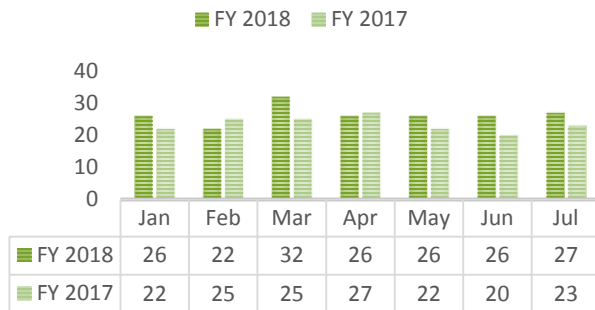
SENIOR CITIZEN ATTENDANCE

FY 2018   FY 2017

	Jan	Feb	Mar	Apr	May	Jun	Jul
FY 2018	221	147	400	190	269	202	220
FY 2017	198	243	258	350	161	149	162
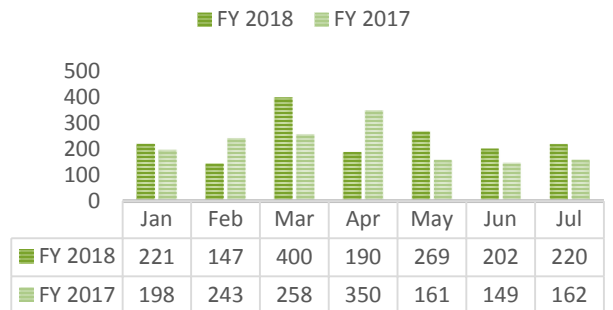
WHAT'S GOING ON AT KDL

KDL Service and Meeting Center
The roof and HVAC planning is underway. Raising of the HVAC units to prepare for the roof will likely start at the end of August and Troost Services said that the Service Center will not have to go without AC during that time. However, the unit replacement will likely leave the HR, IT and PSD area without AC for a couple of days and accommodations will be made for staff during that time. The roof repair will likely start at the end of September and will be done within two weeks. Sections will be done at a time so if one part of the building gets too noisy, staff can retreat to the opposite side of the building. Both companies are working with the Operations Coordinator to make sure room rentals and staff meetings are not disturbed during that time.

The mezzanine is almost completed! There were a few setbacks when the building inspectors asked the contractors to install a few extra items that were not planned for. When the building inspectors give final approval, all the boxes being stored in different parts of the building can be moved to the mezzanine. One thing that was purchased as part of the mezzanine is a lift stacker which will lift pallets of boxes to the second floor of the mezzanine so staff do not have to haul hundreds of heavy boxes up and down stairs. One staff member is going to train the trainer certification classes so that onsite training can be done for those that need to use the lift stacker. Staff cannot wait to use this piece of equipment as it will make moving pallets and other items much easier.

Volunteer Coordinator Update
KDL Volunteer Coordinator, Calli Crow, is working with Hennie Vaandrager and Morgan Hanks to create a

prototype Reading Buddy volunteer opportunity for high school and college students, hopefully for summer 2019. This age group often needs service hours, but doesn't fit into the "Teen Crew" or adult categories very well, and placing them in opportunities that are a good fit is often challenging. With the Ruff Readers program model in mind, staff are working on a prototype that would engage these volunteers with kids K-5th grade to work toward Summer Reading (eventually "I Read Today") goals. This would also work toward KDL's strategic goal to help with the 3rd grade literacy problem in Kent County. Look for more info to come at a later date. Staff will be presenting this and a couple other related proposals to Leadership Team later in August.

Calli is also currently working on a smooth onboarding and orientation process incorporating best practices learned at the Minnesota Association of Volunteer Administrators Conference in June. Beginning with taking some space on the website to "tell the story," KDL can begin to welcome volunteers into an experience that is valuable for everyone involved. Look for some fun branding while KDL works on better engaging the community through quality relationships with volunteers. The goal is to start by improving their experience from the moment they Google "Volunteer at KDL".

Recruiting volunteers for SuperPartyWonderDay and Literary Libations has begun. KDL will likely use 75 community volunteers to help with SuperParty and 10 staff/volunteers for Literary Libations. Spread the word via your friends and family and social media!

Building Update: Ada
The Ada Building Committee met on July 19 for a Schematic Design Workshop and Programming Review. Mindy Sorg of OPN led the group in a discussion of the ideas and preferences that were voiced at the first design meeting last month. Lindsey Dorfman and Penni Zurgable have continued their discussions with Mindy about staff needs and collection sizes.

On Monday, July 23, the Building Committee attended a tour of the East Grand Rapids Branch that was led by Dawn Lewis, Branch Manager. Following the tour were two focus group meetings, first with representatives of the Ada Community Church, who will share a parking lot with the new branch. The final focus group was labeled a "Community Open House" inviting Ada residents to hear about the site and share their hopes and expectations for the library. Both groups were positive and excited to have a library in Ada.

Building Update: Grandville
It has been a big month for the potential Grandville Branch Expansion project. The city council has decide it is time to move past the space needs stage and move on to fundraising toward a future expansion. They have officially approved a contract with Hopkins Fundraising to begin the fundraising campaign in August. This process will last roughly a year, with the first few months spent creating the assorted needed documents, as well as building and training the team. This fall or early winter, the work of asking for donations and doing the fundraising will begin, with the goal of completing this campaign next July.

Building Update: Krause
The City of Rockford is in the process of setting up a meeting between the City, KDL, and representatives from the surrounding townships (Algoma, Cannon, and Courtland) to review the Needs Assessment and discuss the potential of the City and townships working together on the future expansion of the library in order to meet the needs of all residents.

Building Update: Spencer
The Spencer Branch concluded the community survey at the end of June and the results were sent to the firm Fishbeck, Thompson, Carr and Huber, Inc. The next step is for the firm to create an executive summary for the building project. This summary will include the information gathered from the meeting with the township, census data, and projected community growth, as well as the feedback from the recent community survey. As soon as the information is received, another meeting will be set up with the township to review the report.

Building Update: Walker
A steering committee of city staff, city commissioners, library friends and representatives met with consultants from Fishbeck, Thompson, Carr & Huber, Inc at the end of June to go over the process to create a community needs assessment. From there, KDL began to survey the local Walker community. The survey asks patrons where they live, how they use the library, what is important to them about the library, and what they like and do not like about the library. It also asks specific questions about the hours and location of the current Walker Branch. The survey is electronic and hosted on the SurveyMonkey website. The last week in July, staff launched the survey online and started to promote it. Flyers and bookmarks were placed at the City Hall, Walker Ice and Fitness, and the Walker Branch. Flyers and bookmarks were also given to Friends of the Library members and city commissioners to help spread the word. The survey was posted to the Walker Facebook page and shared by the City of Walker Facebook page. A short article about the survey and the link will also be posted in August in the City of Walker electronic newsletter. The goal is to get at least 400 responses from the community. Once a good sample has been assembled from the survey, the steering committee will meet again to review the results and plan the next step.

Laptop Kiosk
A group of IT Advisory members will take a field trip in August to GRCC to look at and ask questions about their laptop dispensing stations. Inquiries will be made to find out how it can work alongside the KDL Beyond Books Collection, as well as how it would benefit patrons.

Update: KDL Military Card for Military and Veterans
KDL began offering the military card in July with over 500 patrons changing their card. Shortly, KDL administrators hope to open this service up to GRPL and LLC cardholders in the KDL system. Information has been shared with the Veterans Administration.

Food Access Issue: Kelloggsville
This program is going very well with more interest in the afternoon snack option. The breakfasts are only offered three mornings a week when the branch is open. The snack is available each week day. Weekly breakfast counts each day are in the teens, while the snack attendance ranges from 30+ to 90+ students. This program is available until August 17, which is the Friday before school starts back up. Breakfast is 9:30-10:30am on Mondays, Wednesday and Friday. Snack is available during the week, 12noon-1PM.

KDL History Writing Project
KDL is working with GVSU Intern (and WYO Shelver) Seth Hoekstra on writing up the KDL History to be included in a future publication with historical photos. It will be used for KDL donors, as well as to help staff have a deeper understanding of KDL's roots.

hoopla Now Works with Alexa
hoopla now supports Amazon Alexa devices! Patrons can play borrowed audiobooks and music albums directly on their Amazon Echo, Dot, Spot, and Show devices.To enable Alexa to work with hoopla, search for "hoopla digital" in an Amazon search box. In the search list, choose the hoopla option that looks like a conversation bubble (and not the app). Then choose "Link Account." On Alexa, use the wording "Alexa, ask hoopla…" to access audiobooks and music.

GoPro Cameras added to the Beyond Books Collection
Yuko added 19 new GoPro cameras to the Beyond Books collection. The pictures below show all the pieces that go into circulating a GoPro camera. Yuko created pictures and information to make circulating the camera and additional parts user-friendly for both the patrons and branch staff. Managers will get these at their August Branch Manager meeting.

Books on the Bus: Northview Schools
KDL ordered books with funds from Northview Schools to expand the program this fall. Schools receive a discount and KDL adds the "KDL Books on the Bus" brand sticker. To date, four school systems are participating in this program. This program was originally Julie Ralston's Innovation Award.

Popular Adult Program
KDL hosted an Introduction to Metal Embossing program this summer. It was one of the most popular programs for adults with over 170 patrons learning how to design, emboss and patina a piece of aluminum. One patron reached out to say, "Tonight's metal embossing class was wonderful! I enjoyed learning a new craft with a great teacher! Thank you!!"

Partnership with Grand Rapids Symphony
The Grand Rapids Symphony partnered with KDL to provide unique summer concerts at the Kentwood and Gaines branches in July. Marimbamania featured a unique multicultural musical performance including instruments like the Mexican marimba, African balafon and more. Watch for more collaborations coming from the library and the symphony.

Video Game Tournaments
This summer's video game tournaments featured something for all ages. School-age children played in the Mario Kart Wii U Tournament, with 75 players and fans in attendance. The Kentwood branch also hosted a Super Smash Bros. tournament for teens, and one for adults.

Partnership with GrandCon
KDL is partnering more with the GrandCon Gaming Convention. Volunteers from GrandCon are hosting programs at 3 branches this August, where patrons will be able to try out a variety of board games. Also, KDL, GrandCon and DeVos Place are partnering to collect board games to benefit the children and families at Helen DeVos Children's Hospital. Specific new games are being collected at these three KDL programs and Super Party Wonder Day.

Author Lunch: Karin Slaughter
Popular author Karin Slaughter is coming to KDL on August 25 to talk about her upcoming novel, *Pieces of Her*. Patrons who purchase tickets will receive a copy of the thriller and lunch at the author talk and book signing at the KDL Service Center. To date, there are over 50 tickets sold and the event can accommodate another 100 people.

cloudLibrary Digital Collection

> **Meeting with Bibliotheca**
> In July, Bibliotheca staff who work with cloudLibrary met with a group from KDL including Patron Services staff, branch staff, managers and administrators. Feedback was discussed on items below. Staff also got to see the new app, which will be released in the 4th quarter of 2018 with added services. More information will be shared and a plan for staff to begin working in the demo site to learn the new app before patrons start using it is being planned.

> **Benefits of cloudLibrary for KDL**
> KDL has had cloudLibrary as the main digital collection provider for the past six months. KDL made the decision to switch content providers based on a few benefits to KDL patrons.
> Many staff and patrons are aware of some of the obstacles KDL faced over the last few years:
> - Less capacity to purchase Suggested Purchase Requests
> - Less capacity to purchase copies to satisfy holds
> - Increased hold times

In working with cloudLibrary, they have offered many solutions that have helped us expand the budget and better satisfy patrons:

- **cloudLink -** KDL patrons have used almost 18,000 items from other Michigan libraries.
- **Pay Per Use** – KDL Patrons have used more than 50,000 items with an average cost of $2.65 per check out. The average cost if KDL had to purchase each title is $40.

- **Hold Wait Times** – KDL Patrons had a 45-day average wait for holds in OverDrive and now have an average 20-day wait for titles.

Statistics from Bibliotheca (July)
- New Patrons: 1,349
- Checkouts on the cloudLibrary: 61,101
- Pay Per Use Checkouts: 11,120 (Avg. cost per Checkout $2.60)
- KDL Patron cloudLink Checkouts: 3,120 (East Lansing/Muskegon Area/Rochester Hills)
- **Total Circulation: 75,341 (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

KATIE KUDOS - July Winners

Janet DeVries (Walker Branch) . . .
- o Nominated by Craig Buno because, "Jan did an amazing job explaining to a patron all about the CloudLibrary app and circulating iPad checkout, how it works and how the size of the font can be adjusted, walking her through searching an downloading books. The women came in and stated she was losing her eyesight and had been borrowing large print books but would like to see if the iPad would work better for her, she had many questions that Jan was able to answer and walk her through. Jan gave amazing customer service and had a lot of empathy for this library patron who is facing a challenging situation in life. Awesome job Jan!"
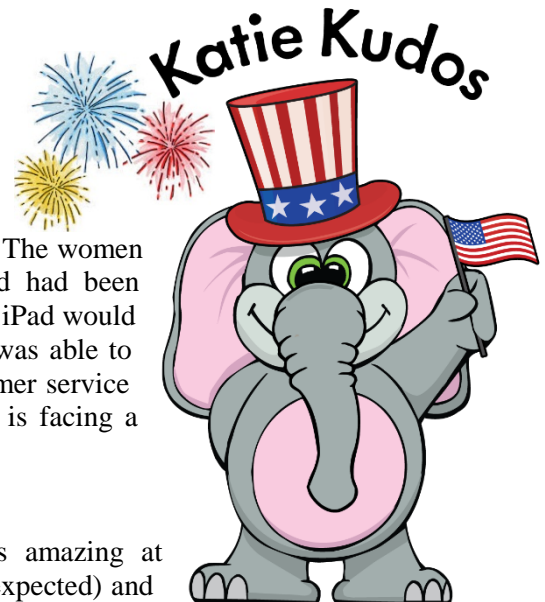
Susan Erhardt (Plainfield Branch) …
- o Nominated by Lynn Goldberg because, "Susan was amazing at keeping 3 Teen Crew members busy (1 showed up unexpected) and working a very busy desk schedule at the same time. Every task she gave them, they finished quickly and wanted more. It made for a very busy afternoon for her."

