

Kent
District
Library



-03-

BOARD OF TRUSTEES
MEETING PACKET

MARCH 2021



BOARD OF TRUSTEES

Meeting Agenda

LOCATION

Held via remote connection per Michigan Senate Bill 1108

DATE & TIME

Thursday, March 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: February 18, 2021
- C. Request for Early Closing: Walker Branch to close at 2:00 PM on Friday, April 30, 2021 due to furniture and carpet cleaning.

4. LIAISON REPRESENTATIVE COMMENTS

5. PUBLIC COMMENTS**

6. FINANCE REPORTS – February 2021*

7. LAKELAND LIBRARY COOPERATIVE REPORT

8. DIRECTOR'S REPORT

9. NEW BUSINESS

- A. Policy Manual – Section 2 Circulation Policy- *First Reading**
- B. New Policy - KDL Policy Manual – Section 4.1.13 Bodily Fluids + Waste – *First Reading**

10. LIAISON REPRESENTATIVE COMMENTS

11. PUBLIC COMMENTS**

12. BOARD MEMBER COMMENTS

13. MEETING DATES

Next Regular Meeting: Thursday, April 15, 2021 – KDL Service Center, 4:30 PM

14. ADJOURNMENT

* *Requires Action*

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



BOARD OF TRUSTEES

Meeting Minutes

LOCATION

Held via remote connection per Michigan Senate Bill 1108

DATE + TIME

Thursday, February 18, 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, Craig Bruno, Abby Black, Jaci Cooper, Sheri Glon, Randy Goble, Liz Knapp, Kim Lindsay, Kelaine Mish, Brian Mortimore, Elvia Myers, Christine Mwangi, Kurt Stevens, Lance Werner, Carrie Wilson

GUESTS PRESENT: Bill Brinkman

1. CALL TO ORDER

Chair Bruursema called the meeting to order at 4:34 PM.

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.

Motion: Ms. Bruursema moved to approve the consent agenda as presented.

Support: Supported by Ms. Weller

RESULT: Motion carried.

4. REGIONAL MANAGER UPDATE

- Regional Manager I Liz Knapp and Regional Manager II Craig Buno give updates on Alpine, Tyrone, and Walker Branches:
 - The City of Walker New Library Project design committee which includes representatives of the City of Walker, KDL (Kent District Library), and Walker Ice and Fitness has narrowed the site plans to two plans. Both plans are single-story libraries as an addition to the current Ice and Fitness Building. The design committee finds it essential that the library be visible and eye-catching

DRAFT

from Remembrance Road Northwest. The City of Walker is meeting with Fishbeck to finalize the price of the site plans, which then will be presented to the larger steering committee.

- The Walker Branch was excited to welcome patrons back into the building. An email from Patron Mandy DeBoe was shared with heartwarming feedback regarding curbside.
- The regions are working to create a COVID-friendly Reading Month for March by donating three diverse books to the school libraries and distributing reading positive buttons to elementary school students that visit the branches.
- The Walker Friends fundraising drive raised over \$450 for the annual Christmas Baskets: part of these proceeds funded the virtual outreach for March is Reading Month.

The board asked questions and the staff answered them.

- 5. LIAISON REPRESENTATIVE COMMENTS** –Plainfield Charter Township Treasurer Bill Brinkman gave updates on the region and the impact of audiobooks throughout the KDL community.

- 6. PUBLIC COMMENTS**** –None

7. FINANCE REPORTS – January 2021*

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

- Cash appears to be up this month, from year to year, around \$900,000 due to accounts payable totaling about \$550,000.
- KDL is 8.3% through the fiscal year, has received 41.5% of budgeted revenues, and has spent 7.1% of the budget expenditures.
- The two largest checks written for January were made to IP Consulting for a little over \$108,000.00 for Laptops and Consulting for Ada Phone Systems, and to Ingram Library Services for the \$94,445.05 for collection materials.
- The department is busy losing out the fiscal year 2020 with anticipation with the upcoming audit.

Motion: Ms. Oliver moved to receive and file January 2021 finance reports as presented.

Support: Supported by Mr. Noreen

RESULT: Motion carried.

8. LAKELAND LIBRARY COOPERATIVE REPORT

Chair Bruursema states that a Service Review Committee has been established to review and Muskegon County is remodeling every branch and there is a potential satellite location in the works. Ionia Community Library is starting to work on planning for the new building.

9. DIRECTOR'S REPORT – January 2021

DRAFT

- Director of Branch Operations Carrie Wilson welcomed Comstock Park & Plainfield Regional Manager II in Training Abby Black, who previously served as a Librarian at the Wyoming Branch for the past 7 years. She has led the Early Literacy Program and WonderKnook Project. Ms. Black is looking forward to serving the region which will bring her joy and fulfillment.
- Executive Director Werner sends a congratulations to Laura Youells, the new Regional Manager II for the Rockford/Nelson/Spencer branches.
- KDL will continue to offer free printing for 2021.
- Executive Director Werner gave warm hearted thank you to the KDL staff that were involved in the soft opening of the Amy Van Andel Library and Ada Community Center.

The Board asked questions of staff and the staff responded.

10. NEW BUSINESS

- A. Martin Luther King Jr. Day as a Service Day for all KDL locations starting in 2022.
Motion: Ms. Gilreath-Watts moved to dedicate Martin Luther King Jr Day as a KDL closed holiday for all KDL staff to participate in acts of service starting in 2022.
Support: Supported by Mr. Dykhuis.
RESULT: Motion carried.
- B. Issue Analysis – Annual Patron Unmet Needs Survey
Director of Engagement Randy Goble presented an issue analysis to the board recommending the purchase of OrangeBoy and Savannah to better collect and operationalize the collection of patron unmet needs to better inform the organization of services to offer, rather than conducting a traditional phone survey.
- C. Policy Manual – Section 1 Collection + Reference Policy -*First Reading**
Motion: Mr. Myers moved to approve changes to Section 1 Collection + Reference Policy as presented.
Support: Supported by Ms. Weller.
RESULT: Motion carried.
- D. New Policy – KDL Policy Manual – Section 2.7 Beyond Books – *First Reading**
Motion: Ms. Weller moved to approve New Policy – KDL Policy Manual – Section 2.7 Beyond Books as presented
Support: Supported by Ms. Oliver.
RESULT: Motion carried.

11. LIASON REPRESENTATIVE COMMENTS –Plainfield Charter Township Treasurer Bill Brinkmen stated that the township sent out property tax notices.

12. PUBLIC COMMENTS** Men of Color Read partnered with Wimee's Words Show on Mondays at 4:00 PM. Wimee's Words is an interactive LIVE kid's show that encourages imagination, vocabulary building, and storytelling through puppetry, music, and wordplay. Friends of the

DRAFT

Lowell Library, representing the Alliance of Friends Barb Wenger extended her appreciation for all the challenging work that KDL has done in the past year.

13. BOARD MEMBER COMMENTS

Ms. Bruursema – Chair Bruursema shared that she considers the Amy Van Andel Library and Ada Community Center a beacon to the village of Ada and she is impressed with options that it will offer within the community.

Mr. Erlewein – Mr. Erlewein is looking forward to touring different KDL branches with his family over the weekend.

Mr. Dykhuis – Mr. Dykhuis visited with Regional Manager I Josh Bernstein on the Grandville Branch and tour the renovations and feels that it will be a positive impact on the community.

