

Kent
District
Library



-08-

BOARD OF TRUSTEES
MEETING PACKET

AUGUST 2020



BOARD OF TRUSTEES

Meeting Agenda

LOCATION

Held via remote connection per Governor Whitmer's Executive Order 2020-160.

DATE & TIME

Thursday, August 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: July 16, 2020

4. LIAISON REPRESENTATIVE COMMENTS

5. PUBLIC COMMENTS**

6. FINANCE REPORTS – July 2020*

7. LAKELAND LIBRARY COOPERATIVE REPORT

8. DIRECTOR'S REPORT – July 2020

9. FUND DEVELOPMENT REPORT – July 2020

10. Truth in Taxation

- A. Public Hearing *Roll Call Vote*
- B. Resolution: 2020 Millage Tax Rate Request *Roll Call Vote*

11. NEW BUSINESS

- A. Policy Manual—Section 4: Patron Behavior—*First Reading**
- B. Issue Analysis: Leadership Team Restructure—*First Reading**

12. LIAISON REPRESENTATIVE COMMENTS

13. PUBLIC COMMENTS**

14. BOARD MEMBER COMMENTS

15. MEETING DATES

Next Regular Meeting: Thursday, Sep. 17, 2020 – KDL Service & Meeting Center, 4:30 PM

16. ADJOURNMENT*



BOARD OF TRUSTEES

LOCATION

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

DATE + TIME

Thursday, July 16, 2020 at 4:30 PM.

BOARD PRESENT: Shirley Bruursema, Sheri Gilreath-Watts, Charles Myers, Caitie S. Oliver (via teleconference), Penny Weller

BOARD ABSENT: Andrew Erlewein, Tom Noreen

STAFF PRESENT: Katie Blakeslee, Jaci Cooper, Jim Davis, Sheri Glon (via teleconference), Randy Goble (via teleconference), Claire Horlings, Annette Miller (via teleconference), Kelaine Mish (via teleconference), Brian Mortimore, Michelle Roossien, Melissa Snyder, Lance Werner, Carrie Wilson

GUESTS PRESENT: Bill Brinkman, Bethany Verble

1. CALL TO ORDER

Chair Bruursema called the meeting to order at 4:36 PM.

2. PLEDGE OF ALLEGIANCE

3. CONSENT AGENDA*

A. Approval of Agenda

B. Approval of Minutes: May 21, 2020

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

Support: Supported by Ms. Weller.

RESULT: Motion carried.

4. LIAISON REPRESENTATIVE COMMENTS – Plainfield Township Treasurer Bill Brinkman gave the following update:

- Despite the effects of the pandemic, Plainfield Charter Township continues to work on the construction on Rogue River Park. The township's commitment to dealing with pFas issues remains steadfast.
- Mr. Brinkman will be running for his third term as Treasurer in the upcoming election. As of today, he is the oldest public treasurer in the state of Michigan, but if he wins again he will become the oldest public treasurer in the United States of America and Canada.

5. PUBLIC COMMENTS** – None.

6. 2019 AUDIT REPORT – Maner Costerisan

- Ms. Snyder introduced Maner Costerisan auditor Bethany Verble, thanking her and the rest of the Maner Costerisan team for working remotely through the audit.
- Ms. Verble shared that while the coronavirus pandemic will surely have a long-term impact on many organizations, it is not yet possible to predict what these impacts are going to be.
- As of now, experts anticipate a drop in future property tax value, though nothing quite as dramatic as the drop in 2008.
- In 2019, KDL saw a significant increase of approximately \$7M in net pension assets. This was most likely due to an especially positive investment performance, though Ms. Verble warns this same increase is not likely for 2020.
- Maner Costerisan reports that KDL's finances are consistent with what they have seen in the past and gave KDL an unmodified opinion.

7. FINANCE REPORTS – May & June 2020*

The Acting Director of Finance gave a brief overview of the 2020 year-to-date financials:

- Cash appears to be up \$1M over the previous year. This is in line with what we saw for May as well. It was noted that KDL is holding more assets in the Huntington accounts than usual. The Library is holding off on excessive and unnecessary transfers in funds as it prepares to begin a new relationship with investment manager Atlanta Capital.
- KDL is 50% through the fiscal year, has received approximately 89.8% of budgeted annual revenues and has spent approximately 44.8% of budgeted expenditures.
- The largest checks written for the month of June were to Overdrive for \$200K as a deposit for additional online activity and to Bibliocommons for \$165K for the initial implementation and ongoing costs of the new website.
- A number of checks were issued with a \$0 value attached to them. This was to rectify a printing issue wherein some checks were printed without proper signatures. The \$0 value allows the checks to "spoil" in the system without misrepresenting actual funds.
- There were no voided checks in the month of June.

Motion: Ms. Weller moved to receive and file May and June 2020 finance reports as presented.

Support: Supported by Mr. Myers.

RESULT: Motion carried.

8. LAKELAND LIBRARY COOPERATIVE REPORT

Ms. Bruursema noted the following items from the July 9, 2020 virtual meeting:

- The Cooperative met over Zoom with no new or urgent agenda items discussed.
- There may be some concern around funding for libraries and education in 2020.
- While some libraries in the Co-op have decided to open up, others continue to offer curbside service only. No libraries have reported significant issues one way or the other.

9. DIRECTOR'S REPORT – June 2020

- Director Werner shared that he is excited to be back to an in-person meeting. Since March, businesses in West Michigan have been closed, the nation has experienced a new civil rights crisis, KDL has completely switched over to curbside service and a third of KDL's Leadership Team has rolled over. All of this, yet he has never had so much fun or been so inspired by the people with whom he works. He is so proud to be a part of KDL.
- Director Werner introduced Carrie Wilson in her new role overseeing the back end of KDL operations and KDL branches, a move which should serve to unify both front end and back end operations and goals. Ms. Wilson shared that she is excited for this opportunity and looks forward to working with some amazing managers along the way.
- Director Werner introduced Jim Davis, who has been hired as Temporary Education Liaison for KDL. Mr. Davis is well-known for his volunteer engagement in the Grand Rapids area and comes to KDL with "a network and a vision."
- Right now, KDL is waiting for virus and infection rates to go down before opening back up to the public. KDL's main goal is to not lose or infect a single employee during this time.
- Director Werner called Brian Mortimore to give an announcement to the Board:
 - Last year, KDL was named one of the best and the brightest companies to work for in West Michigan. Six months later, this same institution reached out to say that KDL also scored high nationally and was named one of the best and brightest employers to work for in the nation. This was not an award for which KDL applied, but for which KDL was nominated.

The board asked questions of staff and staff responded.

10. FUND DEVELOPMENT REPORT – June 2020

Claire Horlings gave the following update on Fund Development and Summer Wonder donations:

- As of today's meeting, total donations are estimated to be approximately \$39.6K, with the Friends groups and Alliance of Friends collectively giving approximately \$24.5K and an additional \$100 from individual donors.
- Additionally, KDL has received \$15K from PNC Foundation for book prizes for young readers, which has served to pay for all but \$239 of that budget.
- Individual donations covered 13.2% of the Summer Wonder revised budget, which was raised by approximately \$114.6K due to costs related to the pandemic shutdown. Donations would have covered about 21.5% of the original budget.
- An application has just been submitted for the Kline Community Impact Prize, which will award a \$250K unrestricted prize to a library based on community impact.
- This year, the Literary Libations Gala will be exclusively virtual. To date, every donor who has either paid for their sponsorship or pledge. So far, the Gala has acquired approximately \$31.2K in revenue and about \$56.9K altogether, including pledges.

11. NEW BUSINESS

A. TBBC Presentation: Shelley Roossien

- Accessibility and Inclusion Specialist Shelley Roossien gave a short presentation updating the board on KDL's newly revamped Talking Books and Braille Center, which is a federally funded program through the National Library Service for the Blind & Print Department of the Library of Congress.
- This service provides braille and audiobooks to people who cannot read standard print due to visual, physical or organic reading disability.
- KDL's TBBC has been serving all patrons with a qualifying disability in Kent, Ionia and Montcalm counties since 1973. Patrons do not need to obtain a library card to enroll.

B. Update: Director Werner's 2020 Goals

C. KDL Policy Manual – Section 3: Facilities + Operations—*First Reading**

Motion: Mr. Myers moved to approve changes to section 3 of the KDL Policy Manual as presented.

Support: Supported by Ms. Weller.

RESULT: Motion carried.

D. Resolution: Truth in Taxation

*Roll Call Vote**

Ms. Snyder reviewed the timeline for the L4020 forms. The millage was originally passed for 1.28 mills, but 1.2581 mills is the maximum KDL is permitted to levy to keep the revenue flat.

Motion: Mr. Myers moved to approve the truth in taxation resolution to establish proposed decrease in revenue.

Support: Supported by Ms. Weller.

Ms. Bruursema—Yes	Mr. Erlewein—N/A	Ms. Gilreath-Watts—Yes	Mr. Myers—Yes
Mr. Noreen—N/A	Ms. Oliver—Yes	Ms.	Weller—Yes

RESULT: Motion carried 5-0.

12. LIAISON REPRESENTATIVE COMMENTS – Mr. Brinkman looks forward to this pandemic being completely over.

13. PUBLIC COMMENTS** - None.

14. BOARD MEMBER COMMENTS

Ms. Bruursema – Ms. Bruursema could not be more proud of what KDL has done and what they are doing to make sure everything keeps running during this global pandemic. Last week at the Gaines Branch she tested out curbside pickup for printing and thought it went very smoothly. She also noted that there is a high demand for curbside service in general as there was a steady stream of vehicles coming in when she was there.

Ms. Gilreath-Watts – Taking a moment to recognize current the current wave of racial unrest amidst global pandemic, Ms. Gilreath-Watts expressed pride in how KDL has chosen to respond

in both instances and remarked that KDL should be a model to other libraries for how to handle these situations. Specifically, she recognized Director Werner and the Leadership Team for setting high standards and high expectations.

Mr. Myers – Mr. Myers is proud of the KDL Leadership Team and Staff for how they have been making it through this difficult time.

Ms. Oliver – Ms. Oliver joined via teleconference as she is slightly under the weather and did not want to put any other board or staff members at risk. She echoed Ms. Gilreath-Watts sentiments concerning KDL's proactivity surrounding current events. Additionally, she is extra proud of how curbside services are going.

Ms. Weller – Ms. Weller wanted to reiterate to each board member that the Board of Trustees Retreat is scheduled for Monday, August 10 and will take place at the Kent District Library Service and Meeting Center Grand River Meeting Room. Ms. Weller is so excited to see everyone in person and be back with all of her KDL friends, even if that includes masks and distance.

15. MEETING DATES

Regular Meeting: Thursday, August 20, 2020 – KDL Service & Meeting Center, 4:30 PM.

16. ADJOURNMENT

Motion: Ms. Weller moved for adjournment at 6:15 PM.

Support: Supported by Ms. Gilreath-Watts.

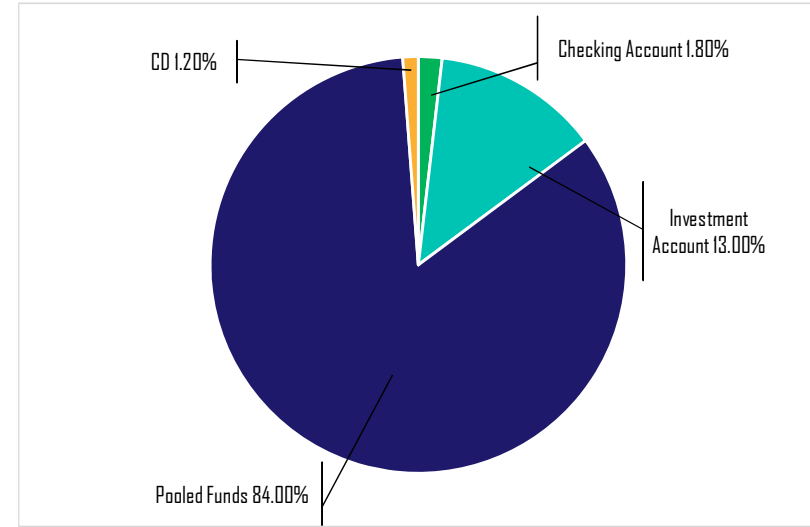
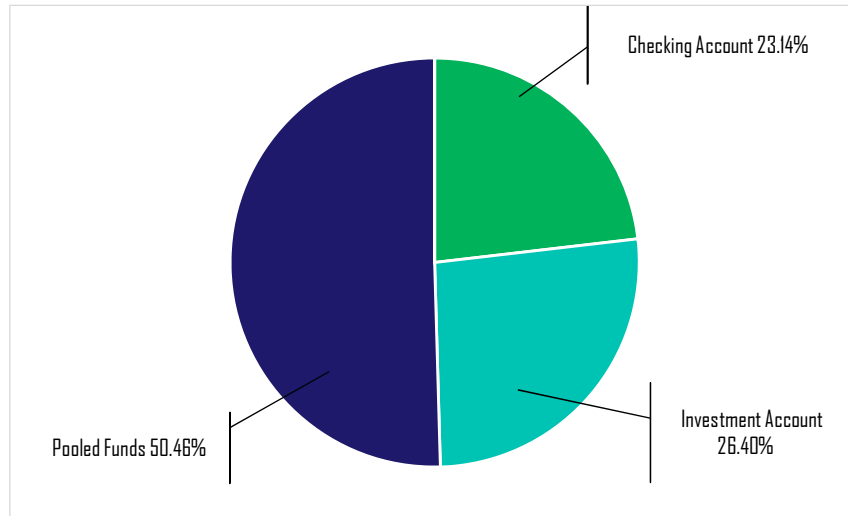
RESULT: Motion carried.

