

Kent  
District  
Library



-02-

BOARD OF TRUSTEES  
MEETING PACKET

FEBRUARY 2021



## BOARD OF TRUSTEES

### Meeting Agenda

#### LOCATION

Held via remote connection per Michigan Senate Bill 1108

#### DATE & TIME

Thursday, February 18, 2021 at 4:30 PM.

#### 1. CALL TO ORDER

#### 2. PLEDGE OF ALLEGIANCE

#### 3. CONSENT AGENDA\*

- A. Approval of Agenda
- B. Approval of Minutes: January 21, 2021
- C. Request for Closing: Grandville Branch 2-3 weeks in early April and a 2--day closure of curbside to accommodate renovations.

#### 4. REGIONAL MANAGER UPDATE – Liz Knapp + Craig Bruno

#### 5. LIAISON REPRESENTATIVE COMMENTS

#### 6. PUBLIC COMMENTS\*\*

#### 7. FINANCE REPORTS – January 2021\*

#### 8. LAKELAND LIBRARY COOPERATIVE REPORT

#### 9. DIRECTOR'S REPORT

#### 10. NEW BUSINESS

- A. Issue Analysis - Annual Patron Unmet Needs Survey
- B. Policy Manual – Section 1 Collection + Reference Policy- *First Reading\**
- C. New Policy - KDL Policy Manual – Section 2.7 Beyond Books – *First Reading\**

#### 11. LIAISON REPRESENTATIVE COMMENTS

#### 12. PUBLIC COMMENTS\*\*

#### 13. BOARD MEMBER COMMENTS

#### 14. MEETING DATES

Next Regular Meeting: Thursday, March 18, 2021 – KDL Service Center/Zoom, 4:30 PM

#### 15. ADJOURNMENT



## BOARD OF TRUSTEES

### Meeting Minutes

#### LOCATION

Held via remote connection per Michigan Senate Bill 1108

#### DATE + TIME

Thursday, January 21, 2021 at 4:30 PM

**BOARD PRESENT:** Shirley Bruursema, Peter Dykhuis, Andrew Erlewein, Sheri Gilreath-Watts, Charles Myers, Tom Noreen, Caitie S. Oliver, Penny Weller

**BOARD ABSENT:** None.

**STAFF PRESENT:** Josh Bernstein, Jaci Cooper, Sheri Glon, Randy Goble, Kim Lindsay, Annette Miller, Kelaine Mish, Brian Mortimore, Elvia Myers, Scott Ninemeier, Christine Mwangi, Kurt Stevens, Lance Werner, Carrie Wilson

**GUESTS PRESENT:** Dan Kasunic

#### 1. CALL TO ORDER

Chair Bruursema called the meeting to order at 4:31 PM.

#### 2. PLEDGE OF ALLEGIANCE

#### 3. CONSENT AGENDA\*

- A. Approval of Agenda
- B. Approval of Minutes: December 17, 2020, Open & Closed Sessions
- C. Request for Closing – Cascade Branch to continue curbside from January 19-31, 2021 to accommodate construction for a new aquarium.

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

**Support:** Supported by Ms. Weller.

**RESULT:** Motion carried.

#### 4. LIAISON REPRESENTATIVE COMMENTS – none

**5. PUBLIC COMMENTS\*\*** – Ms. Bruursema announced that the Board of Commissioners approved the reappointments of Penny Weller and Peter Dykhuis to the KDL Board of Trustees for a four-term beginning January 1, 2021.

#### 6. FINANCE REPORTS - December 2020\*

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

- Cash appears to be up to \$2 million due to the advance of property taxes
- KDL is 100% through the fiscal year, has received 98% of budgeted annual revenues, and has spent 87% of budget expenditures (does not include all YE accruals at this point).
- The two largest checks written for December were made to Lake Michigan Credit Union for a little over \$351,000.00 for employee HSA Accounts for the fiscal year 2021, and to Ingram Library Services for the \$109,055.11 for materials for the Amy Van Andel Library and Community Center.

**Motion:** Mr. Myers moved to receive and file December 2020 finance reports as presented.

**Support:** Supported by Mr. Erlewein.

**RESULT:** Motion carried.

## 7. LAKELAND LIBRARY COOPERATIVE REPORT

Chair Bruursema states that LLC had no new business and the personal committee elected to give staff a 1% wage increase. LLC has 42 branches/library going through similar changes in its infrastructure as KDL and depending on the mileage campaign, it may have acquired a new building that could be utilized as the Ionia Library.

## 8. DIRECTOR'S REPORT – December 2020

- Executive Director Werner recognized Kentwood Regional Manager I, Cheryl Cammenga, who has served with KDL for 41 years and KDL was named Star Library by Library Journal again.
- Executive Director Werner introduced Christine Mwangi in her new capacity as Director of Fund Development, a new role on the KDL Leadership Team, formerly a department management level position.
- Ms. Mwangi announced that the position of Volunteer Coordinator has been filled by Corey Archambault and she has been visiting branches to build relationships and find innovative ways to utilize her expertise within KDL. Ms. Archambault comes to KDL with previous experience as an AmeriCorps Program Director for Hannan Center in Detroit.
- Ms. Mwangi also celebrates contributions for the 2020 End of Year Campaign was a little over \$33,000.00, which was comparable to years past.
- Director of Branch Operations, Carrie Wilson welcomed Comstock Park/Plainfield Regional Manager I, Scott Ninemeier, who previously served as the General Manager of the Kent Country Club and brings with him a deep level of experience in leadership, customer service, and hospitality. Mr. Ninemeier is honored to meet the KDL Board of Trustees and appreciates the warm welcome.
- Ms. Wilson asks Byron Center/Grandville Regional Manager I, Josh Bernstein, to give an update on the Grandville Branch construction. Mr. Bernstein states that construction in the north and west expansion is fully enclosed and roofed in. The majority of drywall is up in the west expansion. Grandville branch construction is on pace for completing these portions by Spring Break 2021 and will move operations to renovate the existing library with completion by the fall of 2021.



- Director of Projects and Planning, Jaci Cooper reminds the Board of Trustees of the tour scheduled at the Amy Vandal Library and Community Center on Monday, January 25 at 4:30 PM. She also gives an update that Erhardt Construction is finishing up with the floors in the community space, the staircase and that the tile for the fireplace is on backorder. The potential soft opening date is on Friday, February 5<sup>th</sup> with curbside services and 30% occupancy. This will be a progressive opening with a dedication in mid to late March.
- Director of IT, Kurt Stevens gives his appreciation to the Board of Trustees for the extra time they approved for data center migration. It was a success with minor tweaks and adjustments that the IT team is working through. Mr. Stevens is appreciative of the attention to detail that the IT team did to migrate hundreds of gigabytes of data, programs, and servers.

The Board asked questions of staff and staff responded.

## 9. NEW BUSINESS

### A. 2021 Conflict of Interest Statements and Board Code of Ethics

The Board was mailed the Conflict of Interest Statement and the Board Code of Ethics form for 2021 and was asked to email or mail back the signed documents in the self-address envelope to Executive Assistant Elvia Myers.

### B. 2021 Credit Card Agreement

The Board was mailed the Credit Card Agreement for 2021 and was asked to email or mail back the signed documents in the self-address envelope to Executive Assistant Elvia Myers.

### C. 2021 KDL Board of Trustees Meeting Change: September 2021

Due to a scheduling conflict with the Liberty Libations Gala at Frederik Meijer Garden, KDL administration requested the September Board of Trustees meeting to be moved to September 23 rather than September 16.

**Motion:** Ms. Oliver moved to approve the date change to the 2021 KDL Board of Trustees Schedule.

**Support:** Supported by Ms. Gilreath-Watts.

**RESULT:** Motion carried.

### D. Library Director's Evaluation\*

**Motion:** Mr. Myers moved to approve and file the 2020 Library Director Evaluation.

**Support:** Supported by Ms. Oliver.

**RESULT:** Motion carried.

### E. Rehmann Update on KDL Finance Department Systems Review

Interim Director of Finance (Contracted from Rehmann) Kim Lindsay takes a second to thank the accounting team for the great work, leadership team, and all that he has come in contact with for dedication to KDL. Lindsay is actively working on issues that were addressed in the Rehmann report. He informs the KDL Board of Trustees that he is working with payroll to streamline the process and the budget amendment will be presented differently the next time they view it. In efforts to assist leaders to get through their charts of accounts monthly, Lindsay has modified the process which in turn will decrease line

items on the budget report. Starting in February, a trial of an automating process to generate reports will begin, looking at efficiency in credit cards, invoices, and licensing. The Board of Trustees should look forward to a new purchase policy for review and adoption after all this work is completed.

**F. New Policy – KDL Policy Manual Section 4.1.22 Face Mask Requirement during Pandemic – First Reading\***

**Motion:** Ms. Oliver moved to adopt the addition of policy 4.1.22 Face Mask Requirement during Pandemic to the KDL Policy Manual as revised.

**Support:** Supported by Ms. Weller.

**RESULT:** Motion carried

**10. LIAISON REPRESENTATIVE COMMENTS – None**

**11. PUBLIC COMMENTS\*\* None.**

**12. BOARD MEMBER COMMENTS**

**Ms. Bruursema** – Chair Bruursema attended the MLK Virtual Breakfast and found it remarkably interesting. She is looking forward to a good year and welcomed Mr. Ninemeier. Chair Bruursema is excited to tour the Amy Van Andel Library and Community Center. She is hopeful for the day when KDL Board of Trustees meetings are in person again.

**Mr. Erlewein** – Mr. Erlewein asked what steps leadership took on from the feedback of the Strategic Plan survey. Ms. Cooper cited the implementation of the annual awareness survey for every December and reporting back to staff on metrics. As well as, to continue to have conversations and let the strategic framework guide decision making. Director of Human Resources, Brian Mortimore added that communication and follow through with KDL staff is key.

**Mr. Dykhuis** – Mr. Dykhuis excited and grateful to be reappointed for a full four-term as Board of Trustees with KDL. He anticipates visiting the Grandville Branch soon and stated that as a big eBook user, he personally contributed to the spike in eBook usage.

**Ms. Gilreath-Watts** – Ms. Gilreath-Watts thanked KDL for being able to attend the Urban League MLK Virtual Breakfast. She was impressed with the commitment to the community and the impact to Grand Rapids at large. She was excited to see that KDL collected 400,000 items and checked out 125,000 items. Ms. Gilreath-Watts appreciates the collaboration that KDL has with the Kent County Health Department. KCHD has been a valuable resource guiding KDL and other organizations through this pandemic. She welcomed Mr. Ninemeier to KDL and thanked KDL for holiday cards and gifts.

**Mr. Myers** – Mr. Myers highlighted e-circulation which went up by 31% from a year ago. He is immensely proud of the KDL Board of Trustees for their commitment and attendance this past year.

**Mr. Noreen** – Mr. Noreen is appreciative of the book bundles and understands their popularity. Mr. Noreen welcomed Mr. Ninemeier and congratulated Ms. Mwangi as the newest leadership team member. He thanked Mr. Stevens for assisting with his IT needs. He also states that he is excited to see the Amy Van Andel Library and Community Center.

**Ms. Oliver** – Ms. Oliver looks forward as well when the KDL Board of Trustee meeting will occur in person. She is excited to tour the Amy Van Andel Library and Community Center in Ada.

**Ms. Weller** – Ms. Weller is excited to be able to visit the libraries in her region again and is looking forward to the opportunity when KDL Board of Trustee meetings will occur in person again.

### 13. MEETING DATES

*Regular Meeting: Thursday, February 18, 2021 – Kent District Library or via Zoom, 4:30 PM*

### 14. ADJOURNMENT

**Motion:** Ms. Weller moved for adjournment at 5:37 PM.

**Support:** Supported by Mr. Erlewein

**RESULT:** Motion carried.



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ADMINISTRATIVE APPROVAL FOR DISTRIBUTION



8 February 2021

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

Dear Board of Trustees:

I am writing today to ask for an in branch closure of approximately 2 weeks starting on or near April 10 and a 1 or 2 day closure of curbside, likely on April 15. The building project is currently progressing well. At this point the expectation is that the 1<sup>st</sup> or 2<sup>nd</sup> week in April the North Addition (staffing space and drive up book drop) and West Addition (new community room and adjoining spaces) will both be finished and ready for occupation. This timing is subject to change by about a week in either direction based on construction progress. At this point we will need to move staffing operations back into the North Addition (operations are currently based in the old program room and a few other corners of the library) and will move a temporary collection into the West Addition in order to continue offering library services for the next 6 months while the interior of the existing library is renovated and updated.

