

Kent
District
Library



-02-

BOARD OF TRUSTEES
MEETING PACKET

FEBRUARY 2020

DRAFT



BOARD OF TRUSTEES

Meeting Agenda

LOCATION

KDL Gaines Township Branch (421 68th St SE, Grand Rapids, MI 49548)

DATE & TIME

Thursday, February 20, 2020 at 4:30 PM.

1. CALL TO ORDER

2. PLEDGE OF ALLEGIANCE

3. CONSENT AGENDA*

- A. Approval of Agenda
- B. Approval of Minutes: January 16, 2020

4. LIAISON REPRESENTATIVE COMMENTS

5. PUBLIC COMMENTS**

6. FINANCE REPORTS – January 2020*

7. BRANCH MANAGER UPDATE – Dawn Lewis

8. LAKELAND LIBRARY COOPERATIVE REPORT

9. DIRECTOR'S REPORT – January 2020

10. NEW BUSINESS

- A. Branch Staffing Model Pilot Report
- B. Introduction: 2021-2023 Strategic Planning
- C. KDL Policy Manual – Section 1: Collections and Reference—*First Reading*
- D. Resolution: First 2020 Budget Amendment*

Roll Call Vote

11. LIAISON REPRESENTATIVE COMMENTS

12. PUBLIC COMMENTS**

13. TENTATIVE UNION AGREEMENT

- A. Closed Session*
- B. Resolution: Tentative Union Agreement*

Roll Call Vote

Roll Call Vote

14. BOARD MEMBER COMMENTS

15. MEETING DATES

Next Regular Meeting: Thursday, March 19, 2020 – KDL Service & Meeting Center, 4:30 PM.

16. ADJOURNMENT

* *Requires Action*

** *According to Kent District Library Board of Trustee Bylaws, Article VII, Item 7.1.3, "Public comments will be limited to 3 minutes per person or group and 15 minutes per subject."*

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BOARD OF TRUSTEES

Meeting Minutes

LOCATION

KDL Service + Meeting Center (814 West River Center Drive NE, Comstock Park, MI 49321)

DATE + TIME

Thursday, January 16, 2020 at 4:30 PM

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

BOARD ABSENT: None.

STAFF PRESENT: Brad Baker, Katie Blakeslee, Johanna Boyle, Craig Buno, Cheryl Cammenga, Jaci Cooper, Calli Crow, Angela Culp, Eric DeHaan, Janet DeVries, Lindsey Dorfman, Anjie Gleisner, Randy Goble, Elizabeth Guarino, Samantha Hodge, Claire Horlings, Liz Knapp, Alison Kuchta, Missy Lancaster, Dawn Lewis, Greg Lewis, Annette Miller, Kelaine Mish, Brian Mortimore, Raymond Mysels, Laura Powers, Tammy Schneider, Melissa Snyder, David Specht, Kurt Stevens, Henrietta Vaandrager, Lance Werner, Carrie Wilson, Heather Wood-Gramza, Jennifer Zeilbeck

GUESTS PRESENT: Lisa Angus, Bill Brinkman, Mick Bruursema, Carol Dawe, Robert DeWard, Stephen Kepley, Karen McKinnon

1. CALL TO ORDER

Chair Bruursema called the meeting to order at 4:30 PM.

2. PLEDGE OF ALLEGIANCE

Ms. Weller proposed a change in agenda: To move the Board Room Naming Ceremony Item up to immediate action.

Motion: Mr. Myers moved to approve the immediate change in agenda.

Support: Supported by Ms. Oliver.

RESULT: Motion carried.

3. BOARD ROOM NAMING CEREMONY.

Director Werner presented Chair Bruursema with a portrait and a plaque, henceforth renaming the KDL Board Room as the Bruursema Board Room in honor of her many years of service on the KDL Board of Trustees, as well as her outstanding legacy working in statewide millage campaigns and her impact on Michigan libraries as a whole.

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Director Werner proposed a short recess to greet guests and enjoy celebratory refreshments.

Motion: Mr. Noreen moved to approve a short recess at 4:35 PM.

Support: Supported by Mr. Myers.

RESULT: Motion carried.

Chair Bruursema called the meeting back to order at 4:50 PM.

4. CONSENT AGENDA*

A. Approval of Agenda

B. Approval of Minutes: December 19, 2019 Open & Closed Sessions

C. Request for Closing – Reschedule of the Spencer Branch In-Service Day from March 4, 2020 to May 6, 2020.

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

Support: Supported by Ms. Weller.

RESULT: Motion carried.

5. LIAISON REPRESENTATIVE COMMENTS – Bill Brinkman gave the following report on the Plainfield Township:

- A five-year plan for the township's Parks and Rec department has been finished and sent to the state for approval.
- Since the Wolverine Worldwide PFAs lawsuit awarded \$64M in damages, the township continues to work diligently to ensure safe water services for all residents.

6. PUBLIC COMMENTS** – Ms. Bruursema took a special moment to thank Penny Weller for her two years of service on the board.

7. FINANCE REPORTS - December 2019*

- The Director of Finance gave a brief overview of the 2019 year-to-date financials, advising that this is only the first version of the report. There will likely be three to four more versions before the audit later this year.
- There was an outstanding transfer in transit between the Kent County Pool Fund and Huntington in 2018 so the KCPF balance appears to be at approximately \$17.3 million. After the transfer in transit is taken into consideration the KCPF balance was approximately \$14.3 million and cash appears to be up \$1.8M over the prior year.
- KDL is 100% through the fiscal year, has received 100.9% of budgeted annual revenues and has spent 92.4% of budgeted expenditures.
- The three largest checks written for the month of December were made to Comerica Bank for the KDL Pension Plan, to Lake Michigan Credit Union for the 2020 HSA Payment and to TerHorst & Rinzema Construction Co. for the Bookmobile building addition.

Motion: Ms. Weller moved to receive and file December 2019 finance reports as presented.

Support: Supported by Mr. Oliver.

RESULT: Motion carried.

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8. LAKELAND LIBRARY COOPERATIVE REPORT

Chair Bruursema confirmed the January 9, 2020 meeting was canceled.

9. DIRECTOR'S REPORT – December 2019

- Director Werner presented KDL's Equity, Diversity & Inclusion (EDI) endeavors for 2020 to the board. At the next meeting, he will solicit board volunteers to participate in the effort.
- KDL's EDI Initiative will focus on identifying underserved communities within Kent County and asking how the library can better serve them through collections, IT, signage, programs and more.
- Endeavors will be focused and measurable, prioritizing one community at a time.
- Tim Emmett, a former CEO with an extensive background in process improvement, has been engaged to facilitate KDL in crafting a strategic plan going forward.
- Claire Horlings gave the following update on Fund Development:
 - In 2019, KDL received 180 gifts from donors totaling approximately \$31K.
 - Donations are down approximately \$5K over previous years.
 - Going forward, KDL will be strategic about not relying on large sums from single gift donors.
- This year's Literary Libations Gala theme will be "Literacy and Learning for all."

The Board asked questions of staff and staff responded.

10. NEW BUSINESS

A. 2020 Conflict of Interest Statements and Board Code of Ethics

The Board signed the Conflict of Interest Statement and the Board Code of Ethics form for 2020 and gave signed copies to Administrative Assistant Katie Blakeslee to file.

B. 2020 Credit Card Agreement

The Board signed the Credit Card Agreement for 2020 and gave signed copies to Administrative Assistant Katie Blakeslee to file.

C. Fine Free Impact Review

In June of 2019, all Kent District libraries went fine free. Carrie Wilson gave a brief report on the overwhelmingly positive impact fine free circulation has had on KDL patrons and communities.

- Patrons report surprise and delight at no longer owing any money. As a result, many who experienced a financial barrier to access have returned as regular visitors.
- Staff share that customer service interactions have become increasingly positive overall, as fines and money are no longer a topic of contention.
- KDL's loss rate for items borrowed has improved since going fine free. On average, patrons seem to keep items for a longer period of time, yet rate of return has increased.
- Structure and timing of billing are currently being re-evaluated in light of this data.

The Board asked questions of staff and staff responded.

D. Issue Analysis: Improving the Online Patron Experience—*First Reading*

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Randy Goble proposed the issue analysis to improve the online patron experience by upgrading KDL's current web platform. Due to the rapid evolution of technology, KDL's current website, which was developed in 2015 and launched in 2016, is expected to require \$200-250K by 2021 in order to maintain basic software support. For that amount of money, KDL would like to build a completely new platform. Staff considered 4 different proposals and recommends Bibliocommons as the clear choice. Carrie Wilson demonstrated how the current KDL website is set up and what will be improved by moving to the new platform. Bibliocommons currently serves over 200 libraries and will have the capacity to support and KDL's website at a much lower cost, making a custom-built website an unnecessary choice.

The Board asked questions of staff and staff responded.

Motion: Mr. Myers moved to approve the Online Patron Experience proposal as presented.

Support: Supported by Ms. Weller.

RESULT: Motion carried.

E. Issue Analysis: Investment Advisor Review—*First Reading*

Laura Powers proposed issue analysis to hire an investment advisory firm for portfolio management services, of which KDL holds approximately \$8M-15M in operating and capital funds (non-pension funds). KDL currently maintains investment cash in the Kent County Pool Fund, but this fund does not offer great visibility to specific investments and does not yield a competitive interest rate. Staff considered nine different investment proposals and recommends Atlanta Capital as the clear choice given the firm's short term bond strategy, guaranteed mortgage securities, safety of principle, return on investment and liquidity. Though the fees of this firm are slightly higher, staff believe Atlanta Capital will bring greater value to KDL's portfolio long-term.

The Board asked questions of staff and staff responded.

Motion: Mr. Myers moved to approve the investment advisor review as presented.

Support: Supported by Mr. Erlewein.

RESULT: Motion carried.

F. Issue Analysis: Patron Management System—*First Reading*

Kurt Stevens proposed the issue analysis for a new patron management system in light of KDL's contract with Comprise soon coming to an end. Mr. Stevens recommends that staying with Comprise "as-is" simply wasn't an option due to the increase in technological complexity over the past few years. Because the patron management system impacts hundreds of patrons and staff on a daily basis, from copying and scanning to wireless printing to back-end financial reporting, it is essential for KDL to have a solution that is powerful, reliable, accessible and supported by a dependable vendor. With this in mind, staff considered eight possible vendors and recommends TBS Organization as the most reliable choice.

The Board asked questions of staff and staff responded.

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Motion: Ms. Weller moved to approve the patron management system review as presented.

Support: Supported by Mr. Noreen.

RESULT: Motion carried.

G. Library Director's Evaluation*

Motion: Mr. Oliver moved to approve and file the 2019 Library Director Evaluation.

Support: Supported by Ms. Gilreath-Watts.

RESULT: Motion carried.

11. LIAISON REPRESENTATIVE COMMENTS – Bill Brinkman reiterated earlier comments about Plainfield Township and expressed gratitude for a great partnership with KDL.

12. PUBLIC COMMENTS** - None.

13. BOARD MEMBER COMMENTS

Ms. Bruursema – Ms. Bruursema expressed anticipation for the busy, wonderful year up ahead and thanked leadership team for their dedication to KDL.

Mr. Erlewein – Mr. Erlewein shared delight for the new statistics feature in the board packet.

Ms. Gilreath-Watts – Ms. Gilreath-Watts presented Kurt Stevens with a gift from a group of basketball players at Grandville High School with whom he previously met to encourage and mentor. She also reminded everyone to wear blue on Martin Luther King Jr. Day as a symbol of peace and solidarity.

Ms. Idema – Ms. Idema congratulated Shirley on her new appointment and thanked Penny for her years of service.

Mr. Myers – Mr. Myers also congratulated Shirley and thanked Penny, but congratulated Jaci Cooper on her new role as Library Project Manager as well, expressing excitement for her future role at KDL.

Mr. Noreen – Mr. Noreen congratulated Shirley and thanked Penny. He also thanked all KDL staff for their passion and service, noting that he is looking forward to another year serving on the board.

Ms. Oliver – In a spirit of remembrance and gratitude, Ms. Oliver honored her mother for first inspiring her passion for libraries and serving her community. She also extended thanks to KDL staff for their support.

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Ms. Weller – Ms. Weller congratulated Ms. Bruursema on the board room naming ceremony and for becoming Board Chair.

14. MEETING DATES

Regular Meeting: Thursday, February 20, 2020 – KDL Gaines Branch, 4:30 PM

15. ADJOURNMENT

Motion: Mr. Myers for adjournment at 6:34 PM.

Support: Supported by Mr. Erlewein.

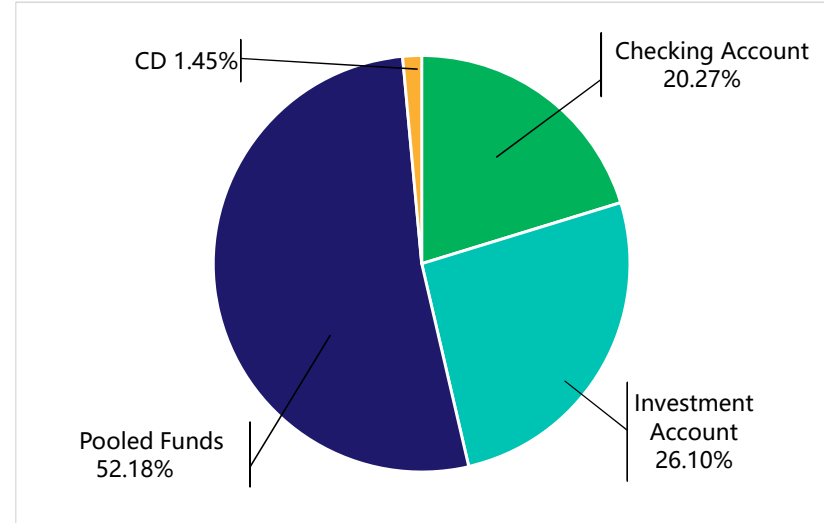
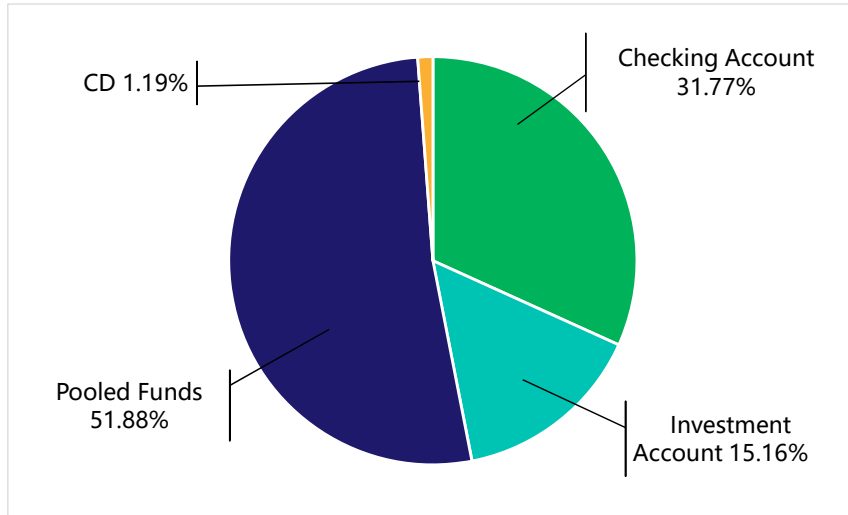
RESULT: Motion carried.