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

ADMINISTRATIVE APPROVAL FOR DISTRIBUTION



Monthly Cash Position Per Bank Month ended July 31



2020		
Account	Rate	Amount
Huntington Checking Account	0.000%	\$5,459,645.54
Huntington Investment Account	0.099%	\$6,226,608.89
*Kent County Pooled Funds	1.077%	\$11,903,881.36
First National Bank	2.580%	\$0.00
		<u>\$23,590,135.79</u>

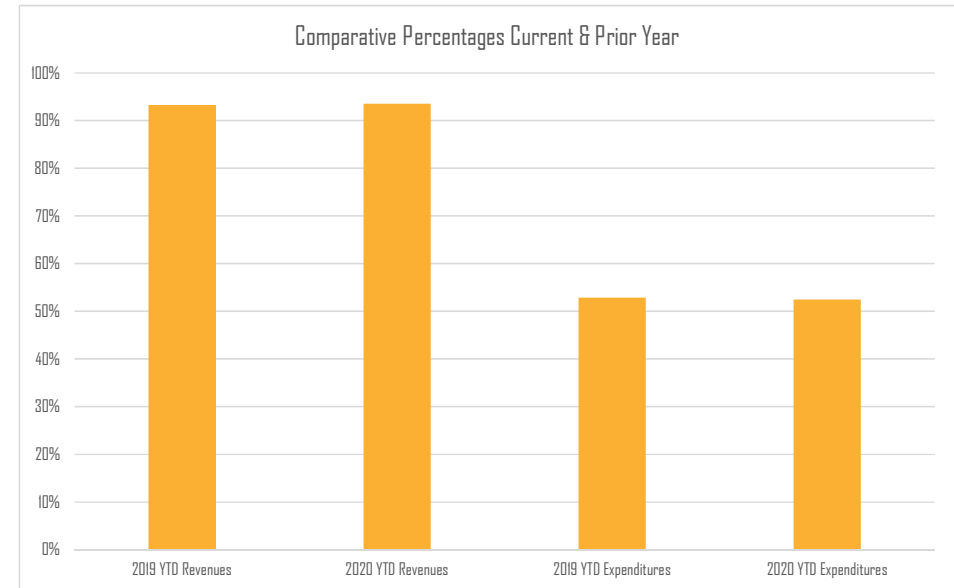
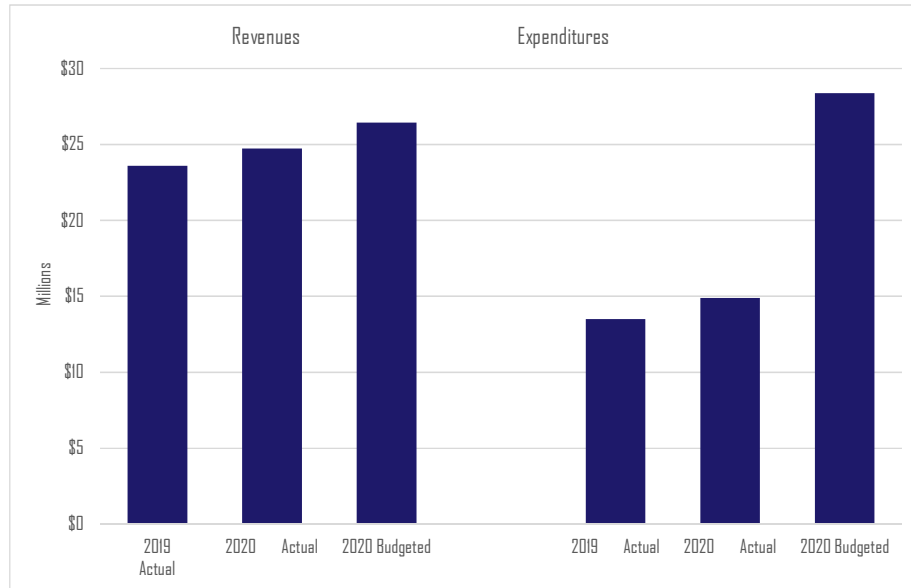
2019		
Account	Rate	Amount
Huntington Checking Account	0.400%	\$407,632.15
Huntington Investment Account	1.510%	\$2,885,761.82
*Kent County Pooled Funds	2.294%	\$18,645,313.18
First National Bank	2.030%	\$267,036.65
		<u>\$22,205,743.80</u>

* Includes Trust Pooled fund balances

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



Monthly Revenues and Expenditures Month ended July 31



Budget to Actual with Prior Year Comparison

Revenues

2019 Actual	\$	23,593,294
2020 Actual	\$	24,741,717
2020 Budgeted	\$	26,447,698

Expenditures

2019 Actual	\$	13,519,977
2020 Actual	\$	14,892,695
2020 Budgeted	\$	28,378,552

Comparative Percentages Current & Prior Year

Account

Account	Amount
2019 YTD Revenues	93.3%
2020 YTD Revenues	93.5%
2019 YTD Expenditures	52.9%
2020 YTD Expenditures	52.5%

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 7/1/2020 Through 7/31/2020
(In Whole Numbers)

	YTD Actual	2020 Amended Budget	2020 Amended Budget to Actual Variance	Percent Remaining
Revenues				
Property Taxes	23,163,581	23,331,338	(167,758)	(1)%
Penal Fines	619,366	795,000	(175,634)	(22)%
Charges for Services	37,386	138,000	(100,614)	(73)%
Interest Income	111,388	302,500	(191,112)	(63)%
Public Donations	141,859	437,020	(295,161)	(68)%
Other Revenue	310,302	549,700	(239,398)	(44)%
State Sources	357,834	894,140	(536,306)	(60)%
Total Revenues	24,741,717	26,447,698	(1,705,981)	(6)%
Expenditures				
Salaries and Wages	6,903,086	12,666,513	5,763,427	46 %
Employee Benefits	2,048,201	3,927,954	1,879,753	48 %
Collections - Digital	1,611,332	1,849,223	237,891	13 %
Collections - Physical	949,236	2,673,390	1,724,154	64 %
Supplies	565,108	970,578	405,469	42 %
Contractual and Professional Services	741,650	1,520,083	778,433	51 %
Programming and Outreach	148,633	327,453	178,820	55 %
Maintenance and Utilities	1,037,694	1,998,906	961,211	48 %
Staff Development	85,125	371,025	285,900	77 %
Board Development	125	25,280	25,155	100 %
Other Expenditures	459,193	963,296	504,103	52 %
Capital Outlay	343,313	1,084,852	741,539	68 %
Total Expenditures	14,892,695	28,378,552	13,485,857	48 %
Excess Revenue Over (Under) Expenditures	9,849,022	(1,930,854)	11,779,876	(610)%

Kent District Library
Statement of Revenues and Expenditures
245 - Business Consulting Special Revenue Fund
From 7/1/2020 Through 7/31/2020
(In Whole Numbers)

YTD Actual

Expenditures	
Salaries and Wages	3,640
Employee Benefits	910
Maintenance and Utilities	700
Other Expenditures	1,876
Total Expenditures	7,126
Excess Revenue Over (Under) Expenditures	(7,126)

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 1/1/2020 Through 7/31/2020
(In Whole Numbers)

	YTD Ending July 31, 2019	YTD Ending July 31, 2020	Total Variance
Revenues			
Property Taxes	22,116,656	23,163,581	1,046,925
Penal Fines	0	619,366	619,366
Charges for Services	130,053	37,386	(92,666)
Interest Income	180,797	111,388	(69,408)
Public Donations	199,118	141,859	(57,259)
Other Revenue	608,466	310,302	(298,164)
State Sources	358,205	357,834	(370)
Total Revenues	23,593,294	24,741,717	1,148,423
Expenditures			
Salaries and Wages	6,439,020	6,903,086	464,066
Employee Benefits	1,968,157	2,048,201	80,045
Collections - Digital	1,117,415	1,611,332	493,917
Collections - Physical	1,194,465	949,236	(245,229)
Supplies	291,026	565,108	274,082
Contractual and Professional Services	767,966	741,650	(26,316)
Programming and Outreach	155,300	148,633	(6,667)
Maintenance and Utilities	1,061,335	1,037,694	(23,640)
Staff Development	97,982	85,125	(12,857)
Board Development	8,568	125	(8,443)
Other Expenditures	373,953	459,193	85,240
Capital Outlay	44,791	343,313	298,522
Total Expenditures	13,519,977	14,892,695	1,372,719
Excess Revenue Over (Under) Expenditures	10,073,317	9,849,022	(224,296)

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 7/1/2020 Through 7/31/2020
(In Whole Numbers)

	Current Month	2020 YTD	2020 Amended Budget	2020 Amended Budget to Actual Variance	Percent Remaining
Revenues					
Property Taxes					
4402 Current property taxes	96,455	23,004,182	23,128,111	(123,929)	(1)%
4412 Delinquent personal property taxes	76	3,997	25,000	(21,003)	(84)%
4432 DNR - PILT	779	16,847	14,000	2,847	20 %
4437 Industrial facilities taxes	28,351	138,556	164,227	(25,672)	(16)%
Total Property Taxes	125,660	23,163,581	23,331,338	(167,758)	(1)%
Penal Fines					
4581 Penal fines	619,366	619,366	795,000	(175,634)	(22)%
Total Penal Fines	619,366	619,366	795,000	(175,634)	(22)%
Charges for Services					
4650 Printing/fax fees	0	24,076	100,000	(75,924)	(76)%
4660 Other Patron Fees	0	1,404	5,000	(3,596)	(72)%
4685 Materials replacement charges	440	11,906	33,000	(21,094)	(64)%
Total Charges for Services	440	37,386	138,000	(100,614)	(73)%
Interest Income					
4664 Interest Earned on Restricted Investments	50	439	0	439	0 %
4665 Interest earned on deposits and investments	13,434	109,421	300,000	(190,579)	(64)%
4666 Interest Earned - Property Taxes	36	1,528	2,500	(972)	(39)%
Total Interest Income	13,520	111,388	302,500	(191,112)	(63)%
Public Donations					
4673 Restricted donations	21,809	131,210	157,020	(25,810)	(16)%
4674 Unrestricted donations	573	10,649	280,000	(269,351)	(96)%
Total Public Donations	22,382	141,859	437,020	(295,161)	(68)%
Other Revenue					
4502 Universal Service Fund - eRate	24,910	262,758	515,200	(252,442)	(50)%
4583 Contributions from public schools	0	25,000	25,000	0	0 %
4667 Building rental	0	630	5,000	(4,370)	(87)%
4668 Royalties	609	2,095	4,500	(2,405)	(53)%
4672 Local grants	0	15,000	0	15,000	0 %
4676 Reimbursement of expenditures	0	414	0	414	0 %
4677 Program contributions	0	250	0	250	0 %
4686 Sale of Equipment	10	115	0	115	0 %
4688 Miscellaneous	21	926	0	926	0 %
4690 CARES Act - Emergency Sick Leave Credit	1,689	3,114	0	3,114	0 %
Total Other Revenue	27,239	310,302	549,700	(239,398)	(44)%
State Sources					
4540 State Aid	159,728	316,761	314,067	2,694	1 %
4541 State aid - LBPH/TBBC	20,537	41,073	41,073	0	0 %
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	180,265	357,834	894,140	(536,306)	(60)%
Total Revenues	988,873	24,741,717	26,447,698	(1,705,981)	(6)%

Expenditures

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 7/1/2020 Through 7/31/2020
(In Whole Numbers)

	Current Month	2020 YTD	2020 Amended Budget	2020 Amended Budget to Actual Variance	Percent Remaining
Salaries and Wages					
5700 Board Stipend	0	990	3,720	2,730	73 %
5706 Extra duty stipends	800	3,400	6,500	3,100	48 %
5710 Contra Salaries and Wages - Consulting Admin	(520)	(3,640)	0	3,640	0 %
5713 Salary & Wages	935,239	6,902,336	12,656,293	5,753,957	45 %
Total Salaries and Wages	935,519	6,903,086	12,666,513	5,763,427	46 %
Employee Benefits					
5709 FICA	68,924	511,141	963,936	452,794	47 %
5717 Defined Contribution Pension Plan Contributions	36,097	264,589	688,178	423,589	62 %
5718 Employee Health Benefits	111,415	850,478	1,640,731	790,253	48 %
5720 HSA/Flex	0	349,200	389,820	40,620	10 %
5723 Retiree Health Care OPEB	150	1,050	1,800	750	42 %
5724 Life Insurance	2,271	15,718	29,798	14,080	47 %
5725 Additional Life Insurance	0	7,498	25,934	18,436	71 %
5727 Gradifi Student Loan Assistance	21,590	37,865	148,283	110,418	74 %
5728 YMCA Membership Support	0	360	15,480	15,120	98 %
5730 Other Employee Benefits	2,072	11,210	13,994	2,784	20 %
5735 Contra Employee Benefits - Consulting Admin	(130)	(910)	0	910	0 %
5842 Unemployment Claims	0	0	10,000	10,000	100 %
Total Employee Benefits	242,389	2,048,201	3,927,954	1,879,753	48 %
Collections - Digital					
5785 Cloud Library/OverDrive	200,000	1,039,188	1,218,000	178,813	15 %
5786 Hoopla	80,000	252,000	252,000	0	0 %
5787 Digital Collection	0	107,650	118,635	10,985	9 %
5788 Miscellaneous Electronic Access	0	212,495	260,588	48,093	18 %
Total Collections - Digital	280,000	1,611,332	1,849,223	237,891	13 %
Collections - Physical					
5791 Subscriptions	105	69,394	74,460	5,066	7 %
5815 KDL Cruisers	3,007	13,007	29,000	15,993	55 %
5871 Branch Local Materials - Restricted Donation Expenditures	96	1,600	13,050	11,450	88 %
5982 Collection Materials - Depreciable	130,480	562,061	1,654,875	1,092,814	66 %
5983 CD/DVD Collection Materials - Non-Depreciable	32,935	175,695	729,965	554,270	76 %
5984 Beyond Books Collection - Non-Depreciable	73,036	127,479	172,040	44,561	26 %
Total Collections - Physical	239,658	949,236	2,673,390	1,724,154	64 %
Supplies					
5750 Processing Supplies	9,339	40,099	173,311	133,212	77 %
5751 Office Supplies	3,996	16,092	52,833	36,741	70 %
5752 Paper	3,889	8,357	27,122	18,765	69 %
5753 AV Supplies	270	2,186	17,025	14,839	87 %
5754 Disposable Technology <\$1000	16,241	217,626	351,684	134,058	38 %
5755 Maintenance Supplies - Custodial	4,925	16,551	11,841	(4,710)	(40)%
5756 Water Cooler	524	1,420	7,450	6,030	81 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 7/1/2020 Through 7/31/2020
(In Whole Numbers)