Ms. Gilreath-Watts – Ms. Gilreath-Watts is appreciative of the Black History Reading List on Kdl.org and she is proud of the 2021 Priceless Partner Award KDL received from Affinity Mentoring.

Mr. Myers – Mr. Myers was impressed with the Amy Van Andel Library and Ada Community Center Podcast Room and has reached out to Director of Engagement Randy Goble on the impact that it will have on the community. Mr. Myers welcomed KDL Board of Trustee Treasurer Andrew Erlewein as the newest KDL Pension Board Member. Mr. Myers announced that KDL hit a milestone at the end of 2020 with assets and the pension board is looking to add another meeting to evaluate options. Mr. Myers asked Director of Human Resources and Organizational Development Brian Mortimore to confirm the percentage of current KDL staff that are eligible for retirement in the next 5 years. Mr. Mortimore stated 19.1%.

Mr. Noreen – Mr. Noreen was appreciative of the Wi-Fi hotspots and he was impressed with the KDL's Annual Report.

Ms. Oliver – Ms. Oliver visited the branch recently and is appreciative of all the resources KDL offers. She announced an upcoming move and will be resigning as a KDL Board of Trustee in December 2021.

Ms. Weller – Ms. Weller is proud of the KDL Leadership Team and looks forward to being a part of the 2022 MLK Day of Service. Ms. Weller stated that the Amy Van Andel Library and Ada Community Center is a work of art and is excited to have the branch be a part of KDL.

14. MEETING DATES

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

15. ADJOURNMENT

DRAFT

Motion: Mr. Myers moved for adjournment at 5:41 PM.

Support: Supported by Ms. Weller.

RESULT: Motion carried.

A handwritten signature in black ink, appearing to read "Sam M.", with a long horizontal flourish extending to the right.

ADMINISTRATIVE APPROVAL FOR DISTRIBUTION



Thursday, February 25, 2021

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

Dear KDL Board of Trustees:

I am writing to you to request permission to close the Walker Branch at 2:00 pm on Friday, April 30, 2021. This would be three-hours earlier than our normal closing time.

The City of Walker would like to give a thorough cleaning to the carpet throughout the building. They want time to lift and move furniture and clean the carpet and fabric chairs in both the public and staff areas. The Department of Public Works would like to have the Walker branch closed on Friday, April 30, 2021 at 2:00 PM to have a professional company come in and perform the cleaning and drying on the carpet.

The branch would reopen with the regular hours on Saturday, May 1. I am requesting that the KDL Board of Trustees close the Walker Branch early to complete this cleaning.

Thank you for your consideration.

Sincerely,

A handwritten signature in dark ink, reading "Liz Knapp" and "Craig Buno" in a cursive script.

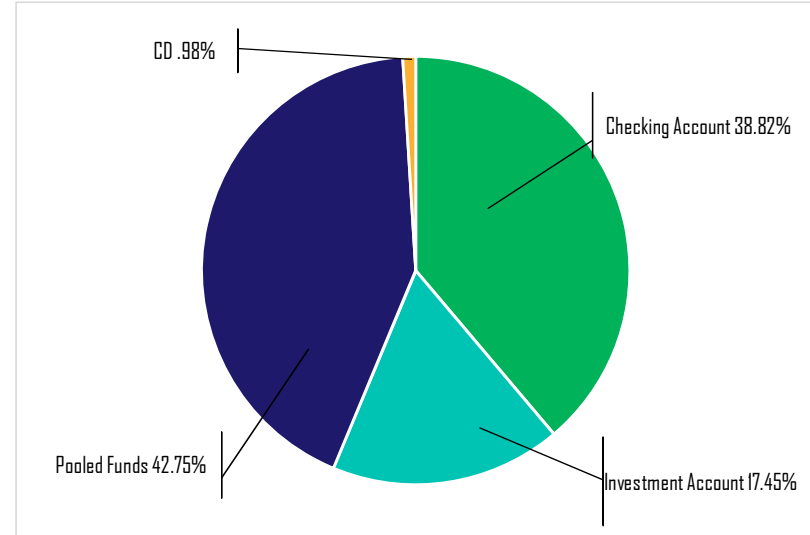
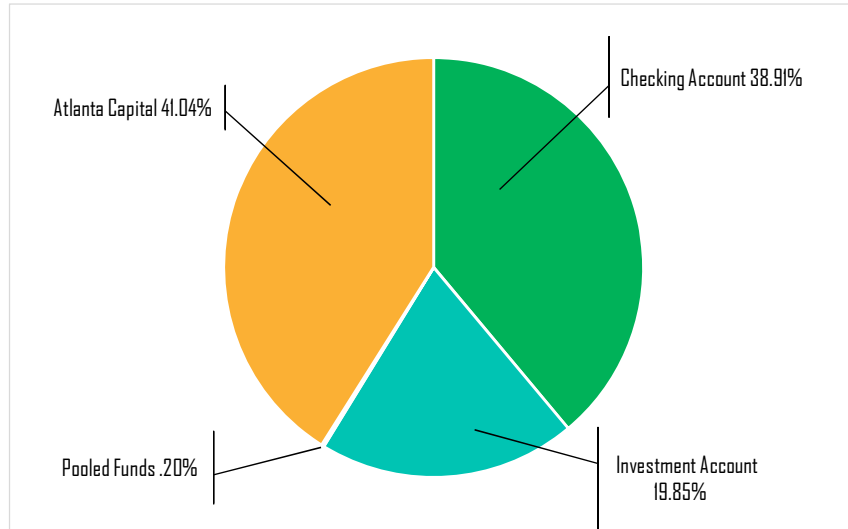
Liz Knapp & Craig Buno

Walker, Alpine Township & Tyrone Township Regional Managers

CC: Lance Werner, KDL Executive Director



Monthly Cash Position Per Bank Month ended February 28



2021		
Account	Rate	Amount
Huntington Checking Account	0.000%	\$11,298,943.05
Huntington Investment Account	0.010%	\$5,764,834.04
*Kent County Pooled Funds	0.738%	\$56,541.45
Atlanta Capital Investments		\$11,918,620.00
		<u>\$29,038,938.54</u>

