

Kent
District
Library



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BOARD OF TRUSTEES
MEETING PACKET

JUNE 2020



MAY DIRECTOR'S REPORT

Throughout the COVID-19 crisis, KDL staff have really stepped up to stay connected with patrons and provide virtual programming during the shutdown. This month we asked managers to share about how team members are providing virtual services and engaging with patrons.

EAST GRAND RAPIDS + AMY VAN ANDEL LIBRARY

East Grand Rapids Youth Staff Monica Walen, Holly Goulet and Jenny Savage-Dura have provided virtual youth programming since the library closed in March, offering streaming programs that engage children and provide education and entertainment opportunities to the youngest of library patrons. Branch Librarians have additionally assisted with many patron technology issues, including Cloudlibrary and Overdrive questions, transferring Cloudlibrary holds and wish lists, general technology and researching platforms for delivering online service, along with keeping the "What's Next?" database current and assisting with "Personalized Picks." All East Grand Rapids Staff continue to take advantage of opportunities for learning so that when the building is re-opened they will be all the more prepared to serve the public. While working with patrons again may seem a long way off right now, staff understand that the work they put in now will help better serve patrons in a "new normal" once the library re-opens.

GAINES + KENTWOOD

Since closing to the public, many Gaines and Kentwood staff have been involved with planning and presenting online content for patrons. For instance, Youth Librarian Courtnei Moyses livestreams weekly storytimes from her home, as well as book talks for teens and tweens. With quarantine in mind, most of what she shares is available on KDL's digital platforms. Courtnei also presents weekly STEAM activities for children to do at home and on Tuesday and Thursday evenings, she reads aloud from *The Remarkable Journey of Coyote Sunrise* by Dan Gemeinhart on KDL's live Instagram feature. But that's not all! Courtney has also teamed up with Assistant Branch Librarian Lindsay Gibson and Adult Librarian Beth Green to post engaging content on the Gaines Facebook page. Chris Lohman is also a regular contributor to the page, posting book discussion questions for patrons to consider. Sometimes Chris' cat Devo even helps select the books. (She holds out two books and whatever cover Devo touches with his paw is the book for the next month.)

At Kentwood, Teen Librarian Greg Lewis has been doing a virtual "Lit Lunch" for the past two months. During this time, he was able to read *Rhyme Schemer* by K.A. Holt in its entirety while readers followed along at home. Outreach and Programming Specialist Hennie Vaandrager has worked tirelessly for the past few months to make sure Summer Wonder will still be a successful summer program in the age of COVID-19. As part of her work, she reached out to Kentwood schools to help promote the program as a valuable literacy and learning opportunity for families.

As Co-chair of the Adult Programming Workgroup, Adult Librarian Barb Williams, is also very busy developing online summer programs for adults. She and Branch Librarian Aimee Joidin have presented numerous online book talks for adults. Youth Librarian Tisha Wells keeps maintains regular communication with the school librarian at Cross Creek Charter and often sends her websites to share with her students. Lastly, Youth Librarian Sarah Fox was recently interviewed by GR Kids, wherein she promoted KDL's virtual resources and learning tools for school-aged children, as well as gave a well-received plug for Summer Wonder.

KELLOGGSVILLE + WYOMING

At Wyoming, Youth Librarian Abby D’Addario has stayed engaged with patrons by hosting a weekly Baby and Momma support group via Zoom. The virtual meeting allows mothers to feel connected and valued as they continue to support one another in a safe space throughout quarantine. Abby is excited about starting Baby Time soon using StreamYard. Teen Parapro Hannah Lewis has offered online graphic novel book talks for teens and adults every Monday via Facebook Live. The program has been quite popular, especially among adults in their twenties, averaging around 800 views per session. Hannah also started a weekly program with ten other KDL staff members using Nintendo’s Switch platform. The event revolves around the popular social simulation game Animal Crossing. At specific times, patrons are invited to visit the virtual islands of KDL employees via online play. There they can explore, play games, get freebies and interact with staff, all from the comfort of their home. The program has been a hit, averaging around 130 patrons per event with many repeat visitors. Hannah will continue to lead this program throughout the summer. Lastly, Hannah also reads cat-themed poetry to her cats on KDL’s Instagram page. This has been a fun way to entertain patrons while providing adorable catness during the lunch hour. What a great way to relieve stress!