In order to make that move we will need at least 2 weeks, but possibly a bit longer in order to remove from the shelves the portion of the collection (about half of the total collection) targeted to move temporarily into the west addition. We will work with Fishbeck and Library Design Associates to tear down shelving and re assemble it in the west addition, and then re-shelve that collection prior to packing up and storing the remaining portions of the collection. Additionally we will work to move staff operations back into the north addition and then work with the city to remove anything else left in the library that needs to be stored, sold, or disposed of (furniture, artwork, etc...). Most of this can be done while offering curbside, but we will need at least a day without that in order to move holds, set up new shelving, replace them, and do the same with computer systems and phone systems.

Exact timing and dates will come into sharper focus as we near that point but I wanted to have this on your agenda now as the next meeting is so close to the needed closure and I wanted a chance to answer any questions if you had them. I will note that depending on the exact date that we are allowed to start this move, some or all of spring break could be included in this closing. Given that we plan to continue to offer curbside and that we aren't able to offer in branch programming or larger group gathering at the moment anyway I don't anticipate this being a major issue.

Thanks in advance for your consideration and flexibility as we continue along with this project.

Sincerely,

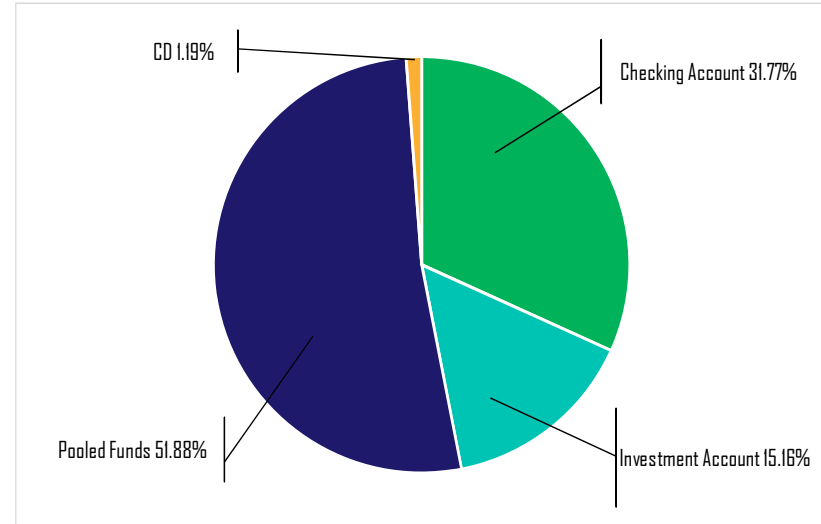
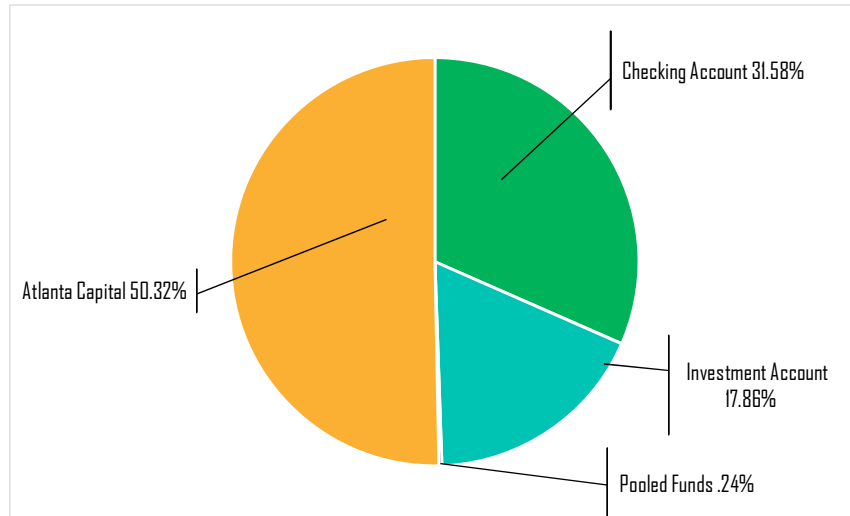
A handwritten signature in black ink, appearing to read "Joshua Bernstein".

Joshua Bernstein  
Grandville Branch Manager

cc: Lance Werner, Executive Director



## Monthly Cash Position Per Bank Month ended January 31



2021		
Account	Rate	Amount
Huntington Checking Account	0.000%	\$7,476,935.97
Huntington Investment Account	0.001%	\$4,229,396.23
*Kent County Pooled Funds	0.750%	\$56,505.92
Atlanta Capital Investments		\$11,912,177.00
		<u>\$23,675,015.12</u>

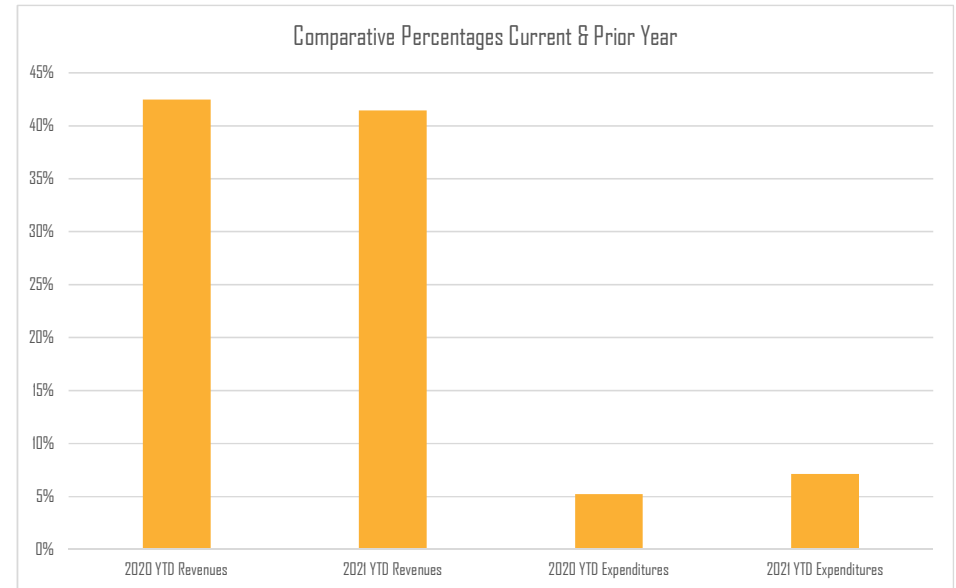
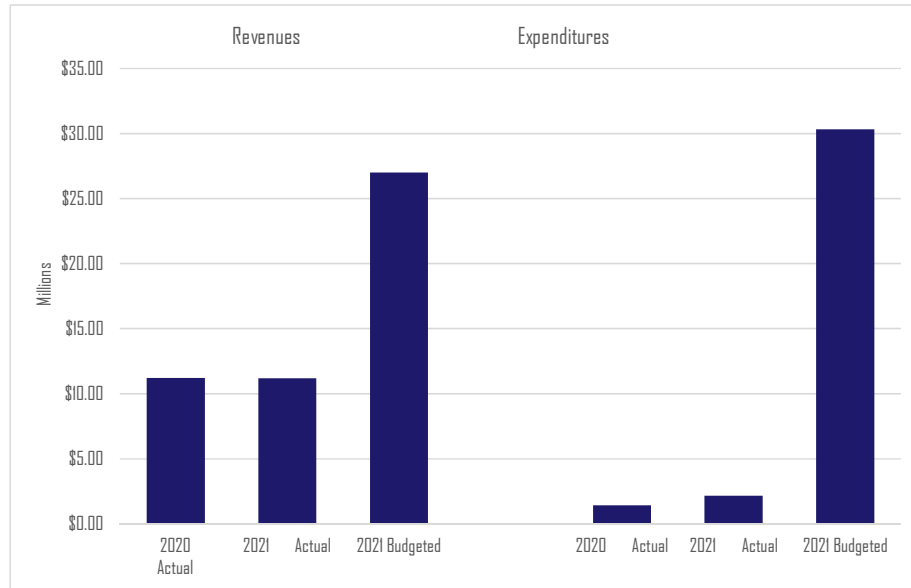
2020		
Account	Rate	Amount
Huntington Checking Account	0.400%	\$7,231,926.41
Huntington Investment Account	1.405%	\$3,450,477.16
*Kent County Pooled Funds	2.105%	\$11,810,913.03
First National Bank	2.580%	\$270,387.52
		<u>\$22,763,704.12</u>

\* Includes Trust Pooled fund balances

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



## Monthly Revenues and Expenditures Month ended January 31



### Budget to Actual with Prior Year Comparison

#### Revenues

2020 Actual	\$	11,235,900
2021 Actual	\$	11,207,711
2021 Budgeted	\$	27,025,126

#### Expenditures

2020 Actual	\$	1,432,421
2021 Actual	\$	2,162,662
2021 Budgeted	\$	30,334,272

### Comparative Percentages Current & Prior Year

#### Account

Account	Amount
2020 YTD Revenues	42.5%
2021 YTD Revenues	41.5%
2020 YTD Expenditures	5.2%
2021 YTD Expenditures	7.1%

Kent District Library  
Statement of Revenues and Expenditures  
101 - General Fund  
From 1/1/2021 Through 1/31/2021  
(In Whole Numbers)

	YTD Actual	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
Revenues				
Property Taxes	11,158,722	24,272,208	(13,113,486)	(54)%
Penal Fines	0	550,000	(550,000)	(100)%
Charges for Services	830	35,000	(34,170)	(98)%
Interest Income	15,619	253,500	(237,881)	(94)%
Public Donations	31,030	376,945	(345,915)	(92)%
Other Revenue	1,510	701,400	(699,890)	(100)%
State Sources	0	836,073	(836,073)	(100)%
Total Revenues	11,207,711	27,025,126	(15,817,415)	(59)%
Expenditures				
Salaries and Wages	975,810	13,004,693	12,028,883	92 %
Employee Benefits	94,637	4,218,780	4,124,143	98 %
Collections - Digital	574,966	2,154,425	1,579,459	73 %
Collections - Physical	149,834	2,392,571	2,242,737	94 %
Supplies	13,721	862,428	848,707	98 %
Contractual and Professional Services	41,629	1,821,546	1,779,917	98 %
Programming and Outreach	1,553	373,580	372,027	100 %
Maintenance and Utilities	220,824	2,167,877	1,947,052	90 %
Staff Development	795	225,826	225,031	100 %
Board Development	0	11,450	11,450	100 %
Other Expenditures	85,694	936,208	850,514	91 %
Capital Outlay	3,199	2,164,889	2,161,690	100 %
Total Expenditures	2,162,662	30,334,272	28,171,611	93 %
Excess Revenue Over (Under) Expenditures	9,045,049	(3,309,146)	12,354,195	(373)%

**Kent District Library**  
Statement of Revenues and Expenditures  
101 - General Fund  
From 1/1/2021 Through 1/31/2021  
(In Whole Numbers)

	YTD Ending January 31, 2020	YTD Ending January 31, 2021	Total Variance
Revenues			
Property Taxes	11,196,776	11,158,722	(38,054)
Charges for Services	10,275	830	(9,445)
Interest Income	3,216	15,619	12,403
Public Donations	24,436	31,030	6,594
Other Revenue	1,197	1,510	313
Total Revenues	11,235,900	11,207,711	(28,190)
Expenditures			
Salaries and Wages	617,663	975,810	358,147
Employee Benefits	59,731	94,637	34,907
Collections - Digital	431,007	574,966	143,960
Collections - Physical	114,921	149,834	34,913
Supplies	14,481	13,721	(760)
Contractual and Professional Services	19,140	41,629	22,489
Programming and Outreach	6,707	1,553	(5,155)
Maintenance and Utilities	55,032	220,824	165,792
Staff Development	2,706	795	(1,911)
Other Expenditures	76,718	85,694	8,975
Capital Outlay	34,315	3,199	(31,116)
Total Expenditures	1,432,421	2,162,662	730,241
Excess Revenue Over (Under) Expenditures	9,803,480	9,045,049	(758,431)