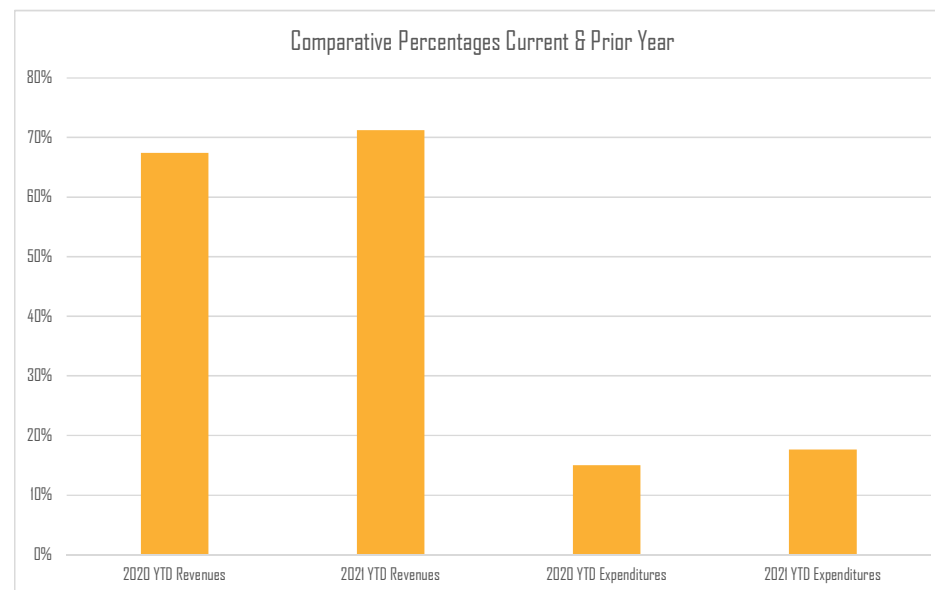
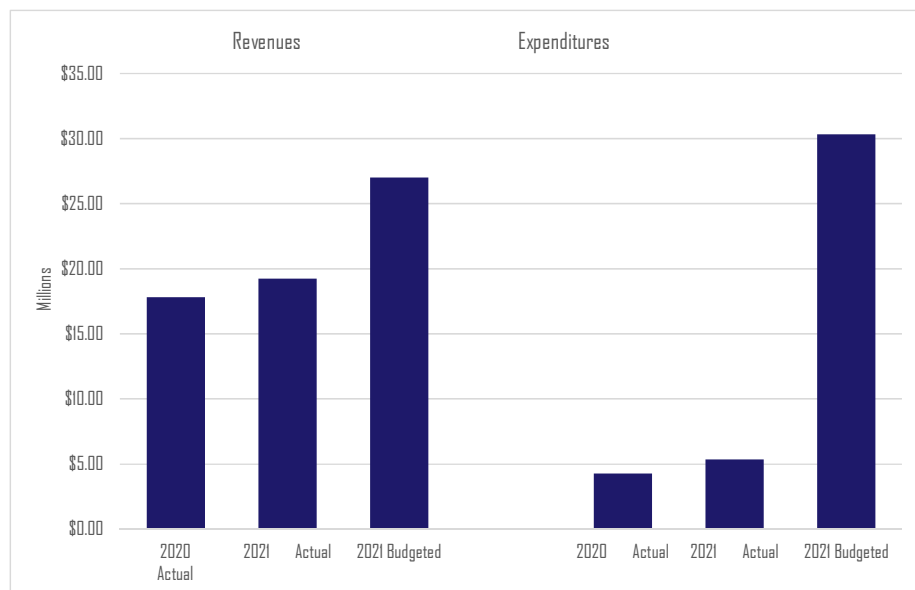
2020		
Account	Rate	Amount
Huntington Checking Account	0.400%	\$10,695,073.37
Huntington Investment Account	1.405%	\$4,808,532.88
*Kent County Pooled Funds	2.067%	\$11,775,821.00
First National Bank	2.580%	\$270,387.52
		<u>\$27,549,814.77</u>

* Includes Trust Pooled fund balances

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



Monthly Revenues and Expenditures Month ended February 28



Budget to Actual with Prior Year Comparison

Revenues

2020 Actual	\$	17,863,259
2021 Actual	\$	19,258,896
2021 Budgeted	\$	27,025,126

Expenditures

2020 Actual	\$	4,268,698
2021 Actual	\$	5,352,652
2021 Budgeted	\$	30,334,272

Comparative Percentages Current & Prior Year

Account

Account	Amount
2020 YTD Revenues	67.4%
2021 YTD Revenues	71.3%
2020 YTD Expenditures	15.0%
2021 YTD Expenditures	17.6%

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 2/1/2021 Through 2/28/2021
(In Whole Numbers)

	YTD Actual	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
Revenues				
Property Taxes	18,857,402	24,272,208	(5,414,806)	(22)%
Penal Fines	0	550,000	(550,000)	(100)%
Charges for Services	2,609	35,000	(32,391)	(93)%
Interest Income	6,655	253,500	(246,845)	(97)%
Public Donations	49,623	376,945	(327,322)	(87)%
Other Revenue	342,608	701,400	(358,793)	(51)%
State Sources	0	836,073	(836,073)	(100)%
Total Revenues	19,258,896	27,025,126	(7,766,230)	(29)%
Expenditures				
Salaries and Wages	1,927,845	13,004,693	11,076,849	85 %
Employee Benefits	827,912	4,218,780	3,390,868	80 %
Collections - Digital	678,079	2,154,425	1,476,346	69 %
Collections - Physical	358,157	2,392,571	2,034,414	85 %
Supplies	50,686	862,428	811,741	94 %
Contractual and Professional Services	414,736	1,821,546	1,406,810	77 %
Programming and Outreach	7,670	373,580	365,910	98 %
Maintenance and Utilities	498,396	2,167,877	1,669,481	77 %
Staff Development	7,583	225,826	218,243	97 %
Board Development	0	11,450	11,450	100 %
Other Expenditures	369,990	936,208	566,218	60 %
Capital Outlay	211,599	2,164,889	1,953,290	90 %
Total Expenditures	5,352,652	30,334,272	24,981,620	82 %
Excess Revenue Over (Under) Expenditures	13,906,244	(3,309,146)	17,215,390	(520)%

Kent District Library
Statement of Revenues and Expenditures
245 - Business Consulting Special Revenue Fund
From 1/1/2021 Through 2/28/2021
(In Whole Numbers)

YTD Actual

Expenditures	
Other Expenditures	1,867
Total Expenditures	<u>1,867</u>
Excess Revenue Over (Under)	(1,867)
Expenditures	<u> </u>

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 1/1/2021 Through 2/28/2021
(In Whole Numbers)

	YTD Ending February 29, 2020	YTD Ending February 28, 2021	Total Variance
Revenues			
Property Taxes	17,727,274	18,857,402	1,130,128
Charges for Services	21,667	2,609	(19,058)
Interest Income	28,952	6,655	(22,297)
Public Donations	58,936	49,623	(9,313)
Other Revenue	26,429	342,608	316,178
Total Revenues	17,863,259	19,258,896	1,395,637
Expenditures			
Salaries and Wages	1,506,240	1,927,845	421,604
Employee Benefits	528,429	827,912	299,483
Collections - Digital	588,821	678,079	89,258
Collections - Physical	317,771	358,157	40,386
Supplies	56,457	50,686	(5,770)
Contractual and Professional Services	426,846	414,736	(12,110)
Programming and Outreach	33,769	7,670	(26,099)
Maintenance and Utilities	386,974	498,396	111,421
Staff Development	38,377	7,583	(30,793)
Board Development	125	0	(125)
Other Expenditures	219,360	369,990	150,630
Capital Outlay	165,529	211,599	46,069
Total Expenditures	4,268,698	5,352,652	1,083,954
Excess Revenue Over (Under) Expenditures	13,594,561	13,906,244	311,683

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 2/1/2021 Through 2/28/2021
(In Whole Numbers)