		Current Month	2020 YTD	2020 Amended Budget	2020 Amended Budget to Actual Variance	Percent Remaining
5757	Meeting Center Supplies	0	595	4,000	3,405	85 %
5760	Technology Accessories	268	3,862	23,072	19,210	83 %
5764	All-staff Supplies	0	0	30,000	30,000	100 %
5765	Wellness Supplies	2,533	3,378	500	(2,878)	(576)%
5766	Team KDL Supplies	0	1,865	1,500	(365)	(24)%
5767	New EE Shirts/Tote Bags	0	1,423	7,000	5,577	80 %
5768	Promotions Supplies	0	11,328	33,235	21,907	66 %
5769	Service Awards	80	178	700	522	75 %
5770	Other Awards/Prizes	1,763	165,193	130,335	(34,858)	(27)%
5771	Non-Alcoholic Beverages	0	1,106	12,660	11,554	91 %
5790	Books (not for circulation)	0	0	9,920	9,920	100 %
5799	Miscellaneous Supplies	9,488	42,436	18,358	(24,078)	(131)%
5851	Mail/Postage	699	18,764	9,291	(9,474)	(102)%
5900	Copier/Printer Overage Charges	7,251	12,648	48,741	36,093	74 %
	Total Supplies	61,264	565,108	970,578	405,469	42 %
	Contractual and Professional Services					
5792	Software	33,616	320,533	457,109	136,577	30 %
5801	Professional Services	66	9,739	187,200	177,461	95 %
5803	IT Consultant - Consulting Svcs.	1,269	7,680	47,000	39,320	84 %
5804	Other Consultants	27,955	69,488	39,850	(29,638)	(74)%
5805	Audit Services	7,316	29,600	27,100	(2,500)	(9)%
5806	Legal Services	6,759	25,963	49,500	23,537	48 %
5809	Temporary Contracted Employees	0	0	15,000	15,000	100 %
5811	IT Contracted Services	14,105	18,690	75,000	56,310	75 %
5812	HR Contracted Services	938	1,031	3,000	1,970	66 %
5813	Delivery Services	19,211	54,872	146,027	91,155	62 %
5814	Security Services	0	11,039	52,162	41,123	79 %
5817	Lakeland Library Co-op services	1,067	3,200	4,000	801	20 %
5818	Shredding services	0	0	575	575	100 %
5819	Drug Screenings/background checks	30	120	3,500	3,380	97 %
5823	Inspection Services	0	912	3,200	2,288	72 %
5825	Team KDL Services	0	0	12,500	12,500	100 %
5827	Catering	(200)	1,593	31,425	29,832	95 %
5829	Custodial/cleaning services	194	8,987	18,500	9,513	51 %
5830	Other Contracted Services	1,803	12,366	67,893	55,527	82 %
5833	All-staff Services	0	1,113	0	(1,113)	0 %
5834	Wellness Services	0	0	7,425	7,425	100 %
5836	Employee & Partner Care (Flowers, Etc)	0	393	6,630	6,237	94 %
5890	ILS Fees	3,784	106,669	167,773	61,104	36 %
5891	Licenses and Fees	0	4,247	4,400	153	3 %
5893	Marc Records License	342	1,766	7,500	5,734	76 %
5956	Other Benefits Administration Fees	282	17,361	15,030	(2,331)	(16)%
5957	Pension Administration Fees	1,524	3,036	6,600	3,564	55 %
5958	Payroll processing fees	2,757	24,448	37,000	12,552	34 %
5960	Banking Fees	0	631	4,150	3,519	85 %
5961	TSYS/Credit Card Fees	1,703	6,174	23,033	16,859	73 %
	Total Contractual and Professional Services	124,518	741,650	1,520,083	778,433	51 %
	Programming and Outreach					

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 7/1/2020 Through 7/31/2020
(In Whole Numbers)

		Current Month	2020 YTD	2020 Amended Budget	2020 Amended Budget to Actual Variance	Percent Remaining
5794	Outreach Supplies	1,408	3,591	29,782	26,191	88 %
5795	Programming Supplies	507	23,040	105,150	82,110	78 %
5865	Programming Services	0	12,383	44,206	31,823	72 %
5885	Speakers/Performers	65,943	109,130	146,955	37,825	26 %
5950	Airport Free Library	0	488	1,360	872	64 %
	Total Programming and Outreach	67,858	148,633	327,453	178,820	55 %
	Maintenance and Utilities					
5822	Maintenance Contracts	1,030	2,390	6,600	4,210	64 %
5848	Mobile Hotspots	1,601	8,881	14,040	5,159	37 %
5849	Cell Phones/ Stipends	2,244	14,713	34,161	19,449	57 %
5850	Telephones	2,114	16,004	50,953	34,948	69 %
5852	Internet/Telecomm Services	54,437	365,398	649,122	283,724	44 %
5918	Water/Sewer	313	1,242	3,800	2,558	67 %
5919	Waste Disposal	377	2,512	5,500	2,988	54 %
5920	Electric	5,051	22,637	78,000	55,363	71 %
5921	Natural Gas	235	4,330	17,000	12,670	75 %
5925	Snowplowing	0	6,429	20,000	13,571	68 %
5926	Lawn/Landscaping	503	2,011	4,200	2,189	52 %
5928	Branch Maintenance Fees	96,189	288,567	405,282	116,715	29 %
5929	Land Repair and Maintenance	39	345	4,200	3,855	92 %
5930	Building Repair and Maintenance	804	6,386	31,600	25,214	80 %
5931	Equipment Repair and Maintenance	95	2,286	33,777	31,491	93 %
5932	Vehicle Repairs and Maintenance	0	1,321	17,040	15,719	92 %
5933	Software & IT Hardware Maintenance Agreements	12,651	135,554	391,820	256,266	65 %
5934	Other Repair and Maintenance	0	0	2,250	2,250	100 %
5940	Rentals	(122)	149,561	161,775	12,214	8 %
5941	Printer/Copier Leases	4,318	7,827	67,787	59,960	88 %
5943	Contra Maintenance & Utilities - Consulting Admin	(100)	(700)	0	700	0 %
	Total Maintenance and Utilities	181,777	1,037,694	1,998,906	961,211	48 %
	Staff Development					
5910	Professional Development	1,884	18,395	107,769	89,374	83 %
5911	Conferences	(2,546)	14,568	60,060	45,492	76 %
5913	Travel/Lodging	0	52,161	203,196	151,034	74 %
	Total Staff Development	(662)	85,125	371,025	285,900	77 %
	Board Development					
5908	Board Development	0	125	4,700	4,575	97 %
5909	Board Travel/Lodging	0	0	20,580	20,580	100 %
	Total Board Development	0	125	25,280	25,155	100 %
	Other Expenditures					
5759	Gas, Oil, Grease	95	1,034	15,500	14,466	93 %
5860	Parking	5	659	7,710	7,051	91 %
5861	Mileage Reimbursement	1,021	8,450	71,122	62,672	88 %
5870	Branch Local Misc - Restricted Donation Expenditures	3,547	30,251	143,970	113,719	79 %
5873	Website	219	174,779	203,685	28,906	14 %
5874	Employment Advertising	0	0	1,000	1,000	100 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 7/1/2020 Through 7/31/2020
(In Whole Numbers)

		Current Month	2020 YTD	2020 Amended Budget	2020 Amended Budget to Actual Variance	Percent Remaining
5875	System Advertising	11,401	37,214	135,820	98,606	73 %
5879	Branch Advertising	5	51	4,040	3,989	99 %
5884	Royalty Free Creative(Photography, Video, etc)	0	1,632	11,500	9,868	86 %
5901	Outsourced Printing & Publishing	325	9,136	53,500	44,364	83 %
5906	Promotions/Marketing	0	1,583	9,145	7,563	83 %
5912	Meetings	122	3,598	24,875	21,277	86 %
5915	Memberships	441	48,417	61,237	12,820	21 %
5916	Dues and Fees	147	2,625	6,727	4,103	61 %
5935	Property Liability Insurance	0	57,568	62,920	5,352	9 %
5936	Vehicle Liability Insurance	0	9,152	15,500	6,349	41 %
5937	Flood Insurance	709	709	6,520	5,811	89 %
5938	Bond Insurance	0	9,957	11,610	1,653	14 %
5939	Workers Compensation Insurance	146	36,057	48,000	11,943	25 %
5942	Errors and Omissions Insurance	0	3	0	(3)	0 %
5955	Miscellaneous	210	233	16,415	16,182	99 %
5959	Sales Taxes	0	4	500	496	99 %
5964	Property Tax Reimbursement	746	25,601	49,000	23,399	48 %
5965	MEL Return Items	(60)	481	3,000	2,519	84 %
	Total Other Expenditures	19,077	459,193	963,296	504,103	52 %
	Capital Outlay					
5974	Land Improvements - Depreciable	0	7,756	0	(7,756)	0 %
5975	Building Improvements - Non-Depreciable	0	72	0	(72)	0 %
5976	Building Improvements - Depreciable	0	245,648	30,000	(215,648)	(719)%
5977	Technology - Non-Depreciable (\$1000-4999)	7,169	31,509	345,037	313,528	91 %
5978	Technology - Depreciable (5,000+)	0	13,420	624,070	610,650	98 %
5979	Equipment/Furniture - Non-Depreciable (\$0-4999)	28,611	44,908	30,645	(14,263)	(47)%
5980	Equipment/Furniture - Depreciable (\$5000+)	0	0	55,100	55,100	100 %
	Total Capital Outlay	35,779	343,313	1,084,852	741,539	68 %
	Total Expenditures	2,187,179	14,892,695	28,378,552	13,485,857	48 %
	Excess Revenue Over (Under) Expenditures	(1,198,306)	9,849,022	(1,930,854)	11,779,876	(610)%

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 7/1/2020 Through 7/31/2020

Check Number	Vendor Name	Check Amount	Check Date
201700000870	Priority Health	128,841.75	7/2/2020
79666	Baker & Taylor	104,117.09	7/14/2020
79718	Verizon Wireless - MiFy Routers & Cell phones	73,289.42	7/14/2020
79742	Everstream Holding LLC- Michigan	51,609.26	7/21/2020
07202020	The Huntington Bank - Michigan	28,810.66	7/20/2020
79688	IP Consulting, Inc.	17,766.34	7/14/2020
79702	Midwest Tape	15,858.37	7/14/2020
79729	CDW Government, Inc.	15,686.96	7/21/2020
79732	City Of Kentwood Treasurer	15,553.89	7/21/2020
79735	City Of Wyoming - Treasurer's Office	15,385.13	7/21/2020
79686	Ingram Library Services Llc	14,775.05	7/14/2020
201670001477	Priority Health	12,708.81	7/1/2020
79703	Pam Spring Advertising, Llc	10,226.00	7/14/2020
79730	City Of East Grand Rapids	10,106.25	7/21/2020
79758	Plainfield Charter Township	9,424.13	7/21/2020
79679	Hannah Berry / Lions & Rabbits LLC	8,290.00	7/14/2020
79728	Cascade Charter Township	8,217.38	7/21/2020
79762	Same Day Delivery, Inc	8,113.00	7/21/2020
79671	Critter Barn	7,200.00	7/14/2020
79731	City Of Grandville	6,750.00	7/21/2020
79765	Thomas M. Plunkard	6,000.00	7/21/2020
79755	Midwest Collaborative For Library Services	5,966.35	7/21/2020
79727	Caledonia Township	5,799.00	7/21/2020
79648	Alina Hevia / Lion Mice Productions, LLC	5,600.00	7/14/2020
79749	Interphase Office Interiors, Inc.	5,280.21	7/21/2020
79754	Michael Garlick / Doctor Slime's Science Shows	4,951.00	7/21/2020
79726	Byron Township	4,728.75	7/21/2020
79668	CDW Government, Inc.	4,542.81	7/14/2020
79696	Maner Costerisan	4,500.00	7/14/2020
79719	Wendy Morgan DBA Wendy and DB	4,500.00	7/14/2020
79745	Governmental Consultant Services Inc.	4,000.00	7/21/2020
79722	Above the Treeline, Inc.	3,800.00	7/21/2020
205277900647	Consumers Energy	3,666.81	7/3/2020
79744	Gaines Charter Township	3,472.50	7/21/2020
79691	Javon Stacks / Exotic Zoo	3,465.00	7/14/2020
79734	City Of Rockford	3,208.13	7/21/2020
79694	Library Design Associates Inc.	3,100.00	7/14/2020
79692	Joshua Dunigan	3,000.00	7/14/2020
105402-0720	PLIC - SBD Grand Island	2,958.81	7/1/2020
79757	Nelson Township	2,957.25	7/21/2020
79687	Innovative Sound Solutions	2,945.00	7/14/2020
79733	City Of Lowell	2,902.88	7/21/2020
9855732960	Verizon Wireless - MiFy Routers & Cell phones	2,870.59	7/3/2020
79768	Walker City Treasurer	2,850.00	7/21/2020
79689	James Merrills / Experience the Magic	2,700.00	7/14/2020
79707	Salsana LLC	2,500.00	7/14/2020
79715	Tammy Johnson	2,500.00	7/14/2020
79711	Solarwinds	2,420.00	7/14/2020
79695	Lynn Porter	2,400.00	7/14/2020
INV01078009	Paycor, Inc.	2,210.78	7/10/2020
198074	TelNet Worldwide, Inc.	2,113.67	7/23/2020
79725	Bowne Township	2,052.00	7/21/2020

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 7/1/2020 Through 7/31/2020

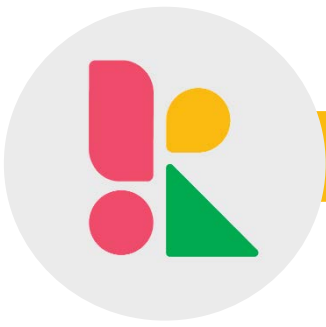
Check Number	Vendor Name	Check Amount	Check Date
79706	Robert Reider	2,000.00	7/14/2020
79674	Findaway World, LLC	1,987.77	7/14/2020
79705	Recorded Books, Inc.	1,890.66	7/14/2020
472105	123.Net, Inc	1,724.00	7/9/2020
79693	Lewis Paper	1,674.39	7/14/2020
79714	Staples Business Advantage	1,661.38	7/14/2020
79769	Wendy Kuzma	1,400.00	7/21/2020
204832983367	Consumers Energy	1,383.93	7/8/2020
79759	Rehmann LLC / Rehmann Technology Solutions, LLC	1,268.75	7/21/2020
79741	Elm Usa	1,259.95	7/21/2020
79756	Morneau Shepell Limited	1,216.00	7/21/2020
79724	Alpine Township	1,127.63	7/21/2020
79690	Jamie Jewell	1,125.00	7/14/2020
79766	Tyrone Township	1,096.13	7/21/2020
79740	Corinne Roberts	1,080.00	7/21/2020
79753	Lakeland Library Cooperative	1,066.50	7/21/2020
79760	RNL Graphics Solutions, LLC	974.30	7/21/2020
79680	Hr Collaborative LLC	937.50	7/14/2020
79752	Kalamazoo Sanitary Supply / KSS Enterprises	882.65	7/21/2020
79709	Schuler Books	762.45	7/14/2020
79764	Spencer Township	750.00	7/21/2020
79670	Christopher Hunt / Diverse Website Strategies, LLC	750.00	7/14/2020
79767	Wade Gugino / GooGenious, LLC	600.00	7/21/2020
INV01138970	Paycor, Inc.	546.50	7/24/2020
79770	Melissa Snyder	520.00	7/30/2020
79697	Michigan Office Solutions (MOS)	513.93	7/14/2020
79649	All Season Lawn Care	502.83	7/14/2020
79746	GreenMichigan.org	450.00	7/21/2020
013197	Medtipster.com, LLC.	426.38	7/17/2020
RIS0002313870	Delta Dental Of Michigan	413.23	7/13/2020
79743	Foster, Swift, Collins & Smith, P.C.	378.00	7/21/2020
2034899	Arrowaste	377.31	7/16/2020
79720	Wolverine Printing Company	325.00	7/14/2020
79721	Association of Bookmobile and Outreach Services	300.00	7/21/2020
79763	Sara Elisa Proano Motta	267.48	7/21/2020
79739	Corey Ruffin	250.00	7/21/2020
0020326757-0520	Dte Energy	234.95	7/3/2020
79751	John P. Kaiser	225.00	7/21/2020
79748	Interpersonal Frequency	218.75	7/21/2020
79736	Comcast Cable	218.40	7/21/2020
79737	Comcast Cable	218.40	7/21/2020
79676	Grainger	199.36	7/14/2020
79750	John Ball Zoo	183.20	7/21/2020
79678	Greatamerica Financial Svcs.	152.02	7/14/2020
79667	Blackstone Audio Inc	135.98	7/14/2020
79669	Center Point Publishing	135.42	7/14/2020
79677	Grand Rapids Building Services	129.00	7/14/2020
79738	Comcast Cable	124.90	7/21/2020
79675	Cengage Learning	121.57	7/14/2020