Sara Magnuson (Nelson/Sand Lake Branch)…
- o Nominated by Paula Wright because, "Sara is amazing. I just watched her help a young man (toddler) find his "missing" mom (she was feeding his baby sister in a study room). Sara was awesome, she helped him walk through the library and look for mom, kept him calm the entire time (he never cried, just had that worried little boy look). But the best part of all was when Sara found mom in the study room and pretended mom was stuck in a zoo exhibit with baby sister. It was awesome and turned what was a scary moment for a little boy into a fun adventure!"

PRAISE FROM PATRONS

- **Comstock Branch**
  - Note from young patron: "I love the libayary It is sooper FUN I like that we can baro books and baro stuf Thank You!!! The libary is osum."

- **Gaines Branch**
  - Lance received a letter in the mail recognizing Beth and the crew at Gaines: "Dear Mr. Werner, I wish to recognize Beth of your Gaines Township Branch for her skills and knowledge in the mystic field of PC's, Nooks, Apples, Note Book's Email, Software, Hardware and digital this and that. She has been a great help and a great resource for me to rely on as a go to person. At the same time I would like to recognize the entire staff at the Gaines Township Branch. They all have always been very cheerful and helpful (they even refrain from laughing at some of my dumb questions). It is great to have them as members in our community. Sincerely, Bill L."

- **Grandville Branch**
  - Lance received a nice card in the mail from a patron who wished to recognize the Grandville staff. The body of the letter said, "I wish to let you know that the people at the Grandville Branch are extremely helpful. I'm older and the[y] help me in so many ways, helping make copies, find books. I even left money there by mistake. They called me and said they had found the envelope and were quite sure it belonged to me when I picked it up. Sure enough the envelope was for me and they had left the receipt in the envelope. They also have a great program for the little kids. They deserve some type of recognition! May God bless you and yours, always, always."

- **Service Center (Collection Development)**
  - After telling a patron that a book was, unfortunately, out of print and no longer available for purchase, Stacy from Collection Development received a nice response from a patron: "Thanks for the response and information. I was surprised it wasn't in the KDL collection, but I'm sympathetic to budget & space limitations. You have done an exceptional job of providing or acquiring a vast and diverse assortment of materials interesting to me. I appreciate for your continuing support efforts & speedy responses."

UPCOMING MEETINGS AND EVENTS OF INTEREST

BOARD MEETINGS	DATE	TIME	LOCATION
KDL Regular Board Meeting	Thurs., Sept. 20, 2018	4:30 PM	KDL Caledonia Branch
KDL Special Meeting Budget Work Session	Thurs., Oct. 11, 2018	4:30 PM	KDL Service Center
KDL Regular Board Meeting	Thurs., Oct. 25, 2018	4:30 PM	KDL Byron Twp Branch
OTHER MEETINGS	DATE	TIME	LOCATION
KDL Pension Meeting	Weds., Nov. 14, 2018	1:00 PM	KDL Service Center
EVENTS	DATE	TIME	LOCATION
Literary Libations	Thurs., Sept. 6, 2018	5:30 PM	Steelcase Town Hall
MLA Annual Conference	October 17- 19, 2018	All Day	Novi, MI

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STAFF CHANGES & ANNIVERSARIES
August 2018

NEW APPOINTMENTS	POSITION	EFFECTIVE
Christine Hekman	Teen Paraprofessional – Grandville	August 13

DEPARTURES	POSITION	EFFECTIVE
Sarah Mahoney	Adult Paraprofessional – Wyoming	August 9

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Sara Reinders	Adult Paraprofessional – Caledonia	Adult Librarian – Cascade	July 30
Jennifer VanHal	Substitute Circulation Assistant	Circulation Assistant – Cascade	July 30
Mara Deckinga	Circulation Assistant – Wyoming/Kelloggsville	Circulation Assistant – Gaines Township	August 6
Crystal Logan-Syrwicze	Adult Paraprofessional – Caledonia	Adult Librarian – Kentwood	August 13

OPEN POSITIONS	TYPE
Youth Paraprofessional – Krause Memorial	Part-time
Shelver – Byron Township	Part-time
Shelver – Walker	Part-time
Shelver – Grandville	Part-time
Circulation Assistant – Wyoming/Kelloggsville	Part-time
Adult Paraprofessional – Wyoming	Part-time
Collection Services Assistant – Service Center	Part-time
Adult Paraprofessional – Caledonia	Part-time
Youth Paraprofessional – Caledonia	Part-time

EMPLOYEE ANNIVERSARIES (SEPTEMBER)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Barb Jingles	Grandville	34 years
Nancy Mulder	Comstock Park	29 years
Susan Erhardt	Plainfield	26 years
Michelle Toren	Walker	24 years
Rich Nagel	Information Technology	23 years

EMPLOYEE ANNIVERSARIES (SEPTEMBER)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Jan DeVries	Walker	21 years
Barb Malburg	Comstock Park	20 years
Beth Green	Gaines Township	17 years
Ali Kuchta	Collection Development	17 years
Kip Odell	Programming	17 years
Dan Palasek	Marketing/Communications	16 years
Meredith Schickel	Byron Township	16 years
Sheri Glon	Collection Services	13 years
Shari Piccard	Gaines Township	13 years
Debbie Beard	Caledonia	12 years
Susan Prewitt	Grandville	10 years
Cindy Seif	Caledonia	10 years
Kathleen Knott	Gaines Township	9 years
Greg Lewis	Kentwood	9 years
Craig Buno	Walker	8 years
Vanessa Fisk	Nelson Township/Sand Lake	6 years
Megan Russ	Grandville	5 years
Mary Valentine	East Grand Rapids	5 years
Kate Allen	Patron Services	4 years
Jaime Brooks	Plainfield	3 years
Dana Donnell	Substitute Info Staff	3 years
Jason Hetrick	East Grand Rapids	3 years
Patricia Kuharevicz	Substitute Info Staff	3 years
Courtnei Moyses	Kelloggsville	3 years
Kelly Mull	Cascade	3 years
Olivia Yeadon	Krause Memorial	3 years
Jaci Cooper	Administration	2 years
Nancy Kay	Gaines Township	2 years
Katie Lawrence	Grandville	2 years
Rebecca Lindemulder	Substitute Info Staff	2 years
Betsy Riddell	Substitute Info Staff	2 years
Dan VanOeveren	Substitute Info Staff	2 years
Donna Cowart	Wyoming	1 year
Ayla Lehmann	Caledonia	1 year
Kathy Lewis	Krause Memorial	1 year
Ally Militello	Kentwood	1 year
Caleb Moore	Spencer Township	1 year
Laura Powers	Finance	1 year

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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	X	X	X	X		X	X	X
February 15	X	X	X	X		X	X	X
March 15	X	X	X	X		X	X	X
April 19	X	X	X	X		X	X	X
May 17	X	Allie Bush Idema	X	X	X	X		X
June 14	X		X	X	X	X	X	VACANCY
July 19	X	X	X	X	X	X	X	
August 16	☐	☐	☐	☐	☐	☐	☐	☐
September 11	☐	☐	☐	☐	☐	☐	☐	☐
September 20	☐	☐	☐	☐	☐	☐	☐	☐
October 11	☐	☐	☐	☐	☐	☐	☐	☐
October 25	☐	☐	☐	☐	☐	☐	☐	☐
November 15	☐	☐	☐	☐	☐	☐	☐	☐
December 20	☐	☐	☐	☐	☐	☐	☐	☐

Board Participation via Conference Call or WebEx

Trustee Name	Meeting Date	Trustee Name	Meeting Date
Tom Noreen	4/19/18		
Tom Noreen	5/17/18		
Tom Noreen	7/19/18		

Policy Manual

Section 3: ~~Other Services~~ Operations and Facilities

EXHIBITS

Kent District Library provides a venue for local artists/exhibitors to display visual art and artifacts to increase awareness and appreciation of history and the arts.

Suitable space for exhibits is not available at all branches. Some local governmental units may have guidelines on how and where materials are displayed in the facility and Kent District Library will honor those guidelines.

The branch manager will work with staff members (or a local community committee) to make decisions regarding the selection of materials to be displayed. In making decisions regarding the suitability of the work to be exhibited, the branch manager or his/her designee will take into consideration the use of the library by all segments of the community and all age groups. Selection priority may be given to local artists/exhibitors and those who have not previously exhibited in the library.

The exhibit space shall not be used for advertising or political purposes. The artist/exhibitor assumes all liability for the loss of, or damage to, materials on display. The library reserves the right to cancel the exhibition for any reason.

LITERATURE DISPLAY AND DISTRIBUTION

Kent District Library adheres to the principle that the Library is the institution in our society which provides materials representing all points of view in all fields including political, social, and religious, no matter how controversial or objectionable these views may be to some people.

To support this basic principle, and to foster positive relationships within the community, the following policy has been established:

1. Informational material of public interest from nonprofit organizations, educational institutions, and governmental agencies may be displayed or distributed in branches where space is available. Material for display or distribution will be permitted at the discretion of the branch manager. The primary purpose of such material must be to inform the public of the organization's programs, services and events. Examples include:

   - KDL fundraising materials;
   - Friends of the Library materials;
   - promotional materials for cultural organizations such as the ballet, orchestra, museums and theater groups;
   - special event fliers for nonprofit organizations from Kent County and neighboring communities; and
   - local magazines and newspapers that are distributed free of charge and have received prior approval from Kent District Library.

2. Prior to an election, branches may have available, on an equal basis, voter information and campaign literature about political candidates appearing on local ballots. Any materials that directly or indirectly make reference to an election or a candidate must be removed prior to Election Day if within 100 feet of any entrance to a polling place or in a hallway used by voters to enter or exit a polling place.

3. Prior to an election, campaign material relating to ballot issues may be placed in library branches for display and/or distribution to the public. If there is formal opposition to a ballot issue, equal consideration shall be given. Campaign materials that directly or indirectly make reference to a ballot issue must be removed prior to Election Day if located within 100 feet of any entrance to a polling place or in a hallway used by voters to enter or exit a polling place.

4. Petitions may not be displayed or circulated in library buildings except as permitted by local municipal ordinance.

PUBLIC RELATIONS

The Chairperson of the Library Board of Trustees is the official spokesperson for the Board. The Director is the official spokesperson for the Library.

The Director of Marketing and Communications serves as media liaison for the Board and the Library Administration. Whenever official media statements are required pertaining to library policies, procedures, programs, services, or positions on district-wide issues, the Communications Department is responsible for all contacts with local newspapers, magazines, professional journals, radio and television stations.

LIBRARY PROGRAMS

Responsibility for library program development is vested in the Library Director, and such members of the staff whose job descriptions include program responsibilities. Library programs may utilize volunteers and may be developed cooperatively with Friends groups, governmental units, community organizations, and individuals. A program is any presentation given in or out of the Library (in person or by technological means) by a Library staff member or other presenter and sponsored by the Library, the Friends, or a partnership including the Library.

Library programs support the KDL mission and strategic plan. They are planned in advance to meet media and publicity deadlines. Library programs may require registration. Limits on the number of people able to attend may be necessary due to facility, program, or performer limitations.

Library programs are funded in part by the operating budget with additional support from KDL fundraising activities, grants, contributions from the Friends, gifts, endowments and partnerships.

No individual or organization who presents a program at the library will be permitted to sell their product or services during their presentation or during their time at the library (with the exception of authors who come to speak about their books or performers who have recordings of their music). Kent District Library requires a contract to be executed by program presenters.*

Organizations or business affiliation of presenters or co-sponsoring agencies will be used by the Library in promoting programs. This does not constitute endorsement.

*Contract may include a background check.

LOST AND FOUND POLICY

Kent District Library will retain valuable lost and found items at the branch location where the items are found. Valuable items may include electronic equipment, jewelry, wallets, purses and personal identification such as passports and state IDs. KDL will hold these items for a period of three months. When possible, staff will contact the owner to inform him/her that a lost item has been found and note how long the library will hold the item. If not claimed within three months, items with personal information will be sent to the owner via registered mail. After three months, all unclaimed electronic equipment will be turned over to local police while all other items lacking personal information will be donated to a local charity.

Loose money found at the library will be held until the close of business each day if the amount is less than $20.00. If unclaimed, it will be donated to the branch's Friends group (or to KDL in the absence of such a group). Loose money in an amount of $20.00 or more will be retained for a period of three months and then donated to the branch's Friends group (or to KDL in the absence of such a group), if unclaimed.

Non-valuable items (such as clothing) found at Kent District Library locations will be placed in the lost and found bin at the branch where the items are found. As needed, contents of these bins will be donated to a local charity.

BRANCH LIBRARY LOCATIONS

The Kent District Library strives to make efficient and effective use of its resources. Therefore, it is the policy of the Kent District Library to work with local communities in locating new branch sites a minimum of five miles apart, unless justified by demographics.

BUILDING, ENLARGING, OR RENOVATING LIBRARY BUILDINGS

Kent District Library cooperates with all governmental units in making library materials and services available to the public in the buildings owned by the governmental units.

When library buildings are being built, expanded, or renovated, KDL will provide the same services that were provided prior to the building changes. In addition, KDL staff will work with the governmental units to provide desired changes within both KDL budget constraints and Strategic Plan goals. KDL must balance the needs of the whole system while considering the desires of individual branches. Changes may include additional open hours, personnel, computers, equipment, and moving expenses for KDL- owned computers, equipment, and materials. If library buildings are downsized, library services will be re-evaluated in conjunction with the governmental units affected.

When changes are being considered by the Kent District Library staff or the governmental unit, KDL staff must be involved with personnel from the governmental unit in order to achieve the best possible results for all. When evaluating library facility needs, KDL staff will apply recognized state and national guidelines and standards.

Those municipalities that currently do not have a library facility in their community, but are considering building one, are encouraged to consider partnering with other communities.

SUPPORT FOR BUILDING PROJECTS

Kent District Library staff will work with local governmental units to plan new buildings or expansions of existing buildings. Staff will advise planners, architects, and elected officials of Library needs and building requirements. In support of the expansion or building improvement efforts of local governmental units, staff will provide factual printed and graphic design work for posters and other print material. The Communications Department will coordinate these support efforts. Kent District Library may also provide factual informational mailings to library patrons consistent with campaign and privacy act laws. Informational mailings as well as printing and design support work will be provided as approved by the Director and within budget limitations.