	Current Month	2021 YTD	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
Revenues					
Property Taxes					
4402 Current property taxes	7,662,670	18,811,675	24,006,516	(5,194,841)	(22)%
4412 Delinquent personal property taxes	814	1,398	10,000	(8,602)	(86)%
4432 DNR - PILT	193	5,868	16,000	(10,132)	(63)%
4437 Industrial facilities taxes	35,003	38,461	239,692	(201,231)	(84)%
Total Property Taxes	7,698,680	18,857,402	24,272,208	(5,414,806)	(22)%
Penal Fines					
4581 Penal fines	0	0	550,000	(550,000)	(100)%
Total Penal Fines	0	0	550,000	(550,000)	(100)%
Charges for Services					
4650 Printing/fax fees	36	38	10,000	(9,962)	(100)%
4660 Other Patron Fees	135	192	5,000	(4,808)	(96)%
4685 Materials replacement charges	1,608	2,379	20,000	(17,621)	(88)%
Total Charges for Services	1,779	2,609	35,000	(32,391)	(93)%
Interest Income					
4664 Interest Earned on Restricted Investments	36	36	1,000	(964)	(96)%
4665 Interest earned on deposits and investments	(9,092)	6,510	250,000	(243,490)	(97)%
4666 Interest Earned - Property Taxes	92	109	2,500	(2,391)	(96)%
Total Interest Income	(8,965)	6,655	253,500	(246,845)	(97)%
Public Donations					
4673 Restricted donations	12,932	31,029	176,945	(145,916)	(82)%
4674 Unrestricted donations	5,660	18,594	200,000	(181,406)	(91)%
Total Public Donations	18,593	49,623	376,945	(327,322)	(87)%
Other Revenue					
4502 Universal Service Fund - eRate	0	0	696,900	(696,900)	(100)%
4668 Royalties	0	309	4,500	(4,191)	(93)%
4686 Sale of Equipment	1,037	1,142	0	1,142	0 %
4688 Miscellaneous	51	129	0	129	0 %
4690 CARES Act - Emergency Sick Leave Credit	1,721	2,739	0	2,739	0 %
4695 Health Insurance Plan Experience Rebate	338,288	338,288	0	338,288	0 %
Total Other Revenue	341,098	342,608	701,400	(358,793)	(51)%
State Sources					
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	8,051,185	19,258,896	27,025,126	(7,766,230)	(29)%
Expenditures					
Salaries and Wages					
5700 Board Stipend	240	480	3,720	3,240	87 %
5706 Extra duty stipends	150	150	5,202	5,052	97 %
5713 Salary & Wages	951,645	1,927,215	12,995,772	11,068,557	85 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 2/1/2021 Through 2/28/2021
(In Whole Numbers)

	Current Month	2021 YTD	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
Total Salaries and Wages	952,035	1,927,845	13,004,693	11,076,849	85 %
Employee Benefits					
5709 FICA	69,238	141,846	993,840	851,994	86 %
5716 Defined Benefit Pension Plan Expenditures	0	0	80,959	80,959	100 %
5717 Defined Contribution Pension Plan Contributions	42,537	87,196	737,736	650,540	88 %
5718 Employee Health Benefits	261,519	229,598	1,754,802	1,525,204	87 %
5720 HSA/Flex	0	0	409,580	409,580	100 %
5723 Retiree Health Care OPEB	(466)	(932)	1,800	2,732	152 %
5724 Life Insurance	2,495	2,495	30,048	27,553	92 %
5725 Additional Life Insurance	5,676	6,037	28,377	22,340	79 %
5727 Gradifi Student Loan Assistance	351,475	355,852	138,532	(217,320)	(157)%
5728 YMCA Membership Support	30	50	16,301	16,251	100 %
5730 Other Employee Benefits	769	5,769	16,804	11,035	66 %
5842 Unemployment Claims	0	0	10,000	10,000	100 %
Total Employee Benefits	733,274	827,912	4,218,780	3,390,868	80 %
Collections - Digital					
5785 Cloud Library/OverDrive	0	350,000	1,400,000	1,050,000	75 %
5786 Hoopla	0	102,500	410,000	307,500	75 %
5787 Digital Collection	0	73,645	107,795	34,150	32 %
5788 Miscellaneous Electronic Access	103,113	151,934	236,630	84,696	36 %
Total Collections - Digital	103,113	678,079	2,154,425	1,476,346	69 %
Collections - Physical					
5791 Subscriptions	61,495	67,348	77,600	10,252	13 %
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	81,190	153,882	1,143,280	989,398	87 %
5983 CD/DVD Collection Materials - Non-Depreciable	24,168	54,233	551,750	497,517	90 %
5984 Beyond Books Collection - Non-Depreciable	41,471	82,694	575,625	492,931	86 %
Total Collections - Physical	208,323	358,157	2,392,571	2,034,414	85 %
Supplies					
5750 Collection Processing & AV Supplies	5,127	12,580	199,411	186,831	94 %
5751 Office & Misc Supplies	6,953	7,155	118,039	110,884	94 %
5752 Paper	1,928	2,638	29,340	26,702	91 %
5754 Disposable Technology <\$1000	4,271	3,977	0	(3,977)	0 %
5755 Maintenance Supplies - Custodial	228	1,339	47,160	45,821	97 %
5756 Water Cooler Supplies & Water	469	469	0	(469)	0 %
5757 Meeting Center Supplies	68	68	0	(68)	0 %
5760 Technology & Accessories <\$1000	716	1,202	165,670	164,468	99 %
5764 KDL Staff Event Supplies	0	0	26,000	26,000	100 %
5766 Team KDL Supplies	0	259	0	(259)	0 %
5767 New EE Shirts/Tote Bags	275	275	5,000	4,725	94 %
5768 Promotions Supplies	0	0	33,743	33,743	100 %
5770 Other Awards/Prizes	11,635	11,635	115,645	104,010	90 %
5771 Non-Alcoholic Beverages	360	613	19,722	19,109	97 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 2/1/2021 Through 2/28/2021
(In Whole Numbers)

		Current Month	2021 YTD	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
5790	Books (not for circulation)	0	0	10,500	10,500	100 %
5799	Miscellaneous Supplies	4,271	7,391	0	(7,391)	0 %
5851	Mail/Postage	304	719	27,875	27,156	97 %
5900	Copier/Printer Overage Charges	360	365	64,323	63,958	99 %
	Total Supplies	36,966	50,686	862,428	811,741	94 %
	Contractual and Professional Services					
5792	Software	216,193	219,955	623,750	403,794	65 %
5801	Professional & Consulting Services	23,050	23,050	523,008	499,958	96 %
5804	Other Consultants	0	6,000	0	(6,000)	0 %
5805	Audit Services	0	0	34,000	34,000	100 %
5806	Legal Services	750	750	50,000	49,250	99 %
5809	Temporary Contracted Employees	0	0	15,000	15,000	100 %
5811	IT Contracted Services	3,600	3,600	0	(3,600)	0 %
5813	Delivery Services	18,343	26,681	154,368	127,687	83 %
5814	Security Services	271	1,011	53,316	52,305	98 %
5817	Lakeland Library Co-op services	0	1,428	4,950	3,523	71 %
5818	Shredding services	0	0	550	550	100 %
5819	Drug Screenings/background checks	240	390	3,500	3,110	89 %
5823	Inspection Services	228	228	3,200	2,972	93 %
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	530	960	29,450	28,490	97 %
5830	Other Contracted Services	4,225	7,700	0	(7,700)	0 %
5836	Employee & Partner Care (Flowers, Etc)	35	690	6,500	5,810	89 %
5890	ILS Fees	96,472	96,472	147,620	51,148	35 %
5891	Licenses and Fees	679	4,310	4,685	375	8 %
5893	Marc Records License	308	1,423	7,500	6,077	81 %
5956	Other Benefits Administration Fees	3,045	8,599	34,500	25,901	75 %
5957	Pension Administration Fees	0	0	6,600	6,600	100 %
5958	Payroll processing fees	3,854	8,965	41,000	32,035	78 %
5960	Banking Fees	62	443	8,450	8,007	95 %
5961	TSYS/Credit Card Fees	1,221	2,081	11,850	9,769	82 %
	Total Contractual and Professional Services	373,107	414,736	1,821,546	1,406,810	77 %
	Programming and Outreach					
5794	Outreach Supplies	138	1,000	0	(1,000)	0 %
5795	Programming & Outreach Supplies	1,966	2,307	157,490	155,183	99 %
5865	Programming Services	813	913	34,165	33,252	97 %
5885	Speakers/Performers	3,200	3,450	181,475	178,025	98 %
5950	Airport Free Library	0	0	450	450	100 %
	Total Programming and Outreach	6,117	7,670	373,580	365,910	98 %
	Maintenance and Utilities					
5810	IT Infrastructure Services	58,228	116,456	400,000	283,544	71 %
5822	Maintenance Contracts	1,944	2,644	7,300	4,656	64 %
5848	Mobile Hotspots	1,040	3,004	20,204	17,200	85 %
5849	Cell Phones/ Stipends	1,212	3,271	30,692	27,421	89 %
5850	Telephones	2,106	4,206	32,392	28,186	87 %
5852	Internet/Telecomm Services	57,597	104,981	668,042	563,060	84 %
5918	Water/Sewer	226	226	3,500	3,274	94 %
5919	Waste Disposal	400	798	6,100	5,302	87 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 2/1/2021 Through 2/28/2021
(In Whole Numbers)