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 7/1/2020 Through 7/31/2020

<u>Check Number</u>	<u>Vendor Name</u>	<u>Check Amount</u>	<u>Check Date</u>
79723	Absopure Water Company	95.55	7/21/2020
9855771900	Verizon Wireless - MiFy Routers & Cell phones	83.08	7/3/2020
79704	Pat Rosloniec	78.68	7/14/2020
79673	Edc Educational Services	65.96	7/14/2020
79747	Hispanic Center of Western Michigan	65.96	7/21/2020
79708	Sarah Scott	50.00	7/14/2020
79761	Rochester Hills Public Library	33.50	7/21/2020
79717	Vanessa Walstra	32.40	7/14/2020
79716	Theresa Duffy	10.99	7/14/2020
79672	Diane Cutler	5.80	7/14/2020
79710	Scott Small	4.76	7/14/2020
Report Total		715,404.31	

Kent District Library
Check/Voucher Register - Voided Checks
From 7/1/2020 Through 7/31/2020

<u>Check Number</u>	<u>Vendor Name</u>	<u>Check Amount</u>	<u>Check Date</u>
78138	Monica Walen	(55.32)	7/23/2020
78483	Joyanne Huston-Swanson	(15.00)	7/23/2020
78532	Peter Ho Davies	(250.00)	7/23/2020
78783	Teresa Wahl	(22.49)	7/23/2020
79050	Rochester Hills Public Library	<u>(33.50)</u>	7/17/2020
Report Total		(376.31)	
		<u><u> </u></u>	



JULY DIRECTOR'S REPORT

Though KDL libraries continue to remain closed in response to the coronavirus pandemic, branches began to offer curbside service in the month of June. Below, branch managers share how this new service is being received by patrons and staff alike.

EAST GRAND RAPIDS

Curbside Service has been welcomed with enthusiasm at the East Grand Rapids Branch as patrons begin to happily receive materials once again. One wonderful component of curbside service has been the ability to give Summer Wonder prizes out, especially to children. Staff members were missing the usual joyful interaction of congratulating a child for finishing the program, but curbside service has allowed these interactions to continue, if only from a distance. The East Grand Rapids parking lot is close to the entrance, so staff do not have to far to walk to give patrons their materials. Using the Phase 2 framework, East Grand Rapids staff were able to create an efficient and speedy system and after curbside was in place for a just a week, managers Dawn Lewis and Shaunna Martz were able to adjust schedules to provide adequate staffing during the busiest times. Comments from staff and patrons have been overwhelmingly positive. For staff, it is wonderful to be able to provide direct service; for patrons, it is wonderful to be able to check out new reading, viewing and listening materials.

GAINES + KENTWOOD

Both the Gaines Township Branch and Kentwood Branch have employed a similar process for handling curbside services during this time, wherein each branch has one person answering the phone and taking down information and another person retrieving the identified items from the hold shelf, checking them out to the patron and delivering the materials to the vehicle. Each team member delivering materials is accompanied or “spotted” by another employee who holds the door and watches each transaction to ensure safety. Both branches also have a backup person who works near a phone in the staff area and will jump in to help if phone rings at least three times without being answered. If every single one of these persons is employed in a task, branch staff have been good about filling in where needed to ensure no patron call goes unanswered. Staff regularly receive comments from patrons about how happy they are that KDL is providing a safe way to access library materials. Patrons have applauded how smooth the process is and how quickly their items are delivered. One patron even exclaimed, “You’re faster than Applebee’s!” Along with this, many patrons have expressed appreciation for the extended curbside hours. Although evenings are not usually busy, patrons who do take advantage of these hours are thankful for the ability to pick up their holds after work. Feedback posted on the Gaines Facebook page has been equally enthusiastic about the craft kits that Teen Librarian Courtney Moyses leaves out a few times a week for anyone to “grab and go.” Lastly, staff have reported many pleasant phone conversations with regular patrons who are thrilled to talk to “their librarian.” The feeling is mutual, as every librarian is equally relieved to hear that the patron and family are healthy and fine.

KELLOGGSVILLE + WYOMING

Staff at Kelloggsville and Wyoming were excited to begin serving patrons again through curbside. Regional Manager Karen Small even developed simple scripts for staff answering curbside phones. KDL’s Diversity and Inclusion Specialist Shelley Roossien also developed a curbside slip similar to the one used for 24-hour pickup requests, which has helped to record patron information for

pickup. This eventually ended up being adopted systemwide. At Wyoming, staff used their own vehicles to test traffic flow and went through several dry runs of the process until they were satisfied that everything would run smoothly and patrons seem very happy with the service. Wyoming Youth Librarian Ashten Vander Ploeg also created handmade bookmarks to distribute with curbside items and Kelloggsville Youth Paraprofessional O'Tsuji similarly assembled childrens' craft kits. Many patrons say that they miss their library and the library staff. We miss them too!

KRAUSE MEMORIAL, NELSON + SPENCER



The start of curbside pickup was a joyous time for patrons and staff alike. Staff felt good getting back into the “business” of connecting people with great materials and patrons loved being able to get new materials after going through everything in home libraries had to offer. Utilizing KDL's safety procedures and guidelines, staff at Krause, Nelson, and Spencer have been able to successfully implement curbside services. Krause, in particular, has been extremely busy, doing as many or more pickups per week as some of KDL's large branches, yet with significantly fewer staff. As time allows, Krause and Nelson staff decorate curbside bags with little notes of encouragement, reading-related quotes, drawings of book characters, and themed stamps.

Patrons have had heartwarming responses to these personal touches and have posted positive messages on social media in response, some even posting a

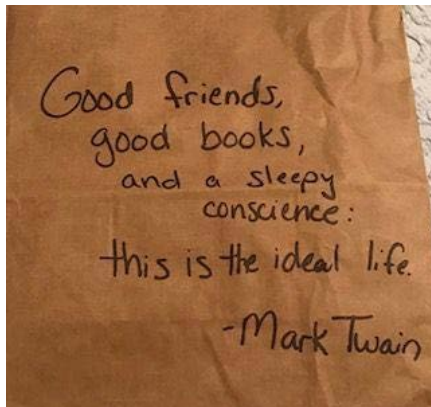


photo of the bag they received. It has been especially wonderful to see regular patrons again. Many “reunions” have taken place during curbside as patrons are excited to see their favorite librarians again. Everyone is asking each other how they're doing and whether they've been staying healthy. Many patrons have expressed that they are not yet comfortable going into businesses yet, but feel KDL has procedures in place that make them feel safe. Curbside is a truly invaluable service to our community!



FEATURED DEPARTMENT: ENGAGEMENT + OUTREACH

Throughout the COVID-19 shutdown, KDL's Community Engagement + Outreach department has been hard at work creating virtual opportunities to stay connected with the surrounding community. As the situation surrounding the pandemic remains dynamic, each team member has proven capable of dealing with whatever is thrown their way. For instance, early on in the shutdown, the department realized that online programs are most impactful when they feel more like an in-person visit. This means that viewers can experience some level of interaction with viewers and share their ideas with the Library in real time. Listed below are some additional goings-on for the summer:

Bright new and beautiful space!!!!

Community Engagement and Outreach have officially moved into the Bookmobile Garage's new Outreach office. Currently, the team is in the process of sorting and consolidating Outreach materials into their new home. As a result, the Little Free Library project is also receiving a complete overhaul.

Booktalks and Storytimes

The team continues to provide Adult Booktalks and story times in Spanish on KDL's Instagram TV account, which have garnered over 700 views total for all titles discussed. This has been such a great deal of fun that the offering is scheduled to continue on into the fall.

And now, meet the Fabulous Team!

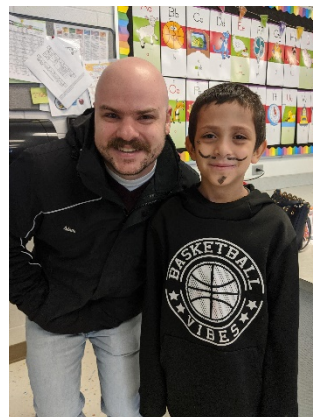


Joyanne Huston-Swanson
"Wonder Woman"

Joyanne is the master organizer, keeping everyone on time and on task. She maintains community connections, keeps the bookmobile calendar current, handles requests from branch staff, assists with program planning and overall keeps the Community Engagement world spinning in the right direction. No matter the need, Joyanne will help find the answer or step in to assist.

Adam Flynn, Bookmobile Operator and Branch Librarian
"Rock and Roll librarian"

Adam travels the county bringing books, movies and library joy to everyone he meets. He loves seeing how excited our patrons are to be on the Bookmobile or when kids and adults alike light up as soon as they see it coming their way. Adam keeps everyone on their toes with his attention to detail and his project management skills. With his love of science and art, he often frames conversation with a good question and allows the team time to adjust and improve practices for the specific circulation needs of each of our partnerships.





**Sara Magnuson, Outreach Specialist and Branch Librarian
“Education Connection”**

Sara is our Career Online High School diploma specialist, handling all incoming student submissions, interviews and enrollments. She is also the cheerleader for each students working to get their high school diploma. Sara maintains the databases and websites essential for student tracking and works to support our Work Force Development programs, as well as maintaining connections with employment service organizations.

**Kevin Kammeraad, Bookmobile Operator
“Puppet Guy Extraordinaire”**

Kevin began his Community Engagement journey with the bookmobile project and has grown to an essential creative talent for our current program offerings. His creative genius and joy in puppetry have led to new digital and online collaborations and opportunities to connect with our community in new and innovative ways.



**Kelaine Mish, Bookmobile Operator and Branch Librarian
“Knowledge Detective”**

Kelaine brings her invaluable skills as a librarian to all Bookmobile events and loves nothing more than connecting with kids and adults, sharing in their excitement of learning new things. She channels Sherlock Holmes in her quest to find answers for every question and loves bringing the library to communities that may not yet know all the great things it has to offer.

**Sara Proaño, Community Engagement Director
“Miracle Networker”**

As team leader, Sara leads by example, modeling the power of community connections and genuine investment in all KDL collaborations. She works to ensure that each member of her team shines and is given every opportunity to excel in their tasks. Her previous experience as a patron, volunteer and partner informs her decision making and the direction that the department is taking.



BUILDING UPDATES

AMY VAN ANDEL LIBRARY AND COMMUNITY CENTER

While construction for the Amy Van Andel Library and Community Center continues, the second-floor drywall is complete and the first-floor drywall has begun. On the exterior, mason work is nearly finished, with windows and glass being installed. Exterior metal panels are also being installed and permanent power is hooked up. Beginning the week of July 20, the courtyard and snowmelt system will be a focus. Ada Township's Jim Ferro from Ada Township, Ada Branch Manager Dawn Lewis and architects from ProgressiveAE recently met at the Georgetown Township library to look at shelving and end panel choices for the interior. The current estimate for completion is the end of January 2021.

SERVICE CENTER REFRESH

A Request for Proposal (RFP) will be issued for the biggest projects required for basic Service Center maintenance and upkeep. This is expected to go out in August, with a recommendation potentially presented to the Board in September or October. Areas that have been identified for the RFP include the breakroom and pallet doors, the bathrooms and a mother's room. All departments are currently in need of desk reconfiguration and some need new furniture, painting, flooring and more electrical outlets. This will be completed piece by piece, as needed. MarCom is the first department on the list for these upgrades, followed by IT. Other areas, such as the lobby, hallways/ceilings, storage solutions and conference rooms, will also be addressed.

GRANDVILLE

Bonding for the Grandville building project was recently approved and construction began the week of August 3. The parking lot has been partly fenced off and the work trailer is expected to arrive any day. Within the next week or so a temporary wall will also be built toward the back of the library so that construction on the new portion of the building can begin. Construction on the northern part of the building will be underway at the same time, which is set to expand the staffing area and create a drive-up book drop.

WHAT'S GOING ON AT KDL?

CAREER ONLINE HIGH SCHOOL

KDL's 17th scholarship recipient is nearing the end of their 30-day trial period and is doing great! Several students have used extra time during quarantine to really focus on classwork, flying through material up to three times the expected pace. Sadly, others have had to take a break in order to focus on other issues and emergencies the COVID-19 pandemic brought their way. Still, these students remain hopeful that they might be able to get back to their classwork at the end of summer.

NEXT NEXUS: VIRTUAL SMALL BUSINESS EXPO

In the month of July there were a total of four Next Nexus Virtual Small Business Expos with an average of 109 live views each. Conversations with partners have been productive and with excellent feedback. Presenters included: Marta Johnson from American Sustainable Business Council, Fran Dalton from Garfield Park Neighborhood Association, George Fotis from Small Business Development Center West Michigan Region and Jorge Gonzalez from Start Garden. Our team is now engaging in conversations with our partners to use this platform to highlight the experience of local entrepreneurs.

MEET UP! EAT UP!

In partnership with Feeding America, the KDL Bookmobile has now served 145 meals at three different sites in the month of July. Feeding America visited the sites to make sure that proper safety procedures are being followed and to capture additional needs for each location. Although the program will be ending August 14, KDL staff continue to attend weekly ENTTF Food Security meetings, while also looking for additional opportunities to serve.

SUMMER WONDER

In the month of July, KDL produced and presented 23 episodes of Wimee's Words, an interactive online program for youth. Each episode garnered about 35 live viewers on average (which tend to be parties of at least two or more) and overall reached over 10,636 people (total number of views). STEAM Specialist Aldo Vasquez of the Chicago Public Library had this to say about the program: "Through the Wimee's Words program, [the KDL] team provides an interactive virtual learning opportunity for families that allows them to feel connected and take part in unique and fun activities that include stories, songs, and wordplay. As a children's librarian with the Chicago Public Library, I was inspired by them to create similar opportunities for my community. The diverse segments and activities presented in Wimee's Words allows you to feel as if you were attending a library program. Viewers are excited to tune in and see familiar faces and become an integral part of the Wimee Words experience!"