Michigan law forbids the expenditure of public funds to advocate a vote in favor of a millage or bond issue election. Therefore, Kent District Library staff may not, on paid library time, work on political activities to promote millage or bond issue elections, or disseminate materials which advocate a favorable vote on a millage or bond issue election. Nothing in this policy prevents staff members, on their personal time, from expressing their own personal views, expending their own personal funds, or providing their own personal volunteer services consistent with campaign laws.

ACCEPTANCE OF NON-KDL PURCHASED TECHNOLOGY

The planning and funding for future technology is the responsibility of the Kent District Library. However, KDL constituent communities, if they so desire, may devote funds locally to enhance service to their community. Proposed technology gifts must meet the requirements of the Kent District Library Technology Plan and also be able to be supported and maintained by KDL. Any potential technology donation must be coordinated in advance of actual purchase with the Kent District Library Information Technology Director. The equipment purchased by or with the approval of the Kent District Library becomes the property of the Kent District Library.

MEETING ROOM USE

Meeting rooms in Kent District Library branches are made available for use in accordance with local governmental unit guidelines.

Programs in public meeting rooms must not disrupt normal Library operations and use. Persons attending the meetings are subject to all Library rules and regulations concerning behavior in the building.

SERVICE & MEETING CENTER ROOM RENTALS FOR PUBLIC USE

1. **Meetings**.
    KDL allows private individuals, businesses, organizations and groups to use KDL conference rooms and meeting rooms (the "Rooms") on an equitable basis regardless of the beliefs or affiliations of individuals or groups requesting their use. Permission will usually be granted if the Rooms are not needed for administrative use, activities, or programs sponsored in whole or in part by KDL, and when such use is not disruptive of the programs and activities of KDL. Permission is revocable at any time and for any reason and does not constitute a lease. KDL may reject for any reason a request to use a Room. Permission to use the Rooms does not imply KDL endorsement of the aims, policies or activities of any group or organization. KDL may request verification of nonprofit status prior to booking.

2. **No Advertising of KDL Sponsorship**.
    Organizations, businesses, and private individuals using the Rooms will not be permitted to use advertising or publicity that imply that their programs are sponsored or co-sponsored or approved by KDL, unless written permission to do so has been previously given by the Director.

3. **Admission Charges by Users**.
    Admission may be charged for programs sponsored by KDL and its affiliated organizations. The sale of goods that directly benefit KDL will also be permitted. No other charges or sales are permitted without the prior written consent of the Director.

4. **No Discrimination**.
    KDL requires that all organizations, businesses, and private individuals hosting meetings at the Service Center will uphold high ethical standards without regard to race, color, religion, sex, age, national origin, disability or other protected status.

5. **Adult Supervision**.
Users of the Rooms must be under adequate supervision by adults 18 years of age or older. The reservation form requires the listing of an adult who will be in charge of the group, as well as being financially responsible for any damages that may occur. The listed adult must be on site during the reserved meeting time.

A. **MAKING A RESERVATION.**

1. **Meeting Request Form**.
Room reservations are made online at www.KDL.org under the location tab by clicking on the Service and Meeting Center tab for the form. Organizations, businesses, and/or private individuals will need to complete the Meeting Request Form and submit it. When KDL receives the completed Meeting Request Form, the organization or business may be contacted to confirm, answer questions, or get more details.

2. **Signed Agreement**.
The person responsible for the meeting must read and sign the Agreement for Public Use of Meeting Rooms and Conference Rooms at the Kent District Library Service and Meeting Center prior to the start of the meeting. The signed Agreement can be emailed to kdlmtgcenter@kdl.org or dropped off at the front desk prior to check-in.

3. **Eligible Organizations**.
Nonprofit organizations, professional associations, affiliate organizations, commercial businesses, and private individuals may request to use the Rooms.

4. **Cancellations/No Show**.
If your plans change, please contact Missy Lancaster at KDL to cancel your reservation, but be advised you may be charged the full invoiced amount if the cancellation occurs within 48 hours of the reservation. Not showing up for scheduled reservations may affect your ability to use the facility in the future.

5. **Frequency**.
Rooms are reserved on a first-come, first-served basis for a maximum of two times per month. It is possible to make your monthly/bi-monthly meeting a regular event. It is your responsibility to keep track of your group's usage.

6. **Availability**.
KDL Service Center Rooms (Board Room and Learning Lab) are typically available Monday through Friday from 8:00 a.m. to 8:00 p.m.

KDL Meeting Center Rooms are typically available Monday through Saturday from 8:00 a.m. to 8:00 p.m.

7. **Right to Cancel**.

If necessary, KDL reserves the right to cancel the use of the Rooms for any reason including, but not limited to, inclement weather or other unexpected building closures. KDL shall use its best efforts to notify you if KDL intends to cancel the use of the Rooms. In the event of inclement weather or other area emergencies, please contact KDL before the meeting to confirm that the building is still open.

In rare cases, KDL may need to use the Rooms for an unforeseen event, and may ask you to reschedule or find different Rooms for your meeting.

8. **Fee**.
The fee for the Rooms is due according to the due date on the individual invoice. KDL may change the fees at any time without notice.

B.   YOUR MEETING.

1. **Catering**.
The Board Room, White Pines Conference Room, Bird's Eye View Lab, Trillium Conference Room/Kitchenette, and the Grand River Meeting Room are available for catered meetings. The Rooms will have access to the kitchen if the Trillium Conference Room is reserved. The kitchen has an industrial-size refrigerator, an induction stovetop, convection microwave oven, and dishwasher. Each of the Rooms has access to coffee and water except the Learning Lab. Please make all arrangements necessary with your caterer, including delivery and pick-up times, clean-up and supply of all plates, glasses, utensils and napkins. Catering materials cannot be left overnight in the Rooms or the kitchen. It is your responsibility to comply with all applicable food and health codes and regulations. Alcoholic beverages are not permitted without written Board approval.

2. **Audiovisual Equipment**.
Audiovisual equipment is available and descriptions can be found under the Public Meeting rooms tab on the website. The Board Room and the Trillium Conference Room are the only Rooms that do not have built-in technology available. Please make sure you reserve the appropriate technology for those Rooms at least 24 hours before your meeting. If you have no prior experience with audiovisual equipment, you may want to schedule a time to come in before your meeting to practice.

3. **Damages and Liability**.
The Library is not responsible for the loss of or damage to any equipment or materials owned or rented by any person, group or organization using its Rooms. Any person, group or organization using the Rooms shall be responsible for any damage to KDL building, grounds, collections, or equipment caused by the person, group or organization, its members, or those attending its program.

Any person, group, or organization holding meetings at the Service Center or Meeting Center fully releases and discharges KDL, its Board, officers and

employees from any and all claims from property damage and injuries, including death, damages or loss, which may be alleged to have arisen out of, or in connection with, the meeting, the use of Rooms or the use of the facility.

4. **Additional Rules and Regulations**.
   a. Attendance at meetings may not exceed the maximum number of people certified by the Fire Department as the occupancy limit for the Rooms.

   b. Any use of the Rooms which disrupts the normal operations of KDL will not be permitted.

   c. Smoking or the use of any candles or other flammables is not permitted anywhere in or on KDL property.

   d. No posting of items on the walls.

   e. Hazardous materials including, but not limited to, paints, solvents and explosives are prohibited.

   f. Groups using the facility must comply with the Americans with Disabilities Act and upon 48 hours' notice are responsible for providing qualified interpreters and/or auxiliary aids as requested.

   g. No decorations or other materials may be attached or affixed to the walls, windows, doors or other surfaces unless approved by KDL. If such approval is granted, any such material must be removed at the close of the scheduled time.

   h. Users shall not sell tickets, raffles or any objects or solicit contributions from persons located anywhere in KDL or on KDL property.

   i. Use of the Rooms does not constitute KDL's endorsement of the policies or beliefs of any group or person.

   j. Users must obey all laws, library policies, and local ordinances. Stealing, defacing, or damaging library equipment, materials or facilities is not allowed.

   k. Users must respect KDL patrons and employees. Users may not annoy or harass other persons, engage in loud or disruptive conduct, or cause a public disturbance.

   l. Solicitation and loitering are not allowed.

   m. To protect your personal belongings, do not leave them unattended. KDL is not responsible for damaged, lost or stolen items.

n.   Shirt and shoes are required.

o.   No pets (other than service animals) are allowed in KDL building.

p.   Users must complete their meeting within the reserved time period.

5. **Clean Up**.
You must clean up the Rooms upon conclusion of your meeting and turn in the Check-Out Form to the front desk.

PLANNED CLOSINGS

Every effort will be made to keep Kent District Library facilities open to serve the public as scheduled. In some instances, however, building closures may be required for the maintenance and upkeep of facilities. Closures may also be necessary due to special events in the vicinity of a library building or other circumstances outside the control of Kent District Library. All planned closings are approved by the Library Board and announced to the public with as much forewarning as possible.

EMERGENCY CLOSINGS

Every effort will be made to keep Kent District Library facilities open to serve the public as scheduled. Whenever a situation arises that, in the judgment of the branch manager or his/her designee, jeopardizes anyone's personal safety or well-being, the building may be closed. Such situations could include, but are not limited to: power failure, flooding, fire, vandalism, or extreme weather. In certain instances, the Kent District Library Director may close the entire system.

BEREAVEMENT OR FUNERAL CLOSINGS

In the event of an employee's death, arrangements may be made for staff to attend the memorial service/funeral. These arrangements may include, at the discretion of the Library Director, closing the library branch(es) for a period of time.

LIBRARY VEHICLES

Library vehicles are to be used by authorized Library staff or approved designee for Library business only. Drivers must have a valid Michigan driver's license and obey state laws while using Library vehicles. Vehicles are non-smoking areas. Use of cell phones, taking calls, making calls or texting, is prohibited while the vehicle is in use.

BUILDING SAFETY

The Kent District Library is concerned about the health and welfare of all employees. Therefore, it is the policy of the Kent District Library that no employees work alone at any Kent District Library facility. Staff scheduling must be arranged in such a way to ensure that there is always a minimum of two Library employees in the building during all open hours.

KEYS TO BUILDINGS

In the interests of safety and security, only authorized individuals will be given keys to Kent District Library facilities.

LIBRARY ACCESS WHEN CLOSED

In the interests of safety and Library liability, only authorized individuals or other individuals approved in writing by the Kent District Library Board or the Library Director may have access to the physical spaces occupied by the Kent District Library when they are closed.

KDL Board of Trustees
Issue Analysis

Agenda Item for Consideration: Development Associate

Date of Board Meetings: August 16, 2018 (first reading); September 20, 2018 (2nd reading)

Timeline: Final implementation by September/October 2018

Budget Line Items: Wages, Insurance, FICA, and Defined Contribution

Total Estimated Cost: Annual wages and benefits expense of approximately $69,981; 3 months of wages and benefits expense (October – December 2018) of approximately $17,495.

Background Facts: KDL's Development Department is taking a strategically different approach to raising private support, by expanding funding sources beyond grants and sponsorships, to focus on developing relationships with individuals with the capacity to make large gifts.

KDL Leadership wishes to leverage the time and talents of our Fund Manager in raising funds while supporting this effort administratively. This requires the addition of a dedicated support person who will handle the day-to-day tasks of keeping the donor database up-to-date, developing and implementing events, and providing administrative support.

	Pros	Cons
Development Associate	• Anticipate immediate progress in analyzing the donor management program records (DonorPerfect) for accuracy, including the proper coding of donations, assigning proper flags (descriptions) to donors profiles, etc. • Immediately assess current donation acknowledgement processes in DonorPerfect and utilize the program to streamline the methods used for thanking donors through emails, mail, etc. and providing tax receipts. • Efficiently and accurately run monthly reports, including reconciliation reports for finance. This is critical to ensure accurate records of donations, system wide. • With the right skill set, has the overall ability to make an immediate ROI by anticipating and effectively performing development specific tasks that contribute to both the short-term and long-term productivity of the Development Department and its objectives.	• An increase to the development department budget

Recommendation:

Using the attached KDL Job Description, immediately recruit a full time Development Associate.

Document History:

1. First Draft –   Claire Horlings
2. Revisions –   Brian Mortimore, Lance Werner, and Laura Powers
3. Final Draft –   Claire Horlings

JOB DESCRIPTION

KDL
Kent District Library
www.kdl.org

Position: Development Associate

Range: 5 (Non-Exempt/Union)

Reports to: Development Manager

Supervises: None

JOB SUMMARY

Performed under the general direction of the Development Manager, administers gift processing for the Development Office to include data entry and reporting and provides general administrative, research and event support.

DUTIES AND RESPONSIBILITIES

1. Accurately enters donation information into donor management software program. Creates detailed queries, producing standard and custom reports (e.g., mailing lists, financial, analytical, etc.)

2. Maintains the accuracy and integrity of databases by ensuring all information is kept current and up to date.

3. Proofreads and edit documents, promotional materials, and other communications to ensure accuracy and promote effectiveness.

4. Assists with the planning and implementation of special events including author events, fundraising events and receptions.

5. Performs general clerical duties, to include but not limited to: photocopying, scanning, faxing, mailing, filing, creates and modifies documents and maintaining databases and documents.

6. Creates and modifies documents including correspondence, letters and memorandums.

7. Performs other duties as assigned.

JOB REQUIREMENTS

1. The job requires a Bachelor's Degree, preferably in communications or related field. Strong knowledge of Microsoft Office (Word, Excel, and PowerPoint) required. Knowledge of DonorPerfect also preferred.

2. Ability to perform work under general supervision with latitude for independent judgment and action.

3. Analytical ability to maintain accurate statistics.

4. High level of interpersonal and communications skills necessary to interact with various levels of community members, library patrons, personnel and Board members. The incumbent is also required to communicate effectively in both oral and written forms.

5. Organizational skills necessary to perform varying tasks with frequent interruptions.

6. Ability to operate a variety of office equipment including but not limited to: computers, copy machines, fax machines and multi-line telephones.