		Current Month	2021 YTD	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
5920	Electric	1,671	1,671	75,000	73,329	98 %
5921	Natural Gas	1,466	1,466	15,000	13,534	90 %
5925	Lawn care & Snowplowing	4,044	4,044	26,300	22,256	85 %
5928	Branch Maintenance Fees	0	103,929	420,907	316,978	75 %
5929	Land Repair and Maintenance	0	0	3,300	3,300	100 %
5930	Building Repair and Maintenance	517	2,802	88,000	85,198	97 %
5931	Equipment Repair and Maintenance	83	83	24,750	24,667	100 %
5932	Vehicle Repairs and Maintenance	0	0	12,900	12,900	100 %
5933	Software & IT Hardware Maintenance Agreements	63,310	63,310	93,168	29,858	32 %
5934	Other Repair and Maintenance	0	0	1,450	1,450	100 %
5940	Rentals	82,887	84,155	186,064	101,910	55 %
5941	Printer/Copier Leases	839	1,348	52,808	51,460	97 %
	Total Maintenance and Utilities	277,571	498,396	2,167,877	1,669,481	77 %
	Staff Development					
5910	Staff Development & Conferences	6,788	7,583	214,596	207,013	96 %
5913	Travel/Lodging	0	0	11,230	11,230	100 %
	Total Staff Development	6,788	7,583	225,826	218,243	97 %
	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	54	54	9,220	9,166	99 %
5860	Parking	0	0	6,245	6,245	100 %
5861	Mileage Reimbursement	612	1,929	72,014	70,085	97 %
5870	Branch Local Misc - Restricted Donation Expenditures	46,287	47,059	212,620	165,561	78 %
5873	Website	119,612	119,612	134,060	14,448	11 %
5874	Employment Advertising	0	0	1,000	1,000	100 %
5875	System Advertising	7,008	19,384	97,150	77,766	80 %
5879	Branch Advertising	30	30	3,525	3,495	99 %
5884	Royalty Free Creative(Photography, Video, etc)	25	25	8,700	8,675	100 %
5901	Outsourced Printing & Publishing	2,908	2,908	61,500	58,592	95 %
5906	Promotions/Marketing	0	0	9,420	9,420	100 %
5907	Sponsorships/Donations	10,000	10,000	0	(10,000)	0 %
5912	Meetings	42	71	31,550	31,479	100 %
5915	Memberships, Dues & Fees	25,856	25,868	66,135	40,267	61 %
5916	Dues and Fees	9,328	9,328	0	(9,328)	0 %
5935	Property Liability Insurance	4,787	69,292	62,920	(6,372)	(10)%
5936	Vehicle Liability Insurance	5,722	10,734	15,500	4,766	31 %
5937	Flood Insurance	4,588	4,588	20,000	15,412	77 %
5938	Bond Insurance	9,719	9,719	11,873	2,154	18 %
5939	Workers Compensation Insurance	37,098	37,967	48,000	10,033	21 %
5942	Errors and Omissions Insurance	0	0	25	25	100 %
5955	Miscellaneous	187	987	5,870	4,883	83 %
5959	Sales Taxes	0	1	500	499	100 %
5964	Property Tax Reimbursement	433	435	55,380	54,945	99 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 2/1/2021 Through 2/28/2021
(In Whole Numbers)

	Current Month	2021 YTD	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
5965 MEL Return Items	0	0	3,000	3,000	100 %
Total Other Expenditures	284,296	369,990	936,208	566,218	60 %
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 %
5976 Building Improvements - Depreciable	172,075	172,075	0	(172,075)	0 %
5977 Technology - Non-Depreciable (\$1000-4999)	5,816	5,816	724,584	718,768	99 %
5979 Equipment/Furniture - Non-Depreciable (\$0-4999)	25,508	28,708	580,275	551,568	95 %
5980 Equipment/Furniture - Depreciable (\$5000+)	5,000	5,000	10,030	5,030	50 %
Total Capital Outlay	208,399	211,599	2,164,889	1,953,290	90 %
Total Expenditures	3,189,991	5,352,652	30,334,272	24,981,620	82 %
Excess Revenue Over (Under) Expenditures	4,861,195	13,906,244	(3,309,146)	17,215,390	(520)%

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 2/1/2021 Through 2/28/2021

Check Number	Vendor Name	Check Amount	Check Date
81323	Overdrive, Inc	350,000.00	2/12/2021
81425	Sirsidynix	128,502.39	2/26/2021
210150002446	Priority Health	126,449.18	2/2/2021
210180000426	Priority Health	126,449.18	2/2/2021
81321	Midwest Tape	124,806.45	2/12/2021
81303	IP Consulting, Inc.	116,456.42	2/12/2021
81270	BiblioCommons Corp.	111,599.13	2/12/2021
81388	IP Consulting, Inc.	95,815.10	2/26/2021
81308	Library Ideas, Llc	73,645.00	2/12/2021
9872422317	Verizon Wireless - MiFy Routers & Cell phones	41,665.64	2/24/2021
81352	Hitachi Capital America Corp / Bibliotheca Credit	39,501.47	2/26/2021
81302	Ingram Library Services Llc	37,319.41	2/12/2021
81334	Tech Logic Corporation	36,229.50	2/12/2021
02172021	The Huntington Bank - Michigan	31,154.24	2/17/2021
81269	Baker & Taylor	24,134.74	2/12/2021
M0136542025	American Heritage Life Insurance Company / Allstate Benefits	15,429.62	2/3/2021
81387	Ingram Library Services Llc	14,337.93	2/26/2021
210150001722	Priority Health	12,283.06	2/1/2021
210150001723	Priority Health	12,244.68	2/1/2021
81304	Issue Media Group, LLC	12,000.00	2/12/2021
81282	Cengage Learning	10,896.37	2/12/2021
81356	Cascade Community Foundation	10,000.00	2/26/2021
81417	Rehmann LLC / Rehmann Technology Solutions, LLC	9,750.00	2/26/2021
81326	Plainfield Charter Township	9,424.13	2/12/2021
81361	Comerica Bank	9,265.81	2/26/2021
81362	Comerica Bank	9,236.41	2/26/2021
81346	Aqua Blue Aquarium Solutions	8,537.51	2/26/2021
81350	Baker & Taylor	8,201.34	2/26/2021
81416	Quipu Group, LLC	8,139.00	2/26/2021
81260	Ada Township	7,740.38	2/12/2021
81418	RNL Graphics Solutions, LLC	7,600.00	2/26/2021
81328	Same Day Delivery, Inc	7,168.00	2/12/2021
81397	Midwest Collaborative For Library Services	6,869.70	2/26/2021
81275	City Of Grandville	6,750.00	2/12/2021
81419	Same Day Delivery, Inc	6,656.00	2/26/2021
81402	Midwest Tape	5,656.79	2/26/2021
81335	The Wall Street Journal	5,577.00	2/12/2021
81272	Byron Township	4,728.75	2/12/2021
81309	Michigan Office Solutions (MOS)	4,326.77	2/12/2021
81433	UAW Local 2600	4,239.17	2/26/2021
81347	Atlanta Capital Management Co, LLC	4,074.00	2/26/2021
81372	Governmental Consultant Services Inc.	4,000.00	2/26/2021
81333	Staples Business Advantage	3,493.68	2/12/2021
81276	Crosby And Henry	3,432.00	2/12/2021
81353	Blackstone Audio Inc	3,387.42	2/26/2021
81426	SofterWare, Inc.	3,268.80	2/26/2021
INV01881964	Paycor, Inc.	3,247.70	2/4/2021
81336	White Mitten Movers LLC	3,217.50	2/12/2021
207057506206	Consumers Energy	3,126.27	2/4/2021
1054021-0221	PLIC - SBD Grand Island	3,099.38	2/1/2021