Also at Wyoming, Youth Librarian Jill Anderson has been hard at work hosting online storytimes, along with representing the library well on her neighborhood’s Facebook page. Recently she had a wonderful interaction with one of her new neighbors who happens to teach in the Wyoming school system. Through this connection, she learned that the principal of one of the schools where she has done outreach lives in her very own neighborhood! Jill has also enjoyed offering an “Elephant and Piggie” program, based on the popular book series, with Abby D’Addario on Instagram Live.

Over in Kelloggsville, Teen Paraprofessional Clare O’Tsuiji is working with the Teen Programming Workgroup to create a KDL TikTok account for connecting with teens in Kent County. TikTok is a popular social networking platform with over 800 million users worldwide. Similar to (but an improvement on) the Vine app from the early 2010’s, Tik-Tok is made up of short user-created videos where users lip-sync, dance, share stories or clever “lifehacks” and more. Teens love it!

KRAUSE MEMORIAL, NELSON + SPENCER

At the beginning of the stay at home order, Nelson and Krause Memorial Youth Branch Librarians Sara Magnuson, Shannon Vanderhyde and Melissa English teamed up to provide weekly virtual storytimes to a captive online audience. So many patrons have expressed how much they appreciate the programs! Sara, Shannon and Melissa will continue to participate in virtual system-wide storytimes during KDL’s Summer Wonder.

At Spencer, Branch Librarians Cassidy Gilmore and Heidi Fifield have been busy hosting well-attended weekly virtual teen zones. This program has also given staff the opportunity to check in on Spencer area teens to make sure they are hanging in there during this unprecedented time. Branch Librarians Mark Dunham (Krause) and Clyde Waltenbaugh (Spencer) have also been connecting patrons with good books by participating in weekly booktalks on Instagram Live. Additionally, Branch Librarians Mark Dunham and Amber Hath have been holding monthly book discussions via Zoom. Library patrons have expressed appreciation for being able to continue some of their usual library activities, even though they haven’t been in person. Many of these same patrons have also expressed enthusiasm for forming a new virtual book discussion group, to be led Branch Librarian Bethany Metivier.

At all of the branches, many staff have assisted with the process of transferring patron CloudLibrary holds and wish lists to the new Overdrive platform. In particular, Assistant Branch Librarians have done

a deep dive into KDL databases in order to improve their skills and confidence as KDL moves forward with the new staffing model. Staff have also been working diligently on weekly professional development opportunities in order to enhance customer service when the branches reopen.

Last but not least, to boost morale and encourage patrons, staff at all of the branches crafted thoughtful paper hearts to paste in all of the branch windows. (Each heart contains the name of a different staff member.) Other hearts share message such as “We miss you!” and “Stay safe.” At the Spencer branch, a sign on one side of the door reads, “We miss you” and another reads, “This is tough, but so are you.” Staff miss interacting with patrons very much and are looking forward to when the doors will reopen to the public!

FEATURED DEPARTMENT: COLLECTION SERVICES

Though book returns and other related activity have been temporarily postponed due to COVID-19, Collection Services has still been hard at work processing materials and technology and getting ready for reopen!

Here are just a few of the highlights:

- ❖ 680 new hotspots were cataloged and processed.



Yuko Roberts hard at work from home.
(She processed 180 hotspots on her own!)



Megan Versluis safely hard at work
while at the Service Center.