**Kent District Library**  
Statement of Revenues and Expenditures  
101 - General Fund  
From 1/1/2021 Through 1/31/2021  
(In Whole Numbers)

	Current Month	2021 YTD	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
<b>Revenues</b>					
<b>Property Taxes</b>					
4402 Current property taxes	11,149,004	11,149,004	24,006,516	(12,857,512)	(54)%
4412 Delinquent personal property taxes	585	585	10,000	(9,415)	(94)%
4432 DNR - PILT	5,675	5,675	16,000	(10,325)	(65)%
4437 Industrial facilities taxes	3,458	3,458	239,692	(236,234)	(99)%
Total Property Taxes	11,158,722	11,158,722	24,272,208	(13,113,486)	(54)%
<b>Penal Fines</b>					
4581 Penal fines	0	0	550,000	(550,000)	(100)%
Total Penal Fines	0	0	550,000	(550,000)	(100)%
<b>Charges for Services</b>					
4650 Printing/fax fees	2	2	10,000	(9,998)	(100)%
4660 Other Patron Fees	57	57	5,000	(4,943)	(99)%
4685 Materials replacement charges	771	771	20,000	(19,229)	(96)%
Total Charges for Services	830	830	35,000	(34,170)	(98)%
<b>Interest Income</b>					
4664 Interest Earned on Restricted Investments	0	0	1,000	(1,000)	(100)%
4665 Interest earned on deposits and investments	15,602	15,602	250,000	(234,398)	(94)%
4666 Interest Earned - Property Taxes	17	17	2,500	(2,483)	(99)%
Total Interest Income	15,619	15,619	253,500	(237,881)	(94)%
<b>Public Donations</b>					
4673 Restricted donations	18,097	18,097	176,945	(158,848)	(90)%
4674 Unrestricted donations	12,934	12,934	200,000	(187,066)	(94)%
Total Public Donations	31,030	31,030	376,945	(345,915)	(92)%
<b>Other Revenue</b>					
4502 Universal Service Fund - eRate	0	0	696,900	(696,900)	(100)%
4668 Royalties	309	309	4,500	(4,191)	(93)%
4686 Sale of Equipment	105	105	0	105	0 %
4688 Miscellaneous	78	78	0	78	0 %
4690 CARES Act - Emergency Sick Leave Credit	1,018	1,018	0	1,018	0 %
Total Other Revenue	1,510	1,510	701,400	(699,890)	(100)%
<b>State Sources</b>					
4540 State Aid	0	0	315,000	(315,000)	(100)%
4541 State aid - LBPH/TBBC	0	0	41,073	(41,073)	(100)%
4548 Renaissance Zone reimbursement	0	0	75,000	(75,000)	(100)%
4549 Personal Property tax reimbursement	0	0	405,000	(405,000)	(100)%
Total State Sources	0	0	836,073	(836,073)	(100)%
Total Revenues	11,207,711	11,207,711	27,025,126	(15,817,415)	(59)%
<b>Expenditures</b>					
<b>Salaries and Wages</b>					
5700 Board Stipend	240	240	3,720	3,480	94 %
5706 Extra duty stipends	0	0	5,202	5,202	100 %
5713 Salary & Wages	975,570	975,570	12,995,772	12,020,202	92 %
Total Salaries and Wages	975,810	975,810	13,004,693	12,028,883	92 %
<b>Employee Benefits</b>					

**Kent District Library**  
Statement of Revenues and Expenditures  
101 - General Fund  
From 1/1/2021 Through 1/31/2021  
(In Whole Numbers)

		Current Month	2021 YTD	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
5709	FICA	72,608	72,608	993,840	921,232	93 %
5716	Defined Benefit Pension Plan Expenditures	0	0	80,959	80,959	100 %
5717	Defined Contribution Pension Plan Contributions	44,658	44,658	737,736	693,077	94 %
5718	Employee Health Benefits	(31,921)	(31,921)	1,754,802	1,786,723	102 %
5720	HSA/Flex	0	0	409,580	409,580	100 %
5723	Retiree Health Care OPEB	(466)	(466)	1,800	2,266	126 %
5724	Life Insurance	0	0	30,048	30,048	100 %
5725	Additional Life Insurance	361	361	28,377	28,016	99 %
5727	Gradifi Student Loan Assistance	4,377	4,377	138,532	134,155	97 %
5728	YMCA Membership Support	20	20	16,301	16,281	100 %
5730	Other Employee Benefits	5,000	5,000	16,804	11,804	70 %
5842	Unemployment Claims	0	0	10,000	10,000	100 %
	Total Employee Benefits	94,637	94,637	4,218,780	4,124,143	98 %
	Collections - Digital					
5785	Cloud Library/OverDrive	350,000	350,000	1,400,000	1,050,000	75 %
5786	Hoopla	102,500	102,500	410,000	307,500	75 %
5787	Digital Collection	73,645	73,645	107,795	34,150	32 %
5788	Miscellaneous Electronic Access	48,821	48,821	236,630	187,809	79 %
	Total Collections - Digital	574,966	574,966	2,154,425	1,579,459	73 %
	Collections - Physical					
5791	Subscriptions	5,854	5,854	77,600	71,746	92 %
5815	KDL Cruisers	0	0	29,991	29,991	100 %
5871	Branch Local Materials - Restricted Donation Expenditures	0	0	14,325	14,325	100 %
5982	Collection Materials - Depreciable	72,692	72,692	1,143,280	1,070,588	94 %
5983	CD/DVD Collection Materials - Non-Depreciable	30,065	30,065	551,750	521,685	95 %
5984	Beyond Books Collection - Non-Depreciable	41,223	41,223	575,625	534,402	93 %
	Total Collections - Physical	149,834	149,834	2,392,571	2,242,737	94 %
	Supplies					
5750	Collection Processing & AV Supplies	7,453	7,453	199,411	191,959	96 %
5751	Office & Misc Supplies	202	202	118,039	117,837	100 %
5752	Paper	710	710	29,340	28,630	98 %
5754	Disposable Technology <\$1000	(294)	(294)	0	294	0 %
5755	Maintenance Supplies - Custodial	1,112	1,112	47,160	46,049	98 %
5760	Technology & Accessories <\$1000	486	486	165,670	165,184	100 %
5764	KDL Staff Event Supplies	0	0	26,000	26,000	100 %
5766	Team KDL Supplies	259	259	0	(259)	0 %
5767	New EE Shirts/Tote Bags	0	0	5,000	5,000	100 %
5768	Promotions Supplies	0	0	33,743	33,743	100 %
5770	Other Awards/Prizes	0	0	115,645	115,645	100 %
5771	Non-Alcoholic Beverages	254	254	19,722	19,468	99 %
5790	Books (not for circulation)	0	0	10,500	10,500	100 %
5799	Miscellaneous Supplies	3,120	3,120	0	(3,120)	0 %
5851	Mail/Postage	415	415	27,875	27,460	99 %
5900	Copier/Printer Overage Charges	5	5	64,323	64,318	100 %

**Kent District Library**  
Statement of Revenues and Expenditures  
101 - General Fund  
From 1/1/2021 Through 1/31/2021  
(In Whole Numbers)

	Current Month	2021 YTD	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
Total Supplies	13,721	13,721	862,428	848,707	98 %
Contractual and Professional Services					
5792 Software	3,762	3,762	623,750	619,988	99 %
5801 Professional & Consulting Services	0	0	523,008	523,008	100 %
5804 Other Consultants	6,000	6,000	0	(6,000)	0 %
5805 Audit Services	0	0	34,000	34,000	100 %
5806 Legal Services	0	0	50,000	50,000	100 %
5809 Temporary Contracted Employees	0	0	15,000	15,000	100 %
5813 Delivery Services	8,338	8,338	154,368	146,031	95 %
5814 Security Services	740	740	53,316	52,576	99 %
5817 Lakeland Library Co-op services	1,428	1,428	4,950	3,523	71 %
5818 Shredding services	0	0	550	550	100 %
5819 Drug Screenings/background checks	150	150	3,500	3,350	96 %
5823 Inspection Services	0	0	3,200	3,200	100 %
5825 KDL Staff Event Services	0	0	23,950	23,950	100 %
5827 Catering	0	0	33,800	33,800	100 %
5829 Custodial/cleaning services	430	430	29,450	29,020	99 %
5830 Other Contracted Services	3,475	3,475	0	(3,475)	0 %
5836 Employee & Partner Care (Flowers, Etc)	655	655	6,500	5,845	90 %
5890 ILS Fees	0	0	147,620	147,620	100 %
5891 Licenses and Fees	3,631	3,631	4,685	1,054	22 %
5893 Marc Records License	1,115	1,115	7,500	6,385	85 %
5956 Other Benefits Administration Fees	5,554	5,554	34,500	28,946	84 %
5957 Pension Administration Fees	0	0	6,600	6,600	100 %
5958 Payroll processing fees	5,111	5,111	41,000	35,889	88 %
5960 Banking Fees	381	381	8,450	8,069	95 %
5961 TSYS/Credit Card Fees	860	860	11,850	10,990	93 %
Total Contractual and Professional Services	41,629	41,629	1,821,546	1,779,917	98 %
Programming and Outreach					
5794 Outreach Supplies	862	862	0	(862)	0 %
5795 Programming & Outreach Supplies	341	341	157,490	157,149	100 %
5865 Programming Services	100	100	34,165	34,065	100 %
5885 Speakers/Performers	250	250	181,475	181,225	100 %
5950 Airport Free Library	0	0	450	450	100 %
Total Programming and Outreach	1,553	1,553	373,580	372,027	100 %
Maintenance and Utilities					
5810 IT Infrastructure Services	58,228	58,228	400,000	341,772	85 %
5822 Maintenance Contracts	700	700	7,300	6,600	90 %
5848 Mobile Hotspots	1,964	1,964	20,204	18,240	90 %
5849 Cell Phones/ Stipends	2,059	2,059	30,692	28,633	93 %
5850 Telephones	2,100	2,100	32,392	30,292	94 %
5852 Internet/Telecomm Services	47,384	47,384	668,042	620,657	93 %
5918 Water/Sewer	0	0	3,500	3,500	100 %
5919 Waste Disposal	398	398	6,100	5,702	93 %
5920 Electric	0	0	75,000	75,000	100 %
5921 Natural Gas	0	0	15,000	15,000	100 %
5925 Lawn care & Snowplowing	0	0	26,300	26,300	100 %
5928 Branch Maintenance Fees	103,929	103,929	420,907	316,978	75 %
5929 Land Repair and Maintenance	0	0	3,300	3,300	100 %

**Kent District Library**  
Statement of Revenues and Expenditures  
101 - General Fund  
From 1/1/2021 Through 1/31/2021  
(In Whole Numbers)