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 2/1/2021 Through 2/28/2021

Check Number	Vendor Name	Check Amount	Check Date
81344	All Season Lawn Care	3,038.00	2/26/2021
81411	David Palma / Palma Furniture Co	3,000.00	2/26/2021
81354	The Lillie Labor Law Firm P.C.	2,850.00	2/26/2021
81430	Thomas Klise/Crimson Multimedia	2,510.00	2/26/2021
81436	WIMAGE	2,400.00	2/26/2021
213675	TelNet Worldwide, Inc.	2,106.19	2/23/2021
81428	Swartz Electric Co.	2,025.00	2/26/2021
81407	Newsbank, Inc.	2,007.00	2/26/2021
81369	Cengage Learning	1,944.46	2/26/2021
81404	Morneau Shepell Limited	1,918.80	2/26/2021
81285	Hodges Coaching LLC	1,800.00	2/12/2021
81376	Hodges Coaching LLC	1,786.00	2/26/2021
495242	123.Net, Inc	1,724.00	2/9/2021
81261	Advanced Benefit Solutions, Inc / 44 North	1,696.00	2/12/2021
81343	Advanced Benefit Solutions, Inc / 44 North	1,687.00	2/26/2021
0020326757-0221	Dte Energy	1,466.35	2/4/2021
81306	Lakeland Library Cooperative	1,427.50	2/12/2021
81413	Performance Assessment Network	1,410.00	2/26/2021
81371	Godwin Heights High School	1,325.00	2/26/2021
81437	Wolverine Power Systems	1,283.86	2/26/2021
81427	Staples Business Advantage	1,207.91	2/26/2021
201807561494	Consumers Energy	1,163.59	2/10/2021
81325	Penworthy Co.	1,082.60	2/12/2021
81271	Blackstone Audio Inc	1,034.60	2/12/2021
81358	Central Michigan Paper	1,003.00	2/26/2021
81367	Findaway World, Llc	939.03	2/26/2021
81396	Michigan Office Solutions (MOS)	868.91	2/26/2021
81281	Findaway World, Llc	859.05	2/12/2021
81412	Pam Spring Advertising, Llc	855.00	2/26/2021
81429	Thomas Barnes	750.00	2/26/2021
81360	Comerica Bank	743.76	2/26/2021
81324	Pam Spring Advertising, Llc	736.00	2/12/2021
81307	Lewis Paper	709.75	2/12/2021
81364	Dawn Lewis	684.30	2/26/2021
81405	Nationwide	674.14	2/26/2021
81327	RNL Graphics Solutions, LLC	655.00	2/12/2021
81368	Foster, Swift, Collins & Smith, P.C.	630.00	2/26/2021
INV01921386	Paycor, Inc.	606.50	2/18/2021
RIS0003277810	Delta Dental Of Michigan	605.81	2/12/2021
81410	Occupational Health Centers of Michigan, P.C.	560.21	2/26/2021
81348	Audrey Barker	464.08	2/26/2021
81394	Lewis Paper	456.60	2/26/2021
81284	Grand Rapids Building Services	430.00	2/12/2021
81435	Vanguard Fire & Security Systems Inc	415.00	2/26/2021
2163982	Arrowaste	400.16	2/17/2021
81389	Jerry Berg / Berg History LLC	400.00	2/26/2021
81390	Juan Fernandez	400.00	2/26/2021
81363	Darius Quinn / Quinn Consulting Services	375.00	2/26/2021
013907	Medtipster.com, LLC.	363.75	2/12/2021
81415	Plainfield Charter Township	350.66	2/26/2021
81424	Showcases	343.44	2/26/2021
81374	Greatamerica Financial Svcs.	330.04	2/26/2021

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 2/1/2021 Through 2/28/2021

Check Number	Vendor Name	Check Amount	Check Date
81373	Grand Rapids Area Chamber Of Commerce	300.00	2/26/2021
81370	George Bayard / Graama	300.00	2/26/2021
81409	Northeast Print House	275.10	2/26/2021
81403	MLA- Michigan Library Association	255.00	2/26/2021
81365	Employee Assistance Center (EAC)	255.00	2/26/2021
81395	Mandy Thompson	250.00	2/26/2021
81393	Legal Shield	236.25	2/26/2021
81342	Absopure Water Company	206.50	2/26/2021
81366	Employment Screening Resources	180.00	2/26/2021
81434	Vanessa Walstra	164.76	2/26/2021
81375	Heart Of West Michigan United Way	156.00	2/26/2021
81283	Glenn Swier	150.00	2/12/2021
81357	Center Point Publishing	116.85	2/26/2021
81392	Kelaine Mish	112.55	2/26/2021
81351	Benjamin Perrin / MercuryHead Gallery	100.00	2/26/2021
81322	Occupational Health Centers of Michigan, P.C.	97.69	2/12/2021
IN1977265	TASC	94.02	2/23/2021
81406	Nationwide Trust Company, FSB	83.53	2/26/2021
81263	Aqua Blue Aquarium Solutions	75.00	2/12/2021
81262	Advanced Ecosystems / FishGuy	75.00	2/12/2021
81280	Findaway World, Llc	71.90	2/12/2021
81274	Center Point Publishing	68.91	2/12/2021
81265	Audiocraft Publishing Inc	68.27	2/12/2021
81279	Employment Screening Resources	60.00	2/12/2021
81264	Ashley Smolinski	58.28	2/12/2021
81408	Nigel Tau	50.00	2/26/2021
81431	Thomas M. Plunkard	50.00	2/26/2021
81391	Karen Small	30.73	2/26/2021
81345	Andrew Erlewein	30.00	2/26/2021
81355	Caitlin S. Oliver	30.00	2/26/2021
81359	Charles R. Myers	30.00	2/26/2021
81432	Thomas Noreen	30.00	2/26/2021
81422	Sheri Gilreath-Watts	30.00	2/26/2021
81423	Shirley Bruursema	30.00	2/26/2021
81420	Sarah Ann Weller	30.00	2/26/2021
81414	Peter Dykhuis	30.00	2/26/2021
81277	Dawn Jacobson	28.00	2/12/2021
81273	Canton Public Library	13.99	2/12/2021
81305	Joe Antal	10.29	2/12/2021
81278	Delta College	6.99	2/12/2021
81421	Scott Small	4.76	2/26/2021
Report Total		1,779,881.44	