A handwritten signature in black ink, appearing to read "Sam Myers", is written above a horizontal line.

ADMINISTRATIVE APPROVAL FOR DISTRIBUTION



Monthly Cash Position Per Bank Month ended January 31



2020		
Account	Rate	Amount
Huntington Checking Account	0.400%	\$7,231,926.41
Huntington Investment Account	1.405%	\$3,450,477.16
*Kent County Pooled Funds	2.105%	\$11,810,913.03
First National Bank	2.580%	\$270,387.52
		<u>\$22,763,704.12</u>

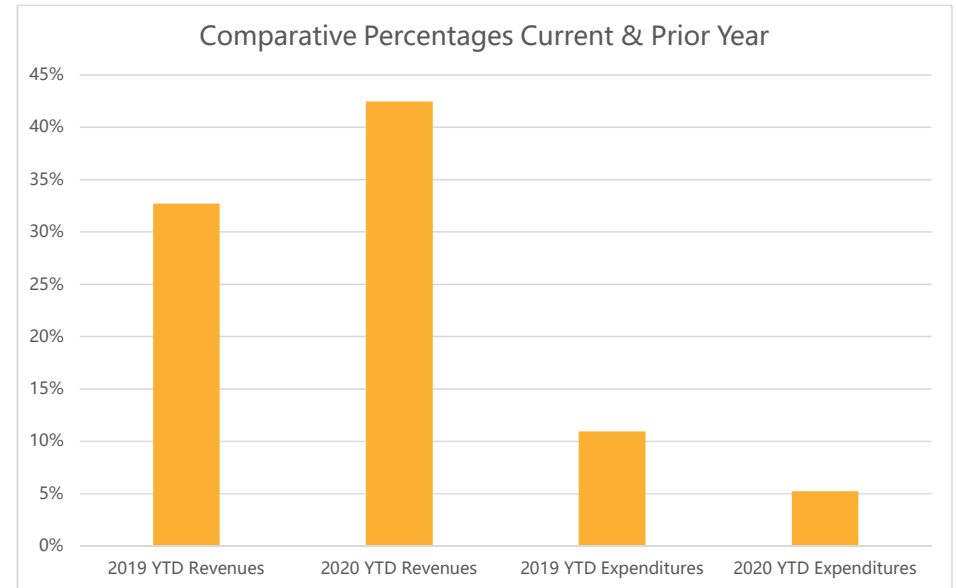
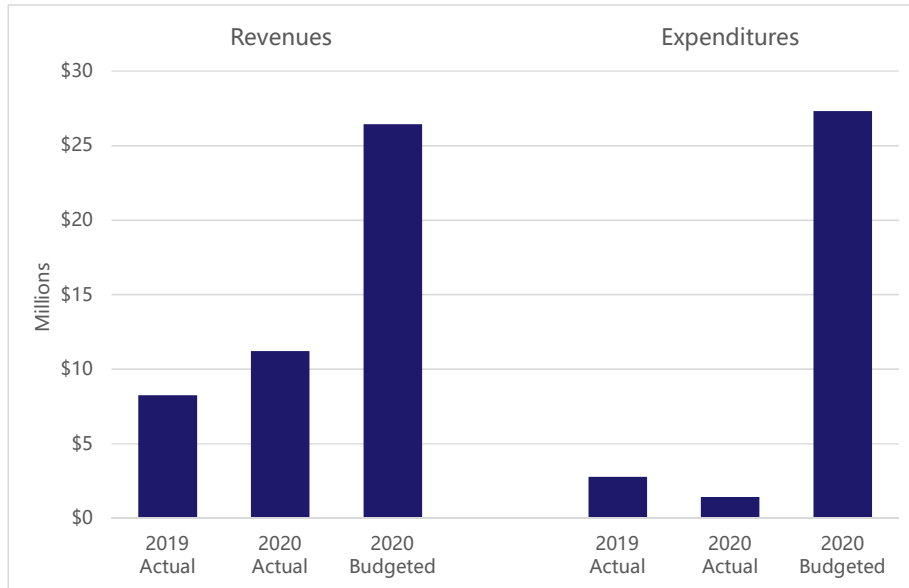
2019		
Account	Rate	Amount
Huntington Checking Account	0.400%	\$3,686,357.08
Huntington Investment Account	0.180%	\$4,748,091.03
*Kent County Pooled Funds	2.019%	\$9,493,191.88
First National Bank	2.030%	\$264,349.55
		<u>\$18,191,989.54</u>

* Includes Trust Pooled fund balances

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



Monthly Revenues and Expenditures Month ended January 31



Budget to Actual with Prior Year Comparison

Revenues

2019 Actual	\$	8,275,811
2020 Actual	\$	11,235,900
2020 Budgeted	\$	26,447,698

Expenditures

2019 Actual	\$	2,801,745
2020 Actual	\$	1,432,421
2020 Budgeted	\$	27,333,552

Comparative Percentages Current & Prior Year

Account

Amount

2019 YTD Revenues	32.7%
2020 YTD Revenues	42.5%
2019 YTD Expenditures	11.0%
2020 YTD Expenditures	5.2%

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 1/1/2020 Through 1/31/2020
(In Whole Numbers)

	YTD Actual	2020 Original Budget	2020 Original Budget to Actual Variance	Percent Remaining
Revenues				
Property Taxes	11,196,776	23,331,338	(12,134,562)	(52)%
Penal Fines	0	795,000	(795,000)	(100)%
Charges for Services	10,275	138,000	(127,725)	(93)%
Interest Income	3,216	302,500	(299,284)	(99)%
Public Donations	24,436	437,020	(412,584)	(94)%
Other Revenue	1,197	549,700	(548,503)	(100)%
State Sources	0	894,140	(894,140)	(100)%
Total Revenues	11,235,900	26,447,698	(15,211,798)	(58)%
Expenditures				
Salaries and Wages	617,663	12,666,513	12,048,850	95 %
Employee Benefits	59,731	3,927,954	3,868,224	98 %
Collections - Digital	431,007	1,849,223	1,418,216	77 %
Collections - Physical	114,921	2,173,390	2,058,469	95 %
Supplies	14,481	970,578	956,097	99 %
Contractual and Professional Services	19,140	1,495,083	1,475,943	99 %
Programming and Outreach	6,707	327,453	320,746	98 %
Maintenance and Utilities	55,032	1,929,906	1,874,874	97 %
Staff Development	2,706	371,025	368,318	99 %
Board Development	0	25,280	25,280	100 %
Other Expenditures	76,718	873,296	796,578	91 %
Capital Outlay	34,315	723,852	689,537	95 %
Total Expenditures	1,432,421	27,333,552	25,901,132	95 %
Excess Revenue Over (Under) Expenditures	9,803,480	(885,854)	10,689,334	(1,207)%

Kent District Library
Statement of Revenues and Expenditures
245 - Business Consulting Special Revenue Fund
From 1/1/2020 Through 1/31/2020
(In Whole Numbers)

YTD Actual

Expenditures	
Salaries and Wages	520
Employee Benefits	130
Maintenance and Utilities	100
Other Expenditures	1,862
Total Expenditures	2,612
Excess Revenue Over (Under) Expenditures	(2,612)

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 1/1/2020 Through 1/31/2020
(In Whole Numbers)

	YTD Ending January 31, 2019	YTD Ending January 31, 2020	Total Variance
Revenues			
Property Taxes	8,214,891	11,196,776	2,981,885
Charges for Services	17,183	10,275	(6,909)
Interest Income	629	3,216	2,587
Public Donations	6,950	24,436	17,487
Other Revenue	36,157	1,197	(34,960)
Total Revenues	8,275,811	11,235,900	2,960,090
Expenditures			
Salaries and Wages	887,327	617,663	(269,664)
Employee Benefits	576,518	59,731	(516,787)
Collections - Digital	464,953	431,007	(33,946)
Collections - Physical	121,602	114,921	(6,681)
Supplies	25,733	14,481	(11,252)
Contractual and Professional Services	365,700	19,140	(346,560)
Programming and Outreach	10,455	6,707	(3,748)
Maintenance and Utilities	297,991	55,032	(242,958)
Staff Development	3,395	2,706	(689)
Other Expenditures	43,233	76,718	33,485
Capital Outlay	4,840	34,315	29,475
Total Expenditures	2,801,745	1,432,421	(1,369,325)
Excess Revenue Over (Under) Expenditures	5,474,065	9,803,480	4,329,415

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 1/1/2020 Through 1/31/2020
(In Whole Numbers)

	Current Month	2020 YTD	2020 Original Budget	2020 Original Budget to Actual Variance	Percent Remaining
Revenues					
Property Taxes					
4402 Current property taxes	11,188,477	11,188,477	23,128,111	(11,939,634)	(52)%
4412 Delinquent personal property taxes	2,890	2,890	25,000	(22,110)	(88)%
4432 DNR - PILT	0	0	14,000	(14,000)	(100)%
4437 Industrial facilities taxes	5,409	5,409	164,227	(158,818)	(97)%
Total Property Taxes	11,196,776	11,196,776	23,331,338	(12,134,562)	(52)%
Penal Fines					
4581 Penal fines	0	0	795,000	(795,000)	(100)%
Total Penal Fines	0	0	795,000	(795,000)	(100)%
Charges for Services					
4650 Printing/fax fees	5,330	5,330	100,000	(94,670)	(95)%
4660 Other Patron Fees	789	789	5,000	(4,211)	(84)%
4685 Materials replacement charges	4,155	4,155	33,000	(28,845)	(87)%
Total Charges for Services	10,275	10,275	138,000	(127,725)	(93)%
Interest Income					
4665 Interest earned on deposits and investments	3,133	3,133	300,000	(296,867)	(99)%
4666 Interest Earned - Property Taxes	83	83	2,500	(2,417)	(97)%
Total Interest Income	3,216	3,216	302,500	(299,284)	(99)%
Public Donations					
4673 Restricted donations	20,310	20,310	157,020	(136,710)	(87)%
4674 Unrestricted donations	4,126	4,126	280,000	(275,874)	(99)%
Total Public Donations	24,436	24,436	437,020	(412,584)	(94)%
Other Revenue					
4502 Universal Service Fund - eRate	0	0	515,200	(515,200)	(100)%
4583 Contributions from public schools	0	0	25,000	(25,000)	(100)%
4667 Building rental	630	630	5,000	(4,370)	(87)%
4668 Royalties	387	387	4,500	(4,113)	(91)%
4686 Sale of Equipment	50	50	0	50	0 %
4688 Miscellaneous	130	130	0	130	0 %
Total Other Revenue	1,197	1,197	549,700	(548,503)	(100)%
State Sources					
4540 State Aid	0	0	314,067	(314,067)	(100)%
4541 State aid - LBPH	0	0	41,073	(41,073)	(100)%
4548 Renaissance Zone reimbursement	0	0	89,000	(89,000)	(100)%
4549 Personal Property tax reimbursement	0	0	450,000	(450,000)	(100)%
Total State Sources	0	0	894,140	(894,140)	(100)%
Total Revenues	11,235,900	11,235,900	26,447,698	(15,211,798)	(58)%
Expenditures					
Salaries and Wages					
5700 Board Stipend	240	240	3,720	3,480	94 %
5706 Extra duty stipends	0	0	6,500	6,500	100 %
5710 Contra Salaries and Wages - Consulting Admin	(520)	(520)	0	520	0 %
5713 Salary & Wages	617,943	617,943	12,656,293	12,038,350	95 %
Total Salaries and Wages	617,663	617,663	12,666,513	12,048,850	95 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 1/1/2020 Through 1/31/2020
(In Whole Numbers)