		Current Month	2021 YTD	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
5930	Building Repair and Maintenance	2,285	2,285	88,000	85,715	97 %
5931	Equipment Repair and Maintenance	0	0	24,750	24,750	100 %
5932	Vehicle Repairs and Maintenance	0	0	12,900	12,900	100 %
5933	Software & IT Hardware Maintenance Agreements	0	0	93,168	93,168	100 %
5934	Other Repair and Maintenance	0	0	1,450	1,450	100 %
5940	Rentals	1,268	1,268	186,064	184,797	99 %
5941	Printer/Copier Leases	509	509	52,808	52,299	99 %
	Total Maintenance and Utilities	220,824	220,824	2,167,877	1,947,052	90 %
	Staff Development					
5910	Staff Development & Conferences	795	795	214,596	213,801	100 %
5913	Travel/Lodging	0	0	11,230	11,230	100 %
	Total Staff Development	795	795	225,826	225,031	100 %
	Board Development					
5908	Board Development	0	0	1,400	1,400	100 %
5909	Board Travel/Lodging	0	0	10,050	10,050	100 %
	Total Board Development	0	0	11,450	11,450	100 %
	Other Expenditures					
5759	Gas, Oil, Grease	0	0	9,220	9,220	100 %
5860	Parking	0	0	6,245	6,245	100 %
5861	Mileage Reimbursement	1,318	1,318	72,014	70,697	98 %
5870	Branch Local Misc - Restricted Donation Expenditures	772	772	212,620	211,848	100 %
5873	Website	0	0	134,060	134,060	100 %
5874	Employment Advertising	0	0	1,000	1,000	100 %
5875	System Advertising	12,376	12,376	97,150	84,774	87 %
5879	Branch Advertising	0	0	3,525	3,525	100 %
5884	Royalty Free Creative(Photography, Video, etc)	0	0	8,700	8,700	100 %
5901	Outsourced Printing & Publishing	0	0	61,500	61,500	100 %
5906	Promotions/Marketing	0	0	9,420	9,420	100 %
5912	Meetings	28	28	31,550	31,522	100 %
5915	Memberships, Dues & Fees	12	12	66,135	66,123	100 %
5935	Property Liability Insurance	64,505	64,505	62,920	(1,585)	(3)%
5936	Vehicle Liability Insurance	5,012	5,012	15,500	10,488	68 %
5937	Flood Insurance	0	0	20,000	20,000	100 %
5938	Bond Insurance	0	0	11,873	11,873	100 %
5939	Workers Compensation Insurance	869	869	48,000	47,131	98 %
5942	Errors and Omissions Insurance	0	0	25	25	100 %
5955	Miscellaneous	800	800	5,870	5,070	86 %
5959	Sales Taxes	0	0	500	500	100 %
5964	Property Tax Reimbursement	2	2	55,380	55,378	101 %
5965	MEL Return Items	0	0	3,000	3,000	100 %
	Total Other Expenditures	85,694	85,694	936,208	850,514	91 %
	Capital Outlay					
5974	Land Improvements - Depreciable	0	0	200,000	200,000	100 %
5975	Building Improvements - Non-Depreciable	0	0	650,000	650,000	100 %

**Kent District Library**  
Statement of Revenues and Expenditures  
101 - General Fund  
From 1/1/2021 Through 1/31/2021  
(In Whole Numbers)

		Current Month	2021 YTD	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
5977	Technology - Non-Depreciable (\$1000-4999)	0	0	724,584	724,584	100 %
5979	Equipment/Furniture - Non-Depreciable (\$0-4999)	3,199	3,199	580,275	577,076	99 %
5980	Equipment/Furniture - Depreciable (\$5000+)	0	0	10,030	10,030	100 %
	Total Capital Outlay	<u>3,199</u>	<u>3,199</u>	<u>2,164,889</u>	<u>2,161,690</u>	<u>100 %</u>
	Total Expenditures	<u>2,162,662</u>	<u>2,162,662</u>	<u>30,334,272</u>	<u>28,171,611</u>	<u>93 %</u>
	Excess Revenue Over (Under) Expenditures	<u>9,045,049</u>	<u>9,045,049</u>	<u>(3,309,146)</u>	<u>12,354,195</u>	<u>(373)%</u>

**Kent District Library**  
Check/Voucher Register - Check Register - Board Report  
From 1/1/2021 Through 1/31/2021

Check Number	Vendor Name	Check Amount	Check Date
81208	IP Consulting, Inc.	108,848.79	1/28/2021
81110	Ingram Library Services Llc	94,445.05	1/13/2021
81166	Citizens Insurance Company	66,085.00	1/28/2021
81182	Everstream Holding LLC- Michigan	45,077.00	1/28/2021
9868190515	Verizon Wireless - MiFi Routers & Cell phones	41,684.76	1/25/2021
9870311051	Verizon Wireless - MiFi Routers & Cell phones	41,610.56	1/25/2021
80993	Accident Fund	41,536.00	1/13/2021
81207	Interphase Office Interiors, Inc.	41,017.73	1/28/2021
81175	Comerica Bank	25,093.31	1/28/2021
81231	Newsbank, Inc.	23,079.00	1/28/2021
81131	Midwest Tape	20,888.69	1/13/2021
81006	Findaway World, Llc	18,132.39	1/13/2021
01202021	The Huntington Bank - Michigan	17,041.89	1/20/2021
81171	City Of Wyoming - Treasurer's Office	15,385.13	1/28/2021
81168	City Of Kentwood Treasurer	15,363.47	1/28/2021
M0136542358	American Heritage Life Insurance Company / Allstate Benefits	15,211.17	1/12/2021
81245	The Executive Committee, INC - A Vistage Company	13,270.00	1/28/2021
81206	Ingram Library Services Llc	12,506.99	1/28/2021
81146	Crosby And Henry	11,581.00	1/22/2021
81236	ProQuest LLC	11,356.80	1/28/2021
81141	Thomas Klise/Crimson Multimedia	10,765.00	1/13/2021
81167	City Of East Grand Rapids	10,106.25	1/28/2021
80998	Baker & Taylor	8,526.14	1/13/2021
81161	Cascade Charter Township	8,217.38	1/28/2021
81222	Midwest Tape	7,983.64	1/28/2021
81210	Kellogg & Sovereign Consulting, Llc	6,950.00	1/28/2021
81000	Blackstone Audio Inc	6,462.00	1/13/2021
81159	Caledonia Township	5,799.00	1/28/2021
81145	Citizens Insurance Company	5,722.00	1/22/2021
81162	CDW Government, Inc.	4,840.88	1/28/2021
81001	BookPage	4,536.00	1/13/2021
81251	Tumbleweed Press Inc.	4,500.00	1/28/2021
81253	UAW Local 2600	4,348.47	1/28/2021
81136	Same Day Delivery, Inc	4,096.00	1/13/2021
81187	Governmental Consultant Services Inc.	4,000.00	1/28/2021
81155	Bmi	3,631.00	1/28/2021
81185	Gaines Charter Township	3,472.50	1/28/2021
81008	Cengage Learning	3,439.36	1/13/2021
80994	Advanced Benefit Solutions, Inc / 44 North	3,428.00	1/13/2021
81255	Vanguard Fire & Security Systems Inc	3,297.00	1/28/2021
81170	City Of Rockford	3,208.13	1/28/2021
205367173403	Consumers Energy	2,985.03	1/5/2021
81230	Nelson Township	2,957.25	1/28/2021
81169	City Of Lowell	2,902.88	1/28/2021
1054021-0121	PLIC - SBD Grand Island	2,857.03	1/4/2021
81257	Walker City Treasurer	2,850.00	1/28/2021
81013	Holland Litho Printing Services	2,838.93	1/13/2021
81227	Morneau Shepell Limited	2,533.55	1/28/2021
81232	Noordyk Business Equipment	2,461.75	1/28/2021
9870311050	Verizon Wireless - MiFi Routers & Cell phones	2,447.63	1/6/2021

**Kent District Library**  
Check/Voucher Register - Check Register - Board Report  
From 1/1/2021 Through 1/31/2021

Check Number	Vendor Name	Check Amount	Check Date
INV01740935	Paycor, Inc.	2,444.36	1/7/2021
9868190514	Verizon Wireless - MiFi Routers & Cell phones	2,402.39	1/6/2021
INV01765957	Paycor, Inc.	2,133.50	1/8/2021
211411	TelNet Worldwide, Inc.	2,099.50	1/25/2021
81156	Bowne Township	2,052.00	1/28/2021
81143	UAW Local 2600	2,031.71	1/13/2021
81237	Rehmann LLC / Rehmann Technology Solutions, LLC	2,000.00	1/28/2021
81250	Troost Service Company	1,958.99	1/28/2021
81011	Grand Rapids Area Chamber Of Commerce	1,950.00	1/13/2021
81259	Wolverine Printing Company	1,892.50	1/28/2021
81213	LBK Ltd / Modernistic Carpet Cleaning and Restoration	1,780.00	1/28/2021
81183	Feb Inc. / Grand Rapids Awnings	1,760.00	1/28/2021
492266	123.Net, Inc	1,724.00	1/13/2021
81153	Baker & Taylor	1,571.91	1/28/2021
81139	Staples Business Advantage	1,541.16	1/13/2021
81115	Max Lockwood	1,500.00	1/13/2021
81135	RNL Graphics Solutions, LLC	1,440.00	1/13/2021
81178	Demco, Inc	1,427.45	1/28/2021
81005	Findaway World, Llc	1,422.80	1/13/2021
81212	Kushner & Company Inc	1,364.77	1/28/2021
81238	RNL Graphics Solutions, LLC	1,188.93	1/28/2021
81157	The Lillie Labor Law Firm P.C.	1,176.00	1/28/2021
81149	Alpine Township	1,127.63	1/28/2021
81252	Tyrone Township	1,096.13	1/28/2021
0020326757-0121	Dte Energy	1,013.25	1/5/2021
201184652282	Consumers Energy	992.09	1/8/2021
80995	All Season Lawn Care	966.00	1/13/2021
81249	Town & Country Technologies	898.78	1/28/2021
81235	Presidio Networked Solutions Group, Llc	837.96	1/28/2021
81246	Thomas Klise/Crimson Multimedia	820.00	1/28/2021
81009	Alina Hevia / GoCreative Programs, LLC	800.00	1/13/2021
81233	Occupational Health Centers of Michigan, P.C.	750.04	1/28/2021
81244	Spencer Township	750.00	1/28/2021
81002	Center Point Publishing	636.36	1/13/2021
81189	Hodges Coaching LLC	600.00	1/28/2021
81142	Thomson Reuters- West Publishing Corp.	594.00	1/13/2021
81229	Nationwide	584.54	1/28/2021
RIS0003238505	Delta Dental Of Michigan	567.42	1/11/2021
81243	Solarwinds	548.00	1/28/2021
INV01814305	Paycor, Inc.	533.00	1/21/2021
81134	Olson HR Solutions / Peggy Olson	525.00	1/13/2021
81148	All Season Lawn Care	502.83	1/28/2021
81254	Vanessa Walstra	496.54	1/28/2021
81010	Grand Rapids Building Services	430.00	1/13/2021
81133	Occupational Health Centers of Michigan, P.C.	402.27	1/13/2021
2146879	Arrowaste	398.22	1/19/2021
013855	Medtipster.com, LLC.	371.39	1/15/2021
81154	Blackstone Audio Inc	365.96	1/28/2021
81211	Kent County Treasurer	292.52	1/28/2021
81137	Seaman'S Mechanical	283.63	1/13/2021

**Kent District Library**  
Check/Voucher Register - Check Register - Board Report  
From 1/1/2021 Through 1/31/2021

Check Number	Vendor Name	Check Amount	Check Date
81225	MOD Signs, Inc. / Postema Signs & Graphics	275.00	1/28/2021
81112	Legal Shield	273.74	1/13/2021
81181	Employment Screening Resources	260.95	1/28/2021
81180	Employee Assistance Center (EAC)	255.00	1/28/2021
81114	Matthew Eickhoff	250.00	1/13/2021
81214	Legal Shield	236.25	1/28/2021
81184	Findaway World, Llc	231.41	1/28/2021
81176	Darius Quinn / Quinn Consulting Services	225.00	1/28/2021
81228	Mirabel Nsokika Fonyuy-epse-Umenei / Motherland Cultural Con	222.60	1/28/2021
81172	Comcast Cable	218.40	1/28/2021
81173	Comcast Cable	218.40	1/28/2021
81188	Heart Of West Michigan United Way	206.00	1/28/2021
81223	MLA- Michigan Library Association	200.00	1/28/2021
81186	Cengage Learning	187.76	1/28/2021
81224	Mlive Media Group	127.32	1/28/2021
81004	Edc Educational Services	126.91	1/13/2021
81174	Comcast Cable	124.90	1/28/2021
81177	Dawn Lewis - Kent District Library	120.00	1/28/2021
81113	Karen Stacy / Little Bird Press, LLC	120.00	1/13/2021
81226	Morgan Duling	100.00	1/28/2021
81150	Alysia Schmidt	100.00	1/28/2021
IN1957066	TASC	94.02	1/26/2021
9870349318	Verizon Wireless - MiFy Routers & Cell phones	83.20	1/6/2021
9868229407	Verizon Wireless - MiFy Routers & Cell phones	83.20	1/6/2021
81147	Absopure Water Company	81.50	1/28/2021
81012	Heart Of West Michigan United Way	77.00	1/13/2021
81158	Caitlin S. Oliver	60.00	1/28/2021
81164	Charles R. Myers	60.00	1/28/2021
81151	Andrew Erlewein	60.00	1/28/2021
81241	Sheri Gilreath-Watts	60.00	1/28/2021
81242	Shirley Bruursema	60.00	1/28/2021
81239	Sarah Ann Weller	60.00	1/28/2021
81247	Thomas Noreen	60.00	1/28/2021
81234	Peter Dykhuis	60.00	1/28/2021
81248	TISHA WELLS	52.95	1/28/2021
81215	Michelle Farias	50.00	1/28/2021
81160	Calvin University - Hekman Library	50.00	1/28/2021
81179	Emilee Petersmark	50.00	1/28/2021
81258	William Vits	50.00	1/28/2021
81144	Wolverine Printing Company	50.00	1/13/2021
81165	Chelsea Lantz	49.99	1/28/2021
81111	Jennifer German	44.00	1/13/2021
81209	Jared Olson	42.92	1/28/2021
81152	Ashley Smolinski	38.04	1/28/2021
81132	Nancy Noreen	32.50	1/13/2021
81256	Walgreen Co	30.00	1/28/2021
81163	Center Point Publishing	23.37	1/28/2021
80992	Absopure Water Company	18.00	1/13/2021
80996	Ariana Jeske	16.99	1/13/2021
81003	Cheryl Cammenga	11.00	1/13/2021
81240	Scott Small	9.52	1/28/2021