LAKELAND LIBRARY COOPERATIVE
BOARD MINUTES – Unofficial
Thursday, February 11, 2021 at 9:30 a.m.
Via Zoom

Present: Dale Parus, Shirley Bruursema, Karen McKinnon, Diane Kooiker, Peggy Hemerling, Kelly Richards, Mattie Cook and Lance Werner

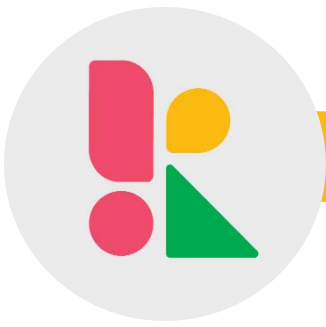
Staff Present: Carol Dawe and Kelly Schroeder

Absent: John McNaughton

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:32 a.m. by Dale Parus. There were 30 additional participants.
- 2) **APPROVAL OF AGENDA:** Diane Kooiker moved, supported by Shirley Bruursema, to approve the agenda as presented - *motion carried*.
- 3) **QUESTIONS FROM MEMBERS:** There were no questions from members.
- 4) **PUBLIC COMMENTS:** There were no public comments.
- 5) **APPROVAL OF MINUTES:** Peggy Hemerling moved, supported by Shirley Bruursema, to approve the Board minutes from January 14, 2021 as presented – *motion carried*.
- 6) **FINANCIAL REPORT:** Dale Parus mentioned this included a monthly look, as well as YTD look at the budget, and that it looked healthy. Carol added that the audit report will be at the March meeting. She also urged the new directors to reach out if they had any questions. Karen McKinnon moved, supported by Kelly Richards, to approve the Financial Reports as presented - *motion carried*.
- 7) **PRESIDENT'S REPORT:** Dale Parus mentioned the bylaws review committee line on the agenda for needed volunteers, as well as offering kudos to Carol for her hard work. He added that he will be part of a meeting later this month to meet with Representative Meijer, which will include Lance Werner, John McNaughton, Carol Dawe, and others.
- 8) **DIRECTOR'S REPORT:** Carol Dawe reiterated how busy everyone is. She thanked everyone for getting their State Aid reports in and that the check will be coming soon. She also thanked everyone for their BiblioCore responses and that the project is on target for June 1st. She mentioned that the auditor's report will be at the March meeting and thanked Janet for her hard work. Janet is also working with Carol and the attorney on the HR policy and handbook. It will go to Personnel once ready. She also thanked her colleagues, adding that the normal work doesn't go away [plus special projects like BiblioCore].
- 9) **NEW BUSINESS:**
 - a) Establishment of a Bylaws/Plan of Service Review Committee – Dale summarized that the task has been on Carol's plate to revise these for a number of years and is now ready to roll. They are asking for volunteers for an ad hoc review committee to work with Carol. Carol added that she has used other Cooperative's policies, that less is more, and she'll bring forward a draft for review. Kelly Richards and Diane Kooiker volunteered.
- 10) **PUBLIC COMMENTS:**
 - a) There were many thank you remarks to Carol for the chocolate gifts.
- 11) **BOARD MEMBER COMMENTS:**
 - a) Lance Werner said there was a soft open for the Amy Van Andel Branch and they were all very excited. Please stop by to see the new library and community center. He also said that Shirley Bruursema is amazing and continues to inspire us all.
 - b) Diane Kooiker said that the Herrick North Branch has re-opened and invited people to come by for a tour. There has not been a grand opening yet.
 - c) Kelly Richards said that MADL is remodeling every branch and that there is a potential satellite location in the works. There will be more news on that in the coming months. They may have a grand re-opening of everything all at one time.

- d) Peggy Hemerling said that Hastings is open now, though limited, and it is wonderful and has been going well.
 - e) Shirley Bruursema thanked Carol for the MCDA news. She also mentioned that the Grandville Branch of KDL is doing an addition, the Walker Branch is anticipating some renovations and a couple others are in the study stage. She said that curbside service has been successful, but that it is great to be open again.
 - f) Karen McKinnon congratulated those with new openings and branches. She added that Leighton Township Library was approved by the Township Commission for an addition.
 - g) Dale Parus mentioned that Ionia Community Library was now doing some of the behind-the-scenes work for their new building planning.
 - h) There were no other comments from board members.
- 12) **NEXT MEETING:** Thursday, March 11, 2021, at 9:30 a.m. via Zoom
- 13) **ADJOURNMENT:** Kelly Richards moved, supported by Peggy Hemerling, to adjourn at 9:55 a.m. - *motion carried.*

Respectfully submitted by,
Kelly Ann Schroeder



FEBRUARY DIRECTOR'S REPORT

It has been a year since beginning of COVID. What is one service your branches are looking forward to bringing back to patrons and why? What is one service that has changed during COVID that patrons love and should not go away even when KDL fully opens for all services?

ALPINE, TYRONE, WALKER

Regional Branch Manager I Liz Knapp of Alpine, Tyrone, and Walker branches shared that programming was most missed. In the words of Assistant Branch Librarian Barb Schantz, patrons and staff miss “The programs that bring the young, middle and elderly back into the buildings to connect with their minds and hearts-enriching lives with access to information that allows them to grow in what they are searching and yearning for in their minds and their hearts!” Staff chose everything from “take and make” craft bags to curbside when it came to a service that should not go away when KDL fully opens. Assistant Branch Librarian Kathy Potts spoke for many, when she said, “Free printing (and from remote locations) is the thing that everyone hopes will become permanent. I know it’s a big expense for KDL but it certainly is used and loved by our patrons.”

ALTO + ENGLEHARDT

The services that staff and patrons are looking forward would be Early Literacy and storytime. KDL has done a wonderful job with the COVID pivots, but it's not the same feeling of excitement when the children are enjoying the programs. The “takes and makes” craft bags would be a great service to continue. With not everyone always able to take advantage of in-person programming, whether it is availability, transportation, or some other reason. This alternate form of programming has been able to reach many community members.

BYRON + GRANDVILLE

Storytime and other children's programming would qualify as one of the services that both staff and patrons miss the most. Staff miss seeing children bouncing around the library hardly containing their excitement over a good program and searching for good books to read. Another small service that is greatly missed would be handstamps. In normal times when a child finds the stuffed animal Katie L., the child would get a handstamp. The pure joy that something as simple as an ink stamp on the hand can bring so much enjoyment to a child and holding off on this little gesture is a source of sadness. Many new services have been created in this time period, but two that are hugely popular and will continue to be well-received even when things return to “normal” would be online programming and curbside service. Both provide convenience for certain patrons and complement other services that will eventually come back.