WORKING CONDITIONS

1. Generally will work within a normal office environment, with minimal discomfort due to extreme temperatures, dust, and noise.

2. May require occasional travel between KDL locations, and may include out of county travel for meetings and conferences.

3. Work hours may be varied, including evenings and weekend hours.

4. Frequent sitting/standing in one position for extended periods of time.

The library employment environment typically requires extensive computer keyboard and mouse activity, in-person, electronic and telephone communication skills. Meeting attendance at various branch and service center locations is expected; self-identified mode of transportation is required. The preparation, loading and carrying or moving of materials is commonly required for all KDL positions.   Reasonable accommodations are available for individuals with disabilities.

This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. They are not to be construed as an exhaustive list of all job duties that may be performed by a person so classified.

KDL Information. Ideas. Excitement!

KDL Kent District Library

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KDL Board of Trustees
Issue Analysis

Agenda Item for Consideration: SharePoint Migration Proposal

Date of Board Meetings: August 16, 2018 (first reading); September 20, 2018 (second reading, if needed)

Timeline: During 2018 with potential overflow into 2019 depending on internal staffing availability

Budget Line Items: No change to the current 2018 budget. This Issue Analysis is solely to review and approve the recommended proposal following the recent RFP process to select a SharePoint Migration Partner.

Background Facts:

KDL currently uses very old versions of SharePoint and InfoPath Forms which are no longer supported by Microsoft. As an organization, KDL leverages these two products heavily for many internal processes and day-to-day communications including forums for collaboration, purchasing processes, file sharing, and more. If we don't properly upgrade or replace these products, we will not only be subject to vulnerabilities, but we also will put our business processes at risk too.

We evaluated different software options for replacing SharePoint, and also thoroughly examined the newest version of SharePoint that comes with Office 365. Through this evaluation we decided to proceed with upgrading and migrating our SharePoint environment to SharePoint Online in the cloud with Office 365. The new Office 365 platform will allow us to utilize the above processes we currently do within SharePoint, plus a whole lot more based on the added Office 365 modules & associated integrations.

Throughout this evaluation we discussed the effort that laid ahead of us to move all of our current data, learn and take advantage of the new features, and bring our currently SharePoint intranet into the modern times. It became obvious that the effort was going to be more than just a few days of time, especially with incorporating all the forms & Workflow Processes we have built into our current system. Consequently, we drafted the RFP for SharePoint Migration assistance.

The response to our RFP was very good. We received five qualified solutions to consider.. We compared all of the responses and created targeted questions for clarification to ensure we understood exactly what each solution provider would bring to KDL. Two of the solutions provided just the bare essentials of our RFP and were consequently cheaper. Two of the solutions took the approach that they would do everything themselves and were substantially more money (2x – 3x more). Below is a table showing all the respondents, plus a column that we would anticipate if we leveraged the additional Office 365 implementation assistance.

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KDL Board of Trustees
Issue Analysis

Company	Location	Cost Ranges (rounded)			Including Estimated Additional Office 365 Functionality
		Most Likely	Could Be		
Novigo Solutions	Dallas, TX	48,000	55,000		80,000
ShareSquared	Montrose, CA	45,000	67,000		90,000
Traction	Wixom, MI	55,000	75,000		100,000
RightPoint	Chicago, IL	163,000	180,000		210,000
Withum Digital	Bethesda, MD	160,000	225,000		260,000

After careful consideration and many internal and external conversations, we unanimously agreed to award the RFP to Traction Consulting Group out of Wixom, MI, who were right in the middle, price-wise,, but provided a lot of additional value for only $10K more than the lower bids. The full proposal for the recommended vendor, Traction Consulting Group, is attached. If you would like to review the full proposals for the additional vendors, electronic copies can be provided.

Traction Consulting Group has been in business since 1999 and has specialized in SharePoint for the last 10+ years. One of the differentiating items for them was that they are extremely knowledgeable with the Office 365 Suite of Products and built their KDL Proposed Solution around not only helping us with our SharePoint Migration but also helping KDL to get more out of our Office 365 efforts as a whole. They are going to invest in KDL to help us understand 11 additional modules and software tools that come with Office 365. They are also going to provide us access to various "pre-built" templates and widgets that they have already developed to help jump-start our deployment.

We also liked the way Traction was willing to work side-by-side with KDL to help determine how much we could do ourselves. Consequently, Traction will first educate our team on the new features and tools that KDL will be using. Then Traction will perform some of the migration tasks for us while using our current system as our training aide. At various stages, Traction will ask KDL if we are comfortable performing the rest of the steps on our own. If so, KDL will "pick-up" the workload.

This interactive approach gives KDL the opportunity to keep the costs lower while recognizing that the timeline may expand, but the detailed knowledge will remain within our KDL Team. Traction proposed $75K of SharePoint assistance, giving KDL the opportunity to reduce the cost by $20K if we are able to do a good portion of the work. KDL will also set aside an additional $25K to be used on future Office 365 projects that we feel would benefit us after the Traction Team investment in us for the education and training on the 11 additional modules of Office 365.

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KDL Board of Trustees
Issue Analysis

The SharePoint project migration will begin 3 – 5 weeks after Board approval.

Recommendation:
To engage Traction Consulting Group for the SharePoint Migration as outlined in their attached RFP response. The KDL Leadership team would like to reserve $100,000 of the pre-approved $475,000 March 2018 IT budget amendment for this effort. The initial contract with Traction Consulting Group will total $75,245 with any optional services being handled with an appropriate change order.

Document History:

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

Kent District Library (KDL) is issuing a Request For Proposal (RFP) for
SharePoint Online Upgrade
RFP # 180521-01

Executive Summary

Traction Consulting Group is a premier Michigan-based consulting company focused on helping operations and internal support teams reach greater efficiencies within their daily processes. More than just an IT Service provider, we at Traction go above and beyond normal IT partnership engagements by focusing on *how we can work directly with team members, to streamline, engage, and train* on systems and processes as opposed to just "implementing technology".

Traction Consulting Group -
Summary

Microsoft CRM, Salesforce.com, and SharePoint
4.9 ★★★★★ 11 REVIEWS ›

At Traction Consulting Group, we help sales teams "sell more" and operations teams reach greater efficiencies, by merging best-of-breed technology with custom-tailored processes that mimic existing workflow processes. By allowing teams to see new technology as not only beneficial in automting existing tasks, but also working in a "similar" fashion to manual processes, we allow workers to spend less time on "learning new systems" and instead focus on engagement and utilization.

10 - 49
Founded 1999

It is Traction's intent to submit this bid to address the needs of KDL's SharePoint Online Upgrade and migration. We will do so utilizing Traction's extensive knowledge in cloud solutions – specifically the Office 365 and Dynamics 365 platforms – to not only migrate KDL to SharePoint Online, but help them take advantage of all that Office 365 has to offer – including Office Online (Word, Excel, PowerPoint, etc), Office 365 Forms, OneNote Online, Microsoft Flow, Microsoft Planner, Office 365 Groups, and Microsoft PowerApps. By leveraging the complete stack within Office 365, Traction can not only complete the SharePoint Online migration successfully to a high level of satisfaction, but also help KDL choose the best tool for the job, as opposed to making SharePoint attempt to do things it was not designed to do.

Monthly Client Survey

Average Rating
Goal
Linear (Average Rating)

Recap 2017 - 9.56 average rating!

Last Updated: 6/12/2018

Traction Consulting Group was founded in 1999 (originally as EBIZ Technology) as a company focused on Sales Team engagement and Sales productivity. We quickly discovered, however, that the efficiencies and automation we were implementing for sales teams could be standardized and utilized by everyone in the company. As such, Traction focuses on three core areas – Sales, Operations, and Marketing – to help each unique team work together within processes, provide better hand-off between business units, and eliminate the dreaded "email overload" which is plaguing most organizations today. The company rebranded as Traction Consulting Group in 2010 with the focus on leveraging cloud-based solutions such as Office 365, Microsoft Azure, Microsoft Dynamics, and Salesforce.com. Since then, our quality of service and attention to detail cannot be disputed – as detailed within our formal client reviews (facilitated by a separate unbiased company – Clutch.co), and our monthly informal client satisfaction surveys – both of which you can see above.

It is our goal to aide KDL in moving to the modern era of workflow – not just from a technical aspect, but with an educational impact as well. By leveraging our 10+ years in Cloud, Office 365, SharePoint, and Dynamics 365 experience, KDL will both modernize the way their workforce operates, and truly allow their workforce to serve their clients better and more efficiently.

Acceptance of Terms for RFP:

Traction hereby accepts KDL's terms as noted within their RFP #180521. Per direction from their website, KDL has extended the deadline to July 9 2019, and as such, Traction is submitting this RFP Response before that deadline.

Kent District Library (KDL) is issuing a Request For Proposal (RFP) for SharePoint Online Upgrade
RFP Number: 180521-01
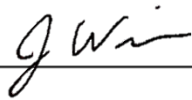
Bidder will deliver personally or by email one (1) electronic copy of the RFP **by 10 a.m. (EST) on Monday, June 25, 2018** to the following address:

Kent District Library Service Center
Attn: Kurt Stevens
814 West River Center Dr. NE
Comstock Park, Michigan 49321

Questions regarding this invitation should be directed to:
Kurt Stevens, IT Director
Email: kstevens@kdl.org

COMPLETE AND RETURN WITH BID

Company Name: **Traction Consulting Group**
(Please print or type company name)
Phone No.: **248-679-9454**

E-Mail Address: **joew@tractioncrm.com**
FAX No.: **none**

Address **28525 Beck Road, Suite 105** City **Wixom** State **Mi** Zip **48393**

By: **Joe Wichowski**
(Name of Authorized Agent)
Title: **President**

Signature: _____
Date: **6/29/2018**

[X] Makes a **firm offer** that is not revocable within one hundred twenty (120) days after response

NOTE: ALL BIDS ARE SUBJECT TO THE TERMS AND CONDITIONS HEREIN.

Solution Details

Traction is proposing to aide KDL in not only migrating from SharePoint 2007 On Premise to Office 365 / SharePoint Online, but also to modernize their toolset and take advantage of all of the products that KDL has available within the Office 365 A1 stack. The following items in GREEN highlight the products we will focus on within our solution:

Product	Office 365 A1
Microsoft Bookings	No
Microsoft Flow	Yes
Microsoft Forms	Yes
Microsoft Graph API	Yes
Microsoft MyAnalytics	No
Microsoft Planner	Yes
Microsoft PowerApps	Yes
Microsoft SharePoint	Yes
Microsoft StaffHub	Yes
Microsoft Stream	Yes
Microsoft Sway	Yes6
Microsoft Teams	Yes
Office Delve	Yes
Office 365 Groups	Yes
OneNote Class Notebook	Yes

Specifically, Traction will utilize:

1. Microsoft SharePoint – Current document libraries and generic lists (those without InfoPath forms) will be migrated directly to SharePoint Online as-is. Those with InfoPath will go through a migration using PowerApps (see #2 below). Traction will migrate up to 20 sites using a tool called ShareGate, while training KDL staff on the migration process. Once comfortable, KDL will then finalize the migration for the remainder of the sites, with Traction serving as advisor for questions.

2. Microsoft PowerApps – Traction will leverage Microsoft PowerApps for existing InfoPath forms that need to be modernized. PowerApps is a web and mobile enabled forms platform and will be the de-facto replacement for InfoPath going forward – it utilizes and is visualized within SharePoint. PowerApps works with Microsoft Flow to build rich and powerful workflow applications that are available to standard web browsers (Edge, Chrome, Firefox, etc) as well as being accessible from a mobile application (iOS and Android). Traction will migrate up to 20 InfoPath forms, while training KDL staff, until they are comfortable with the process. KDL will then finish the migration of forms, with Traction serving as advisor for questions. Note: It may be desirable for some InfoPath forms to simply be "archived" as they are no longer in use. As such, Traction will train on usage of the ShareGate tool on how these can simply be migrated to SharePoint Online and set to read-only to negate the need for conversion to PowerApps.

3. Microsoft Flow – Since KDL is currently utilizing limited "workflows" within their current solution, Traction will focus their efforts on utilizing and training KDL staff on Microsoft Flow. Microsoft Flow goes beyond normal SharePoint workflows, in that it is more of a "application connector" tool. Microsoft Flow has inputs and outputs to many applications (not just SharePoint). As such, the capabilities are substantial. Also, Microsoft Flow includes many workflow templates "out of the box" – which can aide KDL in implementing standard workflows (like email alerts, workflow escalations, approvals) much faster than with SharePoint workflows.

4. Microsoft Graph API – By leveraging the Graph API, we can offer KDL enhancements to SharePoint pages that drive specific content to individual users (instead of showing "generic lists and pages" and forcing users to find what they need. This is most relevant to our custom Office 365 Groups home page – which shows each user just the groups they are subscribed to (this is a feature that does not exist within SharePoint today).

5. Office 365 Groups – KDL has 150 sites to migrate. It is our belief that many are simple Team sites. As such, these can be migrated to Office 365 Groups, which streamlines team-user engagement of SharePoint, and connects many of these separate application together into one single "room" inside SharePoint. Each Office 365 Group allows for unique documents, lists, OneNote, Planner, and email inbox – all reachable from a single "page" within Office 365. Traction will also train KDL on best practices when setting up and utilizing Groups.

6. Microsoft Planner – KDL no doubt has project-tracking needs. Traction will train key KDL staff on proper usage of Microsoft Planner. Note: For any existing "project sites", those should simply be migrated as-is to SharePoint. However, for new projects going forward, the recommended process that we would train on would be to utilize Planner and its simplified project tracking services.

7. Microsoft Staff Hub – Traction will train key KDL staff on the usage of Staff Hub – a tool that allows companies to have staff self-manage their work schedules and identify replacements during needs of time off and such for critical staff. It is unknown if KDL requires this functionality, but Traction will do a walkthrough for understanding of the tool with KDL. This will be done free of charge.

8. Microsoft Stream - Traction will train key KDL staff on the usage of Microsoft Stream – a tool that should be thought of as your "corporate YouTube". Traction will train KDL on usage so they may capture their videos of our training and post them to Stream for users to access. This will be done free of charge.