WONDER WORKS

Six different Wonder Works Activity Bags have been sent to branches for the summer. These have also been offered at Meet Up! Eat Up! programs at eleven branches and three Bookmobile stops. Families are able to keep the activity bags and use them for STEAM-based activities, which mirror ones included in the Summer Wonder Activity Book.



VIRTUAL VISITS

Staff at both Bethany Christian Services and KDL continue to do an amazing job coordinating virtual experiences for kids. Additionally, the Bookmobile visits three different senior facilities around Kent County. Staff are able to browse the collection on behalf of senior patrons and recommend materials while communicating through an iPad. Lastly, despite the fact that so many public events have been cancelled due to COVID-19, KDL's Community Engagement team still found a way to participate in Farmworker's Appreciation Day, hosted by the DHHS and



Sparta Area Migrant Resource Council. The event featured a drive-thru where 180 agricultural families could receive food bags, backpacks, shoes and other goodies. KDL personally contributed cinch bags, T-shirts and a bright new hard cover book signed by the author.

KATIE KUDOS

AUBREY CLARK (EGR) was nominated by Shaunna Martz because... “She donated a walkman, CD's and ear buds to a regular patron that loves to listen to music while in the EGR branch. During the closure, the patron has missed listening to music. Aubrey and her brother kindly filled this need for the patron.”



ASHLEY GEGLIO (Cascade) was nominated by Katie Deters and Penni Zurgable because... “Ashley stenciled numbers on our curbside parking spaces 1-8. This makes things so much easier when all of our spots are filled with SUV's and you can't see the signs. She manufactured the stencils herself. It looks professional, attractive and is so very practical and helpful. Thank you, Ashley!”

DAN NGUYEN (Wyoming) was nominated by Tabitha Schaub because... “Whenever he works, Dan is always willing to help and is always in a good mood! As we've been doing curbside, he always does his own shelving. When he is our ‘runner’ he will literally come running to take things out for us.”

UPCOMING MEETINGS + DATES OF INTEREST

BOARD MEETINGS	DATE	TIME	LOCATION
KDL Regular Board Meeting	Thurs., Sep. 16, 2020	4:30 PM	KDL Service + Meeting Center
KDL Regular Board Meeting	Thurs., Oct. 15, 2020	4:30 PM	KDL Service + Meeting Center
KDL Budget Work Session	Thurs., Oct. 29, 2020	4:30 PM	KDL Service + Meeting Center
KDL Regular Board Meeting	Thurs., Nov. 19, 2020	4:30 PM	KDL Service + Meeting Center
OTHER MEETINGS	DATE	TIME	LOCATION
KDL Pension Board Meeting	Weds., Nov. 18, 2020	1:00 PM	KDL Service + Meeting Center

STAFF CHANGES & ANNIVERSARIES

August 2020

NEW HIRES	POSITION	EFFECTIVE
Remington Steed	Webmaster – Service Center	July 31
Margene Brewer	Shelver Pool	August 11
Rachael Hamlet	Shelver Pool	August 11
Alayna Lackey	Shelver Pool	August 11
Alicia Maxwell	Shelver Pool	August 11

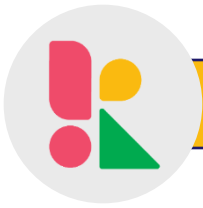
PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Leisl Bruxvoort	Assistant Branch Librarian Substitute	Assistant Branch Librarian – Wyoming	July 27
Maggie Maxwell	Shelver – Plainfield	Shelver – Spencer Township	July 27
Natalie Budnick	Assistant Branch Librarian Substitute	Assistant Branch Librarian – Plainfield	August 3
Abigail Stange	Assistant Branch Librarian Substitute	Assistant Branch Librarian – Cascade	August 3
Sara McMullin	Youth Paraprofessional – Alto	Branch Outreach & Program Specialist – Alto/Englehardt	August 17
Julie Ralston	Branch Librarian – Walker	Branch Outreach & Program Specialist – Walker/Alpine/Tyrone Twp.	August 17
Samantha Holland	Substitute	Assistant Branch Librarian – Caledonia	August 24
Sara Magnuson	Branch Librarian/Outreach Specialist – Nelson Twp./Comm. Outreach	Branch Outreach & Program Specialist – Krause/Nelson/Spencer Twp.	August 24
Penni Zurgable	Branch Librarian – Cascade	Branch Librarian – Ada / Amy Van Andel	December 14

DEPARTURES	POSITION	EFFECTIVE
Laura Powers	Director of Finance – Service Center	July 13
Andrea Galloway	Substitute	July 17
Rebecca Vaughn-Stepter	Assistant Branch Librarian – Wyoming	July 23
Cynthia Seif	Assistant Branch Librarian – Caledonia	July 27
Cierra Bakovka	Assistant Branch Librarian Substitute	August 21
Immanuel Deliyannides	Assistant Branch Librarian – Plainfield	August 24
Jackie Olmstead	Collection Services Manager – Service Center	August 28
Jan DeVries	Branch Librarian – Walker	October 2

OPEN POSITIONS	TYPE
Substitute Assistant Branch Librarians	Temporary
Shelver – Cascade (2 positions)	Part-time
Assistant Branch Librarian – Kelloggsville/Wyoming	Part-time
Branch Librarian – Cascade	Full-time

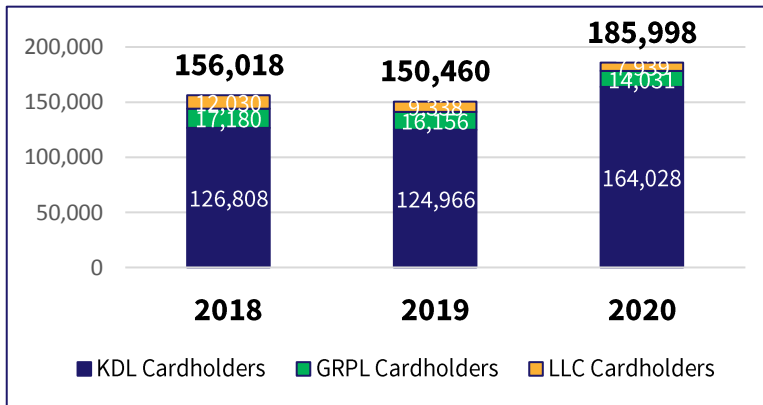
EMPLOYEE ANNIVERSARIES (SEPTEMBER)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Barbara Jingles	Alto / Englehardt	36 years
Susan Erhardt	Plainfield	28 years
Michelle Toren	Walker	26 years
Rich Nagel	Information Technology	25 years
Jan DeVries	Walker	23 years
Barb Malburg	Comstock Park	22 years
Beth Green	Gaines Township	19 years
Ali Kuchta	Collection Development	19 years
Kip Odell	Programming	19 years
Dan Palasek	MarCom	18 years
Meredith Schickel	Byron Township	18 years
Sheri Glon	Administration	15 years
Shari Piccard	Gaines Township	15 years
Debra Beard	Caledonia	14 years
Cynthia Seif	Caledonia	12 years
Kathleen Knott	Gaines Township	11 years
Greg Lewis	Kentwood	11 years
Craig Buno	Walker / Alpine / Tyrone Twp.	10 years
Vanessa Fisk	Nelson Twp. / Sand Lake	8 years
Megan Russ	Grandville	7 years
Mary Valentine	East Grand Rapids	7 years
Kate Allen	Patron Services	6 years
Jaime Brooks	Plainfield	5 years
Patricia Kuharevicz	Sub Pool	5 years

EMPLOYEE ANNIVERSARIES (SEPTEMBER)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Courtnei Moyses	Gaines Township	5 years
Olivia Yeadon	Krause Memorial	5 years
Jaci Cooper	Administration	4 years
Nancy Kay	Gaines Township	4 years
Katherine Lawrence	Grandville	4 years
Rebecca Lindemulder	Sub Pool	4 years
Betsy Riddell	Sub Pool	4 years
Dan Van Oeveren	Sub Pool	4 years
Donna Cowart	Tyrone Township	3 years
Kathy Lewis	Tyrone Township	3 years
Audrey Barker	Caledonia	2 years
Melissa English	Krause Memorial	2 years
Kelly Garvin	Walker	2 years
Gwen Genzink	Sub Pool	2 years
Sheri LaPorte	Kentwood	2 years
Maggie Maxwell	Plainfield	2 years
Bob McVay	Sub Pool	2 years
Margaret Taylor	Caledonia	2 years
Natalie Budnick	Sub Pool	1 year
Simon Chassee	Sub Pool	1 year
Aubrey Clark	East Grand Rapids	1 year
Kati Doering	Krause Memorial	1 year
Jason Hetrick	Sub Pool	1 year
Samantha Holland	Sub Pool	1 year
Owen LaVigne	Kelloggsville	1 year
Shayla Madonna	Plainfield	1 year
Lisa McKelvey	Sub Pool	1 year
Christine Mwangi	Sub Pool	1 year
Marybeth Rivera	Sub Pool	1 year
Dany Thomas-Robinson	Krause Memorial	1 year



JULY 2020 STATISTICAL SUMMARY

Active Patrons:

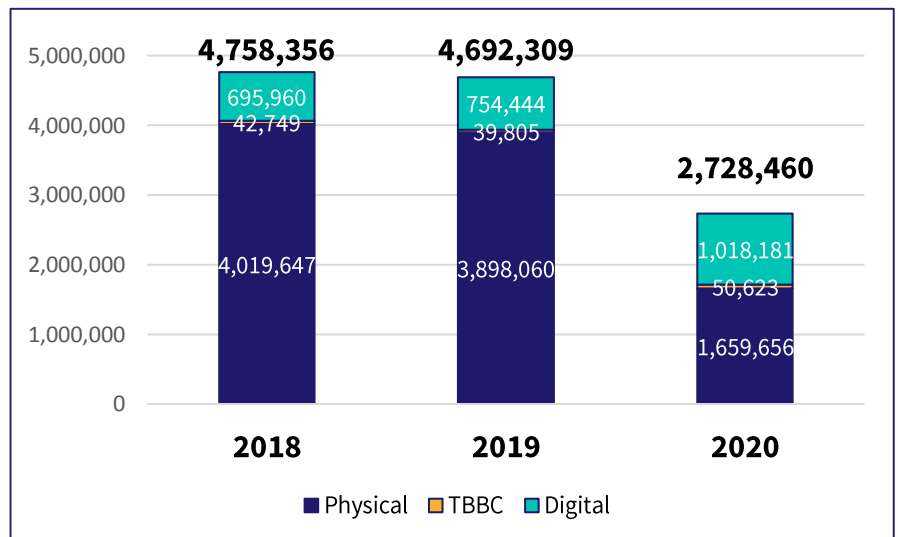


718 Accounts Added in July:

- 713 New KDL Cardholders (including 684 online-only cards)
- 1 New GRPL Cardholder
- 4 New LLC Cardholders

Note: KDL closed due to the COVID-19 virus on March 13, 2020. All accounts that had expired since January 2018 were reactivated through 2021 so they could more easily access digital resources. Curbside service began June 15 and limited in-branch hours resumed August 5.

Circulation YTD:

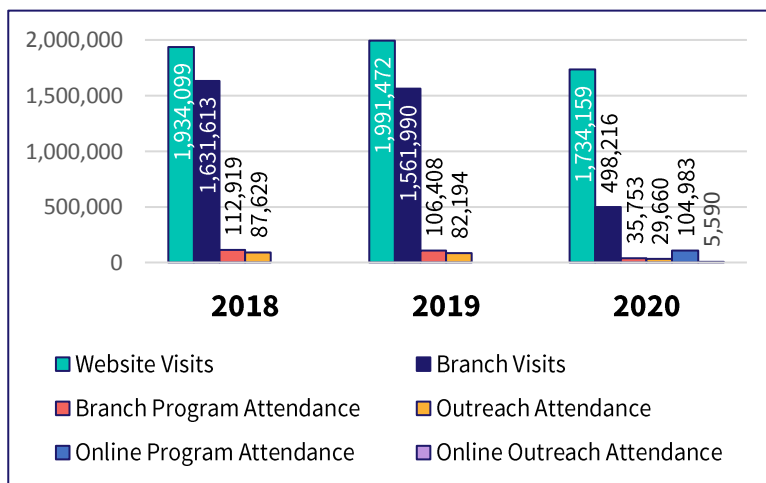


July 2020 Compared to July 2019:

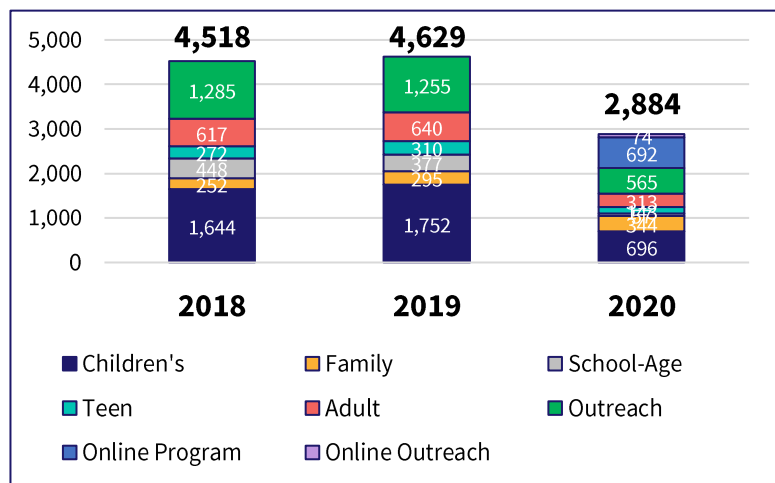
- **Physical Circulation is down 50%**
- **Digital Circulation is up 26%**
- **Active Patrons is down 29%**
- **Number of Programs is down 46%**
- **Program Attendance is down 36%**

Despite the understandable decrease in most stats, KDL still compares favorably to peer libraries – see reverse for details.