- ❖ To better serve patrons and help them find materials more efficiently in the library catalog, the Collection Services team completed 43 clean-up projects while at home.
 - Bibliographic records updated = 99,459
 - Item records updated = 263,329
 - Call number records updated = 679
- ❖ Transitioning from SkyRiver to Online Computer Library Center (OCLC)
 - KDL currently uses SkyRiver as its primary cataloguing utility, which is how a library transfers bibliographic record/information into its public catalog. Bibliographic records with correct information are crucial for helping patrons find what they are looking for in the public catalog.
 - KDL tested the bibliographic record fill rate between SkyRiver and OCLC. OCLC had a 60% better bibliographic record fill rate than SkyRiver. By having a better fill rate the Collection Services team can now get new materials through the department and out to our patrons in a faster amount of time.
 - The Collection Services team trained for this transition by viewing OCLC training webinars from home and feel confident they will be ready for when all libraries are officially back open to the public.

BUILDING UPDATES

AMY VAN ANDEL LIBRARY AND COMMUNICATION CENTER

Construction for the Amy Van Andel Library and Community Center resumed on May 7 with guidelines for social distancing and personal protection equipment firmly in place. As many of the walls are already up, exact placement of outlets and switches will be confirmed in the month of June, as well as the wood finish for interior furniture. All choices should be final by the end of the month. Additionally, outdoor furniture is complete and an order is ready to be placed and Everstream an initial walkthrough of the building to begin the process for installing Internet. Completion is currently set for January 2021.

GRANDVILLE

The bidding process for the Grandville Branch took place during May, with Fishbeck working on consolidating all bids into a formal recommendation to City Council by June 8. Assuming that the process continues as planned, construction will begin outside of the library by the end of June.

WHAT'S GOING ON AT KDL?

One fortuitous result of the COVID-19 pandemic has been the significant change in the way KDL employees experience their role at the library. Many staff have really stepped up their game in the midst of crisis, becoming not just library resource navigators, but program developers and facilitators as well. The sudden importance of and demand for online programming required employees to reimagine the organization beyond just materials, becoming a “library of people” who learn, do, feel and share knowledge and resources. By doing so, KDL has increased patron accessibility to a previously unreached audience of viewers. A few of these programs and services are highlighted below:

COMMUNITY COLLABORATIVES

Team members have continued to attend collaborative monthly meetings, including:

- Essential Needs Task Force (multiple task groups)
- Domestic Violence Community Response Team
- Great Start Collaborative
- Partners on Reading
- Association of Bookmobile and Outreach Specialists
- State Wide Adult Education Meeting

COMMUNITY TRANSLATIONS

KDL staff have helped translate some community information regarding COVID-19 as part of a collaborative effort with local agencies in need of this service. As of now, only Spanish has been offered, other languages offerings will come with the introduction of the new TBS scanners at select branches.

CODING

KDL continues to offer coding programs to patrons in an online setting. *Intro to Coding Workshop* with Grand Circus will be one of the first programs offered via this new platform. The coding program has been very successful in the past and more coding programs are expected to be rolled out this summer and on into the fall.

SUMMER WONDER

Summer Wonder began June 1, with completely online programming featuring storytimes, unique staff-created activities and shows from our favorite performers. KDL staff have been trained on a new, flexible streaming platform called StreamYard. More than 35 KDL staff members are currently working with presenters to create, host and produce these livestreams.

NEXT NEXUS: VIRTUAL SMALL BUSINESS EXPO

KDL is developing an online version of the successful Small Business Expo to help support local businesses as they re-enter the economy. Each of the seven sessions includes an expert guest speaker or moderator and will focus on helping business bounce back in today's market, along with a segment devoted to highlighting library resources and an opportunity to network via ZOOM at the end. The first expo is set to take place on Thursday, June 18 at 7:00 PM.

WIMEE AND FRIENDS

WIMEE and Friends is a KDL-produced interactive online program for youth featuring WIMEE the robot. With 16 episodes and over 128 hours of watch-time, KDL estimates that at least 1,500 library patrons have enjoyed WIMEE's clever antics each month. Episodes generally garner an average of 35 live viewers for each episodes (in parties of two or more) and at least 40 comments per episode. Overall, KDL considers this a successful program with an excellent level of engagement. Feedback has been overwhelmingly positive and the audience only continues to grow.