**Kent District Library**  
Check/Voucher Register - Check Register - Board Report  
From 1/1/2021 Through 1/31/2021

<u>Check Number</u>	<u>Vendor Name</u>	<u>Check Amount</u>	<u>Check Date</u>
Report Total		884,020.90	
		<u><u>                    </u></u>	



## JANUARY DIRECTOR'S REPORT

During KDL All Staff, the focus was on cascading goals for the strategic plan. Regional Managers were asked to pick two activities for personal learning, one under the EDI pillar for community engagement, and to form a branch or department-specific goal under the sustainability pillar.

### AMY VAN ANDEL LIBRARY & COMMUNITY CENTER + EAST GRAND RAPIDS

In the EGR region, the staff have voted on two learning and diversity goals, they also voted on the engagement and partnership goal as a team. The region's two EDI goals are to learn a language together: basic greetings, service questions, pronunciation guides, and select a movie or documentary from the EDI workgroup's recommended list.

East Grand Rapids staff will focus on learning Korean words and phrases to better connect with a Korean community that regularly visits the library and by using many of the library resources. The second learning and diversity goal will take place on the branch in-service day, the staff will watch and discuss a movie connected to the Korean language. Another focus staff have requested is to have a presentations from Disability Advocates. If sharing food is an option at the time of the in-service, the staff will be incorporating ethnic dishes.

The region's engagement goal is to attend a cultural event, the staff members are planning on attending the Asian Pacific Heritage Festival. Also, keeping in mind, that this may not be an option this year, for that reason a staff member would connect with a community organization to further the Korean language learning efforts.

For the sustainability goal, the staff have decided to focus on organization. Staff members have volunteered to oversee different workrooms and staff spaces to de-clutter and maintain the organization of the space. In discussing sustainability, the group recognized that clutter and not being organized lead to duplicate purchasing and wasteful disposal. In addition to the physical space, staff have volunteered to de-clutter and maintain an organized digital space. This will allow for easy access to information and instructions lead to less printing.

### GAINES + KENTWOOD

In the Gaines and Kentwood regions, the staff voted on the two learning and diversity goals and the engagement and partnership goal as a team. The region's two EDI goals are to select a book from the EDI reading list and have staff participate in answering different discussion questions on Microsoft Yammer each week or month. The second EDI goal is to schedule speakers from different cultures from the local branch community to share their stories at staff meetings.

As a Region, the Gaines and Kentwood staff will pick a book from the EDI reading list and discuss it at staff meetings. Secondly, the region will hold a joint branch staff training day in November 2021 and will bring in a speaker from the community who might share their immigrant experience. Kentwood branch serves a large immigrant population who have connections to various agencies that might assist with finding a speaker.

The region's engagement goal is to create displays in partnership with community organizations. Misgana Kuban, Kentwood Assistant Branch Librarian, contacted with Bethany Services for recent demographics. In this context, the Gaines & Kentwood region decided on creating monthly rotating displays at each branch that reflect the communities they serve.

Communication is the focus for Gaines and Kentwood sustainability pillar. With having shared branches and part-time staff as well as an increasingly rapid flow of information create the challenge of keeping all staff up to date on the latest policies, procedures, and library news. Without relying exclusively on email, staff are ready to implement opportunities of improvement.

### **KELLOGGSVILLE + WYOMING**

At Kelloggsville, the staff's selected EDI goals are to select a local, ethnic, or minority-owned restaurant or caterer from the provided list to cater food into the region in-service and learn about the tradition and heritage behind the food. For the additional EDI goal, the team has chosen to focus on learning Spanish as there is a large Spanish speaking population in Kelloggsville.

The Kelloggsville engagement goal is to create partnerships with stakeholders to share communication within specific cultures and communities by researching demographics, cultures, and or immigration trends within the Kelloggsville community.

Under the pillar of sustainability, staff selected to improve the process for handling Beyond Books items and to refine the process for assigning and tracking branch tasks.

In Wyoming, the staff's two EDI goals are to select a movie or documentary from the EDI workgroup's recommended list; schedule a movie in-branch day and discuss the themes afterward. As well as to learn a language together: basic greetings, service questions, pronunciation guides. Although the team has yet to choose a movie they did choose to focus on Spanish as there is a large Spanish speaking population in the City of Wyoming.

The Wyoming engagement goal is to create partnerships with stakeholders to share communication within specific cultures and communities by researching demographics/cultures/immigration trends with the Wyoming community.

Under the pillar of sustainability, staff chose to improve the process for organizing and archiving branch electronic documents. They also chose to examine the 24-hour pickup locker process.

### **KRAUSE, NELSON + SPENCER**

The region's voted on the two learning and diversity goals and the engagement and partnership goals. The region's two EDI goals are to learn a language together and to select a movie or documentary from the EDI workgroup's recommended list.

The team had a great discussion about the learning and diversity goals. The group decided that they would focus on learning both Spanish and sign language, with each staff member picking one. All three branches have Spanish-speaking clientele as well as, some regular patrons that are either hard of hearing or deaf. Staff discussed on the impact that it would make if they could greet and converse with these patrons.

The region's engagement goal is for all to attend the same cultural event and share what you learned with one another. The team felt strongly that participation would be the most effective way of learning and if they are not able to attend in person, they could conduct research and provide background information on the selected event.

Under the pillar of sustainability, the team decided to select individual branch goals. Krause will improve and streamline the process for storage of video games that are on hold for patrons. Nelson will improve and streamline the procedure for handling problem items in the branch. And Spencer will improve and streamline the process for developing in-branch displays (rotating responsibility, developing ideas/topics, and timeline).

## FEATURED DEPARTMENT – PATRON SERVICES

Patron Services Department, now led by User Experience Manager, Morgan Hanks, became the public's primary contact for the majority of 2020 when KDL services were closed or open for Curbside only. The team tirelessly fielded calls at an unprecedented rate. When KDL locations were closed to the public, the customer service remained accessible to the patrons because of PSD's efforts.

- The department answered 9,242 more calls than they did in 2019. At an average of 2.5 minutes per call, this adds up to an additional 385 hours of calls in 2020.
- The total talking time (relationship-building time) for 2020 was 2,982 hours or roughly 120 days!
- LibChat, the KDL instant messaging system for patrons, had a usage increase of 178%.
- With a dramatic increase in call volume, the team sharpened its customer service skills and continues to offer top-of-the-line service to each patron. Patrons have frequently called back or sent follow-up e-mails to cite PSD as the best customer service they have ever experienced.
- Patron Service Associates helped patrons access KDL's e-Services (Libby, Overdrive, Hoopla, etc.), navigate the new KDL website, and remained integral in registering KDL patrons for library cards virtually using KDL's new e-Card procedures.
- The department learned how to efficiently answer calls, e-mails, and chats from home, and continues to be very connected as a new hybrid virtual team.
- PSD continues to field all curbside printing requests and route them to the appropriate branches.

The department is looking forward to 2021, they are getting a makeover! This makeover will increase the workspace for Patron Service Associates to process Book Club in Bag material and a more open floor plan. Additionally, PSD will be focusing on User Experience initiatives and continue to develop customer service best practices that help inspire our patrons virtually and in-person.

## PROJECTS

### **BUILDING UPDATES: AMY VAN ANDEL LIBRARY AND COMMUNICATION CENTER**

The Library has hired nine staff members. Penni Zurgable, Branch Librarian is creating instructional videos and materials for the Podcast Room. Randy Goble, Director of Engagement is working with Ada Township and SeyferthPR firm for a mid- March opening date with media coverage.

### **BUILDING UPDATES: CASCADE TOWNSHIP**

The aquarium is filled with water and the fish will gradually be brought in. A small fish will be first, then bigger fish will come after the small fish has secured its territory. Overall, it is a six-week process until all fish are in the tank. For the base of the aquarium, once artist Paige Norman finishes painting the mural. Brad Baker, Creative Service Coordinator will finalize the piece before it goes to extreme graphics to be made into the vinyl that will be wrapped around the metal, this process could take up to four weeks.



### **BUILDING UPDATES: GRANDVILLE**

The new portions of the branch are scheduled to be completed by the end of March or the first week in April. In April, staff will move back into the new staffing area and half of the collection will move into the west addition. The branch will operate in a paired down library while the rest of the collection will remain on portable shelving in the main library. Overall, the project is slated to be completed in the fall, and the opening will hopefully coincide with Fall Fest.





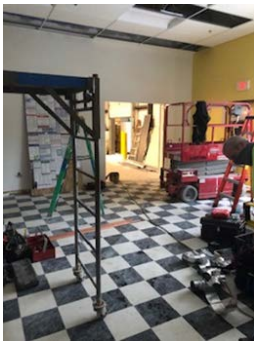
### **BUILDING UPDATES: KRAUSE MEMORIAL**

The Krause Memorial Library Board has set up the Krause Library Expansion & Improvement Fund within the Rockford Area Community Endowment to be able to accept donations toward a building expansion in the future. The Krause Library Board also authored an article for the local paper (Rockford Squire) to let the community know the status of the building expansion.

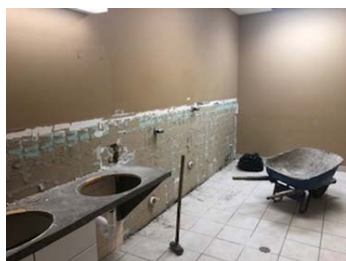
### **BUILDING UPDATES: SERVICE + MEETING CENTER – SERVICE CENTER REFRESH**

Executive Director Lance Werner, Director of Library Operations Carrie Wilson, Director of Library Projects and Planning Jaci Cooper, and IT (Information Technology) Department spaces are completed and all have moved back in.

The Service Center Renovation started just before the first of the year. The break room walls were demolished and the doors for the pallets to get through are now visible. The flooring, electrical, plumbing, fire suppression, and insulation are completed.



The bathroom floors have been ripped up, plumbing has started and the new unisex bathroom has been framed in.



The carpet has been taken out of the IT workroom, walls are patched and the new doorway to the server room has been installed.



### **BUILDING UPDATES: WALKER**

Jaci Cooper, Director of Projects and Planning Administration, and Craig Buno, Regional Manager II met with representatives from the City of Walker, Walker Ice and Fitness, and Fishbeck on February 1 for a space planning workshop. Three site plans were presented to the group, and the options for each plan was explained along with the strengths, opportunities, and imperfections. The goal of the meeting was to select two options that resonated the most with the group for the organization's individual needs and the site as a whole. The two recommended options are one-story builds with south facing architectural interest to catch people's attention from Remembrance road. The next step is for Fishbeck to meet with the City Manager and begin to put a price tag on these two space options. These options will then be presented to the steering committee at a future meeting and the committee will recommend one space to the city commission.

### **PMO (PROJECT MANAGEMENT OFFICE) LAUNCH:**

Director of Projects and Planning Jaci Cooper and Programming Manager Kip Odell have been working on a process to officially submit for programs and projects internally. The rollout of the project management office dashboard, including the submission and approval process, will span from February 24-March 31.