9. Microsoft Sway - Traction will train key KDL staff on the usage of Microsoft Sway – a tool that can be thought of as an online PowerPoint of sorts. Traction will train KDL on usage, so they may capture step-by-step presentations of our training and post them to Sway for users to access. This will be done free of charge.

10. Microsoft Teams – Traction will train key KDL staff on the usage of Microsoft Teams, and how it relates to Office 365 Groups. Teams is a tool that will be replacing Microsoft Skype For Business at a date sometime in 2019/2020. It provides for instant messaging, video calls, desktop sharing, and "channels of conversations". This will be done free of charge.

11. Microsoft OneNote – Traction will train key KDL staff on how OneNote integrates with SharePoint and Office 365 Groups,and how best to take advantage of OneNote throughout the organization. This will be done free of charge.

In addition to the tools provided within the Office 365 A1 plan, Traction is also recommending the purchase and utilization of a tool called ShareGate. ShareGate was built for the exact type of migration KDL is going though, and supports direct migration from SharePoint 2007 On Premise to SharePoint Online.

Traction has added ShareGate to this RFP proposal as pass-through pricing, with zero markup. Traction does not rep for the company – we have direct experience utilizing this tool, and simply feel it is the best tool to achieve the goals outlined within this RFP.

Project Staffing & Meetings

Traction Consulting Group is headquartered in Wixom, Michigan. All of our clients are local resources – we do not outsource. As such, all client staffing for this project will utilize direct employees of Traction Consulting Group.

All onsite meetings will be specified by KDL during project commencement. Additional project meetings will be allowed as directed by KDL. Onsite meetings are subject to standard mileage reimbursement from Wixom to whichever location KDL specifies.

KDL may opt to hold Skype or other video conference meetings to expedite meetings as well as cut costs in regards to mileage.

It is assumed that most of our development and customizations work will happen at Traction facilities and will not require onsite developer resources, except where reviews, training, or other face-to-face engagements are deemed important.

Client References & Project References

A full list of our public reviews can be found at the following link. Clutch.co is an outside analysis firm, that interviews previous clients of ours in an unbiased setting. Traction does not and has not paid any fees to Clutch. All reviews were performed over the phone – direct to a Clutch.co representative, without Traction participating in the call. As such, we feel these reviews give our clients a rock-solid understanding of our value, expertise, and the experience they will receive when they engage Traction Consulting Group.

- https://clutch.co/profile/traction-consulting-group-tractioncrmcom

In addition, while most of our clients (including the above) utilize our SharePoint expertise, the following specific references can be made available to you if you would like to have a private conversation with them:

- CFO, Large Chemical Manufacturer
  - Traction was contracted for their migration to Office 365 (from On Premise Exchange and SharePoint), as well as to build out the SharePoint Online portal and various team rooms. We migrated both On Premise Exchange, and many network file folders up to SharePoint Online. Some old/existing SharePoint On Premise files were also migrated within the process. Each department is now represented within SharePoint, with all of their major workflows utilizing either Lists or InfoPath forms. Traction let the train-the-trainer sessions, and continues to provide consulting services around their ongoing workflow and SharePoint needs.

- Operations Manager, Michigan-based Physical Therapy centers
  - Traction was contracted for their migration to Office 365 (from On Premise Exchange and SharePoint), as well as to build out the SharePoint Online portal and various team rooms. Traction worked directly with department managers to identify and develop key end-user portals to streamline their file storage and form processing (previously, they relied almost exclusively on email). Each department is now represented within SharePoint, with all of their major workflows utilizing either Lists or InfoPath forms. Traction let the train-the-trainer sessions, and continues to provide consulting services around their ongoing workflow and SharePoint needs.

- Director of IT, Corrigan Oil
  - Traction developed several workflows for SharePoint Online, as well as customized home pages and several workflow portals for the Corrigan Oil team. Traction leveraged InfoPath forms to track financial requests from users, as well as custom engineering projects requested by clients. Each department is now represented within SharePoint, with all of their major workflows utilizing either Lists or InfoPath forms. Traction let the train-the-trainer sessions, and continues to provide consulting services around their ongoing workflow and SharePoint needs.

Proposed Timeline

Traction is proposing the following timeline to serve as a guide if KDL utilizes Traction for this endeavor. Assuming an August 1 start, our current effort scope has us rolling out around end of September / beginning October.

Customer: Kent District Library   **Consultant:** TBD   **Primary SC:** TBD

Project ID: KDL-SP2007   **Project:** KDL SharePoint 2007 Migration to SharePoint Online

Traction CRM
www.tractioncrm.com

Traction 2020 – Project Planner – Timeline

Scheduled Start: TBD   **Next Client Review:**   **Scheduled Rollout:**

Task	w1	w2	w3	w4	w5	w6	w7	w8	w9	w10	w11	w12	w13	w14
Presales & Non-Bill	■													
Project Planning	■													
Review & Analysis		■												
Visioning			■											
Scope / Timing / Cost Adjustment				■										
Design & Setup				■	■	■								
Site Creation & InfoPath Migration							■	■						
Scope / Timing / Cost Adjustment								■						
Testing								■	■					
Data Migration & End-User Training										●				
Extended Support										■	■	■	■	■

** Note that for us, we view Design & Setup and Site Creation & InfoPath Migration all to be one single effort, and may mix and match the hours together as we go forward. But we feel the buckets we created are accurate in order to realize the migration as KDL has outlined within this RFP.

Detailed Response To Project Tasks

Project Tasks	Est. Consulting Hrs
1. Pre-sales & Non-Billable:	
Discuss and Review the Major Retired SharePoint Features and the impact on KDL, if any: • SharePoint Foundation • Limited Single-Server • Excel Services • Limited SharePoint BI Capabilities • Tags • Notes • Others??? Explain which features of SharePoint Online may help us manage internal projects better (eg PM Tools of any kind). See an online presentation or demonstration of your firm's experience with SharePoint Online incorporating the above topics and other project examples similar to what KDL is about to undertake. Provide and arrange contact for 2-4 references of other businesses that you have provided similar SharePoint Online consulting services.	0 (All activities in this bucket are free-of-charge as pre-sales engagement, unless you want some form of proof-of-concept or other specific demonstration that we do not already have within a generic form) – Onsite

2. Project Planning:	
a) Pre-Planning discussions and collaborative modifications to the project tasks outlined in this document.	8 – Cons Onsite
b) Create a project timeline that accounts for the agreed upon project tasks that came from the from the previous collaborative effort. (Currently we are targeting migration cutover 9/15/2018. This is open for change.)	8 – Cons (Traction to create timeline and plan)
c) Establish an agreed upon project governance practice based on the timeline and project tasks on how to handle the following: • Testing and issue resolution • Change management or Scope control • Synchronization of data between the two platforms during the testing & cutover process • Permission Review & Maintenance • Post Migration Data Clean-up	8 – Cons (Traction to create and generate Project Governance document)

• Post Migration "Optimization" changes to ensure the desired results • Document Control Procedures • Data Protection • Others???	

3. Review & Analysis:	
a) Aide KDL to review, understand, and document the various current SharePoint settings: • Site Collections and Settings • Sub-Sites • Content Type & Site Columns • Security & Permission options and settings • Others???	4 – Cons (We will provide Q&A assistance to KDL, and run our tools to provide Excel sheets with most of this data)

b) Aide KDL to review and understand the content within the current SharePoint platform:
• Meet with Stakeholder's and gain insight into what features, functions, use cases, and other business requirements are needed.
• Identify, Understand, and Evaluate the following:
   ○ Which documents are "Controlled Documents"
   ○ Which documents are currently integrated with other KDL systems, if any
• Create a list of content that will move to the new platform:
   ○ Workflows
   ○ Libraries (size, type of content, last updated, etc.)
   ○ Pages & Web Parts
   ○ Any Customizations (Event Handlers, Custom Coding, etc.)
   ○ Images, Videos, other data types?
   ○ E-Learning materials including Tests
   ○ Others???
• Determine what to do with the old content (Delete or Archive)
 	
NOTE: Make sure we are compliant with any Library regulations that govern the Library industry.
	4 – Cons
	
	(We will provide Q&A and suggest best-practice assistance to KDL)

4. Visioning:	
a) Provide overview training on the new SharePoint Online application to learn the <u>new features</u> as well as <u>the ones that are no longer available</u>. (Create KDL recording for refresher or knowledge transfer)	8 – Trainer - Onsite (KDL will define agenda and scope)
b) Determine and document their desired usage of SharePoint Online and determine the following: • What needs to be redesigned – Look & Feel? • What new features will we take advantage of? • What limitations are present that we need to beware of? • What security parameters & permission changes will we need?	8 – Cons (KDL to review these topics with each department. Traction to provide Q&A

• What mobile access is required? • What offline copies and synchronization is needed for Laptop users? • What will be the structure of Sites (i.e. Home / Departments sub-sites with standard layout)? • What needs to be done for the Controlled Documents metadata setup? • Determine if Calendars & Contacts will be shared across sites? • What will the standard Site Templates & site lists look like? • Determine how to set the Security & Permissions? • What 3rd Party Products need to be integrated, if any? • Determine if the Top Link Bar and Quick Launch Bar will be the same on each page? • Others??? •	support, as well as helping understand best practices and possibilities to achieve needs of the departments)

c) Identify and document the desired changes to the Information Architecture:
    • Custom Sitemap
    • Custom Navigation
    • Custom Landing Pages
    • Others???
	16 – Cons
	
	(Traction will lead the discussion on final desired changes, document, and present to KDL for acceptance)

5. Scope, Timing, & Cost Adjustment	
a) Step back and re-assess the future activities. Can anything be shortened or eliminated? Does anything need to be expanded or pushed into a future time slot? Was anything missing and now needs to be added?	2 – Cons

6. Design & Setup:	
a) Determine and create the Design Strategy that will govern the project, if necessary provide the following: • Mockup for New Site • Others???	8 – Cons (Traction to design strategy, document, and present)
b) Design and create the following: • User Interface Design • Wireframes for Functionality • Document library design and structure • Others??? NOTE – Plan for 3 revisions for some design areas	40 – Cons (Traction to design, document, and present)

c) Design and create the SharePoint Structure, including the following: • Master Pages • Workflows with Approvers group • Alerts & Audiences • Office Templates • Others???	40 – Cons (Traction to customize, gather, and implement as needs discovered in previous sections)

d) Establish a Test or Sandbox environment of the SharePoint Online platform including necessary integrations to the following:
• Search setup
• Email setup
• Link to Active Directory
• Use of Versioning
• Backup Setup
   ○ Standard is 14 backups, 3 monthly backups
   ○ Examine Veeam for additional options
• Workflow Setup
• Others???
	20 – Cons
	
	(Aide KDL in testing their templates in a new Site Collection environment. Traction recommends a tool called ShareGate to streamline this process. Price for ShareGate is $4,000 per year. We have included this cost in our proposal)

e) Train the trainer – Q&A with a KDL SharePoint Administrator on the routine maintenance activities.	8 – Cons - Onsite

7. Site Creation & InfoPath Migration:	
a) Create and develop the solution. Where possible, train KDL SharePoint Developer so that KDL can help in development efforts: • Master Pages • CSS Design Files • Page Layouts • JavaScript Solutions • Others??? Traction will create sites for 10 to 20 sites, while training KDL staff to take over and complete for remaining sites.	40 – Cons – Process Walkthrough Onsite (Traction will Perform all Master Page and CSS customizations. After a few page layouts and initial design Q&A, we do not feel we will need to help other than some Q&A from time to time. Traction will implement all JavaScript solutions as needed.)
b) Migrate the InfoPath forms to the chosen option. During this process we would like you to Train our SharePoint Administrator/Developer as well as our Site Owners (Power Users). KDL currently has ~150 InfoPath forms. KDL is willing to watch and learn the conversion process on 10 to 20 forms and then take over	40 – Cons – Process walkthrough Onsite (Using Microsoft Flow, PowerApps, or InfoPath convert up to 10 InfoPath forms, while training staff on

and convert the rest of the forms to allow KDL to save some costs. KDL would just like the chosen vendor to be available for assistance when needed.	how to achieve future forms on their own. Assuming about 2 forms per day with suitable testing time allotted for each)
c) Train the KDL Project Team / Super Users. (Create KDL recording for refresher or knowledge transfer)	16 – Trainer - Onsite (Budgeting 2-day class to get the basics into the hands of people you can take the knowledge and spread it forward, with capability to "start over" since we are taping for future broadcasting)

8. Scope, Timing, & Cost Adjustment	
d) KDL - Step back and re-assess the future activities. Once again discuss and evaluate the previous considerations. However, with the recent training, can KDL effectively do more on our own? Where in the upcoming tasks can KDL take more ownership, thus reducing the costs (while potentially increasing the time)?	2 (Traction to review progress, gaps, and final steps with KDL)

9. Testing:	
e) Have the Super Users Test SharePoint Structure, including the following: • Create 1-2 "new" documents in each area to represent the many use-cases. (Creating and testing "new" documents will help verify that the new SharePoint Structure and Information works properly, BEFORE we migrate any of the old data.) • Test Alerts, Search, and Workflows • Receive, Review and Discuss feedback • Others???	8 – Cons (Providing budget of 2 hours per week for Q&A with KDL staff over 4 week period)
f) Fix all agreed to items from above	20 – Cons (Traction will serve as primary resolved, as well as general Q&A resource)
g) Test SharePoint Administration tasks, including the following:	4 – Cons

• Test full backup AND restore • Test "individual site" backup AND restore • Others???	