MEET UP! EAT UP!

Staff are currently training to launch this summer food program for students. Along with the Bookmobile, twelve KDL Branches that 12 branches will provide meals from June 22 through the third week of August. Outreach Specialist Joyanne Huston-Swanson has been attending weekly Essential Needs Task Force (ENTF) Food Access meetings in order to keep all participating staff up-to-date with the changing needs surrounding the food supply chain, community members and what organizational partners are planning for in the future.

WONDER WORKS

A taskforce spanning multiple KDL departments has worked hard to develop a hands-on and ready-to-go companion for Summer Wonder Workbook aimed at younger participants (with parent involvement). The result: Ten different activity bags with instructions and supplies will be offered during the Meet-Up Eat -Up program at select branches beginning in July. Families will be able to take the Wonder Works bags home to keep and use for STEAM-based activities.

KATIE KUDOS

RACHEL KRUIHOF (Byron Center) was nominated by Eric DeHaan because... “Rae accepted the challenge of compiling a master list of work-from-home tasks over the last few months. She did a great job of compiling the vast amount of information into a well-organized document. Her efforts are greatly appreciated and most certainly deserving of a KDL Kudos!”



SANDY GRAHAM (Lowell/Alto) was nominated by Barb Jingles because... “On Saturday, May 9, Sandy donned a Katie L costume and wandered the streets of downtown Lowell to support the community. Katie L was decked out in a spiffy mask that covered her entire trunk. Kudos to Sandy for not only spending her Saturday morning spreading cheer, but also for her engineering and sewing skills.” Sandy was also nominated by Deb Schultz because... “Sandy has kept the staff upbeat with her weekly huddles and opportunities to reach out to patrons.”

TOBY SCHULER (East Grand Rapids) was nominated by Dhanya Ravi because... “Toby did a PowerPoint video to share tips and tricks with fellow KDL Staff. It surely will benefit all. Thank you!” Toby was also nominated by Trish Reid because... “Toby has been 100% willing and able to co-host Office 365 and Tech Q&A sessions over Teams with me and other colleagues during the shutdown. Even though we have 40 staff in the session, his presentation and explanation style is always well-received and so appreciated! He has a knack for knowing exactly how to explain the sticky parts of tech. He is a gifted librarian and educator!”

UPCOMING MEETINGS + DATES OF INTEREST

BOARD MEETINGS	DATE	TIME	LOCATION
KDL Regular Board Meeting	Thurs., Jul. 16, 2020	4:30 PM	KDL Service + Meeting Center
KDL Regular Board Meeting	Thurs., Aug. 20, 2020	4:30 PM	KDL Service + Meeting Center
KDL Regular Board Meeting	Thurs., Sep. 16, 2020	4:30 PM	Krause Memorial
OTHER MEETINGS	DATE	TIME	LOCATION
KDL Pension Board Meeting	Weds., Aug. 19, 2020	1:00 PM	KDL Service + Meeting Center

Coronavirus Closure Statistical Overview

Category	Platform	Metrics	March 13 - May 31, 2019	March 13 - May 31, 2020	% Change
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Online Programming	Facebook	Total # of Online Programs	N/A	26	N/A
		Live Attendance	N/A	4,968	N/A
		Total Program Views	N/A	27,052	N/A

Digital Collection Use	OverDrive	eBook Circulation	N/A	42,588	N/A
		eAudiobook Circulation	N/A	12,024	N/A
		eMagazine Circulation	N/A	3,745	N/A
		New Users	N/A	14,703	N/A
		Collection Size	N/A	18,633	N/A
		Total Holds	N/A	16,524	N/A
		Average Hold Wait Time (Days)	N/A	7	N/A
	cloudLibrary	eBook Circulation	118,073	160,804	36%
		eAudiobook Circulation	70,956	85,418	20%
		New Users	2,509	3,935	57%
		Collection Size	123,107	121,753	-1%
		Total Holds	21,928	430	-98%
		Average Hold Wait Time (Days)	24	73	204%
	hoopla	eBook Circulation	6,749	20,823	209%
		eAudiobook Circulation	12,253	19,912	63%
		eMusic Circulation	1,686	2,442	45%
		eVideo Circulation	3,378	10,686	216%
		New Users	935	2,190	134%
	RBdigital	eAudiobook Circulation	1,517	2,135	41%
		eMagazine Circulation	12,786	13,763	8%
		New Users	441	1,012	129%
		Collection Size	3,515	3,723	6%
	Freegal	eMusic Downloads	12,514	12,865	3%
		eMusic Streaming	39,371	53,654	36%
		New Users	83	187	125%
	Total	Total Digital Circulation	279,283	440,859	58%
		Total New Users	3,968	22,027	455%