### **REHMANN FINANCE AUDIT**

Interim Director of Finance Kim Lindsay continues to work on implementing recommendations from the Rehmann audit, and finding more efficient process. The team will look at drafting an AP (Accounts Payable) policy and updating the purchasing policy for March.

### **STRATEGIC PLAN 2021-2023**

Director of Library Operations Carrie Wilson and Regional Manager I Anjie Gleisner are working to develop branch and department specific Key Performance Indicators (KPIs) in accordance with the strategic plan.



### **SORA**

Forest Hills Schools and Kraft Meadows (Caledonia) now have access to KDL's digital collection via Sora's Public Library Connect. KDL can isolate the circulation data from each school and compare it to the branches. A meeting is scheduled for later in the month to continue to monitor use and to get familiarized with the platform before KDL strategizes promotion beyond these two schools. Caledonia Branch Librarian Alyson Cryderman plans to do a March Reading challenge for the students using the Sora app in conjunction with Liz Alexander, their Library Media specialist. In the meantime, hold times will be monitored on digital materials to see if we need to make any changes.

### **WONDERKNOOK PILOT**

Two minor safety issues came up with one of the playspace pieces, and project lead Abby D'Addario worked with Renegade to quickly come up with a solution. Branch Librarian Dawn Heerspink conducted the first evaluation playtime at the Byron Township Branch, and it went well. The three other locations (Amy Van Andel Library, Wyoming, and Alto) are ready for one-hour pilot playtimes. During these evaluation playtimes, a staff member on the project team will record what the children are most interested in, what they are initially drawn to, how much time is played with each item, and what items may be a durability concern. The slots were initially offered to our partner organizations and have since been opened to patrons and staff. Volunteer opportunities are for young children up to age six. Interested parties can sign up at <https://kdl.volunteerhub.com/>

## PROGRAMMING AND OUTREACH

### **BOOKMOBILE**

The staff has continued to partner with Feeding America as well as Bethany Christian Services using a drive through model or a virtual visit. The staff also helped with Hotspot distributions for Affinity Mentoring in addition to Godwin Heights Middle School students participating in remote learning. The Bookmobile attended 5 Food Truck Distribution sites. At this event, it gave out over 300 free book bundles and 100 Make n' Take kits.

Additionally, they were able to serve in the following projects; four Adult Booktalk Instagram episodes covering books like "Voting, The Ultimate Act of Resistance" and "White Like Me". They compiled Teen Materials to send to Windover High School in Midland, MI. Staff assisted with the distribution of LEAP supplies to branches for Outreach purposes. And served in creating KDL website tutorials for area Senior Citizens.

### **AFFINITY MENTORING**

KDL was honored with the 2021 Priceless Partner Award. Since the start of the partnership, KDL has added 12 mentors to Affinity Mentoring stakeholders. KDL has also helped advocate to supply Wi-Fi via Hotspots using the Institutional Card profile and provided ideas of how to access library resources to connect with mentees virtually.

### **FINANCIAL STABILIZATION OUTREACH**

In collaboration with Marketing and Communications, the department focused on promoting the 36 scholarships to the Career Online High School Diploma. They worked using Catherine Bahrendt, 13 On Your Side and Shelley Irwin, WGVU to share details to the media regarding the database.

### **LET IT SNOW**

This popular annual reading program for teens and adults began on January 2. As of January 31, KDL has had 1,500 patrons signed up for the program. The Programming Department along with Marketing and Communications Departments are promoting the program on WGVU Radio and Fox 17. Patrons that read 6 books by March 31 will receive a Let It Snow camping mug and if they read an additional 4 books they will be entered in a raffle for more prizes.

### **LITTLE FREE LIBRARY**

Still in the planning stages, the project falls under KDL sustainability pillar and looks to create a life cycle on the use of KDL materials. Corey Archambault, Volunteer Coordinator is heading the design of how maintain for future state.

### **MEN OF COLOR READ**

On January 12, KDL did a soft launch of the Partnership with Men of Color Read and started adding guests to our Wimee's Words Show on Mondays, community members joined in the Bookmobile garage as well as virtually. It has been said that the show feels natural and very high energy with the interaction of Men of Color Read (MOCR) participants sharing their own experience and stories.

### PROGRAMMING WORK GROUPS

As KDL workgroups are being reorganized, Programming is working closely with them along with Branch Outreach and Programming Specialists to provide guidance. With more than 5,000 programs presented each year, Programming will coordinate the strategic alignment, efficiency and effectiveness of programs among the workgroups.

### TAKE AND MAKES

KDL has been creating craft and activity bags for children and their families during COVID restrictions. In 2020, from September through December, KDL branches have passed out over 9,500 bags. KDL librarians have crafted the bags to be fun learning experiences and age-appropriate for young children through teens. Plans are in the works to continue providing the Take and Make bags for this spring and summer.

### VIRTUAL OUTREACH AND WIMEE'S WORDS

Wimee's Words has produced and presented 20 daily episodes. On average, each episode has about 33 (household) live viewers and have reached over 2389 (total number of views) in the month of January. KDL virtually visited 7 homes of classrooms and the show had the participation of 9 community partners who contribute or re-broadcasted.

## KATIE KUDOS

**MIMI MARTIN (East Grand Rapids)** was nominated by Anna Dyer for displaying core value - HELPFUL. Anna writes "Sarah and Mimi have set up a thoroughly, efficient process for creating book bundles on the fly. It's a lot of materials to manage. They kept it orderly and seamless! So grateful for their hard work!"

**KELAINE MISH (East Grand Rapids)** was nominated by Toby Shuler for being HELPFUL. Toby writes "Kelaine used her great skills and effort in helping a homeless woman download a zip file that she needed for social services. It was a very important document! Once Kelaine got the form printed, the woman was overjoyed with the help. The woman wanted to hug her so badly."



**ASHTEN VANDERPLOEG (Wyoming)** was nominated by Karen Small for being HELPFUL. Karen writes "Ashten created Facebook Bundles (book information) to share to our customers that use & follow the Wyoming branch on Facebook. She pulled 12 bundles together, posted a picture of them, and posted it on Facebook 45 minutes later ... BOOM!! The first bundle got chosen. Thank you, Ashten, for including more customers, pulling a little sway on the bundles, and being so helpful to our customers and staff!"

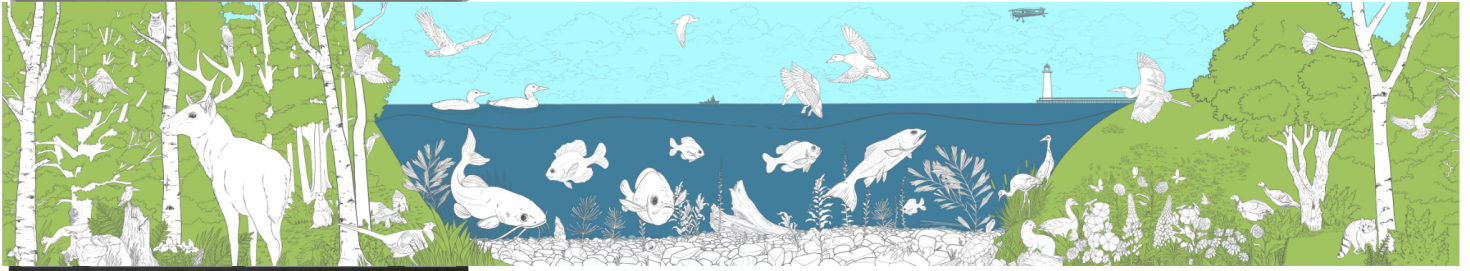
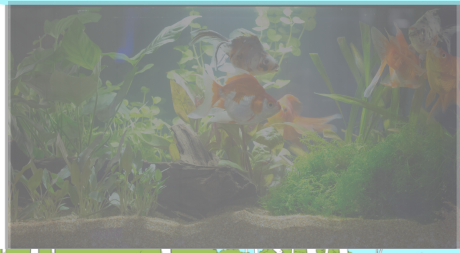
## UPCOMING MEETINGS & DATES OF INTEREST

BOARD MEETINGS	DATE	TIME	LOCATION
KDL Regular Board Meeting	Thurs., Mar. 18, 2021	4:30 PM	KDL Service & Meeting Center
KDL Regular Board Meeting	Thurs., April 18, 2021	4:30 PM	KDL Service & Meeting Center
OTHER MEETINGS	DATE	TIME	LOCATION
KDL Pension Board Meeting	Weds., May 19, 2021	1:00 PM	KDL Service + Meeting Center



# Cascade Aquarium Art

## Michigan Wildlife Mural



Finished line art by artist **Paige Norman** that was printed by **Mercury Head Gallery** and is currently having all the details painted by the artist.

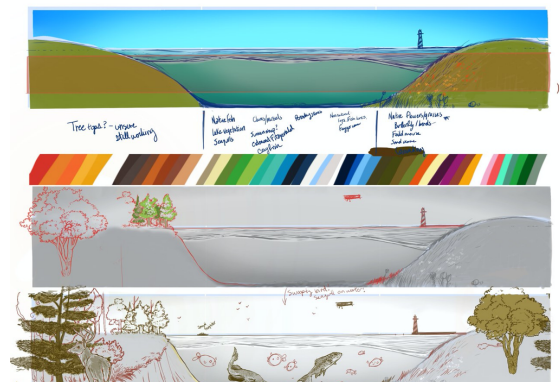


Aquarium at Cascade after initial installation

The artwork depicts around 50 examples of fern and fauna (and other things) found in Michigan. The artwork has been designed to be an '**infinite loop**' and will end where it begins on the base.



Example of an area that has been painted



Preliminary planning sketches

Additional print materials will, in time, be developed that will serve as a directory of all the items in the art.

The line art was produced digitally, printed on archival art paper and is being painted using acrylic and gouache. The art will then be photographed by MarCom and set up for print. It will be produced and installed on location by Extreme Graphics.



Art being painted in artist's studio. Vinyl wrap will be produced **larger** than the original art which will showcase the brushwork and subtle nuances of the painted piece.



Early color test of painting on printouts

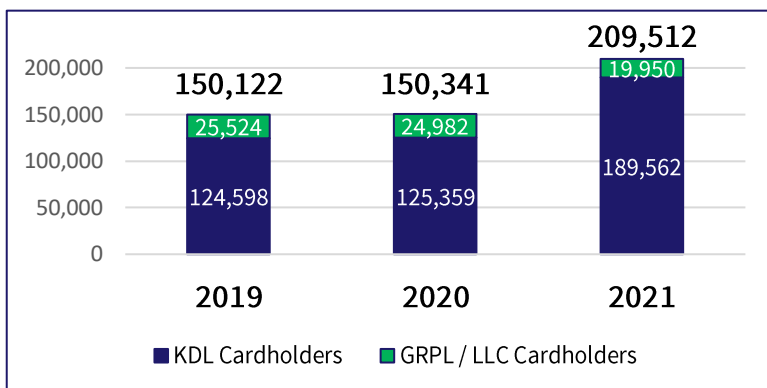


Detail



## JANUARY 2021 STATISTICAL SUMMARY

### Active Patrons:



Note: Branches were closed March 13 – August 4, 2020 and November 16, 2020 – January 18, 2021 due to COVID-19. Curbside service began June 15, 2020. Limited in-branch hours were offered August 5 – September 20, 2020.