		Current Month	2020 YTD	2020 Original Budget	2020 Original Budget to Actual Variance	Percent Remaining
Employee Benefits						
5709	FICA	45,943	45,943	963,936	917,993	95 %
5717	Defined Contribution Pension Plan Contributions	23,828	23,828	688,178	664,350	97 %
5718	Employee Health Benefits	(21,376)	(21,376)	1,640,731	1,662,107	101 %
5720	HSA/Flex	0	0	389,820	389,820	100 %
5723	Retiree Health Care OPEB	(414)	(414)	1,800	2,214	123 %
5724	Life Insurance	0	0	29,798	29,798	100 %
5725	Additional Life Insurance	0	0	25,934	25,934	100 %
5727	Gradifi Student Loan Assistance	5,458	5,458	148,283	142,825	96 %
5728	YMCA Membership Support	90	90	15,480	15,390	99 %
5730	Other Employee Benefits	6,332	6,332	13,994	7,662	55 %
5735	Contra Employee Benefits - Consulting Admin	(130)	(130)	0	130	0 %
5842	Unemployment Claims	0	0	10,000	10,000	100 %
	Total Employee Benefits	59,731	59,731	3,927,954	3,868,224	98 %
Collections - Digital						
5785	Cloud Library	250,000	250,000	1,218,000	968,000	79 %
5786	Hoopla	80,000	80,000	252,000	172,000	68 %
5787	Digital Collection	89,650	89,650	118,635	28,985	24 %
5788	Miscellaneous Electronic Access	11,357	11,357	260,588	249,231	96 %
	Total Collections - Digital	431,007	431,007	1,849,223	1,418,216	77 %
Collections - Physical						
5791	Subscriptions	0	0	74,460	74,460	100 %
5815	KDL Cruisers	0	0	29,000	29,000	100 %
5871	Branch Local Materials - Restricted Donation Expenditures	911	911	13,050	12,139	93 %
5982	Collection Materials - Depreciable	91,419	91,419	1,297,175	1,205,756	93 %
5983	CD/DVD Collection Materials - Non-Depreciable	21,154	21,154	603,000	581,846	96 %
5984	Beyond Books Collection - Non-Depreciable	1,436	1,436	156,705	155,269	99 %
	Total Collections - Physical	114,921	114,921	2,173,390	2,058,469	95 %
Supplies						
5750	Processing Supplies	5,083	5,083	173,311	168,228	97 %
5751	Office Supplies	6,633	6,633	52,833	46,200	87 %
5752	Paper	253	253	27,122	26,869	99 %
5753	AV Supplies	0	0	17,025	17,025	100 %
5754	Disposable Technology <\$1000	725	725	351,684	350,959	100 %
5755	Maintenance Supplies - Custodial	326	326	11,841	11,515	97 %
5756	Water Cooler	0	0	7,450	7,450	100 %
5757	Meeting Center Supplies	111	111	4,000	3,889	97 %
5760	Technology Accessories	99	99	23,072	22,973	100 %
5764	All-staff Supplies	0	0	30,000	30,000	100 %
5765	Wellness Supplies	0	0	500	500	100 %
5766	Team KDL Supplies	0	0	1,500	1,500	100 %
5767	New EE Shirts/Tote Bags	0	0	7,000	7,000	100 %
5768	Promotions Supplies	0	0	33,235	33,235	100 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 1/1/2020 Through 1/31/2020
(In Whole Numbers)

		Current Month	2020 YTD	2020 Original Budget	2020 Original Budget to Actual Variance	Percent Remaining
5769	Service Awards	0	0	700	700	100 %
5770	Other Awards/Prizes	0	0	130,335	130,335	100 %
5771	Non-Alcoholic Beverages	0	0	12,660	12,660	100 %
5790	Books (not for circulation)	0	0	9,920	9,920	100 %
5799	Miscellaneous Supplies	929	929	18,358	17,428	95 %
5851	Mail/Postage	322	322	9,291	8,969	97 %
5900	Copier/Printer Overage Charges	0	0	48,741	48,741	100 %
	Total Supplies	14,481	14,481	970,578	956,097	99 %
	Contractual and Professional Services					
5792	Software	7,388	7,388	446,809	439,422	98 %
5801	Professional Services	0	0	185,500	185,500	100 %
5803	IT Consultant - Consulting Svcs.	0	0	47,000	47,000	100 %
5804	Other Consultants	0	0	39,850	39,850	100 %
5805	Audit Services	0	0	27,100	27,100	100 %
5806	Legal Services	0	0	49,500	49,500	100 %
5809	Temporary Contracted Employees	0	0	15,000	15,000	100 %
5811	IT Contracted Services	0	0	75,000	75,000	100 %
5812	HR Contracted Services	0	0	3,000	3,000	100 %
5813	Delivery Services	3,584	3,584	146,027	142,443	98 %
5814	Security Services	125	125	52,162	52,037	100 %
5817	Lakeland Library Co-op services	1,067	1,067	4,000	2,934	73 %
5818	Shredding services	0	0	575	575	100 %
5819	Drug Screenings/background checks	30	30	3,500	3,470	99 %
5823	Inspection Services	0	0	3,200	3,200	100 %
5825	Team KDL Services	0	0	12,500	12,500	100 %
5827	Catering	0	0	31,425	31,425	100 %
5829	Custodial/cleaning services	0	0	18,500	18,500	100 %
5830	Other Contracted Services	500	500	67,893	67,393	99 %
5834	Wellness Services	0	0	7,425	7,425	100 %
5836	Employee & Partner Care (Flowers, Etc)	0	0	6,630	6,630	100 %
5890	ILS Fees	0	0	167,773	167,773	100 %
5891	Licenses and Fees	670	670	4,400	3,730	85 %
5893	Marc Records License	253	253	7,500	7,247	97 %
5956	Other Benefits Administration Fees	288	288	15,030	14,742	98 %
5957	Pension Administration Fees	0	0	6,600	6,600	100 %
5958	Payroll processing fees	4,166	4,166	37,000	32,834	89 %
5960	Banking Fees	452	452	4,150	3,698	89 %
5961	TSYS/Credit Card Fees	617	617	10,033	9,416	94 %
	Total Contractual and Professional Services	19,140	19,140	1,495,083	1,475,943	99 %
	Programming and Outreach					
5794	Outreach Supplies	0	0	29,782	29,782	100 %
5795	Programming Supplies	407	407	105,150	104,743	100 %
5865	Programming Services	0	0	44,206	44,206	100 %
5885	Speakers/Performers	6,300	6,300	146,955	140,655	96 %
5950	Airport Free Library	0	0	1,360	1,360	100 %
	Total Programming and Outreach	6,707	6,707	327,453	320,746	98 %
	Maintenance and Utilities					
5822	Maintenance Contracts	0	0	6,600	6,600	100 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 1/1/2020 Through 1/31/2020
(In Whole Numbers)

		Current Month	2020 YTD	2020 Original Budget	2020 Original Budget to Actual Variance	Percent Remaining
5848	Mobile Hotspots	125	125	14,040	13,915	99 %
5849	Cell Phones/ Stipends	1,000	1,000	34,161	33,161	97 %
5850	Telephones	1,897	1,897	50,953	49,056	96 %
5852	Internet/Telecomm Services	51,728	51,728	649,122	597,394	92 %
5918	Water/Sewer	0	0	3,800	3,800	100 %
5919	Waste Disposal	382	382	5,500	5,118	93 %
5920	Electric	0	0	78,000	78,000	100 %
5921	Natural Gas	0	0	17,000	17,000	100 %
5925	Snowplowing	0	0	20,000	20,000	100 %
5926	Lawn/Landscaping	0	0	4,200	4,200	100 %
5928	Branch Maintenance Fees	0	0	405,282	405,282	100 %
5929	Land Repair and Maintenance	0	0	4,200	4,200	100 %
5930	Building Repair and Maintenance	0	0	31,600	31,600	100 %
5931	Equipment Repair and Maintenance	0	0	33,777	33,777	100 %
5932	Vehicle Repairs and Maintenance	0	0	17,040	17,040	100 %
5933	Software & IT Hardware Maintenance Agreements	0	0	322,820	322,820	100 %
5934	Other Repair and Maintenance	0	0	2,250	2,250	100 %
5940	Rentals	0	0	161,775	161,775	100 %
5941	Printer/Copier Leases	0	0	67,787	67,787	100 %
5943	Contra Maintenance & Utilities - Consulting Admin	(100)	(100)	0	100	0 %
	Total Maintenance and Utilities	55,032	55,032	1,929,906	1,874,874	97 %
	Staff Development					
5910	Professional Development	2,460	2,460	107,769	105,310	98 %
5911	Conferences	0	0	60,060	60,060	100 %
5913	Travel/Lodging	247	247	203,196	202,949	100 %
	Total Staff Development	2,706	2,706	371,025	368,318	99 %
	Board Development					
5908	Board Development	0	0	4,700	4,700	100 %
5909	Board Travel/Lodging	0	0	20,580	20,580	100 %
	Total Board Development	0	0	25,280	25,280	100 %
	Other Expenditures					
5759	Gas, Oil, Grease	0	0	15,500	15,500	100 %
5860	Parking	37	37	7,710	7,673	100 %
5861	Mileage Reimbursement	553	553	71,122	70,569	99 %
5870	Branch Local Misc - Restricted Donation Expenditures	4,494	4,494	143,970	139,476	97 %
5873	Website	0	0	113,685	113,685	100 %
5874	Employment Advertising	0	0	1,000	1,000	100 %
5875	System Advertising	0	0	135,820	135,820	100 %
5879	Branch Advertising	0	0	4,040	4,040	100 %
5884	Royalty Free Creative(Photography, Video, etc)	0	0	11,500	11,500	100 %
5901	Outsourced Printing & Publishing	0	0	53,500	53,500	100 %
5906	Promotions/Marketing	0	0	9,145	9,145	100 %
5912	Meetings	0	0	24,875	24,875	100 %
5915	Memberships	0	0	61,237	61,237	100 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 1/1/2020 Through 1/31/2020
(In Whole Numbers)

		Current Month	2020 YTD	2020 Original Budget	2020 Original Budget to Actual Variance	Percent Remaining
5916	Dues and Fees	250	250	6,727	6,477	96 %
5935	Property Liability Insurance	56,903	56,903	62,920	6,017	10 %
5936	Vehicle Liability Insurance	4,860	4,860	15,500	10,640	69 %
5937	Flood Insurance	0	0	6,520	6,520	100 %
5938	Bond Insurance	8,954	8,954	11,610	2,656	23 %
5939	Workers Compensation Insurance	0	0	48,000	48,000	100 %
5955	Miscellaneous	0	0	16,415	16,415	100 %
5959	Sales Taxes	0	0	500	500	100 %
5964	Property Tax Reimbursement	668	668	49,000	48,332	99 %
5965	MEL Return Items	0	0	3,000	3,000	100 %
	Total Other Expenditures	76,718	76,718	873,296	796,578	91 %
	Capital Outlay					
5976	Building Improvements - Depreciable	34,000	34,000	30,000	(4,000)	(13)%
5977	Technology - Non-Depreciable (\$1000-4999)	0	0	34,037	34,037	100 %
5978	Technology - Depreciable (5,000+)	0	0	624,070	624,070	100 %
5979	Equipment/Furniture - Non-Depreciable (\$0-4999)	315	315	30,645	30,330	99 %
5980	Equipment/Furniture - Depreciable (\$5000+)	0	0	5,100	5,100	100 %
	Total Capital Outlay	34,315	34,315	723,852	689,537	95 %
	Total Expenditures	1,432,421	1,432,421	27,333,552	25,901,132	95 %
	Excess Revenue Over (Under) Expenditures	9,803,480	9,803,480	(885,854)	10,689,334	(1,207)%

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 1/1/2020 Through 1/31/2020

Check Number	Vendor Name	Check Amount	Check Date
78598	Bibliotheca, Llc	250,000.00	1/15/2020
78773	Newsbank, Inc.	176,626.00	1/29/2020
78702	TerHorst & Rinzema Construction Co.	126,807.00	1/15/2020
78674	Midwest Tape	107,460.44	1/15/2020
78654	Library Ideas, Llc	73,645.00	1/15/2020
78582	Accident Fund	35,494.00	1/15/2020
78644	Interphase Office Interiors, Inc.	35,437.30	1/15/2020
78728	Baker & Taylor	31,550.16	1/29/2020
01172020	The Huntington Bank - Michigan	31,395.27	1/17/2020
78595	Baker & Taylor	31,385.69	1/15/2020
78620	Ebsco Information Services	23,174.00	1/15/2020
78642	Ingram Library Services Llc	20,555.92	1/15/2020
78700	The Executive Committee, INC - A Vistage Company	13,270.00	1/15/2020
78752	Ingram Library Services Llc	13,148.23	1/29/2020
78729	Bibliotheca, Llc	11,702.90	1/29/2020
78775	ProQuest LLC	11,356.80	1/29/2020
78776	Recorded Books, Inc.	11,090.09	1/29/2020
78714	Crosby And Henry	10,816.00	1/20/2020
78661	Midwest Collaborative For Library Services	6,869.71	1/15/2020
78607	CDW Government, Inc.	6,294.79	1/15/2020
78687	Same Day Delivery, Inc	6,144.00	1/15/2020
78771	Midwest Tape	6,038.65	1/29/2020
78735	Comerica Bank	5,988.75	1/29/2020
78704	Thomas Klise/Crimson Multimedia	5,845.00	1/15/2020
78613	Comerica Bank	5,751.13	1/15/2020
78683	Recorded Books, Inc.	5,034.70	1/15/2020
78677	Neovation Corporation	4,800.00	1/15/2020
78740	Foster, Swift, Collins & Smith, P.C.	4,617.00	1/29/2020
78600	BookPage	4,368.00	1/15/2020
78597	Banner Life Insurance Company	3,740.99	1/15/2020
78583	Advanced Benefit Solutions, Inc / 44 North	3,698.00	1/15/2020
78781	SofterWare, Inc.	3,268.61	1/29/2020
204565737464	Consumers Energy	2,946.49	1/3/2020
78696	Staples Business Advantage	2,726.02	1/15/2020
78777	Same Day Delivery, Inc	2,560.00	1/29/2020
78601	The Lillie Labor Law Firm P.C.	2,529.80	1/15/2020
78736	Dan Anderson	2,500.00	1/29/2020
INV00489973	Paycor, Inc.	2,450.00	1/17/2020
78622	Findaway World, Llc	2,373.96	1/15/2020
78730	Blackstone Audio Inc	2,186.74	1/29/2020
78660	Michigan Office Solutions (MOS)	2,037.71	1/15/2020
78787	UAW Local 2600	1,947.68	1/29/2020
78701	TelNet Worldwide, Inc.	1,896.97	1/15/2020
78709	UAW Local 2600	1,853.13	1/15/2020
78630	Hodges Coaching LLC	1,800.00	1/15/2020
453489	123.Net, Inc	1,724.00	1/8/2020
78649	Kushner & Company Inc	1,570.09	1/15/2020
78618	DK Security	1,535.78	1/15/2020
78739	Findaway World, Llc	1,456.39	1/29/2020
78716	Access of West Michigan	1,440.00	1/29/2020
78715	David Tamulevich / Mustards Retreat	1,150.00	1/20/2020