Other Online Use	Databases	Visits	13,179	21,827	66%
	KDL.org	Visits	307,743	206,970	-33%
	Catalog	Visits	238,441	91,736	-62%
	OverDrive site	Visits	N/A	43,262	N/A
	Beanstack	Mission: Read New Registrations	1,015	418	-59%
		Let It Snow New Registrations	N/A	375	N/A
	Wifi	Logins	204,526	39,630	-81%

KDL Cardholders	WorkFlows	New KDL Cardholders Added	4,376	2,108	-52%
		KDL Accounts Active	63,548	37,590	-41%

Social Media	(All)	Social Media Followers	47,978	54,641	14%
	Facebook	Facebook Likes	14,650	16,459	12%

Patron Services	Ask KDL	Questions	3,213	2,777	-14%
	LibChat	Sessions	231	1,036	348%
	Phone Calls	Calls Received	15,806	8,295	-48%



STAFF CHANGES & ANNIVERSARIES

June 2020

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Chloe Ford	Substitute Circulation Assistant	Assistant Branch Librarian – Comstock Park	April 13
Lisa Rodkey	Patron Services Associate – Service Center	Branch Librarian – Comstock Park	June 1
Owen LaVigne	Substitute Circulation Assistant	Assistant Branch Librarian – Kelloggsville	June 8
Jake Hop	Shelver - Wyoming	Assistant Branch Librarian – Wyoming	June 22

DEPARTURES	POSITION	EFFECTIVE
Hollie Bellinger	Assistant Branch Librarian – Kelloggsville/Wyoming	May 27
Carol Roelofs	Assistant Branch Librarian – Wyoming	June 4
Noah Hausman	Shelver – Wyoming	June 5
Loretta Downer	Assistant Branch Librarian - Wyoming	July 2

OPEN POSITIONS	TYPE
Patron Services Associate – Service Center	Part-time

EMPLOYEE ANNIVERSARIES (JULY)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Dawn Lewis	East Grand Rapids	25 years
Rachel Cruzan	Collection Services	22 years
Kathe Latreille	Cascade	21 years
Kelly Gibson	Nelson Twp/Sand Lake	17 years
Julie Ralston	Walker	17 years
Yuko Roberts	Collection Services	16 years
Cheryl Chalker	Byron Township	15 years
Vanessa Walstra	Cascade	14 years
Holly Newcomer	Collection Services	12 years
Dana Banks	Kentwood	9 years

EMPLOYEE ANNIVERSARIES (JULY)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Barb Williams	Kentwood	9 years
Elise Paasche	Substitute Information Pool	8 years
Deb Wilcoxson	East Grand Rapids	7 years
Jennifer Zeilbeck	Human Resources	7 years
Alyson Cryderman	Caledonia	6 years
Anna Dyer	East Grand Rapids	6 years
Marie Mulder	Wyoming	6 years
Rich Wyma	Substitute Information Pool	6 years
Jared Olson	Information Technology	5 years
Jessica McLeod	Englehardt	2 years
Jennifer Van Hal	Cascade	2 years
Ben Brugger	Cascade	1 year
Immanuel Deliyannides	Plainfield	1 year
Rose Massey	Substitute Information Pool	1 year
Noey Spriggs	Substitute Circulation Pool	1 year
Aislynn Wallace	Caledonia	1 year