### 951 Accounts Added in January:

- 897 New KDL Cardholders
- 20 New GRPL Cardholders
- 34 New LLC Cardholders

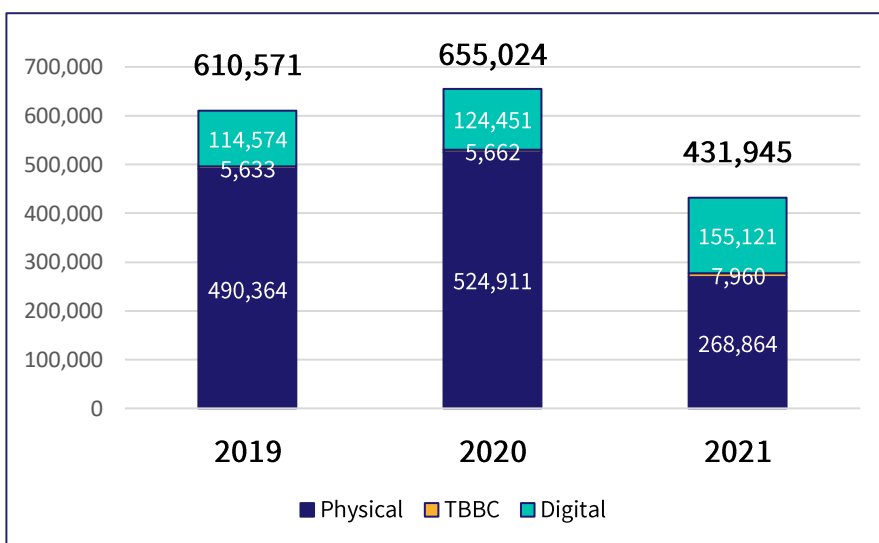
Note: In 2020, formerly expired accounts were reactivated through summer 2021 to more easily access digital resources, and Library Card Challenge accounts were added to the KDL cardholder total when that program ended.

### Re-Opening Branches: (starting January 19)

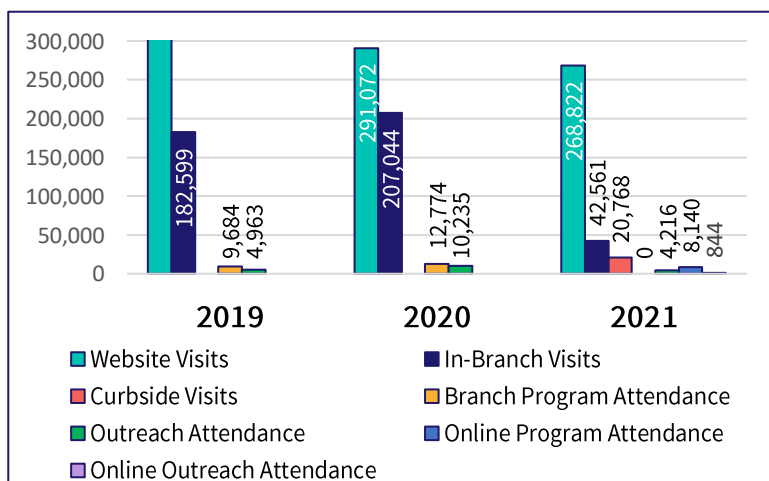
- Physical Checkouts: Up 47% from last month; Down 42% from last year
- Digital Checkouts: Up 4% from last month; Up 25% from last year
- Visitor Count: Up 111% from last month; Down 69% from last year
- Program Attendees: Up 26% from last month; Down 10% from last year

(See reverse for more details)

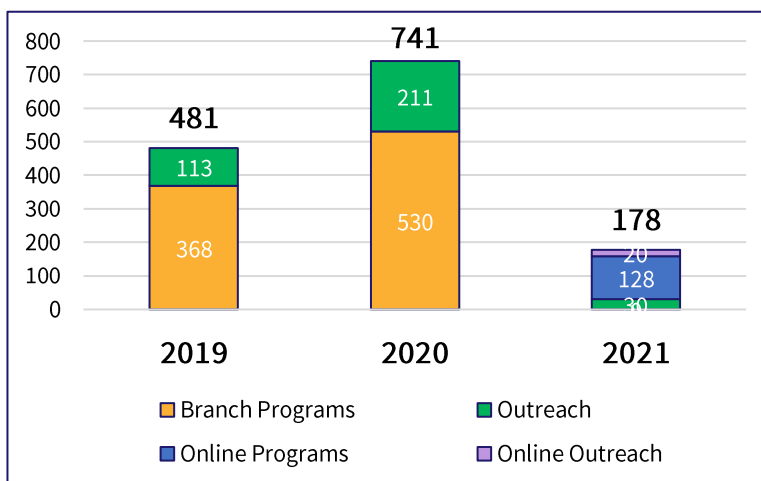
### Circulation YTD:



### People Served YTD:



### Number of Events YTD:

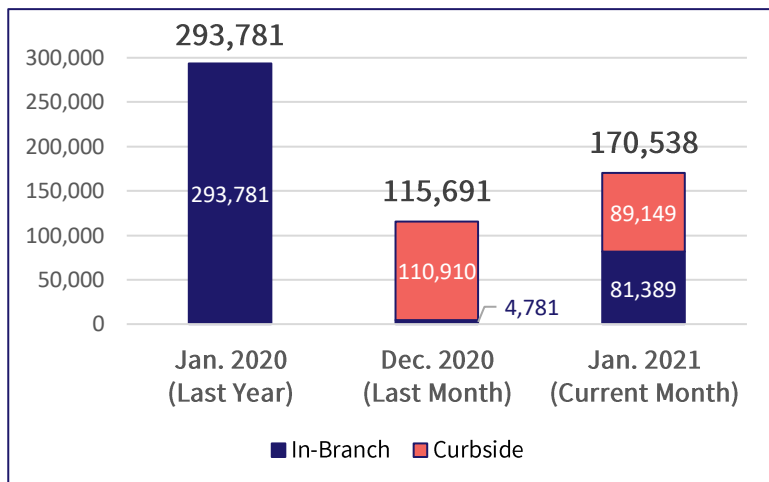




## STATISTICS IN-DEPTH: RE-OPENING BRANCHES

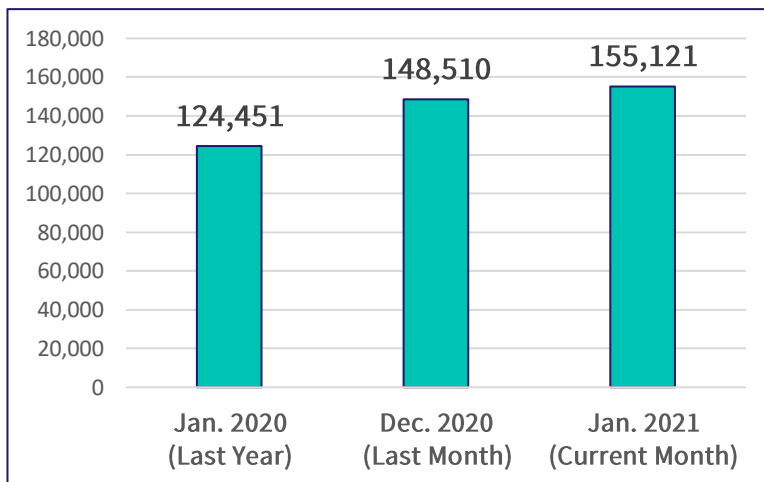
Branches resumed full in-branch public service hours (including Sundays) on **January 19**. How have our basic statistics changed compared to last month (when only curbside service was available) and when compared to “normal operations” last year?

### Physical Items Checked Out:



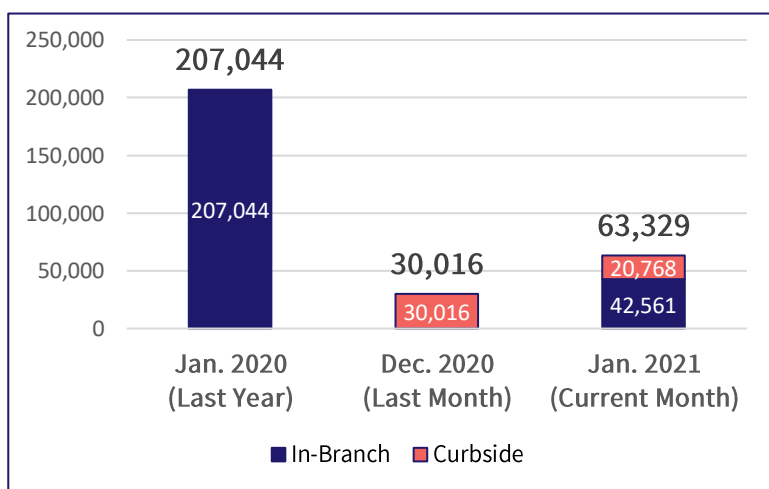
**47% more** total items were checked out compared to last month, but **42% fewer** compared to the same month last year. Curbside use accounted for 52% of checkouts in January.

### Digital Items Checked Out:



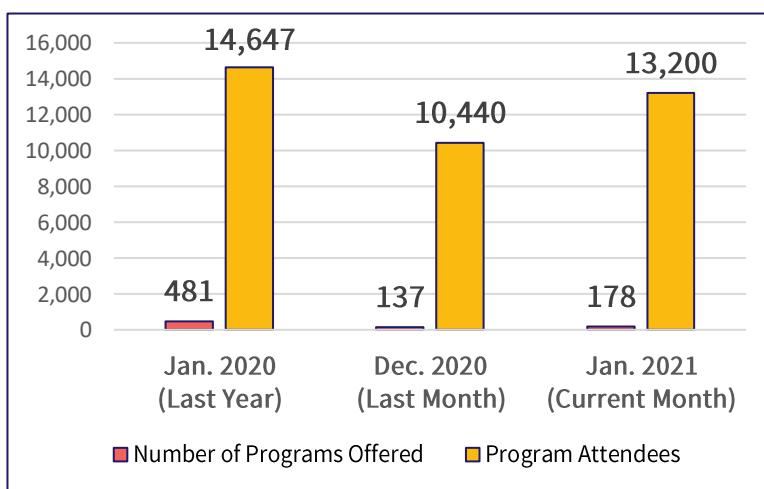
Even though branches re-opened midway through the month, digital checkouts were still **up 4%** from last month and **up 25%** compared to the same month last year.

### Visitor Count:



Including both in-branch and curbside visits, total visitors **increased 111%** compared to last month, but were still **down 69%** compared to the same month last year.

### Programs:



KDL offered **30% more** programs than last month, and had **26% higher** attendance. The shift to mostly online programs has resulted in an average of **74** attendees per program in January 2021, compared to **30** per program last year (January 2020).

## STAFF CHANGES & ANNIVERSARIES

### February 2021

NEW HIRES	POSITION	EFFECTIVE
Michelle Trisch	Shelver – Amy Van Andel/Ada	January 25
Julia Verstraete	Shelver – Amy Van Andel/Ada	January 25
Abby Lynn	Assistant Branch Librarian Sub	February 15
Rebecca Avilla	Assistant Branch Librarian Sub	February 15
Christopher Brennan	Assistant Branch Librarian Sub	February 15
Shannon Cameron	Assistant Branch Librarian Sub	February 15
Constance Kuehl	Assistant Branch Librarian Sub	February 15
Will McAfee	Assistant Branch Librarian Sub	February 15
Daniel VanDyke	Assistant Branch Librarian Sub	February 15

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Kelly Doyle	Assistant Branch Librarian Sub	Assistant Branch Librarian – Amy Van Andel/Ada	January 25
Emily Dao	Assistant Branch Librarian Sub	Assistant Branch Librarian – Wyoming	February 1
Lori Vargo	Assistant Branch Librarian Sub	Assistant Branch Librarian – Englehardt	February 1
Nancy Milks	Assistant Branch Librarian Sub	Assistant Branch Librarian – Gaines Twp.	February 8
Alayna Lackey	Shelver – Wyoming	Assistant Branch Librarian – Wyoming	February 15

OPEN POSITIONS	TYPE
Assistant Branch Librarian – Nelson Twp.	Part-time
Shelver – Kentwood	Part-time
Regional Manager II – Sand Lake/Krause/Spencer	Full-time
Branch Librarian – Plainfield	Part-time
Assistant Branch Librarian – Krause Memorial	Part-time
Shelver – Wyoming	Part-time
Assistant Branch Librarian – Plainfield	Part-time



DEPARTURES	POSITION	EFFECTIVE
Connie Holmes	Shelver – Kentwood	January 14
Angie Stout	Human Resources Sub	January 14
Gene Hashley	Sub	February 8
Rachel Diener	Assistant Branch Librarian – East Grand Rapids	February 19