People Served YTD:



Number of Events YTD:

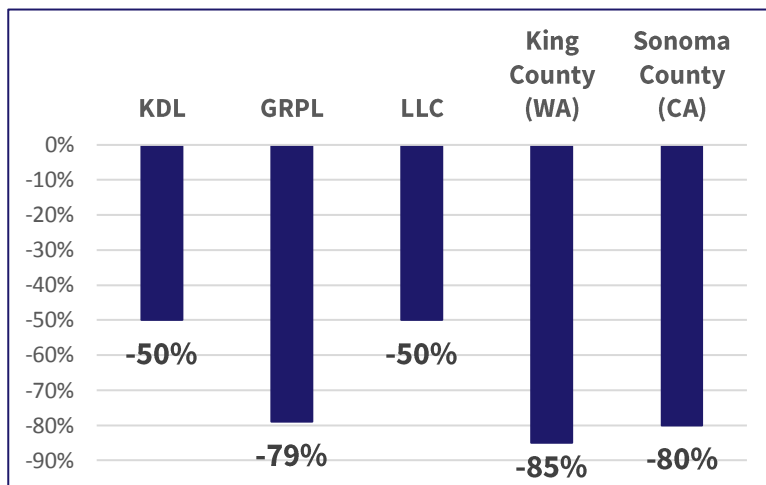




STATISTICS IN-DEPTH: PEER COMPARISON

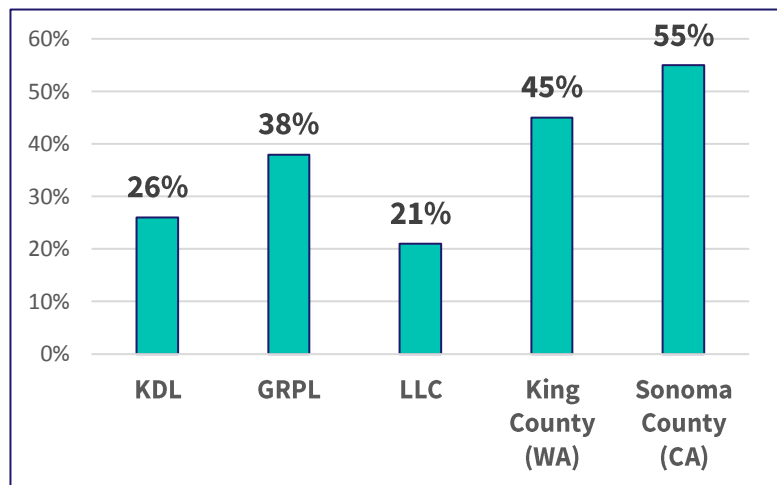
Last month, the board indicated an interest in how KDL's stats compared to our peers. Everyone's stats will be down, for the most part, but how is KDL doing compared to other libraries? I asked GRPL, LLC, and other members of the Urban Libraries Council how their July 2020 statistics compared to July 2019. (Percentage change is used instead of raw numbers to account for libraries of different sizes, and not all libraries were able to provide all stats.)

Physical Circulation:



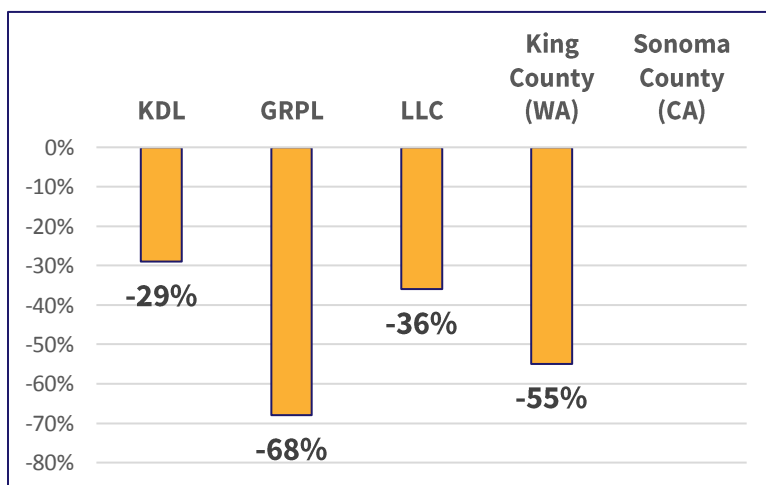
Physical circulation is down for everyone, but KDL compares favorably to other libraries. Note that King County indicated that they only started curbside on July 6, and GRPL and Sonoma County only offer curbside during limited hours.

Digital Circulation:



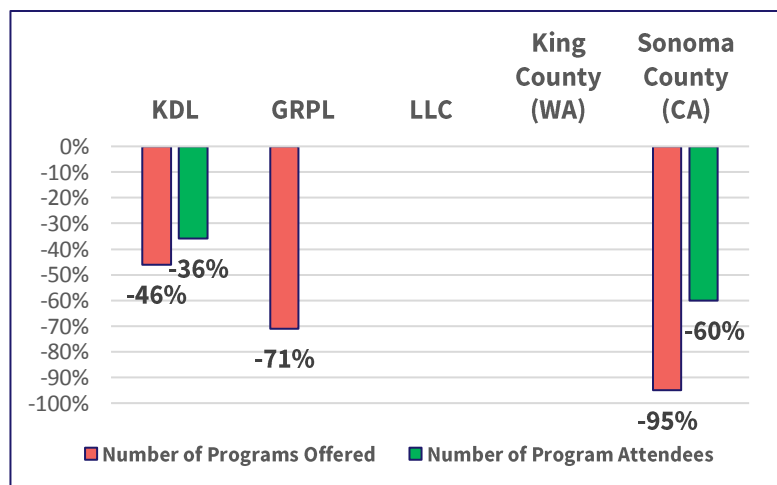
Digital circulation has increased at all libraries, although the growth is not as extreme at KDL, perhaps because we have also offered greater access to physical curbside services compared to other libraries during this timeframe.

Patrons Active in Current Month:



Active patrons are down for everyone, but again, KDL compares favorably to other libraries, perhaps because we offer greater access to curbside service.

Programs / Events:



KDL quickly adapted to offering virtual programs, and therefore the decrease in our number of programs and attendance is not as extreme as at libraries who were able to provide comparable stats.

Coronavirus Closure Statistical Overview

Category	Platform	Metrics	March 13 - August 4, 2019	March 13 - August 4, 2020	% Change
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Online Programming	Facebook	Total # of Online Programs	N/A	692	N/A
		Live Attendance	N/A	104,983	N/A
		Total Program Views	N/A	250,623	N/A

Digital Collection Use	OverDrive	eBook Circulation	N/A	181,364	N/A
		eAudiobook Circulation	N/A	74,275	N/A
		eMagazine Circulation	N/A	7,719	N/A
		New Users	N/A	22,158	N/A
		Collection Size	N/A	139,032	N/A
		Total Holds	N/A	41,587	N/A
		Average Hold Wait Time (Days)	N/A	22	N/A
	cloudLibrary	eBook Circulation	216,381	160,804	-26%
		eAudiobook Circulation	128,110	85,418	-33%
		New Users	4,517	3,935	-13%
		Collection Size	121,232	0	-100%
		Total Holds	23,958	0	-100%
		Average Hold Wait Time (Days)	24	0	-100%
	hoopla	eBook Circulation	12,629	34,888	176%
		eAudiobook Circulation	22,809	37,552	65%
		eMusic Circulation	3,104	4,273	38%
		eVideo Circulation	6,465	16,901	161%
		New Users	1,705	2,972	74%
	RBDigital	eAudiobook Circulation	2,739	4,104	50%
		eMagazine Circulation	22,234	22,886	3%
		New Users	830	1,540	86%
		Collection Size	3,558	3,766	6%
	Freegal	eMusic Downloads	16,945	17,467	3%
		eMusic Streaming	52,444	70,055	34%
		New Users	133	221	66%
	Total	Total Digital Circulation	483,860	717,706	48%
		Total New Users	7,185	30,826	329%

Other Online Use	Databases	Visits	21,708	30,459	40%
	KDL.org	Visits	611,513	480,560	-21%
	Catalog	Visits	438,290	285,080	-35%
	OverDrive site	Visits	N/A	184,373	N/A
	Beanstack	Mission: Read New Registrations	N/A	1,224	N/A
		Let It Snow New Registrations	N/A	N/A	N/A
	Wifi	Logins	382,585	98,637	-74%

KDL Cardholders	WorkFlows	New KDL Cardholders Added	8,945	3,539	-60%
		KDL Accounts Active	80,681	56,979	-29%

Social Media	(All)	Social Media Followers	49,534	55,660	12%
	Facebook	Facebook Likes	14,903	16,832	13%

Patron Services	Ask KDL	Questions	6,224	5,297	-15%
	LibChat	Sessions	416	1,725	315%
	Phone Calls	Calls Received	30,493	30,848	1%



BOARD OF TRUSTEES ATTENDANCE - 2020

	SHIRLEY BRUURSEMA	ANDREW ERLEWEIN	SHERI GILREATH- WATTS	ABI/ PETER DYKHUIS	CHARLES 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 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"/>
March 19, 2020								
April 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"/>
May 21, 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"/>
June 18, 2020								
July 16, 2020	<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
Meeting held remotely via dial-in connection	4/16			
Meeting held remotely via dial-in connection	5/21			

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

w w w . k d l . o r g

RESOLUTION
KENT DISTRICT LIBRARY BOARD OF TRUSTEES

Truth in Taxation - 2020 Millage Tax Rate Request

A regular meeting of the Library Board (the “Board”) of the Kent District Library (the “Library”) was held at the Kent District Library Service & Meeting Center, on August 20, 2020 at 4:30 p.m.

PRESENT:

ABSENT:

The following preamble and resolution was offered by member _____ and supported by member _____:

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

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

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

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

WHEREAS, the Library held a public hearing on the proposed millage rate to be levied in 2020 at the regular meeting on August 15, 2020 and the hearing complied with the requirements of the General Property Tax Act, including MCL 211.24e (Truth in Taxation); and

WHEREAS, as authorized by the General Property Tax Act, the Library Board desires to levy the maximum permitted millage rate of 1.2581 mills;

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

1. The Board hereby certifies that the electors of the District approved a maximum annual tax rate of 1.28

mills (\$1.28 per \$1,000) for ten (10) years (2014 through 2023, inclusive) at an election held on August 5, 2014 to be used for district library purposes.

3. Pursuant to Act 24, the Board hereby levies on December 1, 2020, a property tax upon all taxable property within the District in the amount of 1.2581 mills (1.2581 per \$1,000) on the taxable value of such property, as finally equalized, to provide funds for district library purposes.
4. The Board hereby certifies that the millage to be levied on all taxable property in the District has been reduced, if necessary, to comply with Article 9, Section 6 of the Michigan Constitution of 1963 and that the millage to be levied has also been reduced, if necessary, to comply with MCLA 211.24e and 211.34.
5. The Library Director is hereby authorized and directed to provide a certified copy of this Resolution and the 2020 Tax Rate Request on Michigan Department of Treasury Form L-4029 to the Kent County Clerk, the Kent County Equalization Department, and to each Township and City Clerk included in the District in the form attached as Exhibit A.

Adopted this 20th day of August, 2020.

YEAS: _____

NAYS: _____

CERTIFICATION

I HEREBY CERTIFY that the foregoing is a true and complete copy of a Resolution adopted by the District Library Board of the Kent District Library at a meeting held on August 20, 2020, the original of which is on file at the Kent District Library Service Center and available to the public. Public notice of said meeting was given pursuant to and in compliance with the Open Meetings Act, Act No. 267 of the Public Acts of Michigan, 1976, including in the case of a special or rescheduled meeting, notice by posting at least 18 hours prior to the time set for said meeting.

Dated: August 20, 2020

Sheri Gilreath-Watts, KDL Board Secretary

2020 TAX RATE REQUEST

MILLAGE REQUEST REPORT TO COUNTY BOARD OF COMMISSIONERS

County KENT	2020 Taxable Value (All) 2020 Taxable minus RenZones	19,286,794,630 19,286,794,630
Local Government Unit KENT COUNTY LIBRARY AUTHORITY		

**PLEASE READ THE
ENCLOSED
INSTRUCTIONS
CAREFULLY.**

You must complete this form for each unit of government for which a property tax is levied. Penalty for non-filing is provided under MCL Sec. 211.119.

The following tax rates have been authorized for levy on the **2020** tax roll.

(1) Source	(2) Purpose of Millage	(3) Date of Election	(4) Millage Authorized by Election, Charter, etc.	(5) 2019 Millage Rate Permanently Reduced by MCL 211.34d	(6) 2020 Current Year Millage Reduction Fraction	(7) 2020 Millage Rate Permanently Reduced by MCL 211.34d	(8) Sec. 211.34 Millage Rollback Fraction	(9) Maximum allowable Millage Rate*	(10) Millage Requested to be Levied July 1	(11) Millage Requested to be Levied Dec. 1	(12) Expiration Date of Millage Authorized
VOTED LIBRARY	AUTHORITY	8/5/2014	1.2800	1.2661	0.9937	1.2581	1.0000	1.2581		1.2581	12/31/2023
						Total Operating Allowed		1.2581			
Prepared by Matthew Woolford	Co-Sign - Prepared/Verified			Title Equalization Director		Co-Sign Title			CED-Date 4/27/2020	Co-date	

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

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

<input type="checkbox"/> Clerk	Signature	Type Name	Date
<input type="checkbox"/> Secretary			
<input type="checkbox"/> Chairperson	Signature	Type Name	Date
<input type="checkbox"/> President			

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

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

Kent
District
Library



POLICY MANUAL

Proposal for Edits

PATRON BEHAVIOR

No proposed edits. Please approve Policy Section as is.

KDL POLICY 4.1

SAFETY & PERSONAL BEHAVIOR

LAST REVISED 10.25.18

The Kent District Library (the “Library”) is open for specific and designated civic, educational and cultural uses, including reading, studying, writing, participating in scheduled Library programs, and using Library materials. In order to provide resources and services to all people who visit the Library facilities in an atmosphere of courtesy, respect, and excellent service, the Library Board has adopted this Patron Behavior Policy. The purpose of the Patron Behavior Policy is to assist the Library in fulfilling its mission as a community resource enriching life, stimulating intellectual curiosity, fostering literacy, and encouraging an informed citizenry.

The following rules of conduct shall apply to all buildings and all branches – interior and exterior – and all grounds controlled and operated by the Library (“Library facilities”) and to all persons entering in or on the premises, unless otherwise specified.

KDL POLICY 4.1.1

VIOLATIONS OF LAW

LAST REVISED 10.25.18

Committing or attempting to commit an activity in violation of federal, state, or local law, ordinance or regulation (including but not limited to assault, larceny, and removing library material from the property without authorization through the approved lending procedures or vandalism) is prohibited.

KDL POLICY 4.1.2

WEAPONS

LAST REVISED 10.25.18

Carrying guns, pistols or other weapons, except as specifically permitted and exempt from local regulation by law, is prohibited.

KDL POLICY 4.1.3

DRUGS, ALCOHOL & SMOKING

LAST REVISED 10.25.18

Possessing, selling, distributing, or consuming any alcoholic or intoxicating beverage, illegal drug, or drug paraphernalia is prohibited; provided that alcohol may be permitted at certain Library-sponsored events if

specifically approved by the Library, and within compliance of state and local laws.