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 1/1/2020 Through 1/31/2020

Check Number	Vendor Name	Check Amount	Check Date
78788	Unique	1,149.38	1/29/2020
78678	Pam Spring Advertising, Llc	1,140.00	1/15/2020
78774	Penworthy Co.	1,114.00	1/29/2020
78624	Frederik Meijer Gardens & Sculpture Park	1,112.50	1/15/2020
78650	Lakeland Library Cooperative	1,066.50	1/15/2020
78708	Escape Velocity Holdings, Inc / Trace3, LLC	1,035.00	1/15/2020
78711	Warner Norcross & Judd Llp	1,007.00	1/15/2020
78765	Max Lockwood	1,000.00	1/29/2020
78766	May Erlewine	1,000.00	1/29/2020
0020326757-12-1	Dte Energy	978.87	1/3/2020
78760	Lasers Resource	947.71	1/29/2020
78652	Lerner Group	912.18	1/15/2020
78713	World Book, Inc.	908.00	1/15/2020
205544628991	Consumers Energy	890.76	1/7/2020
78698	Swartz Electric Co.	877.89	1/15/2020
78756	Kellogg & Sovereign Consulting, Llc	825.00	1/29/2020
78684	Richard McMullan	775.00	1/15/2020
78679	Pearson Education Inc.	733.46	1/15/2020
78648	Kent County Treasurer	707.64	1/15/2020
78686	Saddleback Educational, Inc.	668.64	1/15/2020
78676	Nationwide	649.56	1/15/2020
78786	Town & Country Technologies	633.75	1/29/2020
78659	Mary Elizabeth Palmer	600.00	1/15/2020
78689	Scholastic Library Publishing	598.95	1/15/2020
78617	Dennis Green	575.00	1/15/2020
78615	David Mosher	575.00	1/15/2020
78623	Frederick Klein / Blackthorn	575.00	1/15/2020
78628	Grass Roots Press	557.76	1/15/2020
78655	Louise Edison	550.00	1/15/2020
78763	Louise Edison	550.00	1/29/2020
78626	Cengage Learning	522.22	1/15/2020
78608	Center Point Publishing	507.54	1/15/2020
78757	Kent County Treasurer	488.13	1/29/2020
78625	Freightliner of Grand Rapids, Inc. / SelecTrucks of Michigan	451.24	1/15/2020
78744	George Bayard / Graama	435.00	1/29/2020
78662	Midwest Sign Company	400.00	1/15/2020
78653	Lewis Paper	397.03	1/15/2020
78643	Interpersonal Frequency	393.75	1/15/2020
RIS0002574434	Delta Dental Of Michigan	385.04	1/13/2020
1918357	Arrowwaste	382.42	1/13/2020
78599	Blackstone Audio Inc	318.93	1/15/2020
78772	Mlive Media Group	316.12	1/29/2020
78651	Legal Shield	291.05	1/15/2020
78707	Town & Country Technologies	290.00	1/15/2020
78789	Wolverine Printing Company	269.60	1/29/2020
78685	Rotary Club Of Grand Rapids	250.00	1/15/2020
78682	Randall Goble	246.70	1/15/2020
78611	Comcast Cable	216.90	1/15/2020
78753	Jacob Ryan	198.43	1/29/2020
78741	Cengage Learning	183.94	1/29/2020
78697	State of Michigan	180.00	1/15/2020

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 1/1/2020 Through 1/31/2020

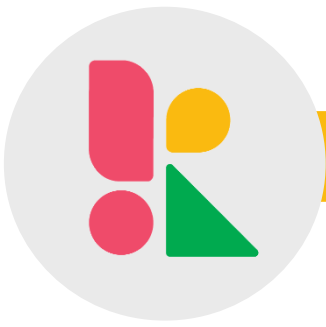
Check Number	Vendor Name	Check Amount	Check Date
78784	The Book Farm, Inc.	149.50	1/29/2020
78675	Morgan Hanks	140.14	1/15/2020
78680	Performance Assessment Network	140.00	1/15/2020
78759	Lance Werner	139.08	1/29/2020
78738	Federal Armored Truck, Inc	125.30	1/29/2020
78612	Comcast Cable	124.90	1/15/2020
78602	Byron Center Chamber Of Commerce	120.00	1/15/2020
78631	Huron Associates LLC	114.60	1/15/2020
516650	Paychex	112.50	1/21/2020
78589	Audrey Barker	111.81	1/15/2020
78681	PM Engraving Company	106.66	1/15/2020
78658	Magnusmode Ltd	100.00	1/15/2020
78619	DWD Technology Group	100.00	1/15/2020
78691	Shirley Bruursema	97.12	1/15/2020
78699	TASC	94.02	1/15/2020
78732	Center Point Publishing	91.08	1/29/2020
78629	Heart Of West Michigan United Way	87.50	1/15/2020
78746	Heart Of West Michigan United Way	80.00	1/29/2020
78584	Advanced Ecosystems / FishGuy	75.00	1/15/2020
78745	GRCAC/ Community Media Center	72.00	1/29/2020
78710	Walgreen Co	60.00	1/15/2020
78712	Weston Woods	59.95	1/15/2020
78585	Allie Marie Idema	54.36	1/15/2020
78609	Charles R. Myers	54.36	1/15/2020
78603	Caitlin S. Oliver	54.36	1/15/2020
78616	Dawn Heerspink	54.28	1/15/2020
78731	Caitlin S. Oliver	54.15	1/29/2020
78717	Allie Marie Idema	54.15	1/29/2020
78758	Kristi Sherrington	52.98	1/29/2020
78785	Thomas Noreen	52.42	1/29/2020
78705	Thomas Noreen	51.46	1/15/2020
78780	Shirley Bruursema	48.40	1/29/2020
78690	Sheri Gilreath-Watts	47.40	1/15/2020
78779	Sheri Gilreath-Watts	47.25	1/29/2020
78733	Charles R. Myers	43.80	1/29/2020
78743	Genesee District Library	39.00	1/29/2020
78688	Sarah Ann Weller	37.54	1/15/2020
78778	Sarah Ann Weller	37.47	1/29/2020
78610	City Of Grandville	36.92	1/15/2020
78596	Baker Book House Company / Baker Publishing Group	36.00	1/15/2020
78606	Catherine Carlson	35.97	1/15/2020
78627	Grand Rapids Public Library	31.95	1/15/2020
78647	Jennifer Zeilbeck	30.63	1/15/2020
78737	Employment Screening Resources	30.00	1/29/2020
78587	Andrew Erlewein	30.00	1/15/2020
78719	Andrew Erlewein	30.00	1/29/2020
78605	Caryn Stetson	28.00	1/15/2020
78718	Amy Hayes	26.00	1/29/2020
78657	Lynn Goldberg	23.84	1/15/2020
78764	Marae Bortolussi	22.49	1/29/2020
78783	Teresa Wahl	22.49	1/29/2020

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 1/1/2020 Through 1/31/2020

Check Number	Vendor Name	Check Amount	Check Date
78755	Kathy Patterson	18.99	1/29/2020
78720	Angela Culp	17.98	1/29/2020
78656	Lynette Oosterhouse	16.99	1/15/2020
78754	Jerrold Holzgen	16.99	1/29/2020
78692	Stacey Danevitz	14.99	1/15/2020
78782	Susan Kwast	14.99	1/29/2020
78706	Tomarra Richardson	14.99	1/15/2020
78734	Claire Horlings	14.50	1/29/2020
78645	Jackie Boss	14.36	1/15/2020
78761	Laurie Winkler	13.76	1/29/2020
78614	Courtnei Moyses	11.98	1/15/2020
78621	Emily Langenau	11.24	1/15/2020
78742	Gary Klaiss	9.99	1/29/2020
78604	Cara Barnes	7.99	1/15/2020
78586	Amelia Laham	7.99	1/15/2020
78588	Aresha Moore	7.99	1/15/2020
78646	Jennifer Lawrence	6.99	1/15/2020
78762	Lilia Cheyne	5.99	1/29/2020
78721	Angela Mosley-Hudson	5.00	1/29/2020
Report Total		1,161,600.01	

Kent District Library
Check/Voucher Register - Voided Checks
From 1/1/2020 Through 1/31/2020

<u>Check Number</u>	<u>Vendor Name</u>	<u>Check Amount</u>	<u>Check Date</u>
76607	Lynne Pfund	(25.94)	1/1/2020
76771	GRCAC/ Community Media Center	<u>(72.00)</u>	1/1/2020
Report Total		(97.94)	
		<u><u> </u></u>	



JANUARY DIRECTOR'S REPORT

This month, managers shared their most significant take away from the Champion to Enterprise Training and how it is making an impact at their branch, whether with patrons or with staff!

ALPINE

Learning how to build people up has been the greatest take away from the Champion to Enterprise training. The Alpine team has directly benefited from this in a number of ways. Youth Paraprofessional Hannah Moeggenborg nominated her fellow Alpine Township team members, Your Paraprofessional Anne Bartsch and Library Assistant Theresa Eastman, for KDL's Katie Kudos Award, recognizing them for stepping up when needed. The strategic value of Alpine's Activity Chart, which the training presented as an efficient way to delegate tasks amongst employees, has also been an important component in time management for all involved. As a result, peer-to-peer collaboration has greatly increased. For example, one of Alpine Township Branch's 2020 goals is to rearrange the backroom. By assigning specific tasks to the team, such as branch displays, Facebook posts and collection maintenance, has allowed Branch Manager Shaunna Martz more time to collaborate with and learn from Englehardt Branch concerning their recently arranged backroom in order to gain valuable insight into how to approach this forthcoming project.

ALTO

The Alto Branch's most significant take away from the Champion to Enterprise training has been the necessity to implement staff check-ins. Given that the Alto team is exceptionally intelligent, imaginative and practical, the check-ins have become an opportunity to explore new ideas and viewpoints, allowing every voice to be heard. Champion to Enterprise's training guide is complete with questions that can serve as starting points for such conversations. For instance, one question is: "If we go from the mindset that performance brings results and switch to the vision of using results to determine our future performance, what will that look like?" The second most significant takeaway has been the need to look at what is currently being accomplished, what needs to be cut and what needs to change hands. This will allow all staff to have a broader, more interesting experience in their library work. Additionally, it has resulted in a more efficient use of staff time in general.

BYRON

The Champion to Enterprise training has been instrumental in illuminating the difference between being a good worker (Champion) and a good manager (Enterprise Leader), specifically highlighting some of the ways in which a leader can make this transition. Some of the key takeaways during this training include the following:

- It's ok to delegate tasks in order to focus on the activities one is uniquely qualified to perform. Delegation is the mark of a good leader.
- What you are doing now is getting what you are getting now: If there is no change, there can be no growth. If there is no growth, there will never be different results.
- A leader's true purpose is to not only cultivate champions but to also create future leaders. This helps to foster a culture of success.

Having completed this training, Byron Township's Branch Manager, Eric DeHaan, has reflected that he has a much better sense of not only his weaknesses and strengths as a manager, but what actions he needs to take to better leverage those strengths and address those weaknesses within the organization.

Within the branch, he has already started to identify and delegate tasks that can be performed competently by others, allowing him to spend more time on tasks that he is uniquely qualified to perform. He has also spent more time training and coaching staff to achieve results that are in-line with KDL's expectations while also recognizing and applauding team successes. In the end, while this training has provided a number of tools to help achieve organizational goals, it is really just the first step on a long, rewarding journey toward success!

CALEDONIA

Attending the Champion to Enterprise training gave Caledonia Branch Manager Liz Guarino-Kozlowicz a better understanding of her strengths and weaknesses as a leader. As an intuitive thinker, Ms. Guarino-Kozlowicz prefers to use common sense and instinct to solve problems; however, there are times when it is necessary to be more analytical. One key part of the training focused on determining areas where a leader is spending most of their time. By identifying these areas and learning to delegate some tasks to team members, she learned that it's important to trust her staff and allow them to give input on which programs and outreaches will best serve the community. Youth Librarian Alyson Cryderman is doing an excellent job meeting with Youth Paraprofessionals Adam Flynn and Audrey Barker to come up with a plan for school year outreaches, as well as developing a range of programs to serve the community's interest. The training increased Ms. Guarino-Kozlowicz's understanding of how to leverage her team's unique skillset with the needs of her branch and develop into leaders themselves.

COMSTOCK PARK

For Comstock Park Branch Manager Liz Knapp, the Champion to Enterprise training was especially timely as she was promoted to Shared Branch Manager of Tyrone and Comstock Park Branches around the same time. Her main takeaway from the training is that she needs to focus on ensuring that the work she is doing is the most valuable and profitable work she can be doing at her branch and for KDL as a whole. This requires getting comfortable with delegating tasks to other members of her team. Likewise, she shouldn't always delegate to the person most capable of doing the work. When team members feel challenged or engage with work that requires them to learn, this enables them to stretch and grow their skills. It also helps to properly disperse the workload across the team so that no single employee has to be more overwhelmed than another. As Ms. Knapp transitions to her new role as shared Branch Manager of the Alpine, Tyrone and Walker Branches, she intends to use what she learned at this training to be the most efficient and supportive manager she can be.

EAST GRAND RAPIDS

One of the biggest takeaways from the Champion to Enterprise training was the importance of delegating tasks amongst staff members. In particular, an exercise that highlighted how managers use their time demonstrated how many things can very well be accomplished by a staff member rather than the manager. At the East Grand Rapids Branch, checklists are an essential part of a smooth work flow, especially since staff have two separate floors to command. After the training, Branch Manager Dawn Lewis revised these checklists to incorporate more activities and tasks. All in all this, this now allows for little manager intervention in the branch's workflows, which in turn encourages library staff to take ownership of their work and allows Ms. Lewis to attend to more unique or urgent managerial duties.

GAINES

The Gaines Branch staff were champions of the checklist long before the Champion to Enterprise training; however, what has become especially useful as a result of this training is that Branch Manager Dawn Lewis took a closer look at her plate of responsibilities and considered what she might be able to delegate to staff, such as organizing and maintaining the room reservation schedule. As a result, the

branch has adopted as well as refined better processes and Ms. Lewis has more time to focus on other tasks. The Gaines Branch staff has truly been amazing in this endeavor! As activities and tasks are re-thought and discussed to determine who and how best they can be accomplished, staff members step up and handle things beautifully.

GRANDVILLE

For Grandville's Branch Manager, Josh Bernstein, the Champion to Enterprise training couldn't have come at a better time. As KDL transitions into a new staffing model feature shared branch management, it would be a challenge were he to continue leading as he always has. Mr. Bernstein's most significant take away from the training is that he needed to review his own use of time. Champion to Enterprise participants were asked to look at their schedule for a period of time and evaluate all of their tasks as being either low or high value, as well as to assess how many other individuals might be able to do these tasks (as opposed to the manager being uniquely qualified). Mr. Bernstein found that while many of his tasks had high value to them, they could still be potentially delegated to others. Alternatively, he found that for some of his tasks that had low value could be automated. By delegating more tasks to his staff, Mr. Bernstein now has more time to focus on larger projects! His new time management skills will be doubly important as he eventually takes on shared responsibility of both the Grandville and Byron branches. Next steps include figuring out ways to continue to automate or simplify even more of the mundane tasks that he is uniquely qualified to handle.