EMPLOYEE ANNIVERSARIES (MARCH)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Sandy Graham	Alto/Englehardt	35 years
Karen Dykstra	Grandville	24 years
Mary Long	Englehardt	21 years
Diane Damuth	Human Resources	17 years
Josh Bernstein	Grandville/Byron Twp.	13 years
Brad Allen	Collection Services	11 years
Melody Kastanek	Englehardt	11 years
Hollis Goulet	East Grand Rapids	10 years
Cathy Stanley	Gaines Twp.	9 years
Aaron Thomas	Administration	9 years
Abby D'Addario	Wyoming	7 years
Laura Youells	Comstock Park	7 years
Janine Elliott	Collection Services	6 years
Jeannine Frazier	East Grand Rapids	6 years
Dave Palma	Cascade	6 years
Kristen Vandussen	Kentwood	6 years
Jennifer Furner	Kentwood	5 years
Hatka Kecalovic	Sub Pool	5 years
Barbara Schantz	Walker	5 years
Jared Seigel	Cascade	5 years
Patricia Volkhardt	Walker	5 years
Anne Bartsch	Alpine	4 years
Jacquelyn Boss	Comstock Park	4 years
Aimee Jodoin	Kentwood	4 years
Jacqueline Jurgens	Patron Services	4 years
Adam Marth	Wyoming	4 years

EMPLOYEE ANNIVERSARIES (MARCH)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Sara Proano-Motta	Community Engagement	3 years
Brittany Zuehlke	Walker	3 years
Jacob Hop	Wyoming	2 years
Lisa Rodkey	Comstock Park	2 years
Rachel Williamson	Programming	2 years
Leisa Ball	Collection Services	1 year
Amy Richardson	Englehardt	1 year



## BOARD OF TRUSTEES ATTENDANCE - 2021

	SHIRLEY BRUURSEMA	ANDREW ERLEWEIN	SHERI GILREATH- WATTS	PETER DYKHUIS	CHARLES MYERS	TOM NOREEN	CAITIE S. OLIVER	PENNY WELLER
January 21, 2021*	<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 18, 2021	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
March 18, 2021	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
April 15, 2021	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
May 20, 2021	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
June 17, 2021	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
July 15, 2021	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
August 19, 2021	<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 23, 2021	<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 14, 2021	<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 28, 2021	<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 18, 2021	<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 16, 2021	<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 / ZOOM

TRUSTEE NAME	MEETING DATE	TRUSTEE NAME	MEETING DATE



## BOARD OF TRUSTEES ISSUE ANALYSIS

### INTRO

**AGENDA ITEM FOR CONSIDERATION:** Annual Survey as part of 2021 Strategic Plan

**BOARD MEETING DATES:** Information presentation, February 18, 2021

**TIMELINE:** Award contract for primary research in February and work to be completed by July 2021

**BUDGET LINE ITEM(S):** 101-840-1070-5801

**TOTAL ESTIMATED COST:** \$28,000 for 2021 (budgeted)

### PURPOSE

The development of the new KDL strategic plan identified the need for a systematic process for identifying unmet and emerging needs as the primary Engagement and Service initiative for 2021. This will be accomplished by conducting primary research of people in the KDL service area, including non-patrons. This survey will have a secondary benefit of gauging general public perceptions of the library and likelihood of approving the 2024 millage.

### OVERVIEW/NEEDS/BACKGROUND INFO

Kent District Library routinely conducts surveys that yield helpful information about program participation and general library usage. These in-house surveys obtain responses from people who are already advocates and regular users of the library, while obtaining responses from non-patrons is difficult. Approximately half of the residents of the library's service area are currently not active card holders. Also, 14% of households in Kent County do not have broadband and 8% do not have computers (based upon U.S. Census data). It's important to gain a better understanding of the needs in these households, as the library is committed to providing access for all. Research firms are expert at obtaining a survey sample that includes people who are difficult to reach.

Due to the pandemic, access to library services, particularly in-person services and programming, has been limited. The pandemic has also caused people to change their preferences and comfort levels for using services. This survey will help inform our efforts to engage and re-engage people.

Our goal is to conduct primary research and analyze it in combination with secondary data to:

- Survey a statistically accurate sample of people in the library's service area, representing patrons/non-patrons, economic status, age, education, ethnicity, etc.
- Compare to certain findings in a previous opinion survey conducted in 2013.
- Drill more deeply to identify unmet or underserved needs in the community that may be bridged by the library.
- Complete the survey, analysis and recommendations by July 2021, so the findings can be used as part of 2022 planning.

## **BENEFITS**

- Collect input from an accurate sample of the KDL service area, including non-patrons and infrequent patrons.
- Draw from the expertise of the research firm to collect actionable data, to help inform our program and service decisions to engage new patrons and re-engage those who have reduced library usage.
- Conduct this survey annually, to track progress and changes in service area needs, particularly as the effects of the pandemic may last beyond 2021.
- Utilize results to inform planning and decisions as they relate to the 2024 millage.
- Build upon this initiative with ways to collect user experience data on an ongoing basis and at the point of service.
- With OrangeBoy, KDL will be provided with Savannah, which is an analysis system that allows us to filter and analyze data at the branch level, integrate public records and implement other surveys to essentially create and leverage a data warehouse.
- Because OrangeBoy works primarily for public libraries, data that they aggregate from other libraries will become available to us.

## **DISADVANTAGES**

- Hiring a market research firm costs more than conducting surveys with existing staff.

## **COST**

- \$28,000 for 2021 (budgeted). If we choose to continue with OrangeBoy for additional year, the cost is estimated at \$25,000 annually for 2022 through 2024. Services may be contracted annually.

## **IMPLEMENTATION**

The research firm will draft the surveys, program for data collection, supervise data collection, provide a topline results document, present results with analysis to the project team, and provide ongoing consultation and advice for as long as the research is used. The research firm shall propose the methodology and sample size to achieve the goals listed above.

Timeline:

- February = Award the contract for research
- March = Kick-off with research firm
- April = Draft/finalize questionnaire(s)
- May = Data collection
- June = Analysis, reporting with project team
- June = Develop and present recommendations to Leadership Team and Board of Trustees
- July = Share results and recommendations with managers, to factor into 2022 planning and budgeting, which largely takes place in August

**RECOMMENDATION**

Award the project to OrangeBoy in support of the 2021 KDL Strategic Plan.

Kent  
District  
Library



# POLICY MANUAL

## Proposal for Edits

Collection + Reference

## KDL POLICY 1.1

### MATERIALS SELECTION

LAST REVISED 3.19.20

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

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

#### STANDARDS FOR SELECTION

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

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

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

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

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



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

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

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

**Objects** – The Library's collection makes a variety of objects available to patrons. Objects are typically high-price items not needed for regular, sustained use and which provide access to technology that is either helpful or enriching. These objects are evaluated based on their benefit to the community, patron demand, and use of library resources, with the goal of increasing access to high-cost items that patrons wouldn't otherwise have.

## KDL POLICY 1.2

### GIFTS

LAST REVISED 3.19.20

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

#### Gifts for the Collection

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

Gift materials not accepted into the Library collection may be **repurposed** at the staff's discretion. **Gift materials accepted into the collection become the property of KDL, subject to KDL's Materials Selection Policies.** No monetary appraisal is made of materials donated for the collection. The quantity of gift materials may be acknowledged for tax purposes at the request of the donor.

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

#### Other Gifts

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

## KDL POLICY 1.3

### INTELLECTUAL FREEDOM

LAST REVISED 2.22.19

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

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

**KDL POLICY 1.4****COLLECTION MAINTENANCE**

LAST REVISED 4.21.16

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

## KDL POLICY 1.5

### REFERENCE + RESEARCH

LAST REVISED 2.22.19

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

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

## **KDL POLICY 1.6**

### **SHARED COLLECTION**

LAST REVISED 1.19.18

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

## **KDL POLICY 1.7**

### **INTER-LIBRARY LOAN**

LAST REVISED 3.17.11

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

Kent  
District  
Library



# POLICY MANUAL

## Proposal for Edits

Circulation



## 2

## CIRCULATION

- 2.1 [Library Card Registration](#)
  - 2.1.1 [Cards for Visiting Students](#)
  - 2.1.2 [Institutional Cards](#)
  - 2.1.3 [Non-Resident Cards](#)
  - 2.1.4 [Student Cards](#)
  - 2.1.5 [Temporary Cards for Adults](#)
- 2.2 [Lakeland Library Cooperative Member Library Cards](#)
- 2.3 [Lost or Stolen Library Cards](#)
  - 2.3.1 [Library Documents](#)
  - 2.3.2 [Fees](#)
- 2.4 [Privacy of User Records](#)
- 2.5 [Lost and/or Damaged Materials](#)
- 2.6 [Audio/Visual Materials Use](#)
- 2.7 [Beyond Books Collection-NEW-](#)

## KDL POLICY 2.7

### BEYOND BOOKS COLLECTION

LAST REVISED 2.8.21

**To borrow a Beyond Books item, the borrower must:**

- be 18 years of age or older
- present a valid picture ID
- be a cardholder in good standing

Equipment is available on a first come, first served basis. Items can be renewed up to three times (excluding hotspots, Chromebook Combos and KDL Cruisers).

Kent District Library (KDL) reserves the right to refuse service to anyone who damages equipment or exhibits a pattern of returning equipment late, beyond reasonable exception.

**By borrowing any Beyond Books items from Kent District Library, the borrower agrees to be bound by the terms as identified below:**

- I understand that I am financially responsible for the Beyond Books item(s) and accessories borrowed—including, but not limited to: iPads, hotpots, Go-Pro Cameras, green screens, KDL Cruisers, Chromebook Combo, Nintendo Switch consoles, Silent Disco headphones, turntables, ukuleles, bird watching backpacks and other accessories—and for the safe and timely return of the item(s) and accessories to a library staff member.
- If the item(s) and/or any of its accessories are damaged, lost or stolen, I understand that I am responsible for all applicable charges to replace the item(s) and agree to pay all costs associated with lost or damaged item(s) that were borrowed on my KDL account. By borrowing any Beyond Books item(s), I agree that I have read, understand, and agree to the Conditions of Use listed below.
- I agree to use all Beyond Book item(s) at my own risk and that KDL is not responsible for any damages resulting from my use of Beyond Books item(s).
- I agree to return all Beyond Books item(s) by the time and due date listed on all digital or printed receipts. I understand that item(s) not returned by the billing date may be assumed stolen and the authorities could be contacted. I will be financially responsible for replacement costs for the borrowed item(s). I consent to KDL's release of any information or library records to the authorities or third parties who might assist in the recovery of borrowed Beyond Books item(s) or prosecution for item(s) not returned.

## CONDITIONS OF USE

KDL Beyond Books item(s) are for use by authorized borrowers of Kent District Library who have no outstanding library obligations.

With the KDL Go Pro Camera, authorized borrowers must provide their own Micro SD card and remove it before returning the item to the library. KDL is not responsible for lost or stolen Micro SD cards.

Hotspots may only be used in the continental US. In other words, they cannot be used in Alaska, Hawaii, Canada or Mexico.

## CIRCULATION, RENEWALS AND RETURNS

Except as otherwise provided in this policy, KDL Beyond Books item(s) circulate on a three-week loan. The exceptions are as follows:

- KDL Hotspots circulate on a four-month loan with no renewals.
- KDL Cruisers and Chromebook Combos circulate on an overnight loan and are due before close on the next business day.

Except as otherwise provided in this policy, authorized borrowers may choose to renew Beyond Book items for up to three times (three-week renewals each) if no additional holds have been placed on the item. Hotspots, Chromebook Combos and KDL Cruisers cannot be renewed.

Except as otherwise noted below, KDL Cardholders are limited to three Beyond Books item per account. The following items are excluded from this three-item limit in an effort to provide equitable digital and internet access for users:

- Hotspots; users may borrow up to three hotspots in addition to other Beyond Book items.
- Chromebook Combo; users may borrow one Chromebook Combo in addition to other Beyond Book items.
- KDL Cruisers; users may borrow up to six KDL Cruisers in addition to other Beyond Book items.

## OVERDUE HOTSPOTS

At ten days overdue, the KDL Hotspot will be deactivated and the borrower will be charged for the replacement cost.

**REPLACEMENT/DAMAGE COSTS**

If the Beyond Books item and/or accessories are lost, stolen or damaged, the borrower will be held responsible by KDL for all applicable costs as determined by the Library's cost paid at original time of purchase. More information may be obtained by asking a staff member or by calling KDL at 616-784-2007.