10. Data Migration & End-User Training	
a) Migrate or Import the old data into the new structure, including the following: • Upload all required documents on a Per Department basis to the relevant SharePoint Site \ List \ Library location • Edit Metadata entries for each document • Others???	20 – Cons – Process Walkthrough Onsite (Traction will do the first few while training KDL on ShareGate, then support KDL while they finish the rest)
b) RETEST the system to validate the migration effort hasn't disrupted the new Platform	8 - Cons (Traction to provide support, Q&A assistance as needed)
c) Lock down the old version of SharePoint and make it Read Only	1 - Cons (Probably KDL only here, Traction Q&A)
d) Train the rest of the KDL Staff. (Create KDL recording for refresher or knowledge transfer)	TBD (Traction staff as needed, but might not be needed at all)

11. Extended Support:	
e) Provide extended support for the SharePoint Online platform, including: • Onsite cutover assistance for 3 days immediately following the launch of the new platform • Establish a "User Feedback" Process which includes at least the ability to categorize based on type of request, magnitude of impact, and priority • 15 Specific Change Request Tickets to address desired changes	86 – Cons – Onsite (first 3 days, then as-directed from KDL) (24 hours cutover assistance, 4 hours to create User Feedback list/form/views/reporting link to sitemap and train users, 30 hours for change request

• 90 Days of Post-Launch Support to address technical support questions or issues as well as returning after 90 Days to review User Usage Data and User Acceptance. • Others???	tickets, 8 hours per month for 3 months support, 4 hours for review meetings)

Example SharePoint Artwork

Traction has been developing solutions for SharePoint (both Online and On-Premise) since 2008. As such, we have extensive experience in customizing the look & feel of SharePoint to best fit our clients and their work habits.

The below artwork should serve as example sites we've performed for clients in the past. They are a custom set of templates that we freely offer to our clients as a starting-point, to help cut costs. If KDL were to utilize these templates as a guide, Traction would be able to cut down the amount of hours required for both Design & Setup and Site Creation in half. We have reflected this within our MOST LIKELY TO COST estimate:

Section 6: Bidder's Checklist – Fee Summary

The following items must be included in the provider's submitted bid. The Library reserves the right to reject bids that are incomplete and do not contain the requested items below:

For pricing simplification, we request that each company submitting a bid fill out the following Fee Chart:

Section Tasks	Most Likely Cost	Could Possibly Be
Pre-Sales / Non-Billable Section	No Charge	No Charge
Project Planning Section	$3,000.00	$3,500.00
Review & Analysis Section	$1,000.00	$1,250.00
Visioning Section	$4,000.00	$4,500.00
Design & Setup Section	$11,000.00	$18,500.00
Site Creation & InfoPath Migration Section	$10,000.00	$15,000.00
Testing Section	$4,000.00	$4,500.00
Data Migration & End-User Training Section	$4,000.00	$4,500.00
Tools – ShareGate Migration Assistance Tool - 1 year license for ShareGate migration assistance tool; licensed under KDL so they may use it themselves for the entire year as needed	$3,995.00	$3,995.00
Extended Support Section	$10,000.00	$15,000.00
Project Management & Meetings:	$4,000.00	$4,500.00
RFP Totals:	**$54,995.00**	**$75,245.00**

NOTE: Generally speaking, we tend to error on the side of caution and over-estimate project efforts without specific details by 10%. As such, our MOST LIKELY TO COST value above reflects our assumption that we will not encounter anything we have not already seen/dealt with while migrating previous clients from On Premise to Online This is due to our extensive cloud migration experience and general working knowledge of SharePoint, ShareGate, Microsoft Flow, and PowerApps. In addition, it is our hope that we can review with you our boilerplate templates for SharePoint (examples shown in the section EXAMPLE SHAREPOINT ARTWORK) and built-in templates in order to streamline the DESIGN & SETUP phases and the SITE CREATION portion of the RFP (we have decreased both of those efforts by 50% due to no additional effort in order to create new master pages, CSS, or other "from scratch" customizations).

Simply put, our MOST LIKELY TO COST number reflects what we feel we can convince you is the best and most cost-effective way to migrate to SharePoint Online and for KDL to be able to self-maintain it with minimal costs down the road.

However, due to unforeseen issues, or if KDL truly requires a "total customized SharePoint site", we have provided for our COULD POSSIBLY BE to equate to 10% over our budgeted effort for EXACTLY what you asked for. The actual guestimate of effort by buckets and activities you defined is detailed below:

Detailed Breakdown / Assumptions:

SharePoint Migration - RFP

Project Tasks:	Senior Consultant - $140/Hour	Trainer $125/Hour	Project Management $100/Hour	Estimated
1. Pre-Sales & Non-Billable - Discuss and review Major retired SharePoint Features and the impact on KDL, if any: *(All activities in this bucket are free-of-charge as pre-sales engagement, unless you want some form of proof-of-concept or other specific demonstration that we do not already have within a generic form)*	0	0	0	$ -

2. Project Planning and Assessments	**24**			**$ 3,360.00**
a) Pre-planning Discussions	8			$ 1,120.00
b) Timeline Reviews	8			$ 1,120.00
c) Governance Reviews	8			$ 1,120.00

3. Review & Analysis	**8**			**$ 1,120.00**
a) Aide KDL to review and understand the content within the current SharePoint Platform	4			$ 560.00
b) Aide KDL to review and understand the content within the current SharePoint platform	4			$ 560.00

4. Visioning	**24**	**10**		**$**	**4,360.00**
a) Provide overview training on the new SharePoint Application		8		$	1,000.00
b) Determine and document their desired usage of SharePoint Online and determine functionality	8			$	1,120.00
c) Identify and document the desired changes to the Information Architecture	16			$	2,240.00

5. Scope, Timing & Cost Adjustment	**2**			**$**	**280.00**
a) Step back and re-assess the future activities. Can anything be shortened or eliminated? Does anything need to be expanded or pushed into a future time slot? Was anything missing and now needs to be added?	2			$	280.00

6. Design & Set Up	**116**			**$**	**16,240.00**
a) Determine and create the Design Strategy that will govern the project - mockup for new site, others?	8			$	1,120.00
b) Design and create - user interface design, wireframes for functionality & Document library design & structure, others?	40 * Can cut to 20 if KDL uses our templates			$	5,600.00
c) Design and create the SharePoint Structure -master pages, workflows with approvers group, alerts & audiences & office template, others?	40 * Can cut to 20 if KDL uses our templates			$	5,600.00
d) Establish a Test or sandbox environment of the SharePoint Online Platform including necessary integration- search/email setup, link to active directory, use versioning, backup setup & workflow, others?	20			$	2,800.00
e) Train the trainer - Q&A with KDL SharePoint Administrator on the routine maintenance activities	8			$	1,120.00

7. Site Creation & InfoPath Migration	**80**	**16**		**$**	**13,200.00**
a) Create and develop the solution. Where possible, train KDL SharePoint Developer so that KDL can help in development efforts - master pages, CSS Design Files, Page Layouts, Java Script	40 * Can cut to 20 if KDL uses our templates			$	5,600.00
b) Migrate the InfoPath forms to the chosen option. During this process we would like you to Train our SharePoint Administrator/Developer as well as our Site Owners (Power Users).	40			$	5,600.00
c) Train the KDL Project Team / Super Users. (Create KDL recording for refresher or knowledge transfer)		16		$	2,000.00

8. Scope, Timing & Cost Adjustment	2			$	280.00
d) KDL - Step back and re-assess the future activities. Once again discuss and evaluate the previous considerations. However, with the recent training, can KDL effectively do more on our own? Where in the upcoming tasks can KDL take more ownership, thus reducing the costs (while potentially increasing the time)?	2			$	280.00

9. Testing	32			$	4,480.00
e) Have the Super Users Test SharePoint Structure- create 1-2 "new" documents, test alerts-search and workflows, receive-review and discuss feedback, others?	8			$	1,120.00
f) Fix all agreed to items from above	20			$	2,800.00
g) Test SharePoint Administration tasks, including test full backup/restore and test "individual site" backup and restore, others?	4			$	560.00

10. Data Migration & End-User Training	29			$	4,060.00
a) Migrate or Import the old data into the new structure, including upload all required documents on a per dept basis relevant to SharePoint Site/List/Library Location & edit metadata entries for each document, others?	20			$	2,800.00
b) RETEST the system to validate the migration effort hasn't disrupted the new Platform	8			$	1,120.00
c) Lock down the old version of SharePoint and make it Read-only	1			$	140.00
d) Train the rest of the KDL Staff	TBD				TBD

11. Extended Support	86			$	12,040.00
e) Provide extended support for the SharePoint Online platform - Provide extended support for the SharePoint Online Platform including: Onsite cutover assistance, establish a "user feedback" process, 15 specific change request tickets to address, 90 days of post-launch support to address technical questions or issues, others?	86			$	12,040.00

12. Project Management			45	$	4,500.00
This person is in charge of coordinating resources and training on the Traction side (~10% Project Time)			45	$	4,500.00

13. Additional Tools				$	3,995.00
ShareGate Migration Assistance Tool			1	$	3,995.00

Total:	**403**	**26**	**45**	**$**	**67,915.00**

CHANGE

KDL Kent District Library

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Board of Trustees
2018 Meeting Dates

DATE	TIME	LOCATION
Thursday, January 18, 2018	4:30 p.m.	KDL Meeting Center 814 W. River Center NE, Comstock Park 49321
Thursday, February 15, 2018	4:30 p.m.	KDL Grandville Branch 4055 Maple St SW, Grandville 49418
Thursday, March 15, 2018	4:30 p.m.	KDL Meeting Center 814 W. River Center NE, Comstock Park 49321
Thursday, April 19, 2018	4:30 p.m.	KDL Meeting Center 814 W. River Center NE, Comstock Park 49321
Thursday, May 17, 2018	4:30 p.m.	KDL Spencer Branch 14960 Meddler Ave, Gowen 49326
Thursday, June 14, 2018	4:30 p.m.	KDL Meeting Center 814 W. River Center NE, Comstock Park 49321
Thursday, July 19, 2018	4:30 p.m.	KDL Meeting Center 814 W. River Center NE, Comstock Park 49321
Thursday, August 16, 2018	4:30 p.m.	KDL Meeting Center 814 W. River Center NE, Comstock Park 49321
Thursday, September 20, 2018	4:30 p.m.	KDL Caledonia Branch 6260 92nd St SE, Caledonia 49316
Thursday, October 11, 2018 *Budget Work Session*	4:30 p.m.	KDL Meeting Center 814 W. River Center NE, Comstock Park 49321
Thursday, October 25, 2018 ~~*Budget Work Session*~~	4:30 p.m.	KDL Byron Center 8191 Byron Center Ave SW, Byron Center 49315
Thursday, November 15, 2018 *Including Budget Hearing (Approval)*	7:00 p.m.	KDL Cascade Branch 2870 Jacksmith Ave SE, Grand Rapids 49546
Thursday, December 20, 2018 *Including Director's Evaluation*	4:30 p.m.	KDL Meeting Center 814 W. River Center NE, Comstock Park 49321

APPENDIX 1

Table of Contents

ALPINE TWP. BRANCH (ALP)

TOP PATRON REQUESTS

1ST (100%) — • TECHNOLOGY

2ND (75%) — • EMPLOYMENT/CAREER

3RD (50%) — • LITERACY
• SERVICES FOR SENIORS
• LEGAL RESOURCES

ALL REQUESTS

RESOURCES	RESPONSES	PERCENTAGE OF STAFF
Disability Services	1	25%
Education	1	25%
Literacy	2	50%
Technology	4	100%
Veterans Assistance	1	25%
~~LGBTQ~~	0	0
Health Care	1	25%
~~Mental Health Services~~	0	0
Child & Family Resources	1	25%
~~Women's Resources~~	0	0
~~Housing / Homelessness~~	0	0
Employment / Career	3	75%
Food Assistance	1	25%
Services for Seniors	2	50%
~~Refugee/Immigration Assistance~~	0	0
~~Substance Abuse~~	0	0
~~Clothing~~	0	0
Legal Resources	2	50%
~~Transportation~~	0	0

19 TOTAL

4.75 requests per staff members who responded

3.8 requests per staff across all staff members at this branch

ALTO BRANCH (ALT)

TOP PATRON REQUESTS

1ST (75%)
- TECHNOLOGY

2ND (50%)
- LITERACY
- CHILD & FAMILY RESOURCES
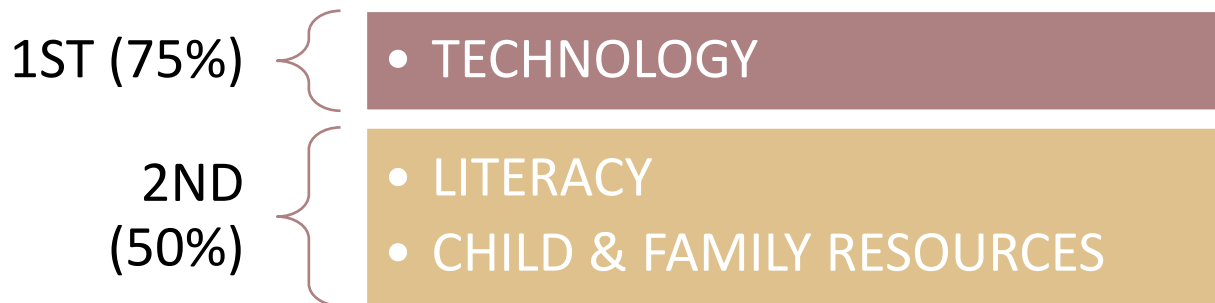
ALL REQUESTS

RESOURCES	RESPONSES	PERCENTAGE OF STAFF
Disability Services	0	0
Education	1	25%
Literacy	2	50%
Technology	3	75%
Veterans Assistance	0	0
LGBTQ	0	0
Health Care	1	25%
Mental Health Services	0	0
Child & Family Resources	2	50%
Women's Resources	0	0
Housing / Homelessness	1	25%
Employment / Career	1	25%
Food Assistance	0	0
Services for Seniors	1	25%
Refugee/Immigration Assistance	0	0
Substance Abuse	0	0
Clothing	0	0
Legal Resources	0	0
Transportation	0	0

12 TOTAL

3 requests per staff members who responded

BYRON TWP. BRANCH (BYR)

TOP PATRON REQUESTS

1ST (83%) — • TECHNOLOGY

2ND (66%) — • LITERACY
• EMPLOYMENT/CAREER

3RD (50%) — • EDUCATION

ALL REQUESTS

RESOURCES	RESPONSES	PERCENTAGE OF STAFF
Disability Services	3	25%
Education	6	50%
Literacy	8	66.6%
Technology	10	83.3%
Veterans Assistance	0	0
LGBTQ	0	0
Health Care	3	25%
Mental Health Services	3	25%
Child & Family Resources	4	33.3%
Women's Resources	0	0
Housing / Homelessness	2	16.6%
Employment / Career	8	66.6%
Food Assistance	1	8.3%
Services for Seniors	4	33.3%
Refugee/Immigration Assistance	0	0
Substance Abuse	0	0
Clothing	0	0
Legal Resources	4	33.3%
Transportation	1	8.3%
Other: ESL	1	8.3%
Other: tax form help	1	8.3%