KENTWOOD

Branch Manager Cheryl Cammenga, Circulation Manager Angela Culp, Youth Specialist Hennie Vaandrager and Adult Librarian Crystal Logan-Syrewicze all attended the Champion to Enterprise training in the fall as representatives of the Kentwood Branch. There they were confronted with a new concept for them, of how to move from being a "champion" (an employee who excels at their job) to being a leader (an employee who creates other leaders). As this concept applies to the Kentwood Branch, there are currently a number of champions and potential leaders already on the team. Therefore, Cheryl Cammenga has assumed her role as branch manager to focus the energy of the champions in service to the strategic goals of KDL and facilitate their professional development and skillset. The training outlined three general skills sets that are essential for a champion employee to possess: the ability to adapt to change, the ability to work collaboratively and the ability to apply good judgement. It also outlined essential leadership skills and introduced practices on how to achieve these skills. Managers were instructed to review their current responsibilities and eliminate or delegate tasks that could be better completed by another member of their team. This was immediately put into practice at the Kentwood Branch. Additionally, participants identified areas where they can improve in their own development as a mentor and leader, as well as how to go about it.

FEATURED DEPARTMENT: PATRON SERVICES (PSD)

2019 was an exciting year for KDL's Patron Services and the department is charging full steam ahead toward the year up ahead. Please see below for some of the department's featured highlights and goals:

- In November 2019, KDL hired PSD Associate Grace Miguel Cipriano (not pictured). Because Grace is fluent in Spanish, she is able to assist any Spanish-speaking patrons who call KDL!
- The department is looking to expand KDL's multilingual services in 2020, currently investigating over-the-phone interpretation services and making online forms available in Spanish.
- PSD Manager Jared Seigel and PSD Associates Kaitlin Allen and Amanda Johnston attended a Zingerman's customer service training at the Howard Miller Public Library on November 11. They brought back valuable resources and tools from the training, which they were able to share with the department straight from Zingerman's acclaimed customer service model.
- In February 2020, PSD Associate Angela Deckard will attend the Public Library Association's Annual Conference where she will present on KDL's Complaint Response Framework!
- In March 2020, PSD staff will begin taking phone calls for KDL's Talking Books and Braille Center (TBBC). This will include ordering materials for patrons and updating patron accounts. By taking these phone calls at the Service Center, staff at the Wyoming Branch will have more time to assist patrons in the building.
- PSD Associate Lisa Rodkey will attend the Michigan Library Association's 2020 Leadership Academy, which offers multiple sessions throughout the year. This professional development opportunity provides leadership training to librarians across the state.
- In 2020, the department will implement an enhanced online registration form for patrons!
- Future training topics for the PSD team include EDI, Nonviolent Communication, project management skills and UX design skills.

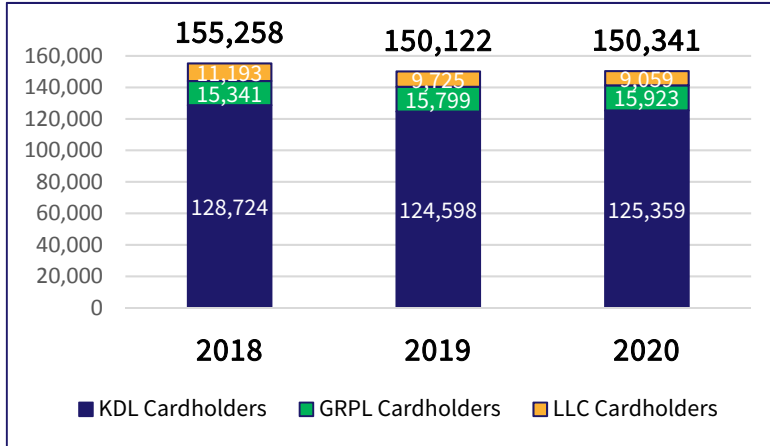


(KDL's Patron Services Department—Summer 2019)



JANUARY 2020 STATISTICAL SUMMARY

Active Patrons YTD:

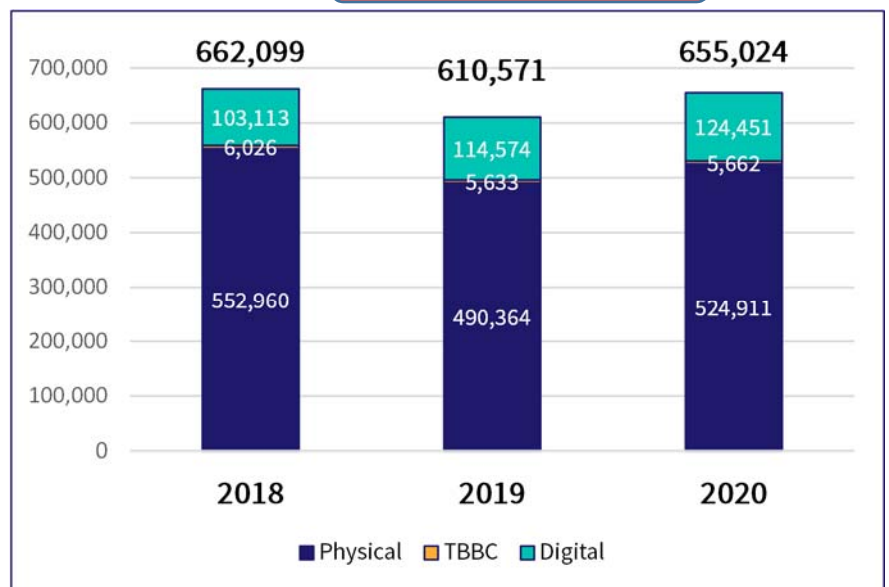


1,692 Accounts Added in January:

- 1,285 New KDL Cardholders
- 286 New GRPL Cardholders
- 121 New LLC Cardholders

Note: KDL had a system-wide closure due to weather for a total of 8 days in January & February 2019.

Circulation YTD:

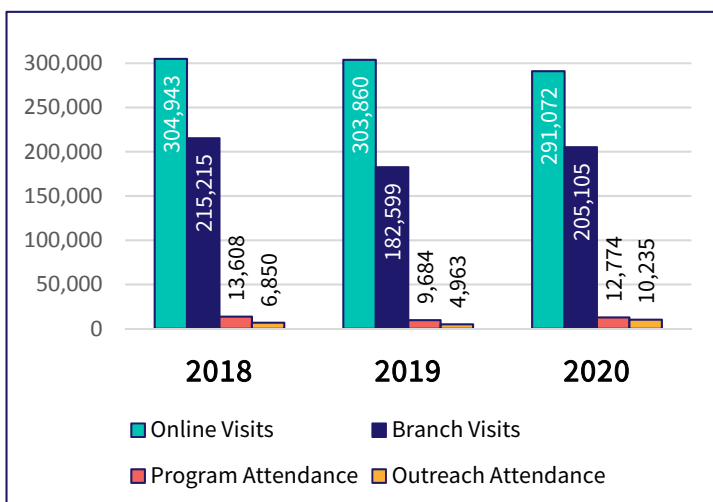


2019 Most Popular Items:

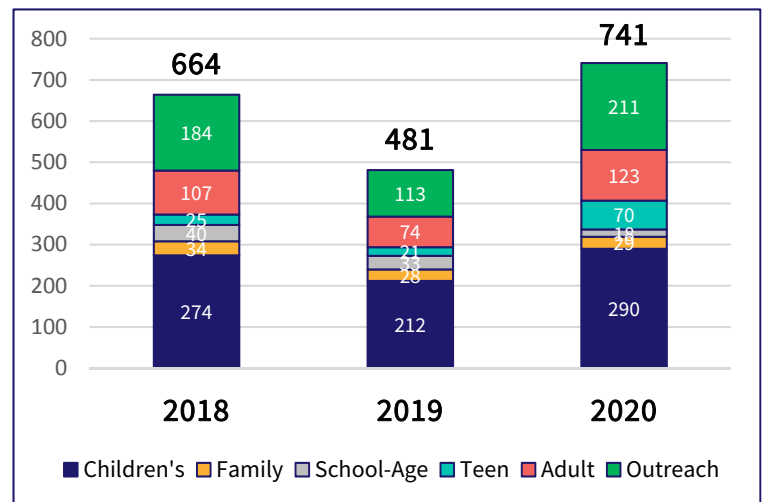
- Book/eBook: *Where the Crawdads Sing*
- DVD: *Crazy Rich Asians*
- CD Audiobook: *Harry Potter and the Sorcerer's Stone*
- eAudiobook: *Girl, Wash Your Face*
- Magazine: *People Magazine*
- Beyond Books: KDL Mobile Hotspot

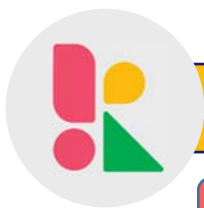
(See reverse for more details)

People Served YTD:



Number of Events YTD:





STATISTICS IN-DEPTH: 2019 MOST POPULAR ITEMS

Most Checkouts:

Adult Fiction:	<i>Where the Crawdads Sing</i> by Delia Owens	2,238 checkouts
Adult Non-Fiction:	<i>Becoming</i> by Michelle Obama	1,249 checkouts
Teen Fiction:	<i>The Hate U Give</i> by Angie Thomas	797 checkouts
Juvenile Fiction:	<i>Dog Man #6: Brawl of the Wild</i> by Dav Pilkey	1,196 checkouts
Picture Book:	<i>Pete the Cat: I Love My White Shoes</i> by Eric Litwin	771 checkouts
DVD / Blu-ray:	<i>Crazy Rich Asians</i>	1,577 checkouts
Music CD:	<i>The Greatest Showman</i> Soundtrack	137 checkouts
CD Audiobook:	<i>Harry Potter & the Sorcerer's Stone</i> by J.K. Rowling	128 checkouts
Video Game:	<i>Super Smash Bros. Ultimate</i> [Switch]	556 checkouts
Beyond Books:	KDL Mobile Hotspot	3,129 checkouts
Magazine:	<i>People Magazine</i>	4,042 checkouts
eBook:	<i>Where the Crawdads Sing</i> by Delia Owens	987 checkouts
eAudiobook:	<i>Girl, Wash Your Face</i> by Rachel Hollis	1,131 checkouts

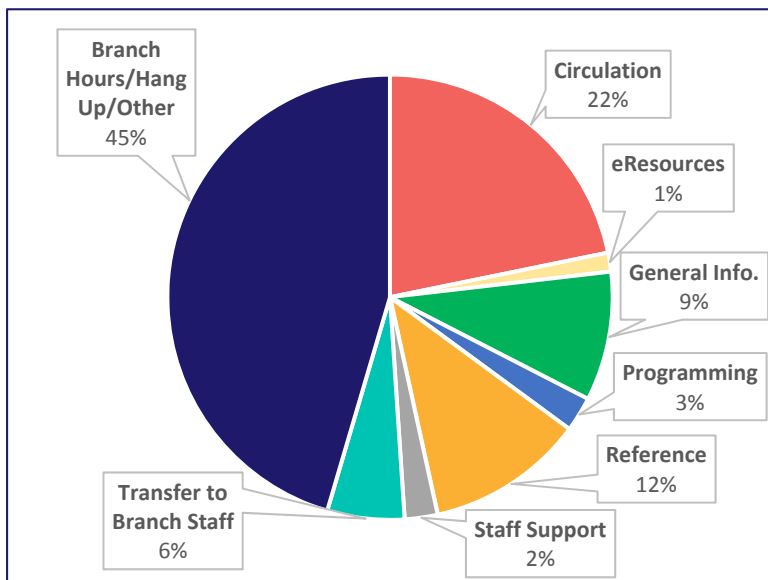
Most Holds:

Adult Fiction:	<i>Where the Crawdads Sing</i> by Delia Owens	2,997 holds
Adult Non-Fiction:	<i>Educated: A Memoir</i> by Tara Westover	1,643 holds
Teen Fiction:	<i>The Hate U Give</i> by Angie Thomas	476 holds
Juvenile Fiction:	<i>Dog Man #6: Brawl of the Wild</i> by Dav Pilkey	319 holds
Picture Book:	<i>Hello Lighthouse</i> by Sophie Blackall	102 holds
DVD / Blu-ray:	<i>A Star is Born</i>	312 holds
Music CD:	<i>Hamilton</i> Original Broadway Cast Recording	106 holds
CD Audiobook:	<i>Where the Crawdads Sing</i> by Delia Owens	233 holds
Video Game:	<i>Super Smash Bros. Ultimate</i> [Switch]	334 holds
Beyond Books:	KDL Mobile Hotspot	2,054 holds
Magazine:	<i>People Magazine</i>	90 holds
eBook:	<i>Where the Crawdads Sing</i> by Delia Owens	1,972 holds
eAudiobook:	<i>Where the Crawdads Sing</i> by Delia Owens	1,406 holds



STATISTICS IN-DEPTH: PATRON SERVICES DEPT. (2019)

84,554 Phone Calls Answered:



25,278 Card Registrations Processed:

- 72% KDL Registrations
- 12% GRPL Registrations
- 6% KDL Registrations from GRPL
- 10% Web Registrations

20,938 Ask KDL Questions Answered:

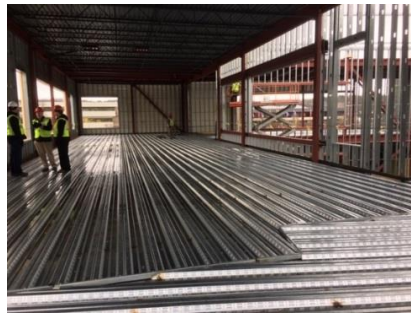
- 89% Circulation
- 5% Reference
- 4% eResources
- 1% General Information
- 1% Staff Assistance / User Feedback

982 LibChat Sessions

BUILDING UPDATES

AMY VAN ANDEL LIBRARY AND COMMUNICATION CENTER

The project is still on track and scheduled to finish in December of 2020. Structural steel is nearly complete and the steel for the second level flooring is being laid. Next step is concrete. The contractor anticipates the building will be enclosed by late March. A group of Ada residents and township representatives have met with the architecture firm two times to identify how the added multipurpose room will be used as well as to determine an optimum size. A third meeting to finalize the specifics for this space will be at the end of February. Additionally, the furniture and collection storage bid packages are currently being finalized.