Persons noticeably under the influence of any controlled substance or alcoholic or intoxicating liquor are not allowed on Library property.

Smoking, using e-cigarettes, vaping, or chewing tobacco is prohibited on Library property.

KDL POLICY 4.1.4

ANIMALS

LAST REVISED 6.14.19

Animals are not permitted in the Library other than therapy animals and service animals (as defined by law) for those individuals with disabilities, those used in law enforcement, or for Library programming.

Patrons are legally responsible for the behavior of their service and therapy animals. Per state law, animals will be asked to leave if the animal is out of control and causes a significant disturbance, or if the animal is not housebroken, has an accident, or otherwise damages or soils library property.

KDL POLICY 4.1.5

PERSONAL PROPERTY

LAST REVISED 10.25.18

Personal property brought into the Library is subject to the following:

1. The Library personnel may limit the number of parcels carried into the Library. The Library may also limit the size of items. For example, the Library prohibits large items such as suitcases, duffle bags or large plastic garbage bags.
2. The Library is not responsible for personal belongings left unattended.
3. The Library does not guarantee storage for personal property.
4. Personal possessions must not be left unattended or take up seating or space if needed by others.

The Executive Director or designee may make exceptions and accommodations for patrons.

KDL POLICY 4.1.6

BLOCKING OF AISLES, DOORS & ENTRANCES

LAST REVISED 6.14.19

All doors, aisles, and entrances must remain obstacle-free to keep in compliance with fire code and to prevent tripping hazards for other patrons. This includes a prohibition of running power cords across aisles or other areas that are used for walking.

KDL POLICY 4.1.7

STAFF-ONLY AREAS

LAST REVISED 6.14.19

Patrons shall not be permitted in any areas designated as “staff only” unless otherwise permitted by the Executive Director or designee, or accompanied by a staff member.

KDL POLICY 4.1.8

INTERFERENCE WITH STAFF

LAST REVISED 10.25.18

Patrons may not interfere with the staff’s performance of duties in the Library or on Library property. This includes engaging in conversation or behavior that monopolizes or forces the attention of staff for an extended period of time on non-library related topics, inappropriate personal comments, sexual advances, or physical and/or verbal harassment.

KDL POLICY 4.1.9

UNAUTHORIZED USE

LAST REVISED 6.14.19

Patrons must leave the Library at closing time and may not use the library after closing time unless authorized by the Executive Director or his or her designee. Furthermore, any patron whose privileges to use the Library have been denied may not enter the Library. Any patron whose privileges have been limited may not use the Library in any manner that conflicts with those limits placed on the patron by the Executive Director, his or her designee, or the Library Board.

KDL POLICY 4.1.10

CONSIDERATE USE

LAST REVISED 10.25.18

Behaviors that disrupt the library use of other individuals or in any way endanger staff or other patrons are prohibited. Such behaviors include but are not limited to:

1. Spitting;
2. Running, pushing, shoving or other unsafe physical behavior;
3. Climbing furniture;
4. Using obscene or threatening language or gestures.

KDL POLICY 4.1.11

NOISE

LAST REVISED 10.25.18

Producing or allowing any loud, unreasonable, or disturbing noises in designated “quiet areas” of the library that interfere with other patrons’ use of the Library or which can be reasonably expected to disturb other persons or have the intent of annoying other persons, including yelling, cheering, talking (with others or in monologues) or noises from electronic, entertainment, and communication devices, such as cell phones, tablets, headphones, and radio, is prohibited. Youth areas are not designated as a quiet area and may have more noise.

KDL POLICY 4.1.13

FOOD & DRINK

LAST REVISED 10.25.18

Eating or drinking may occur in designated areas of any Kent District Library branch. Eating or drinking in Library meeting rooms is subject to rules of the local governmental unit.

KDL POLICY 4.1.14

RESTROOMS

LAST REVISED 10.25.18

Misuse of restrooms, including laundering, sleeping, shaving, hair cutting or trimming, bathing, and sexual activity is prohibited. Library materials may not be taken into restrooms.

KDL POLICY 4.1.15

DRESS CODE

LAST REVISED 10.25.18

Shirts and shoes are required for health reasons and must be worn at all times inside the Library and on Library property.

KDL POLICY 4.1.16

HARRASSMENT

LAST REVISED 10.25.18

Staring, photographing, video recording, audio recording, following, stalking, harassing, arguing with, threatening, or behaving in a manner (1) which can reasonably be expected to disturb Library users or staff while such staff or patrons are in the Library or on Library property; and (2) that interferes with the Library patrons' use of the Library or the ability of the staff person to do his or her job is prohibited.

KDL POLICY 4.1.17

IDENTIFICATION

LAST REVISED 10.25.18

Patrons must provide identification to Library staff when requested. Reasons for identification include but are not limited to safety, the filing of an incident report, and library card registration.

KDL POLICY 4.1.18

RECREATIONAL EQUIPMENT & PERSONAL TRANSPORT DEVICES

LAST REVISED 10.25.18

Use of skateboards, rollerblades, roller skates, or other wheeled form of recreational equipment is not allowed in the Library or on Library property. Library patrons must park bicycles or other recreational vehicles only in authorized areas. Wheelchairs and other personal transport devices are permitted by those individuals with disabilities or injuries.

KDL POLICY 4.1.19

PANHANDLING, SOLICITATION & SELLING

LAST REVISED 6.14.19

Panhandling or soliciting Library staff or patrons for money, products, or services inside the Library or on Library property is prohibited. Sales of products or services that are incidental to Library programming may be permitted if approved in advance by the Executive Director.

Selling merchandise on Library property without prior permission from the Executive Director is prohibited.

KDL POLICY 4.1.20

CAMPAIGNING, PETITIONING, INTERVIEWING, ETC.

LAST REVISED 10.25.18

Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting are prohibited inside the Library building.

Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting outside the Library building but on Library property are subject to the following requirements:

- a. Persons or groups are required to sign in at the Checkout Desk in advance.
- b. Use of the Library property does not indicate the Library's opposition or endorsement of the candidate or issue that is the subject of the petition, interview, campaign or discussion.
- c. Permitted areas for campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting outside of the Library building is determined by the municipality that owns the library facility.
- d. No person shall block ingress or egress from the Library building.
- e. Permitted times will be limited to the operating hours of the Library.

Campaign material, literature or petitions may not be brought into the Library, posted at the Library or left on Library property.

KDL POLICY 4.1.21

CHILDREN IN THE LIBRARY

LAST REVISED 10.25.18

Use by Children

Children are welcome and encouraged to use the Library at all times. The Library desires to make each visit an important one for the child. A "Child" means a minor under the age of 18.

Rules and Regulations Regarding Children

1. All patrons, including children, are expected to comply with the Library's policies. Parents, guardians or responsible caregivers shall review and be fully aware of all Library policies governing children, particularly the Internet Use Policy.
2. Parents, guardians and caregivers are responsible for the behavior, safety, and supervision of

their children regardless of age while in the Library or on Library property.

3. Library staff will not be expected to supervise or monitor children's behavior. Children under the age of 8 must be attended by a parent, guardian or responsible caregiver. The parent, guardian or responsible caregiver (who must be at least 14 years old) shall remain in the Library at all times, within reach. If a child under the age of 8 is attending a Library-sponsored program on the premises, the parent, a guardian, or responsible caregiver is to remain on the premises for the duration of the program. If a child under the age of 5 is attending a Library-sponsored program on the premises, the parent, a guardian, or responsible caregiver is to accompany the child for the entire duration of the program.
4. Children of any age who, because of developmental disability, mental illness, or physical disability, require supervision or personal care shall be attended by a parent, guardian or responsible caregiver at all times.
5. Staff will not be responsible if unattended children of any age leave the Library premises alone or with other persons. Further, staff will not be responsible for children 8 years or older who may be asked to leave the Library if the child is in violation of Library policy.
6. We request that all unattended children be picked up at least ten minutes before closing time. Parents, guardians and responsible caregivers need to be aware of when the Library closes.
7. Children 8 years or older must know their telephone number and other contact information if they are unattended at the Library. It is a violation of Library policy to not pick up your unattended child immediately if the Library calls.

Contact of Parent or Guardian

Library staff may attempt to contact a parent, legal guardian, custodian or caregiver when:

- The health or safety of an unattended child is in doubt.
- A child is frightened while alone at the Library.
- A child has been left unattended for an extended period of time, or multiple times.
- The unattended child has not been met by a parent, legal guardian, custodian or responsible caregiver at closing time. A child is considered unattended at closing time if the child is under the age of 8 or the child needs assistance procuring transportation.

Unattended Children at Closing

If a parent, legal guardian, custodian or caregiver cannot be reached by closing time or fails to arrive within a reasonable time after being contacted, Library staff may contact law enforcement officials to take charge of the situation involving the unattended child. Library employees are not permitted to transport an unattended child or vulnerable adult under any circumstances.

If the parent, legal guardian, custodian or caregiver can be reached by closing time, the staff member shall explain the Library's policy and provide a copy of this policy.



LIBRARY PATRON RESPONSIBILITIES

Kent District Library and its branches support the right of all individuals to use the library safely and without discrimination. In order to properly maintain a clean, safe, and comfortable environment for our patrons and employees, the Kent District Library Board has adopted the following rules and responsibilities:

- Obey all laws, library policies, and local ordinances. Stealing, defacing, or damaging library equipment, materials, or facilities is not allowed.
- Respect other patrons and employees. Do not annoy or harass other persons, engage in loud or disruptive conduct, or cause a public disturbance.
- Solicitation and loitering are not allowed.
- For your children's safety, do not leave them unattended.
- To protect your personal belongings, do not leave them unattended.
- Shirt and shoes are required.
- The library is a smoke-free building.
- No pets allowed in the library.
**Service and therapy animals are permitted*
- Offensive odor, including, but not limited to odor due to poor personal hygiene or overpowering perfume or cologne, that causes a nuisance is not allowed.

Patrons who violate these rules and responsibilities will be asked to leave the library. They can appeal this decision by contacting the Executive Director or the Executive Director's designee, in accordance with KDL Policy 4.5: Right of Appeal.

KDL POLICY 4.2

USE & PRESERVATION OF LIBRARY MATERIALS & PROPERTY

LAST REVISED 10.25.18

Patrons must not deface, vandalize, or damage library property, or improperly remove Library materials, equipment, or furniture. Patrons shall be responsible to reimburse the Library for costs incurred by the Library for violating this provision. Patrons shall not cause damage by returning books containing bedbugs, cockroaches, moths, other bugs or bringing bedbugs into the Library.

KDL POLICY 4.2.1

COPYRIGHT POLICY

LAST REVISED 10.25.18

U.S. Copyright law (Title 17 U.S. Code) prohibits the unauthorized reproduction or distribution of copyrighted material, except as permitted by the principles of fair use. Additionally, individuals may not copy or distribute electronic materials including email, text, images, programs, or data without the explicit permission of the copyright holder. Any responsibility for the consequences of copyright infringement lies with the user. Kent District Library expressly disclaims any liability or responsibility arising from use of its equipment or technology including use of information obtained through its electronic information systems.

KDL POLICY 4.3

ACCEPTABLE TECHNOLOGY USE

LAST REVISED 6.14.19

The Library allows access to a variety of electronic resources. This includes the KDL catalog, the catalogs of other libraries, a variety of databases, and the Internet. The Internet stations also provide access to a variety of office software. No station provides support for all file types, browser plug-ins, or Internet technologies. The Library recognizes this is a dynamic environment with content that constantly changes.

Kent District Library neither has control over resources offered through the Internet nor has complete knowledge of what is on the Internet. Information on the Internet may be reliable and current or may be inaccurate, out-of-date, and unavailable at times. Some content may be offensive. Library users access the Internet at their own discretion. The Internet is not governed by any entity, so there are no limits or checks on the kind of information contained there. Only a user can decide on the accuracy, completeness, and currency of the content.

Consistent with the Library Privacy Act, MCL 397.601 et seq. ("Privacy Act"), and this Acceptable Use Policy, Kent District Library respects the privacy of patrons when they use a Library computer. The Library reserves the right, however, to monitor a patron's use of a Library computer for compliance with this Acceptable Use Policy. Although the Library generally shall not retain a record of a patron's use of a Library computer beyond 24 hours, the Library may retain such a record for any investigation and determination of a potential or actual violation of this Policy (including appeals).

In particular, and without limiting the foregoing, Library staff may produce a screen shot of a Library computer for evidentiary purposes if a Library staff member has a reasonable suspicion that a patron is using the computer in violation of this Acceptable Use Policy. Any record of a patron's use, including a screen shot, shall be retained by the Library only so long as appropriate for any investigation and determination regarding a potential or actual violation. By accepting this Policy prior to using a Library computer, a patron is consenting to monitoring of the patron's use of the Library computer (including screen shots).

Filtering

In accordance with Federal and State law (the Children's Internet Protection Act, 47 USC §254 and 20 USC §101, and Section 6 of the Privacy Act), all Library computers with Internet access are filtered. Note, however, that no filter is 100% effective. Parents or legal guardians are responsible for their minor child's reading, listening, and viewing of Library material, including the Internet.

Compliance with the Children's Internet Protection Act (CIPA) requires filters that block access to visual depictions that are obscene or child pornography, as defined by 47 USC §254. CIPA also requires protection against access by patrons under age 17 to visual depictions that are harmful to minors, as defined by 47 USC §254. A patron who is at least 17 years of age may request the disabling of software used to filter visual

depictions on a computer used by that patron, provided that he/she will use the unfiltered computer for bonafide research or other lawful purposes. Library staff will not inquire into the reasons for disabling the filter.

Patrons are responsible for complying with this Policy when accessing the Internet. In addition to other provisions of this Policy, patrons (including minors) shall not access visual depictions that are obscene or child pornography as defined by Federal law (47 USC§254(h)(7)(E), (F)) and shall not access or view obscene matter as defined in §2 of 1984 PA 343, MCL 752.362 (PA 343). In addition, patrons who are minors for purposes of Federal law shall not access visual depictions that are harmful to minors as defined by Federal law (47 USC§254(h)(7)(G)) and patrons who are minors under State law shall not access or view sexually explicit matter that is harmful to minors as defined in PA 343. Subject to other demands on staff time for library services, the Library staff will make a good faith effort to periodically monitor the use of Library computers by minors. Notwithstanding the foregoing, the Library holds the parents or legal guardians responsible for their minor children's use of the Internet in light of the fallibilities of filters and other demands on Library staff time.

In order to further comply with CIPA the Library has taken certain measures to assist in the safe and effective use of the Internet by individuals under the age of 17, as follows:

To address the issue of access by minors to inappropriate matter on the Internet, including material that is harmful to minors, the Library:

- a. Maintains the filtering program described above to block Internet access to visual depictions that are obscene, child pornography and, in the case of use by minors, harmful to minors.
- b. Allows adults to request that content filters be turned off.