59 TOTAL

4.9 requests per staff members who responded

CALEDONIA TWP. BRANCH (CAL)

TOP PATRON REQUESTS

1ST (60%)
- TECHNOLOGY
- EMPLOYMENT/CAREER
- SERVICES FOR SENIORS

2ND (50%)
- LITERACY

ALL REQUESTS

RESOURCES	RESPONSES	PERCENTAGE OF STAFF
Disability Services	1	10%
Education	3	30%
Literacy	5	50%
Technology	6	60%
Veterans Assistance	2	20%
LGBTQ	0	0
Health Care	2	20%
Mental Health Services	1	10%
Child & Family Resources	3	30%
Women's Resources	0	0
Housing / Homelessness	0	0
Employment / Career	6	60%
Food Assistance	0	0
Services for Seniors	6	60%
Refugee/Immigration Assistance	1	10%
Substance Abuse	0	0
Clothing	0	0
Legal Resources	3	30%
Transportation	2	20%

41 TOTAL

4.1 requests per staff members who responded

CASCADE TWP BRANCH (CAS)

TOP PATRON REQUESTS

1ST (85%) — • TECHNOLOGY

2ND (78%) — • EMPLOYMENT/CAREER

3RD (64%) —
- • LITERACY
- • SERVICES FOR SENIORS
- • LEGAL RESOURCES
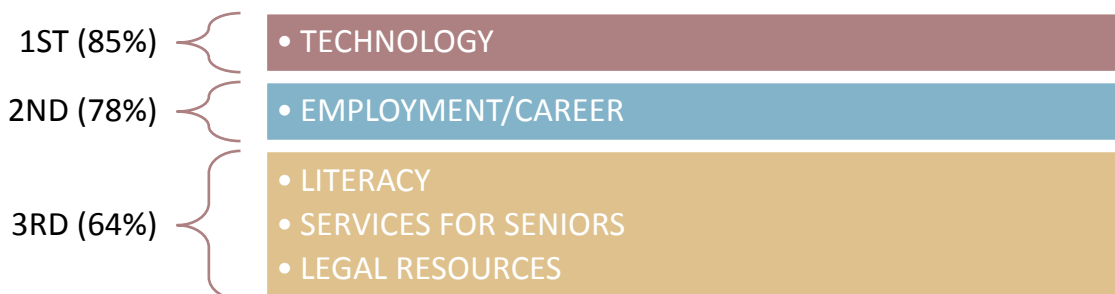
ALL REQUESTS

RESOURCES	RESPONSES	PERCENTAGE OF STAFF
Disability Services	4	28.5%
Education	7	50%
Literacy	9	64.2%
Technology	12	85.7%
Veterans Assistance	1	7.1%
LGBTQ	2	14.2%
Health Care	4	28.5%
Mental Health Services	4	28.5%
Child & Family Resources	2	14.2%
Women's Resources	2	14.2%
Housing / Homelessness	4	28.5%
Employment / Career	11	78.5%
Food Assistance	1	7.1%
Services for Seniors	9	64.2%
Refugee/Immigration Assistance	4	28.5%
Substance Abuse	1	7.1%
~~Clothing~~	~~0~~	~~0~~
Legal Resources	9	64.2%
Transportation	4	28.5%
Other: ESL	1	7.1%

91 TOTAL

6.5 requests per staff members who responded

3.6 requests per staff across all staff members at this branch

COMSTOCK PARK BRANCH (COM)

TOP PATRON REQUESTS

1ST (75%)
- EDUCATION
- HOUSING/HOMELESSNESS
- EMPLOYMENT/CAREER

2ND (62%)
- TECHNOLOGY
- SERVICES FOR SENIORS

ALL REQUESTS

RESOURCES	RESPONSES	PERCENTAGE OF STAFF
Disability Services	2	25%
Education	6	75%
Literacy	3	37.5%
Technology	5	62.5%
~~Veterans Assistance~~	~~0~~	~~0~~
LGBTQ	1	12.5%
Health Care	2	25%
Mental Health Services	3	37.5%
Child & Family Resources	4	50%
Women's Resources	2	25%
Housing / Homelessness	6	75%
Employment / Career	6	75%
Food Assistance	3	37.5%
Services for Seniors	5	62.5%
Refugee/Immigration Assistance	2	25%
~~Substance Abuse~~	~~0~~	~~0~~
Clothing	1	12.5%
Legal Resources	4	50%
Transportation	3	37.5%

58 TOTAL

7.25 requests per staff members who responded

5.2 requests per staff across all staff members at this branch

EAST GRAND RAPIDS (EGR)

TOP PATRON REQUESTS

1ST (100%) • TECHNOLOGY

2ND (87%) • EDUCATION

3RD (75%) • EMPLOYMENT/CAREER
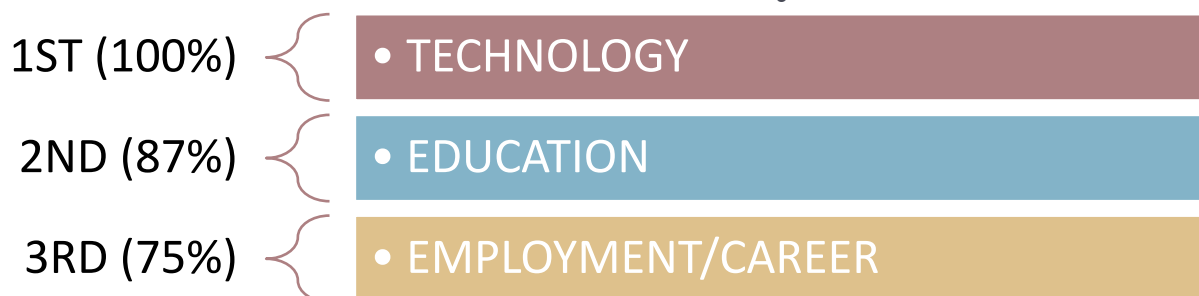
ALL REQUESTS

RESOURCES	RESPONSES	PERCENTAGE OF STAFF
Disability Services	1	12.5%
Education	7	87%
Literacy	5	62.5%
Technology	8	100%
~~Veterans Assistance~~	0	0
LGBTQ	2	25%
Health Care	2	25%
~~Mental Health Services~~	0	0
Child & Family Resources	5	62.5%
~~Women's Resources~~	0	0
Housing / Homelessness	1	12.5%
Employment / Career	6	75%
~~Food Assistance~~	0	0
Services for Seniors	3	37.5%
Refugee/Immigration Assistance	3	37.5%
~~Substance Abuse~~	0	0
~~Clothing~~	0	0
Legal Resources	3	37.5%
Transportation	3	37.5%

49 TOTAL

6.1 requests per staff members who responded

2.2 requests per staff across all staff members at this branch

ENGLEHARDT BRANCH (LOW)

TOP PATRON REQUESTS

1ST (77%) — • TECHNOLOGY

2ND (66%) — • EDUCATION
• EMPLOYMENT/CAREER

3RD (55%) — • SERVICES FOR SENIORS
• LEGAL RESOURCES
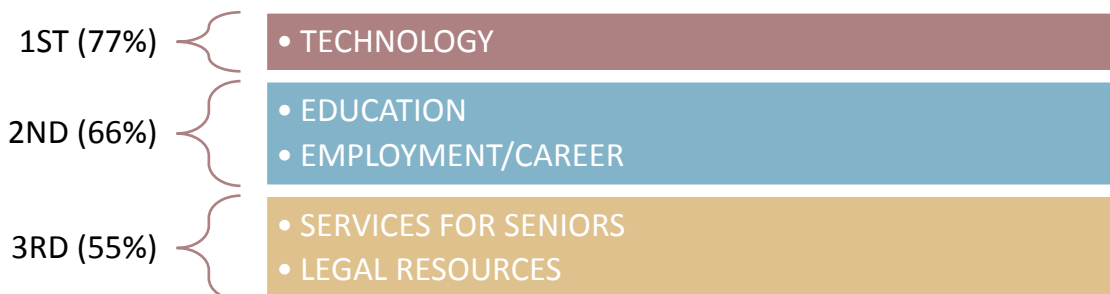
ALL REQUESTS

RESOURCES	RESPONSES	PERCENTAGE OF STAFF
Disability Services	2	22.2%
Education	6	66.6%
Literacy	1	11.1%
Technology	7	77.7%
Veterans Assistance	0	0
LGBTQ	1	11.1%
Health Care	2	22.2%
Mental Health Services	1	11.1%
Child & Family Resources	4	44.4%
Women's Resources	0	0
Housing / Homelessness	2	22.2%
Employment / Career	6	66.6%
Food Assistance	1	11.1%
Services for Seniors	5	55.5%
Refugee/Immigration Assistance	0	0
Substance Abuse	2	22.2%
Clothing	0	0
Legal Resources	5	55.5%
Transportation	2	22.2%

47 TOTAL

5.2 requests per staff members who responded

GAINES TWP. BRANCH (GNS)

TOP PATRON REQUESTS

1ST (85%)
- TECHNOLOGY
- EMPLOYMENT/CAREER

2ND (57%)
- DISABILITY SERVICES
- VETERANS ASSISTANCE
- LEGAL RESOURCES

ALL REQUESTS

RESOURCES	RESPONSES	PERCENTAGE OF STAFF
Disability Services	4	57.1%
Education	3	42.8%
Literacy	2	28.5%
Technology	6	85.7%
Veterans Assistance	4	57.1%
LGBTQ	1	14.2%
Health Care	2	28.5%
Mental Health Services	1	14.2%
Child & Family Resources	1	14.2%
Women's Resources	1	14.2%
Housing / Homelessness	3	42.8%
Employment / Career	6	85.7%
Food Assistance	1	14.2%
Services for Seniors	3	42.8%
Refugee/Immigration Assistance	1	14.2%
Substance Abuse	3	42.8%
~~Clothing~~	~~0~~	~~0~~
Legal Resources	4	57.1%
Transportation	2	28.5%
Other: phone access	1	14.2%

49 TOTAL

7 requests per staff members who responded

4.4 requests per staff across all staff members at this branch

GRANDVILLE BRANCH (GDV)

TOP PATRON REQUESTS

1ST (83%) • TECHNOLOGY

2ND (66%) • EMPLOYMENT/CAREER

3RD (55%) • HOUSING/HOMELESSNESS

ALL REQUESTS

RESOURCES	RESPONSES	PERCENTAGE OF STAFF
Disability Services	2	11.1%
Education	6	33.3%
Literacy	4	22.2%
Technology	15	83.3%
Veterans Assistance	1	5.5%
~~LGBTQ~~	~~0~~	~~0~~
Health Care	2	11.1%
Mental Health Services	3	16.6%
Child & Family Resources	5	27.7%
Women's Resources	1	5.5%
Housing / Homelessness	10	55.5%
Employment / Career	12	66.6
Food Assistance	5	27.7%
Services for Seniors	3	16.6%
Refugee/Immigration Assistance	3	16.6%
Substance Abuse	1	5.5%
Clothing	3	16.6%
Legal Resources	2	11.1%
Transportation	6	31.5%

84 TOTAL

4.6 requests per staff members who responded

4 requests per staff across all staff members at this branch

KELLOGGSVILLE BRANCH (KEL)

TOP PATRON REQUESTS

1ST (75%)
- LITERACY
- TECHNOLOGY
- FOOD ASSISTANCE

2ND (50%)
- EDUCATION
- EMPLOYMENT/CAREER

ALL REQUESTS

RESOURCES	RESPONSES	PERCENTAGE OF STAFF
Disability Services	1	25%
Education	2	50%
Literacy	3	75%
Technology	3	75%
~~Veterans Assistance~~	0	0
LGBTQ	1	25%
~~Health Care~~	0	0
Mental Health Services	1	25%
~~Child & Family Resources~~	0	0
~~Women's Resources~~	0	0
~~Housing / Homelessness~~	0	0
Employment / Career	2	50%
Food Assistance	3	75%
~~Services for Seniors~~	0	0
~~Refugee/Immigration Assistance~~	0	0
~~Substance Abuse~~	0	0
~~Clothing~~	0	0
Legal Resources	1	25%
Transportation	1	25%
Other: Spanish storytime	1	25%
Other: ESL	1	25%

20 TOTAL

5 requests per staff members who responded

4 requests per staff across all staff members at this branch

KENTWOOD (RICHARD L. ROOT) BRANCH

TOP PATRON REQUESTS

1ST (62%)
- LITERACY
- TECHNOLOGY
- REFUGEE/IMMIGRATION ASSISTANCE

2ND (56%)
- EMPLOYMENT/CAREER

ALL REQUESTS

RESOURCES	RESPONSES	PERCENTAGE OF STAFF
Disability Services	2	12.5%
Education	4	25%
Literacy	10	62.5%
Technology	10	62.5%
Veterans Assistance	1	6.2%
LGBTQ	2	12.5%
Health Care	3	18.7%
Mental Health Services	4	25%
Child & Family Resources	6	37.5%
Women's Resources	0	0
Housing / Homelessness	5	31.2%
Employment / Career	9	56.2%
Food Assistance	6	37.5%
Services for Seniors	5	31.2%
Refugee/Immigration Assistance	10	62.5%
Substance Abuse	1	6.2%
Clothing	0	0
Legal Resources	3	18.7%
Transportation	5	31.2%