CASCADE TOWNSHIP

The Cascade Township Branch is inching forward with renovation plans. Branch Manager Vanessa Walstra will be meeting with Cascade Township Manager Ben Swayze, along with members of ProgressiveAE and the Cascade Township Infrastructure Committee, to discuss the proposed changes on Tuesday, March 4.

GRANDVILLE

The Grandville building project is moving along very quickly! The city, along with KDL, is currently looking at some of the final detail work that needs to be done prior to bidding. Furnishings and flooring are current items being discussed. The city plans to break ground in May and anticipates the project will take just over one year with the first three months primarily focusing on new additions to the outside of the building and work beginning on the inside of the building by next fall. Relevant accommodations will be decided on at a later time. The city's fundraising campaign continues going strong. They expect to launch a public mailing in the upcoming weeks and have currently raised about \$675K with an ultimate goal of \$1M.

KRAUSE

The Krause Exploratory Committee met on January 14 and discussed concerns regarding the discrepancy between projected major donations (from the financial feasibility study) and expected cost of library expansion. At this point in time, the committee feels that a strong educational campaign is needed ahead of a building campaign. City Manager Thad Beard recommended the group shelve the project such a campaign can take place. KDL has graciously offered to assist. A new subcommittee is expected to be formed with representatives from KDL, city management and interested members from the Exploratory Committee.

SERVICE & MEETING CENTER – BOOKMOBILE GARAGE ADDITION

The new addition is almost complete and a lot has happened in the last month!

- All exterior and interior doors were installed, including overhead doors.
- HVAC is working and currently keeping the building toasty warm.
- The office has been constructed, dry walled and painted.
- Windows are faced and ceiling is up.
- The bathroom sink and other fixtures are in and plumbing is done.
- Lighting is up in the garage portion of the building.
- Electrical workers are finishing up the lights in the office.
- Carpet and bathroom floor should be installed in the next couple of weeks along with some other finishing touches.



- Missy Lancaster and Joyanne Huston-Swanson met with Interphase, the furniture vendor, to go over layout. As a member of the MiDeal program, Interphase is able to give special discount pricing to KDL, including discounted, quality office furniture for office spaces. Furniture was originally not in the budget for this construction project since it was supposed to be included in the Service Center Refresh; however, KDL decided to move forward with finishing the office space now so that the Community Engagement team can occupy the space. A budget adjustment will be done in the near future to account for these costs.

SERVICE & MEETING CENTER – SERVICE CENTER REFRESH

The Service Center now has water spigots in the front and back of the building! Previously, in order to do a simple task such as water flowers, groups of employees would have to fill up buckets indoors and then lug them outside. Vendors would have to do the same thing. This used to be a huge problem, but now the building maintenance team is grateful to have spigots in order to get jobs done quickly and efficiently. Additionally, the shelter by White Pines Trail now has a water fountain! This means that people who bike, run or walk will now have a place to fill up water bottles or have a drink. KDL is sure to see more of the community using the shelter with this added amenity—It's the only one in the area!

TYRONE

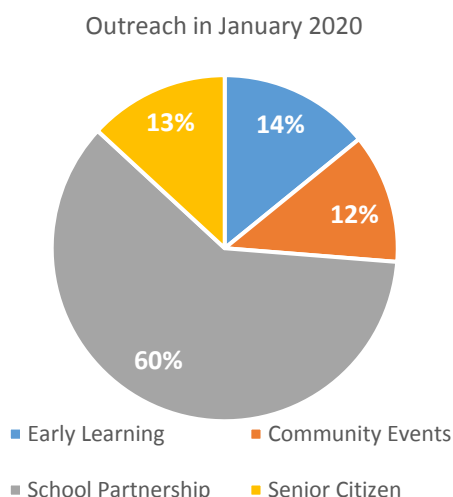
In order to build the best library possible while being good stewards of taxpayer money, Tyrone Township and the building and fundraising committees have decided to pursue more economical options for the new library project. At the recommendation of the Building Committee, the township voted to hire Nugent Builders as consultants. Nugent Builders are experienced general contractors and were instrumental in building the new Cedar Springs Library. With some changes to the original plan, Nugent estimates the cost of the proposed 10K square foot library to be around \$2.2M-2.3M. This

represents a considerable reduction in cost while also maintaining the most needed and most desirable features of the original plan. The township is now in the process of interviewing architects while the fundraising committee continues the private fundraising phase. At the end of 2019, Dave Ignasiak, a township board member who also leads the building committee and is a member of the fundraising committee, made a generous donation to the new library project. With both Mr. Ignasiak's and Township Supervisor Bob Sarachman's help, along with other committee members who have donated their time and funds to the project, fundraising for the new library continues to move forward!

WALKER

On January 10 Branch Manager Craig Buno and City of Walker Manager Darrel Schmalzel met with representatives from Fishbeck to review the results of the December open house and the online survey. There were 981 respondents total. Based on the open house discussion and survey results, Fishbeck will develop a preliminary program and conceptual images depicting programming adjacencies and efficiencies. The steering committee, along with representatives from the WIFC and Fishbeck, will reconvene on Monday, February 24 from 5:00-6:30 PM in the City Commission Chambers to review the survey results and preliminary program.

WHAT'S GOING ON AT KDL?



A WRAP ON WINTER BREAK...

Winter break programs wrapped up the first week of January! 275 patrons enjoyed the *Far Off Galaxy Festival* at the Cascade Branch, featuring Star Wars crafts, games and giveaways for families. Next year's theme is superheroes!

On January 3-4, over 500 patrons played classic video games and mini-golf in the stacks of the Kentwood Branch. This intergenerational program was a great way for patrons to share their love of classic video games like Pac Man, Donkey Kong and Centipede with a new generation. Local company 616 Amusements provided the video game consoles and pinball machines. Patrons also played a 9-hole mini-golf course through the children's area of the library! Additionally, attendees were encouraged to try out KDL's silent disco headphones.

CODING IS COOL

Coding programs continue to grow at KDL. In January, Grand Circus presented two programs for patrons at the Kentwood Branch: An informational session on training and careers in coding and an Intro to Coding Workshop. Patrons who attended both programs were looking for direction on pursuing careers as programmers. Additionally, the Comstock Park Branch is preparing to offer Girls Who Code programs for teen patrons this summer. Girls Who Code is a national organization with the goal of closing the gender gap in technology. Patrons will learn about coding skills, careers in programming and more about support and the coding community.

COHS (CAREER ONLINE HIGH SCHOOL)

While enrollment slowed over the holidays, visits to the education webpage are the highest they've been since July! Our students continue to work at or above the expected pace and KDL's third graduate completed coursework in the last week of January.

MEN OF COLOR READ

Local Entrepreneur Jon Covington created this monthly program in order to connect good role models with kids in at-risk areas and help eradicate functional illiteracy within local communities like Muskegon and Grand Rapids. Although active since 2016, KDL has only recently began a partnership with Men of Color Read and Grand Rapids' own Martin Luther King Leadership Academy. There are four more visits scheduled until the end of spring. KDL is honored to be a part of this outstanding endeavor!



MULTILINGUAL CLASS FOR KDL JOB CANDIDATES

In partnership with the Literacy Center of West Michigan, KDL is offering a six-week course for English-as-a-Second-Language (ESL) individuals interested in applying for shelver positions at KDL. We are excited about this offering and look forward to seeing those who take it eventually apply at KDL!

LITTLE FREE LIBRARY PROJECTS

- **The RAPID Bus Station Little Free Library:** For the second year, KDL is partnering with Forest Hills Transitions Center to provide a Little Free Library at the central depot downtown. In this program, young adults with developmental disabilities volunteer to stock the shelves.
- **Airport:** During most of the month of January, Joyanne Huston-Swanson and Sara Proano were delivering and stocking books for the Little Free Library at the Gerald R. Ford International Airport. Beginning in February, this service is being further supported with the help of Collection Services Manager Jackie Olmstead and a new partnership with Experience Grand Rapids. Going forward, materials will be delivered to the airport and managed on-site by volunteers of Experience Grand Rapids. This solution will free up several hours per week for our Community

Engagement team while creating a valuable new partnership as a whole! Little Free Libraries give a second life to books that have otherwise been “weeded” from the KDL collection.

- **Reflexions Hair Salon:** Since it started just a month ago, this project has really taken off! Demand continues to steadily increase and KDL is paying special attention to the type of material offered, emphasizing works that are either authored or illustrated by persons of diverse backgrounds and featuring diverse story lines and characters.

STRATEGIC PLAN CONSULTING

KDL requested and received three quotes to facilitate a new Strategic Plan for 2021, 2022 and 2023. The three quotes ranged from \$19K-\$29K, with a contract ultimately being awarded to Emmitt Consulting. The new strategic planning efforts will begin in late winter and continue through 2020.

KATIE KUDOS

BARB MALBURG (Comstock Park) was nominated by Liz Knapp because... “When a mouse skittered into our entry way in pursuit of a patron, Barb sprang into action and encouraged it to kindly (and gently) leave the building with a broom. Barb saved us from chasing a mouse around the library!”

DAN PALASEK (Service Center—MARCOM) was nominated by Claire Horlings because... “Dan did excellent work in printing and binding the beautiful Literary Libations Gala Sponsorship Packets for 2020. He even finished ahead of schedule!”



ASHLEY SMOLINSKI (Comstock Park) was nominated by Sarah VanTassell because... “One of our regular patrons came into the branch and was visibly upset. It turns out she was on the verge of an anxiety attack. Ashley was quick to notice something was wrong and found a comfortable place for her to sit down. She took the time to listen, provide comfort, and talk her through it. The patron ended up leaving feeling completely better about the situation. It was a wonderful example of the kindness, empathy, and love that Ashley has for our patrons.”

STAFF & PATRON RESPONSE STORIES

ALPINE

Today, a family was able to check out a Nintendo Switch Console after waiting on the hold list for a very long time. Payton, a younger member of the family, came hobbling in on his new boot with a wicked grin on his face. He went right over to the hold shelf and grabbed the case with the hold slip, brought it up to the desk and exclaimed, “We need this!” I brought out the Switch. He had that thing out of the case and was setting up a Nintendo account and downloading Fortnite and other popular games before his mom had even checked it out. He was so stoked that I almost had to pry it out of his hands to scan it! When chatting with his mom, she told me she had asked the kids if they wanted a Switch for Christmas. Their response? “No, we can just get for free from the library!”

ALTO

- This week an engineer who works in the office building across the street mentioned that we must have been wild at storytime that day since the streets were filled with cars that morning.

She was right! We are used to full parking on Friday nights as people meet up to have steak dinners at the Alto Bar, so it was nice to realize we also have a lot to offer and can certainly fill up city parking with our eager guests!

- A library patron was curious about our Go! Packs so I introduced these to her, along with our Booster Packs. In one of the packs she noticed a board game that she has been interested in trying. The patron mentioned the prohibitive cost of the game, plus the inconvenience of storing something you only use a few times a year. “I can’t believe you have these,” she exclaimed. “But then again, you have everything!”

BYRON

- An overwhelmed patron called the branch to see if we could help fix an issue she was experiencing with Facebook. Among other problems, her account had also been hacked and all of her content was currently in French. After working to secure her Facebook account again as well as fix the language issue, she was extremely appreciative and said “thank you” more times than I can count. It was great to have the opportunity to make someone so happy.
- Chelsea McCoy in Patron Services forwarded the following message from a happy patron: Many thanks to YOU for all that you do to promote reading! I use Byron Township Branch and absolutely love the staff there. They are always so helpful and friendly. I’m moving to the east side of town in the spring, so I will have to find a new location there—Possibly EGR. Thanks so much again. 🍌”
- I was helping a young regular patron of the branch locate a few books this week when I noticed that as he was browsing titles he was also pulling a select few out to create “Face-Outs” along the aisle. I told him he’d make a great librarian one day. “Yeah, that’s what I’m thinking of being,” he said real casual and cool-like. The branch’s friendliness and willingness to help him with numerous questions is definitely rubbing off on him! He’s noticing what we are doing and it appears to be inspiring him.
- Our representative from Sculptureworks (a bronze sculpture lending program) commented that he wished he could leave Bob (a bronze dog) with us because whereas other places seem to view the sculptures as a bother, our staff takes a genuine interest—Which he greatly appreciates!

ENGLEHARDT

An older couple previously came into the library needing a great deal of help. They were working on getting custody of their five-year-old grandchild currently living in Georgia. A few of the staff helped them, but Alantha was truly a rock star. The couple needed to print out forms to fill out, then scan them and email them back. They left some things here while they took others to be notarized and handled again. They put parenting books on hold and got a hotspot so they could continue working on the process at home. Over and over again they expressed their appreciation for everything the library had to offer. Everyone was a little misty-eyed when they left. Recently they came back in to announce that they now have the child in their custody! They again thanked the staff for their help and we were once again brought to tears by their amazing story.

WALKER

A patron recently told us about how much her family enjoys our Go! Packs. Annette Roorda has three sons in various age groups and said it’s hard to find family games that are enjoyable for all of them at once. She recently checked out the board game Settlers of Catan and said her boys were enthralled! The whole family was able to spend quality time playing together and her boys just can’t get enough of

this game. She is now going to purchase it (along with the new expansion pack) for Christmas, but was so thankful to be able to try it out before buying it.

PATRON SERVICES

Director of IT Kurt Stevens received the following note from Outreach Specialist Sara Magnuson concerning the new translation system KDL is testing: “I wanted to share a little of the fun we had with the scanner today. Students from the KIS GED/ELL classes came to visit. We had native speakers of Portuguese, Spanish, Swahili, Nepali, Farsi (Persian), Japanese, Chinese/Mandarin, Vietnamese, Russian and Arabic. Each one used the scanner and translated portions of a picture book into text and audio files. You should have seen the smiles! [...In particular,] the Nepali speaker seemed entranced with the translator. She asked to print out the pages she had translated to take home and read to her children. She also brought a doctor’s note and translated it so that she knew what they were asking. Several of the students asked for copies of flyers to be sent to them in their native language. The GED teacher mentioned that the audio file option would serve them well because they do have some blind students and not all of their notes and materials are available in Braille. It seems like this has been a big hit and will be of great benefit to the community!”