To address the issue of the safety and security of minors when using electronic mail, chat rooms, and other forms of direct electronic communications, as well as unauthorized disclosure of, use, and dissemination of personal identification regarding minors, the Library urges minors to follow the safety guidelines below:

1. Never give out identifying information such as home address, school name, or telephone number.
2. Let parents or guardians decide whether personal information such as age or financial information should be provided online.
3. Never arrange a face-to-face meeting with someone through a computer without parent or guardian approval.
4. Never respond to messages that are suggestive, obscene, or threatening.
5. Remember that people online may not be who they say they are.

To address the issue of unauthorized access, including so-called "hacking" and other unlawful activities by minors online, minors and all other Library Internet users are required to agree to an online Internet User Agreement that states that "Library computers are not to be used for any illegal activity."

In addition, if a patron requests a specific site to be unblocked from the filtering program, the branch manager shall refer the request for review by administrative staff to determine whether it contains obscene matter or sexually explicit matter that is harmful to minors. If it does not, the administrative staff may authorize the system wide unblocking of the site. The patron will be informed of the decision in writing. The decision may be appealed in writing within ten (10) business days to the Executive Director, or the Executive Director's designee, whose decision shall be final.

Violations

The Library's computers, network, and Internet connection may not be used for any illegal activity or in an unauthorized manner in violation of this Acceptable Use Policy. Illegal acts will be prosecuted to the full extent of the law.

Users violating this Policy will first be asked to comply. For individuals who repeatedly violate this Policy after previous warnings, the Library reserves the right to prohibit use of the Library's computers, network, Internet connection, and/or the Library for a period up to 72 hours by action of the branch manager or the staff member in charge. An individual may appeal this decision to the Executive Director, or the Executive Director's designee.

The Library also reserves the right to prohibit use of the Library's computers, network, Internet connection, and/or the Library for a period of time exceeding 72 hours by action of the Executive Director. In such instances, an individual will be informed of the decision in writing by certified mail, and may appeal this decision in writing within ten (10) business days to the Executive Director, or the Executive Director's designee, whose decision shall be final.

Time and Other Limits

Each individual is allowed to use the Library's public computers one (1) hour per day. More time may be allowed if computer stations are free. Extensions for additional time are done electronically at those branches with reservation software. At branches without this software, patrons may ask staff to extend the time limit.

All computers will be electronically shut down five (5) minutes before the Library closes.

Precautions

Software and other files downloaded from the Internet may contain viruses or spyware that may infect other computers. Kent District Library is not responsible for damage or loss that may occur from use of the Library's computers.

Since the Internet is not secure, patrons are responsible to ensure that their personal data is not compromised. Sending any information, including credit card numbers, via the Internet is at the sole risk of the user. Kent District Library has no control over the security of this data.

KDL POLICY 4.3.1

PHOTOGRAPHY & VIDEOGRAPHY POLICY

LAST REVISED 10.25.18

The Kent District Library permits photography and filming under the conditions listed below to the extent that it does not interfere with the operations, programs and activities of the Library.

1. Casual amateur photography is permitted for patrons and visitors provided it does not interfere with the operations of the Library or capture any identifiable likenesses of individuals without their permission. Photographers are responsible for securing the necessary releases.
2. No commercial or media photography, including filming may occur in Library facilities without prior written permission.
3. Photos and videos from public programs and events held in Library facilities and spaces may be used in the Library's website and publications or for promotional purposes. The full names or any personal identifying information of photographed subjects will not be used to ensure the privacy of all individuals without express written approval from the subject, or if a minor, the parent or legal guardian.
4. Permission may be revoked at any time if the photographer or videographer fails to comply with the terms of this policy or other rules and regulations of the Library.

KDL POLICY 4.3.2

SOCIAL NETWORKING POLICY

LAST REVISED 10.25.18

The Kent District Library blog and sponsored social networking outlets (e.g., Facebook profiles, Twitter feeds, YouTube videos, etc.) are a place for individuals to share opinions about library related subjects. Comments are encouraged, but KDL reserves the right to edit, modify, or delete any comment. The following content will be removed:

- Potentially libelous comments
- Obscene or racist comments
- Personal attacks, insults, or threatening language
- Plagiarized material
- Private, personal information published without consent
- Commercial promotions or spam
- Comments and/or hyperlinks unrelated to a given post, forum, or discussion

The Kent District Library reserves the right to monitor all content before it is posted and to modify or remove any messages or postings that it deems, in its sole discretion, to be abusive, defamatory, in violation of the copyright, trademark right, or other intellectual property right of any third party, or otherwise inappropriate.

By posting a comment, individuals agree to indemnify the Kent District Library and its officers and employees from and against all liabilities, judgments, damages, and costs (including attorney's fees) incurred by, arising out of, or related to the content posted.

Notwithstanding the foregoing, Kent District Library is not obligated to take any such actions, and will not be responsible or liable for content posted.



LIBRARY PATRON RESPONSIBILITIES

Kent District Library provides access to technology resources and networks within a culture of openness, trust, and integrity. KDL is committed to protecting its patrons, its staff, and itself against unethical, illegal, or damaging actions by individuals using these systems. To further this end, the Kent District Library has adopted the following basic guidelines for acceptable use and a more comprehensive Acceptable Use Policy (4.2.1) to encourage ethical and responsible conduct while using computers; computer networks, including the Internet; and other electronic resources in support of the mission and goals of KDL and its branches, and to prevent infringement on rights of other patrons.

- **Be Aware:** KDL does not have control over the accuracy or appropriateness of Internet materials. All KDL computers do use filtering software in accordance with federal and state law.
- **Be Lawful:** In accordance with federal and state law, patrons should avoid viewing obscene materials. In order to safeguard minors from viewing obscene or sexually explicit matter that is harmful to them, we ask that you avoid viewing materials that show sexualized nudity or acts of sex on KDL computers or while using KDL Wi-Fi.
- **Be Cautious:** KDL cannot safeguard patrons' financial or personal information when shared on a website.

More information on Internet usage at KDL is available by reading KDL's full Acceptable Use Policy.

Patrons who violate this policy will be asked to comply. If noncompliance persists, patrons may be prohibited from using the library Internet (and possibly the library itself) for up to 72 hours. They can appeal this decision by contacting the Executive Director, or the Executive Director's designee, in accordance with KDL Policy 4.5: Right of Appeal.

KDL POLICY 4.4

DISCIPLINARY PROCESS FOR LIBRARY FACILITIES

LAST REVISED 6.14.19

The Executive Director or the Executive Director's designee may restrict access to Library facilities with immediate dismissal of the patron from the premises, by suspending the patron's access to Library facilities for a set period of time, or by denying access to specific services and/or programs pursuant to this policy. If necessary, the local police may be called to intervene.

A. Incident Reports

Library staff shall record in writing in the form of an Incident Report any violation of this policy that resulted in multiple verbal warnings or a suspension of Library privileges. By the end of the day on which the incident occurred, an Incident Report shall be written and forwarded to the Executive Director for logging and review. The report should include physical descriptions in addition to the name of the patron. A copy of the suspension of privileges letter should be attached, if applicable.

B. Violation of the Policy – Suspension of Privileges

Unless otherwise provided in this policy, (see Section C below), the Library shall handle violations as follows:

1. *Initial Violation:* Library patrons observed violating this policy will be asked to cease the violation with a verbal request. If the patron does not comply with the request, he or she will be asked to leave the building for the day. If he or she refuses, the police may be called.
2. *Subsequent Violations:* The Executive Director or the Executive Director's authorized designee may further limit or suspend the patron's Library privileges if infractions continue. Such limitation or revocation shall be in writing specifying the nature of the violation. Subsequent violations of the same rule shall result in additional suspensions of increasing length.

C. Violations that Affect Safety and Security

Violations involving verbal abuse, violence, threatening behaviors, sexual harassment, vandalism, drug sale or use or attempted drug sale or use, intoxication, theft or attempted theft, physical harassment, sexual misconduct or any behavior that threatens the safety and security of staff and/or patrons shall be handled as follows:

1. *Initial Violation:* The police will be called immediately if patron is asked to leave and does not comply. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. Violations of this nature will result in an immediate minimum two-week suspension of Library privileges in order to give the Library sufficient time to investigate the incident.

After the investigation is completed, the Executive Director or his/her designee may add additional time to the initial limitation or suspension period.

2. *Subsequent Violations:* The police will be called immediately. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. The Executive Director or the Executive Director's authorized designee, may further limit or suspend the patron's Library privileges in escalating responses, which will be documented in writing. Subsequent violations of the same rule will result in additional suspensions of increasing length.

KDL POLICY 4.5

RIGHT OF APPEAL

LAST REVISED 10.25.18

Patrons may appeal a decision to limit or suspend privileges by sending a written appeal to the Library Board within ten (10) business days of the date the privileges were suspended or limited. The appeal should be sent to the President of the Library Board. The decision of the Library Board is final.

INTRO

AGENDA ITEM FOR CONSIDERATION: Leadership Team Restructure

BOARD MEETING DATES: August 20, 2020 (first reading); September 17, 2020 (second reading)

TIMELINE: Final Implementation following board approval

PURPOSE

To inform the KDL Board of Trustees of the proposed reorganization in response to strategic planning and efforts to prioritize and streamline work.

OVERVIEW/NEEDS/BACKGROUND INFO

Upon the departure of the Director of Library Operations, KDL's Leadership Team had an opportunity to reevaluate the effectiveness of the leadership structure. The directorship roles of library services and library operations have been combined for a six-month trial duration. Two facets of staff capacity are operations and projects. Having a dedicated leadership team member to focus on system-wide projects, oversee department specific projects and lead municipality building projects will enhance the organizational effectiveness of both the leadership team and numerous project leaders throughout the library system.

Having a dedicated project-oriented role at the leadership table has been crucial to ensuring the continued development and implementation of projects as they align with the strategic plan, having consistency and efficiency with how projects are planned and executed, and how project progress is effectively communicated throughout the organization. Over the last several months of managing the organization's projects, it has become clear that to elevate the organization's success with project management means having a director level position that oversees the organization's portfolio of projects to help KDL achieve its strategic direction. Having an organizational perspective will help with streamlined communication and will continue to tear down existing silos (organizational divisions) and create a more cost-effective process while reducing redundant efforts, which have historically and commonly occurred throughout the organization. The Director of Project and Planning's core duties will be planning system-wide projects, leading the strategic plan year after year, the continued development and launch of a Project Management Office (PMO), internal communication, serving as municipality building project liaison and identifying and initiating process improvements that create cost and time efficiencies.

If created, there would be staffing implications that have been addressed and planned for.

IMPLEMENTATION

If approved, the Project Manager role would evolve into the Director of Projects and Planning role. Currently, the Project Manager role has also been splitting time doing Executive Assistant duties, so the role for a new full time Executive Assistant would be posted. The KDL Board of Trustees duties would

be reabsorbed by the individual hired to fulfill this role. The Admin Assistant would resume serving at the front desk, calendaring, scheduling and other administrative tasks for the Director of Operations and Director of Projects and Planning, along with serving as back up for the Executive Assistant.

RECOMMENDATION

Approve the Director of Planning and Projects role as described in the attached job description.

Document History:

1. First Draft – Brian Mortimore
2. Revision – Jaci Cooper, Katie Blakeslee
3. Final Draft – Lance Werner

JOB DESCRIPTION



Position: Director of Projects & Planning

Range: Non-Union (Exempt)

Reports to: Library Director

Supervises: Executive Assistant, Administrative Assistant

JOB SUMMARY

The Director of Projects & Planning directs and oversees the organization's portfolio of projects, ensuring that projects are completed on time, within budget, and within scope, and oversees process improvement and innovation functions in the organization.

DUTIES AND RESPONSIBILITIES

1. Oversees the organization's portfolio of projects; establishes a vision, objectives, and methodologies for the project management office and implements an annual operating plan towards that vision.
2. Initiates and sets goals for projects according to the strategic objectives of the organization. Creates solutions to workplace concerns and opportunities which reflect positively on Kent District Library as both an employer-of-choice and contemporary library responsive to the service needs of its taxpayers.
3. Defines the organization's project management methodology and is responsible for communicating project progress to the organization.
4. Participates on the Leadership Team consulting with other members on all phases of the Library's administrative policies, procedures, services, activities and programs.
5. Contributes and/or leads strategic planning, direction, and goal setting for the organization, and advises on interindustry best practices and trends for strategic direction.
6. Identifies ways to enhance efficiency and productivity of procedures, process, and people through process mapping and process improvement tactics.
7. Establishes project teams and distributes the project workload assigning accountabilities. Provides guidance, coaching and mentoring to staff and project teams, and input on staff's performance as it relates to their involvement in the project team.
8. Acts as library liaison regarding municipality library building projects such as builds, relocations, expansions, and renovations.
9. May attend meetings with local Library Advisory Boards, Friends of the Library organizations, governmental units, and the Lakeland Library Cooperative.
10. Performs other duties as assigned.

JOB REQUIREMENTS

1. Bachelor's or Master's degree in Business Administration, Public/Nonprofit Administration or related field preferred. Alternative to traditional educational attainment would be ten or more years in positions of proven, progressive responsibility.
2. Six to eight years of progressively more responsible experience in professional library work or project management, including four or more years in an administrative or supervisory capacity preferred.
3. Knowledge of project management methodology and best practices. Project Management Professional (PMP), LEAN, and/or Six Sigma Certification preferred.
4. Demonstrated management and leadership skills necessary to plan and administer the services which meet the goals contributing to the overall success of the Library.
5. Mastery of computer skills necessary to effectively perform all areas of job responsibilities including Microsoft Office 365, Planner, and the ability to learn new software applications as needed.
6. High level of interpersonal and communications skills necessary to interact with project teams, various levels of community members and stakeholders. Excellent oral and written communication is also required.
7. Must maintain confidentiality and exercise judgment and independent decision-making in interactions with staff members and the public.
8. Strong analytical and problem-solving skills.
9. Knowledge of budgeting; management; work force planning; employee training and development; supervision; and library structure and process.
10. Ability to adapt to frequent change in a highly complex and fast-paced environment, and willingness to try new approaches.
11. Excellent team building skills and ability to interact with people from all organizational levels to build consensus through negotiation and diplomacy.
12. Ability to understand the work environment and competing priorities in conjunction with developing and meeting project goals.
13. Ability to travel between work locations and related places of business as needed.

WORKING CONDITIONS

1. Generally will work within a normal office environment, with minimal discomfort due to extreme temperatures, dust, and noise.
2. May require frequent travel between KDL locations, and may include out of county travel for meetings and conferences.

3. Work hours may be varied, including evenings and weekend hours.
4. Frequent sitting/standing in one position for extended periods of time.

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

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