86 TOTAL

5.3 requests per staff members who responded

3.9 requests per staff across all staff members at this branch

KRAUSE MEMORIAL BRANCH (ROC)
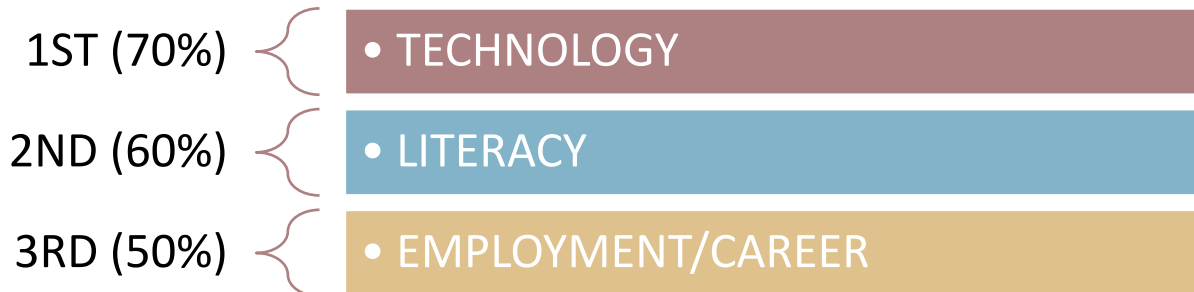
TOP PATRON REQUESTS

1ST (70%) — • TECHNOLOGY

2ND (60%) — • LITERACY

3RD (50%) — • EMPLOYMENT/CAREER

ALL REQUESTS

RESOURCES	RESPONSES	PERCENTAGE OF STAFF
Disability Services	1	10%
Education	3	30%
Literacy	6	60%
Technology	7	70%
Veterans Assistance	1	10%
~~LGBTQ~~	0	0
Health Care	3	30%
Mental Health Services	3	30%
Child & Family Resources	2	20%
Women's Resources	1	10%
~~Housing / Homelessness~~	0	0
Employment / Career	5	50%
~~Food Assistance~~	0	0
Services for Seniors	2	20%
~~Refugee/Immigration Assistance~~	0	0
~~Substance Abuse~~	0	0
~~Clothing~~	0	0
Legal Resources	3	30%
~~Transportation~~	0	0
Other: ESL	1	10%

38 TOTAL

3.8 requests per staff members who responded

2.9 requests per staff across all staff members at this branch

NELSON TWP. BRANCH / SAND LAKE (NEL)

TOP PATRON REQUESTS

1ST (85%) — • TECHNOLOGY

2ND (71%) — • EMPLOYMENT/CAREER

3RD (57%) —
• EDUCATION
• CHILD & FAMILY RESOURCES
• SERVICES FOR SENIORS

ALL REQUESTS

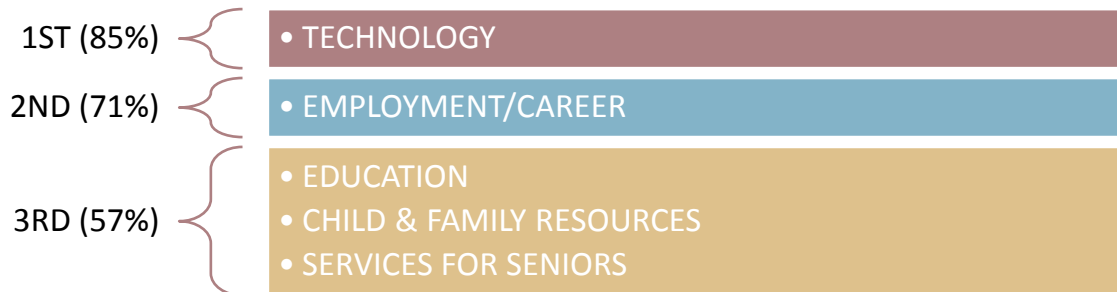| RESOURCES	RESPONSES	PERCENTAGE OF STAFF
Disability Services	0	0
Education	4	57.1%
Literacy	3	42.8%
Technology	6	85.7%
Veterans Assistance	3	42.8%
LGBTQ	3	42.7%
Health Care	2	28.5%
Mental Health Services	0	0
Child & Family Resources	4	57.1%
Women's Resources	1	14.2%
Housing / Homelessness	2	28.5%
Employment / Career	5	71.5%
Food Assistance	2	28.5%
Services for Seniors	4	57.1%
Refugee/Immigration Assistance	0	0
Substance Abuse	0	0
Clothing	3	42.7%
Legal Resources	2	28.5%
Transportation	1	14.2%

45 TOTAL

6.4 requests per staff members who responded

5.6 requests per staff across all staff members at this branch

PLAINFIELD TWP. BRANCH (PFD)

TOP PATRON REQUESTS

1ST (86%)
- TECHNOLOGY
- EMPLOYMENT/CAREER

2ND (50%)
- LITERACY

ALL REQUESTS

RESOURCES	RESPONSES	PERCENTAGE OF STAFF
Disability Services	3	13.6%
Education	8	36.3%
Literacy	11	50%
Technology	19	86.3%
Veterans Assistance	3	13.6%
LGBTQ	3	13.6%
Health Care	2	9%
Mental Health Services	5	22.7%
Child & Family Resources	7	31.8%
~~Women's Resources~~	0	0
Housing / Homelessness	8	36.3%
Employment / Career	19	86.3%
Food Assistance	4	18.1%
Services for Seniors	7	31.8%
Refugee/Immigration Assistance	1	4.5%
Substance Abuse	2	9%
~~Clothing~~	0	0
Legal Resources	10	45.4%
Transportation	5	22.7%

117 TOTAL

5.3 requests per staff members who responded

SERVICE CENTER (SC)

TOP PATRON REQUESTS

1ST (51%) — • TECHNOLOGY

2ND (44%) — • LITERACY
• EMPLOYMENT/CAREER

3RD (40%) — • LEGAL RESOURCES
• EDUCATION

ALL REQUESTS

RESOURCES	RESPONSES	PERCENTAGE OF STAFF
Disability Services	16	32.6%
Education	20	40.8%
Literacy	22	44.8%
Technology	25	51%
Veterans Assistance	10	20.4%
LGBTQ	11	22.4%
Health Care	14	28.5%
Mental Health Services	16	32.6%
Child & Family Resources	14	28.5%
Women's Resources	11	22.4%
Housing / Homelessness	14	28.5%
Employment / Career	22	44.8%
Food Assistance	12	24.4%
Services for Seniors	18	36.7%
Refugee/Immigration Assistance	12	24.4%
Substance Abuse	12	24.4%
Clothing	6	12.2%
Legal Resources	20	40.8%
Transportation	15	30%
Other: ESL	1	2%

291 TOTAL

5.9 requests per staff members who responded

4 requests per staff across all staff members at this branch

SPENCER TWP. BRANCH (SPE)

TOP PATRON REQUESTS

1ST (80%)
- TECHNOLOGY

2ND (60%)
- EDUCATION
- VETERAN'S ASSISTANCE
- EMPLOYMENT/CAREER

ALL REQUESTS

RESOURCES	RESPONSES	PERCENTAGE OF STAFF
Disability Services	1	20%
Education	3	60%
Literacy	1	20%
Technology	4	80%
Veterans Assistance	3	60%
LGBTQ	0	0
Health Care	0	0
Mental Health Services	1	20%
Child & Family Resources	2	40%
Women's Resources	0	0
Housing / Homelessness	1	20%
Employment / Career	3	60%
Food Assistance	2	40%
Services for Seniors	1	20%
Refugee/Immigration Assistance	1	20%
Substance Abuse	1	20%
Clothing	1	20%
Legal Resources	0	0
Transportation	0	0

25 TOTAL

5 requests per staff members who responded

TYRONE TWP. BRANCH (TYR)

TOP PATRON REQUESTS

1ST (100%)
- TECHNOLOGY

2ND (66%)
- DISABILITY SERVICES
- EMPLOYMENT/CAREER

ALL REQUESTS

RESOURCES	RESPONSES	PERCENTAGE OF STAFF
Disability Services	2	66.6%
Education	1	33.3%
Literacy	1	33.3%
Technology	3	100%
~~Veterans Assistance~~	0	0
LGBTQ	1	33.3%
Health Care	1	33.3%
~~Mental Health Services~~	0	0
Child & Family Resources	1	33.3%
~~Women's Resources~~	0	0
Housing / Homelessness	1	33.3%
Employment / Career	2	66.6%
Food Assistance	1	33.3%
~~Services for Seniors~~	0	0
Refugee/Immigration Assistance	1	33.3%
Substance Abuse	1	33.3%
~~Clothing~~	0	0
Legal Resources	1	33.3%
~~Transportation~~	0	0

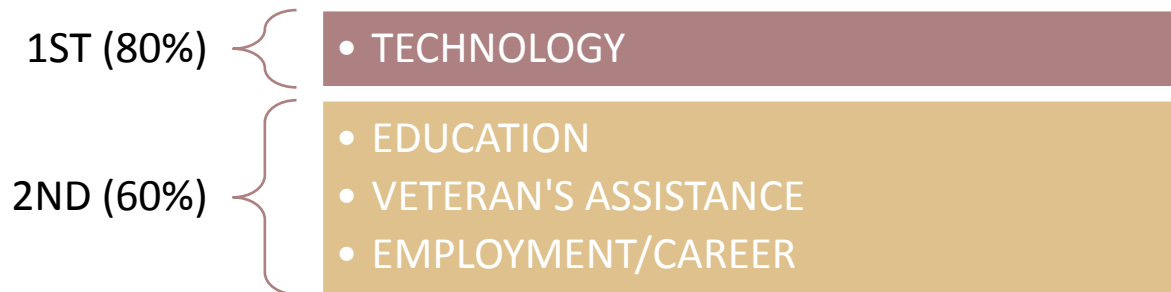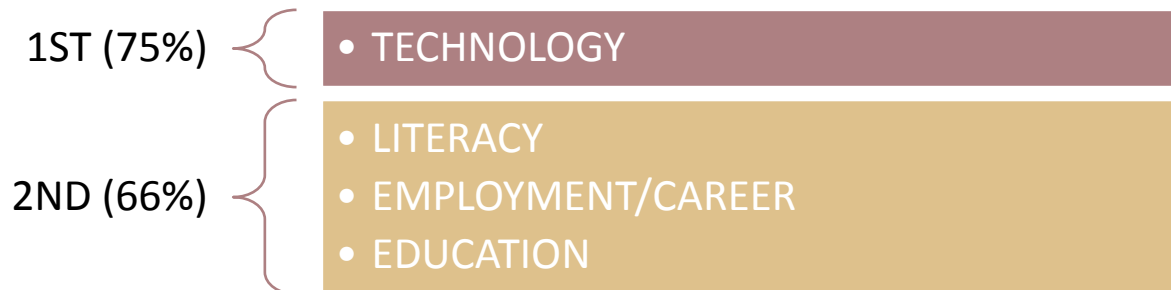17 TOTAL

5.6 requests per staff members who responded

4.2 requests per staff across all staff members at this branch

WALKER BRANCH (WAL)

12/15 STAFF RESPONSES (80% RESPONSE RATE)

TOP PATRON REQUESTS

1ST (75%) { • TECHNOLOGY

2ND (66%) { • LITERACY
           • EMPLOYMENT/CAREER
           • EDUCATION

ALL REQUESTS

RESOURCES	RESPONSES	PERCENTAGE OF STAFF
Disability Services	3	25%
Education	8	66.6%
Literacy	8	66.6%
Technology	9	75%
Veterans Assistance	2	16.6%
LGBTQ	1	8.3%
Health Care	2	16.6%
Mental Health Services	2	16.6%
Child & Family Resources	3	25%
Women's Resources	2	16.6%
Housing / Homelessness	2	16.6%
Employment / Career	8	66.6%
Food Assistance	1	8.3%
Services for Seniors	6	50%
Refugee/Immigration Assistance	2	16.6%
Substance Abuse	2	16.6%
Clothing	1	8.3%
Legal Resources	4	33.3%
Transportation	4	33.3%
Other: faxing	2	16.6%
Other: notary services	1	8.3%

73 TOTAL

6 requests per staff members who responded

4.8 requests per staff across all staff members at this branch

WYOMING BRANCH (WYO)

TOP PATRON REQUESTS

1ST (82%)	• EMPLOYMENT/CAREER
2ND (57%)	• TECHNOLOGY
3RD (53%)	• DISABILITY SERVICES • LITERACY

ALL REQUESTS

RESOURCES	RESPONSES	PERCENTAGE OF STAFF
Disability Services	15	53.5%
Education	12	42.8%
Literacy	15	53.5%
Technology	16	57.1%
Veterans Assistance	1	3.5%
LGBTQ	3	10.7%
Health Care	5	17.8%
Mental Health Services	6	21.4%
Child & Family Resources	9	32.1%
Women's Resources	2	7.1%
Housing / Homelessness	14	50%
Employment / Career	23	82.1%
Food Assistance	8	28.5%
Services for Seniors	7	25%
Refugee/Immigration Assistance	10	35.7%
Substance Abuse	1	3.5%
Clothing	1	3.5%
Legal Resources	11	39.2%
Transportation	8	28.5%
Other: ESL	2	7.1%
Other: tax help	1	3.5%

170 TOTAL

6 requests per staff members who responded

5.4 requests per staff across all staff members at this branch

BRANCH NOT SPECIFIED

TOP PATRON REQUESTS

1ST (100%)

- EMPLOYMENT/CAREER
- TECHNOLOGY

2ND (80%)

- SERVICES FOR SENIORS
- LEGAL RESOURCES

ALL REQUESTS

RESOURCES	RESPONSES	PERCENTAGE OF STAFF
Disability Services	2	40%
Education	0	0
Literacy	1	20%
Technology	5	100%
Veterans Assistance	0	0
LGBTQ	0	0
Health Care	2	40%
Mental Health Services	2	40%
Child & Family Resources	2	40%
Women's Resources	1	20%
Housing / Homelessness	2	40%
Employment / Career	5	100%
Food Assistance	1	20%
Services for Seniors	4	80%
Refugee/Immigration Assistance	2	40%
Substance Abuse	1	20%
Clothing	0	0
Legal Resources	4	80%
Transportation	2	40%

KDL ALL RESULTS

Total Requests Reported by Staff

Category	Count
Technology	178
Employment/Career	163
Literacy	121
Education	111
Legal Resources	91
Services for Seniors	91
Child & Family	79
Housing/Homelessness	76
Disability Services	64
Transportation	62
Mental Health	53
Health Care	53
Food Assistance	52
Refugee/Immigration	51
Veteran's Assistance	33
LGBTQ	32
Substance Abuse	27
Women's Resources	23
Clothing	16
Other: ESL	7
Other: Tax help	2
Other: Faxing	2
Other: Phone Access	1
Other: Spanish Storytime	1
Other: Notary	1