UPCOMING MEETINGS & DATES OF INTEREST

BOARD MEETINGS	DATE	TIME	LOCATION
KDL Regular Board Meeting	Thurs., Mar. 2, 2020	4:30 PM	KDL Service & Meeting Center
KDL Regular Board Meeting	Thurs., Apr. 16, 2020	4:30 PM	KDL Service & Meeting Center
KDL Regular Board Meeting	Thurs., May 21, 2020	4:30 PM	KDL Walker Branch
OTHER MEETINGS	DATE	TIME	LOCATION
KDL Pension Board Meeting	Weds., May 20, 2020	1:00 PM	KDL Service + Meeting Center
EVENTS & CONFERENCES	DATE	TIME	LOCATION
PLA Annual Conference	Feb. 25-29, 2020	Varies	Nashville, TN
ALA Annual Conference	Jun. 25-30, 2020	Varies	Chicago, IL



STAFF CHANGES & ANNIVERSARIES

February 2020

NEW HIRES	POSITION	EFFECTIVE
Alicia Barnaby	Shelver – Plainfield	January 21
Noah Hausmann	Shelver – Wyoming	January 21

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Brittany Zuehlke	Youth Paraprofessional – Cascade	Youth Librarian – Cascade	February 3
Trish Reid	Asst. Branch Manager – East Grand Rapids/Gaines	Library Training Manager – Human Resources	February 10
Ashley Smolinski	Youth Librarian – Comstock Park	Youth Specialist – Cascade	February 17
Angie Royce	Circulation Assistant – Englehardt	Substitute Circulation Assistant	March 21

DEPARTURES	POSITION	EFFECTIVE
Linda Grit	Substitute Circulation Assistant	January 8
Austin Phillips	Adult Paraprofessional – Grandville	January 24
Shea Johnson	Outreach Specialist – Service Center	February 14

OPEN POSITIONS	TYPE
Adult Librarian – Alpine	Full-time

EMPLOYEE ANNIVERSARIES (MARCH)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Sandra Graham	Alto/Englehardt	34 years
Karen Dykstra	Grandville	23 years
Mary Long	Englehardt	20 years
Diane Damuth	Human Resources	16 years
Joshua Bernstein	Grandville/Byron Township	12 years
Angie Stout	Human Resources	11 years
Bradley Allen	Collection Services	10 years
Melody Kastanek	Englehardt	10 years
Hollis Goulet	East Grand Rapids	9 years

EMPLOYEE ANNIVERSARIES (MARCH)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Catherine Stanley	Gaines Township	8 years
Aaron Thomas	Administration	8 years
Abby D'Addario	Wyoming	6 years
Laura Youells	Comstock Park	6 years
Janine Elliott	Collection Services	5 years
Jeannine Frazier	East Grand Rapids	5 years
Dave Palma	Cascade	5 years
Autumn Shattuck	Kentwood	5 years
Kristen Vandussen	Kentwood	5 years
Jennifer Furner	Kentwood	5 years
Hatka Kecalovic	Info Sub Pool	4 years
Barbara Schantz	Walker	4 years
Jared Seigel	Patron Services	4 years
Patricia Volkhardt	Walker	4 years
Anne Bartsch	Alpine	3 years
Jacquelyn Boss	Comstock Park	3 years
Aimee Jodoin	Kentwood	3 years
Jacqueline Jurgens	Patron Services	3 years
Adam Marth	Wyoming	3 years
Claire Horlings	Fund Development	2 years
Sara Proano	Community Engagement	2 years
Brittany Zuehlke	Cascade	2 years
Paris Close	CA Sub Pool	1 year
Jacob Hop	Wyoming	1 year
Lisa Rodkey	Patron Services	1 year
Melissa Veeneman	Krause Memorial	1 year
Rachel Williamson	Patron Services	1 year



BOARD OF TRUSTEES ATTENDANCE - 2020

	SHIRLEY BRURSEM A	ANDREW ERLEWEI N	SHERI GILREATH- WATTS	ALLIE BUSH IDEMA	CHARLE S MYERS	TOM NOREEN	CAITIE S. OLIVER	PENNY WELLER
January 16, 2020	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
February 20, 2020	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
March 19, 2020	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
April 16, 2020	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
May 21, 2020	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
June 18, 2020	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
July 16, 2020	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
August 20, 2020	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
September 17, 2020	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
October 15, 2020	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
October 19, 2020	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
November 19, 2020	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
December 19, 2020	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

BOARD PARTICIPATION VIA CONFERENCE CALL / WEBEX

TRUSTEE NAME	MEETING DATE	TRUSTEE NAME	MEETING DATE

Shared Branch Staffing Model

Much has happened over the past four weeks in regards to our transition to shared branch management. Two very recent vacancies (one a resignation and one a promotion inside the organization) have allowed us to move fully to shared branch management sooner than expected.

This transition will allow our managers to think and act more strategically on a systems level. It also empowers them to focus on leadership and staff development, process improvement and meaningful community connections. All of this will result in a more inclusive, innovative and agile organization, helping to ensure that KDL will continue to provide relevant and valuable services to the residents of Kent County.

This is a big change for our managers and there will be some learning and growing that will take place over the next few months as they settle in. Luckily, we have a group of top rate people leading our branches and each one is dedicated to providing the highest level of service to their teams and our patrons. Please join me in supporting them as they manage this transition.

Below is the list of branch combinations and shared management assignments. It also includes the date the transition will take effect.

Alpine, Walker, Tyrone

Manager and Assistant: Liz Knapp + Craig Buno

Start date: Feb 17th

Alto and Lowell

Manager and Assistant: Sandy Graham + Barbara Jingles

Start date: Feb 17th

Byron, Grandville

Manager Assistant: Josh Bernstein + Eric DeHaan

Start date: Feb 17th

Caledonia and Cascade

Manager and Assistant: Vanessa Walstra + Pat Rosloniec

Start date: Jan 20th

Comstock and Plainfield

Manager and Assistant: Morgan Hanks + Liz Guarino

Start date: Jan 20th @ PFD/SPE

East Grand Rapids and Ada

Manager and Assistant: Dawn Lewis + Shaunna Martz

Start date Feb: 10

Rockford, Nelson, Spencer

Manager and Assistant: Jennifer German + Paula Wright

Start date: Feb 17th

Wyoming and Kelloggsville

Manager and Assistant: Anjie Gleisner + Karen Small

Start date: Done

Gaines and Kentwood

Manager and Assistant: Cheryl Cammenga + Angela Culp

Start date: March 2nd

This transition completes a large part of the new branch staffing model. We are looking forward to sharing more information about the model with you at the February Town Hall Meetings. In the meantime, if you have any questions and would like to chat please reach out anytime.

Kent
District
Library



POLICY MANUAL PROPOSAL FOR EDITS

Collection & Reference

KDL POLICY 1.1

MATERIALS SELECTION

LAST REVISED 2.22.19

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

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

STANDARDS FOR SELECTION

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

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

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

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

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

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

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

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

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

Per Carrie Wilson—"Objects" section edited for general clarity of language. The last sentence has been completely removed as it seems overly expository as well as obvious for the purposes of policy.

KDL POLICY 1.2

GIFTS

LAST REVISED 2.22.19

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

Gifts for the Collection

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

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

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

Other Gifts

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

Per Claire Horlings—Recommended that this section be moved from 1.2 to 5.6 and retitled “Gift Acceptance Policy,” wherein all types of gifts will be handled in one place in the manual for simplicity and clarity.

As a result, all following sections will be renumbered 1.2, 1.3, 1.4 accordingly...

KDL POLICY 1.3-2

INTELLECTUAL FREEDOM

LAST REVISED 2.22.19

Kent District Library supports the principles of intellectual freedom adopted by the American Library Association and stated in the Library Bill of Rights.

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

KDL POLICY 1.4-3

COLLECTION MAINTENANCE

LAST REVISED 4.21.16

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

KDL POLICY 1.5-4

REFERENCE & RESEARCH

LAST REVISED 2.22.19

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

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

KDL POLICY 1.6-5

SHARED COLLECTION

LAST REVISED 1.19.18

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

KDL POLICY 1.7-6

INTER-LIBRARY LOAN

LAST REVISED 3.17.11

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



RESOLUTION KENT DISTRICT LIBRARY BOARD OF TRUSTEES

1st 2020 BUDGET AMENDMENT – EXPLANATION OF REQUESTED AMENDMENT

The following suggested amendment to the General Fund budget is designed to increase 2020 budgeted expenditures to allow for the new patron management system (\$125,000) and upgrading the online experience for library patrons (\$90,000). The issue analysis for each project was reviewed and approved by the Board of Trustees at the January 2020 meeting. For informational purposes each issue analysis is included within the February 2020 packet as well.

1. \$25,000 Increase to Contractual and Professional Services

This increase is to cover estimated costs for transitioning to the new patron management system.

2. \$69,000 Increase to Maintenance and Utilities

This increase is to cover estimated costs for transitioning to the new patron management system.

3. \$90,000 Increase to Other Expenditures

This increase is to cover the additional estimated costs to upgrade the online experience for library patrons.

4. \$31,000 Increase to Capital Outlay

This increase is to cover estimated costs for transitioning to the new patron management system.

INTRO

AGENDA ITEM FOR CONSIDERATION: Patron Management System replacement

BOARD MEETING DATES: January 16, 2020 (first reading); February 20, 2020 (second reading)

TIMELINE: TBD --- Some prerequisite activities will start immediately, but most branch conversions will likely occur after Summer Reading has finished

BUDGET LINE ITEM(S): Contractual & Professional Services; Maintenance & Utilities; and Capital Outlay

TOTAL ESTIMATED COST: \$448,482 for Years 1 through 4; Year 1 cost of \$112,120.50

PURPOSE

The existing contract governing KDL's Patron Management System with Comprise is coming to an end. Keeping Comprise "as-is" was not an option. We either had to change to a completely new Comprise or a new system all together. Consequently, KDL issued an RFP to see what options the market currently offers.

OVERVIEW/NEEDS/BACKGROUND INFO

The Patron Management System is a suite of software tools covering many important elements: patron experience on public computers, patron printing/copying/scanning, wireless printing, staff Point-of-Sale, back-end financial reporting. Because these tools impact hundreds of patrons and staff daily, it is essential for KDL have a solution that is powerful, reliable, easy to use, and supported by a dependable innovative vendor that is a leader in their field.

KDL received eight (8) responds to the RFP. An analysis team of roughly 20 KDL staff representing each area of the library evaluated RFP responses, interviewed proposers, and watched demos to narrow the pool down to two potential vendors - Comprise & TBS. These vendors were then each given full five-week pilot installations at our Kentwood branch to be evaluated by Patrons, Kentwood Staff and the analysis team. All of these stakeholders were then surveyed.

BENEFITS

- More intuitive and easier to use for new Patrons using our Public machines.
- Significantly more reliable when printing documents than with our current product, particularly using wireless printing or mobile printing app.
- Easier for Staff to administer the Print Kiosk
- Patron and staff surveys were in favor of TBS

DISADVANTAGES

- Staff tools are accessed from multiple screens in TBS and a single console under Comprise. We did share our feedback with TBS and were pleased to learn they are currently working on unifying these tools into a single console.
- Some staff users reported the TBS interface is less intuitive for staff

While staff member concerns are respected, KDL Leadership recognize staff are capable of learning this new system and KDL is committed to providing staff with a solid training and an implementation approach leveraging appropriate training resources including a combination of classroom training, onsite training at branches, tailored KDL checklists and video resources, and many other items.

In addition, KDL's number one service priority is patron convenience and TBS is much more convenient for patrons as it is much more intuitive for patrons and has many patron benefits.

ADDITIONAL INFORMATION

For each RFP proposal, KDL asked vendors to include new features / benefits they provide to their library customers above and beyond the basic patron PC & Print management services.

TBS shared they are heavily invested in EDI (Equity, Diversity, and Inclusion) activities and consequently believe that they have one of the most unique value propositions to offer libraries who want more than just Patron PC & Print Management solutions.

TBS offers a powerful Scan Station that has many benefits and usages, including:

- Document translation services to any of over 100 languages
- Photo restoration services
- Document conversion to many different file formats
- Book scanning without breaking the binding
- High-speed, double-sided scanning via a single pass
- Saving documents to various cloud services, thumb drives, or email
- Traditional photocopying, scanning, and Faxing

The language translation service has inspired many creative thoughts and conversations around KDL community outreach programs. KDL's Community Engagement Manager brought in a Translation Representative from the Hispanic Center: the response to how this tool would help the community was overwhelmingly positive. Kentwood staff thought this tool would be a huge benefit to Kentwood Schools during Parent Teacher Conferences. (There are over 70 different languages alone in the Kentwood School System.) These ideas are just the initial thoughts of how KDL would be able to leverage this, not to mention putting this directly on the Bookmobile or traveling with it to other community outreach locations as necessary.

These Scan Stations would also make it possible for KDL to not only offer the new services to patrons, but also provide an option to re-imagine traditional print services. Other libraries with Scan Stations actually replaced traditional large multifunctional copiers, and is something KDL may also consider.

The TBS Organization has committed to providing one of everything mentioned in the proposal to the Service Center for free to be used in our "training" room. They also committed to providing 500 free faxes a month for Patrons. (Note: Today our patrons fax between 135 and 170 pages a month at \$1.00 per page.)

These Scan Stations cost an addition \$6,310 each. With the overwhelming desire to offer a consistent Patron and Staff experience across our KDL System, it is our recommendation to purchase 23 Scan Stations for an additional \$145,110 or \$36,278 per year over 4 years.

COST

Finalist Cost Comparison for Patron Management System Requested in RFP (PC, Print, POS)

	<i>TBS</i>	<i>Comprise Upgrade</i>
Annual Amount	\$75,843	\$94,565.50
4 Year Total	\$303,372	\$378,262.00

TBS 4-Year Cost Breakdown for Patron Management System Requested in RFP (PC, Print, POS)

Time/PC/Mac Software License	\$10,129
Print Management Software License	\$19,305
Mobile Printing Software License	\$4,500
POS Software License	\$26,630
Hardware	\$88,585
Professional Services	\$7,550
Annual Maintenance Years 2 – 4 (Year 1 Included Above)	\$70,821
Credit Card Terminals Years 1 - 4	\$75,852
4 Year Total	\$303,372

TBS 4 –Year Additional Feature Cost Breakdown – Scan Stations

Scan Stations – Hardware & Licenses	\$100,750
Professional Services	\$2,300
Annual Maintenance Years 2 – 4 (Year 1 Included Above)	\$42,060
4 Year Total – Scan Stations	\$145,110

Total Recommended TBS Costs

Patron Management System (PC, Print, POS) – 4 Years	\$303,372
Scan Stations – 4 Years	\$145,110
Total Recommended 4-Year TBS Costs	\$448,482
Annual Recommended TBS Costs	\$112,120.50

Comparing the annual amount KDL currently pays (approximately \$80,000) to the recommended solution above adds an additional \$32,121 of annual cost. However, when this additional cost is allocated across our 20 branches (including Amy Van Andel Library & Community Center), it is less than \$1,700 per branch to have these additional services that directly benefit the patron available to every patron systemwide.

A 2020 budget amendment using the fund balance and increasing budgeted expenditures by approximately \$112k would be required. If additional cost savings are identified during implementation, it will be reflected in the budget amendment. The following budget line items will be increased with this amendment: Contractual & Professional Services, Maintenance & Utilities, and Capital Outlay. Expenses relating to the years 2021-2023 would be included in the budget for each year.

IMPLEMENTATION

If this project is approved, KDL will embark on a structured implementation & cutover approach to build out a project plan that takes into account several factors including:

- Summer Reading
- Staff time for adequate training

- Time to acquire, setup, and deploy the hardware components, including new patron PCs
- Other KDL projects that require similar staff involvement to ensure we have the needed focus for success
- Vendor lead time for TBS product delivery

A group of KDL staff members have been identified to help become part of the Implementation Team so that we can build internal expertise quickly. This group will consist of members from our Pilot location, Kentwood, Finance, IT, KDL Tech Trainers, and the RFP Team. A multipronged training approach will be used to accommodate different learning styles.

RECOMMENDATION

After a thorough vendor search and analysis, KDL recommends awarding the contract for the next four years to TBS to replace our Patron Management System and implement the Scan Stations.

In summary:

- During the pilot KWD staff needed to help fewer new patrons with TBS because it was more intuitive.
- Staff and patrons were overwhelmingly impressed with wireless printing capabilities. There are 3 methods for wireless printing and at least 1 method worked for every patron we encountered.
- Patron and staff surveys were in favor of TBS.
- While some staff members reported the interface is less intuitive, we recognize our staff are capable of learning this new system with adequate training. We wanted to focus on the patron side which is much more intuitive and has many patron benefits. KDL's number one service priority is patron convenience and TBS was much more convenient for patrons.

The TBS Patron Management System and Scan Stations for KDL will cost \$448,482. TBS has offered to spread that cost over four years at zero (0%) interest. Consequently, our annual payment will be approximately \$112,121 to TBS.

Document History:

1. First Draft – Raymond Mysels and Kurt Stevens
2. Revision – Laura Powers
3. Final Draft – Lance Werner and Jaci Cooper



BOARD OF TRUSTEES ISSUE ANALYSIS

INTRO

AGENDA ITEM FOR CONSIDERATION: RFP for Upgrading the Online Experience for Library Patrons

BOARD MEETING DATES: January 16, 2020 (first reading); February 20, 2020 (second reading)

TIMELINE: Implementation finalized by December 31, 2020

BUDGET LINE ITEM(S): Other Expenditures: 5873 – Website

TOTAL ESTIMATED COST: \$763,818.01 for 2020 through 2025; Year 1 (2020) costs of \$178,775.35

PURPOSE

To present the Board with a recommendation to upgrade the online experience for library patrons. This includes a new website, events calendar and catalog provider based upon the review and considerations of an RFP.

OVERVIEW/NEEDS/BACKGROUND INFO

The Kent District Library website serves as a virtual branch to patrons, one that supports and promotes its 19 physical locations. While the current website serves us well, we're facing an estimated \$200,000 expense in 2021 to maintain technical support of the existing site. For a similar expense, a new site can be developed that greatly improves the online patron experience. Thus, KDL seeks a new website — with an integrated events calendar and catalog — that better meets patron and staff needs and expectations while taking into consideration factors such as staff time and budget.

KDL's current website is custom-built and since its launch in 2016, staff have continued to work with the web developer to further improve its functionality. That customization comes at a high cost of time and money. Additionally, the onus is on KDL to articulate what we need and test that a new feature fits into staff workflow. The continual development has also resulted in a site that can appear disjointed and incohesive.

More than 50% of the visitors to KDL's website do so on mobile devices, up from 17% just five years ago. The percentage of patrons using mobile devices to access the site is expected to continue to increase. Though the current site is responsive and adapts to whatever screen size a patron is using, some content and navigational features, such as the menu, do not translate well to the mobile environment.

The catalog is another problematic area: the design is outdated and not mobile-friendly. Search, particularly for users accustomed to Google, can be a confusing and frustrating experience and results are not displayed in an intuitive way. The catalog software will need updating (although newer versions are *still* not mobile-friendly) and local customizations may break, requiring us to pay the vendor to fix those customizations if we want to retain them.

To address these issues and improve the experience for library patrons, an RFP was published and advertised in MLive and sent to several previously known or used providers. A total of four possible vendors responded with proposals. All four were selected for initial interviews and demonstrations

with a committee of KDL stakeholders. Two finalists were selected for second interviews and provided more information and demonstrations on the services and products proposed.

BENEFITS

- Cohesive user experience across the library website, events and catalog.
- The design of both the staff-facing and public-facing sides of the site are based upon industry-wide testing of library staff and patrons.
- Responsive design of the entire online experience.
- Support for multiple languages.
- Promotes patron engagement, such as by leaving reviews and creating public book lists.
- Provides easier methods for cross-promoting library services, events and items in the collection across the three different sections of the site (website, events and catalog).
- Intuitive searching of the catalog; responsive to natural language queries like “new DVDs” or “kids books in Spanish.”
- Fast development cycles, which means bugs and broken features may get fixed faster.
- Predictable costs.
- The recommended vendor serves only libraries, with more than 200 library clients. They have a deep understanding of how patrons navigate library services online as a result of extensive and ongoing testing with end-users.

DISADVANTAGES

- This recommendation provides a vendor-driven and tested solution instead of a locally customized site. While this reduces development costs and the need to dedicate staff resources, it limits KDL’s ability to customize to local workflows.
- Lost features KDL relies on heavily, such as scheduling when an event publishes, automatic reminders sent to patrons who register for an event, and internal forms only accessible by staff.
- Fast development cycles, which means features can break more often.

COST

Cost Comparison between Finalists

	<i>BiblioCommons</i>	<i>Interpersonal Frequency</i>
<i>Year 1 (2020) + Implementation</i>	<i>\$178,775.35</i>	<i>\$333,700 – \$771,700</i>
<i>Year 2 (2021)</i>	<i>\$111,868.54</i>	<i>\$67,200</i>
<i>Year 3 (2022)</i>	<i>\$114,381.40</i>	<i>\$70,560</i>
<i>Year 4 (2023)</i>	<i>\$116,950.79</i>	<i>\$74,090</i>
<i>Year 5 (2024)</i>	<i>\$119,577.90</i>	<i>\$77,780</i>
<i>Year 6 (2025)</i>	<i>\$122,264.03</i>	<i>\$81,670</i>
<i>Total Project Cost</i>	<i>\$763,818.01</i>	<i>\$705,000 – 1,143,000*</i>

*This estimate does not include the items listed with ‘TBD’ as the cost. Also, depending on the custom solution selected, there may be additional costs from SirsiDynix required with the Interpersonal Frequency approach that would not be necessary under the BiblioCommons proposal.

BiblioCommons Cost Breakdown

	<i>BiblioCore</i>	<i>BiblioWeb</i>	<i>BiblioEvents</i>	<i>BiblioSuggest</i>	<i>BiblioRecords</i>	<i>Total</i>
2020	\$59,227.52	\$78,753.83	\$25,000	\$5,922.75	\$9,871.25	\$178,775.35
2021	\$40,371.98	\$55,347.68	\$0	\$6,055.88	\$10,093.00	\$111,868.54
2022	\$41,278.87	\$56,590.98	\$0	\$6,191.83	\$10,319.72	\$114,381.40
2023	\$42,206.14	\$57,862.20	\$0	\$6,330.92	\$10,551.53	\$116,950.79
2024	\$43,154.23	\$59,161.98	\$0	\$6,473.13	\$10,788.56	\$119,577.90
2025	\$44,123.62	\$60,490.96	\$0	\$6,618.54	\$11,030.91	\$122,264.03

A 2020 budget amendment using the fund balance and increasing budgeted Other Expenditures (5873 – Website) by approximately \$85k would be required. Expenses relating to the years 2021 through 2025 would be included in the budget for each year.

IMPLEMENTATION

Implementation is contingent on the completion of the co-development of the BiblioEvents Master Program Template. Once this co-development work is completed to KDL's satisfaction, KDL aims to fully implement the BiblioCommons solution before the end of 2020.

RECOMMENDATION

Based on the provided information, KDL recommends awarding the contract to upgrade KDL's online experience to BiblioCommons, Inc. to implement a new website redesign and catalog discovery layer.

Document History:

1. First Draft – Emily Spranger, Vivi Hoang, Aaron Thomas, Rochelle Ball, Jared Seigel
2. Revision – Laura Powers, Randy Goble, Carrie Wilson
3. Final Draft – Lance Werner, Jaci Cooper



RESOLUTION

First 2020 Budget Amendment

MEETING INFORMATION

A regular meeting of the Library Board (the "Board") of the Kent District Library (the "Library") was held at the Kent District Library – Gaines Branch, on February 20, 2020 at 4:30 PM.

The meeting was called to order by _____.

PRESENT: _____

ABSENT: _____

RESOLUTION

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

NOW, THEREFORE, BE IT RESOLVED THAT:

The Board hereby approves and adopts the General Fund Budget Amendment for 2020 attached hereto and made a part hereof.

THE FOREGOING RESOLUTION was adopted on a motion made by _____ and seconded by _____. Upon roll call vote, the following voted aye: _____. The following voted nay: _____. The Chair declared the motion carried and the Resolution duly adopted on the 20th day of February 2020.

RESOLUTION DECLARED ADOPTED.

CERTIFICATION

I HEREBY CERTIFY that the foregoing is a true and complete copy of a resolution adopted by the Board of Trustees of the Kent District Library, County of Kent, Michigan, at a regular meeting held on February 20, 2020, and that said meeting was conducted and public notice of said meeting was given pursuant to and in full compliance with the Open Meetings Act, being Act 267, Public Acts of Michigan, 1976, and that the minutes of said meeting were kept and will be or have been made available as required by said Act.

Dated: February 20, 2020

Shirley Bruursema, KDL Board Chair
Secretary

Allie Bush Idema, KDL Board

KENT DISTRICT LIBRARY GENERAL FUND OPERATING 2020 BUDGET - 1ST AMENDMENT

REVENUES:	ORIGINAL	PROPOSED AMENDMENTS	PROPOSED REVISED
Property Taxes	23,331,338		23,331,338
Penal Fines	795,000		795,000
Charges for services	138,000		138,000
Interest Income	302,500		302,500
Public Donations	437,020		437,020
Other revenue	549,700		549,700
State Sources	894,140		894,140
TOTAL REVENUES & OTHER FINANCING SOURCES	26,447,698	-	26,447,698

EXPENDITURES:			
Salaries and Wages	12,666,513		12,666,513
Employee Benefits	3,927,954		3,927,954
Collections - Digital	1,849,223		1,849,223
Collections - Physical	2,173,390		2,173,390
Supplies	970,578		970,578
Contractual and Professional Services	1,495,083	25,000	1,520,083
Programming and Outreach	327,453		327,453
Maintenance and Utilities	1,929,906	69,000	1,998,906
Staff Development	371,025		371,025
Board Development	25,280		25,280
Other Expenditures	873,296	90,000	963,296
Capital Outlay	723,852	31,000	754,852
TOTAL EXPENDITURES & OTHER FINANCING USES	27,333,552	215,000	27,548,552
EXCESS OVER / UNDER	(885,854)	(215,000)	(1,100,854)



RESOLUTION Tentative Union Agreement

MEETING INFORMATION

A regular meeting of the Library Board (the "Board") of the Kent District Library (the "Library") was held at the Kent District Library Gaines Township Branch on February 20, 2020 at 4:30 PM.

The meeting was called to order by _____.

PRESENT: _____

ABSENT: _____

RESOLUTION

WHEREAS, UAW Local 2600 is the exclusive bargaining representative of the majority of KDL staff (i.e. "union staff") and the collective bargaining agreement, which defines the terms and conditions of employment, expired on December 31, 2019.

It is the Board's desire to provide staff with pay increases at the earliest possible date and anticipates a ratification of the membership given the UAW's scheduled vote of March 11, 2020.

Recognizing the UAW bargaining team has documented in writing their unanimous support to endorse a "yes vote" to the membership, ratification is anticipated.

NOW, THEREFORE, BE IT RESOLVED THAT:

The Board hereby approves and adopts the tentative agreement and approves its implementation by the Department of Human Resources following the UAW's ratification of the tentative agreement. The UAW's failure to ratify the tentative agreement will have the effect of making this resolution null and void.

THE FOREGOING RESOLUTION was adopted on a motion made by _____ and seconded by _____. Upon roll call vote, the following voted aye: _____. The following voted nay: _____. The Chair declared the motion carried and the Resolution duly adopted on the 20th day of February 2020.

RESOLUTION DECLARED ADOPTED.

CERTIFICATION

I HEREBY CERTIFY that the foregoing is a true and complete copy of a resolution adopted by the Board of Trustees of the Kent District Library, County of Kent, Michigan, at a regular meeting held on February 20, 2020 and that said meeting was conducted and public notice of said meeting was given pursuant to and in full compliance with the Open Meetings Act, being Act 267, Public Acts of Michigan, 1976, and

that the minutes of said meeting were kept and will be or have been made available as required by said Act.

Dated: February 20, 2020

Shirley Bruursema, KDL Board Chair

Allie Bush Idema, KDL Board Secretary