CALEDONIA + CASCADE

The staff at the Cascade and Caledonia branches would very much like to bring storytime and other in-person programs back to local patrons. The online programs have been tremendously important during the pandemic, and they have reached out to an expanded audience, particularly children or families that experience chronic disease or illness who might find in-person programming out of reach. Staff miss the buzz and action of in-person storytime with children and look forward to the day this service

can return. The staff hope that the online programming continues after in-person storytime return so that KDL can continue to reach out to the widest possible audience!

COMSTOCK PARK + PLAINFIELD

Staff look forward to bringing storytime back into the branches. As much as staff love performing these programs virtually, the buzz of children laughing in the library is sorely missed. Curbside service has been very well received and provides a wonderful convenience to patrons who may not have the time or comfort to enter the branch as well as, book bundles as an option has made this service even more appealing.

FEATURED DEPARTMENT – FINANCE DEPARTMENT

The Finance Department is led by Interim Finance Director Kim Lindsay, CPA. The department is responsible for providing stewardship of KDL's financial resources, providing timely financial reporting to KDL's internal and external stakeholders and support to all departments and team members throughout KDL. The finance team currently consists of three other highly capable individuals responsible for processing more than 15,000 transactions annually for KDL.

The Department is currently working on streamlining the financial processes across the Organization. The goal is to reduce the time and effort required to conduct the business of KDL while maintaining the highest level of internal controls over KDL's financial resources. The department is gathering information from users throughout KDL in an effort to develop the most effective and efficient solutions. As part of this effort the Department is exploring leveraging its current technology and software systems while also maximizing the resources available from its external service providers.

The Department is also preparing for the upcoming external audits and providing input and support for KDL teammates and leadership in addition to day-to-day operating functions. The department is excited for what 2021 has in store.

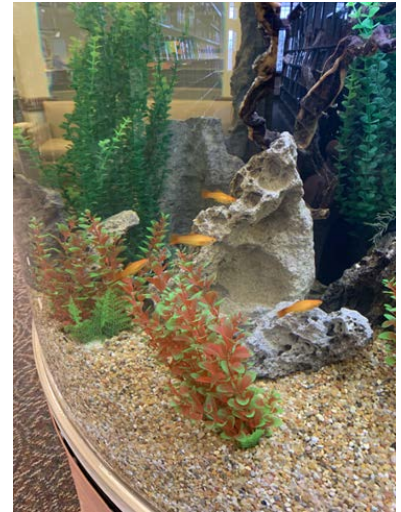
PROJECTS

BUILDING UPDATES: AMY VAN ANDEL LIBRARY AND COMMUNICATION CENTER

The Amy Van Andel Library is open! The soft opening went well and patrons are enjoying the beautiful building. The Ada Community Center portion of the building will be unavailable until the building's dedication. Director of Engagement Randy Goble is working with SeyferthPR and Ada Township on the event. Staff members at the Amy Van Andel Library are excited to welcome patrons and are enjoying learning how to best organize the new space.

BUILDING UPDATES: CASCADE TOWNSHIP

The aquarium is installed but is still awaiting the metal fabricated piece that goes around the bottom. Creative Service Coordinator Brad Baker and Digital Marketing Strategist David Specht are working on photographing the artwork for Extreme Graffiti so that the images can be transferred to vinyl. A school of small fish has arrived in the aquarium and are setting up territory for when the bigger fish are brought in.



BUILDING UPDATES: GRANDVILLE

The Grandville construction is approaching the next phase, which entails moving the library service area into the new addition and transitioning staff back into the staffing area. All the while the main body of the library is being renovated. Within about a month and a half the two additions will be complete and then that move will occur. The exterior brickwork is almost complete (they are finishing the arches on the new entry), painting is occurring, tile floors will be placed in the bathrooms, and trim/millwork is being installed. Below are two pictures of the portion of the new addition right outside the community room and right next to the entrance of the library proper. The photo on the left shows the newly installed skylight and the photo on the right is the recently installed fireplace. Regional Manager I Josh Bernstein, Director of Projects and Planning Jaci Cooper and Director of Engagement Randy Goble met with the City of Grandville to begin planning for the launch event or series of events, which is tentatively scheduled for early October.

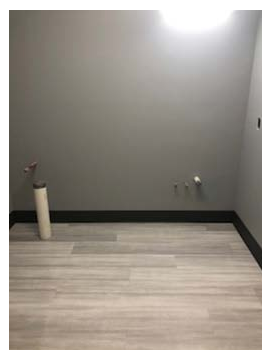
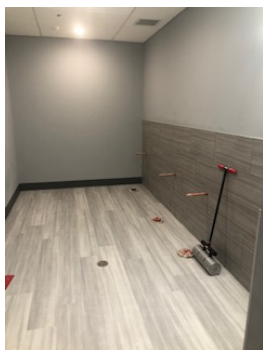


BUILDING UPDATES: SERVICE + MEETING CENTER – SERVICE CENTER REFRESH

Staff voted for the breakroom color to be teal and the layout of the furniture. The floors are a polished concrete which will create a timeless look along with durability, easy to clean and will never need to be replaced. New LED fixtures and lights were installed which will reduce electricity cost and less money spent replacing light bulbs and ballast. The cabinets have been installed, the countertops and appliances will be coming in over the next month.



The Wellness Room (Mothers Room) flooring is complete. It was decided to increase the size of the room as it felt small. An extra five feet were added and the space now feels inviting and relaxing.



The Service Center Bathrooms are almost fully renovated and complete. The flooring has been laid, new LED light have been installed and the staff cannot wait to have them up and running.

IT team did an excellent job of organizing space in the mezzanine area for all the extra equipment that is maintained by the department. The IT workroom will be utilized for informal meetings, staff to be able to work on equipment and sort through incoming orders. The majority of the furniture in this workroom will be reused therefore the biggest changes to the workroom will be a new door, paint and grinding the cement floor.



The next department on the list for renovation will be Patron Services. The maintenance and upkeep will likely start mid-April. The staff are looking forward to a better utilization of space, larger desks, and much needed storage.

Facilities Coordinator Missy Lancaster is also starting to work with Collections Managers Liz Guarino and Programming Manager Kip Odell to determine the best plan for the Departments of Programming, Collections and Collection Services. This renovation will cause some challenges as Collection Services needs to be in the building while the work is being completed. This part of the maintenance will likely take place in the end of May or early June.

CORE COLLECTION:

Upon opening, The Amy Van Andel Library piloted a Core Collection of perennial favorites. The pilot, an idea from Branch Librarian Penni Zurgable was to create an official curated list of popular books to recommend. Often times, a book will come to mind to recommend, but it will not be on the shelf when staff go to find it, making it hard for quick recommendations to happen and for patrons to leave with book in hand. Patrons also may not know, when browsing, which books are widely acclaimed. KDL's Core Collection consist of 100 perennial favorites based on KDL circulation and local popularity. This will be a dynamic list of non-digital books KDL adult librarians prioritize semiannually without a specific fiction to nonfiction ratio, though the pilot suggests non-fiction has been a bit more popular. This will help with displays and increase circulation. The Core Collection should be obvious from the spine, stickered with a removable label (similar to Express books) and be easily detected when browsing. Core Collections should be consistent among branches but fixed and dependent on branch size, non-floating, and tagged in the catalog. KDL CORE will roll out to the other branches this summer. If the adult Core Collection goes well, KDL will consider a Kids Core Collection and a Teen Core Collection.



END PANEL SIGNAGE PROJECT

The Amy Van Andel Library also piloted new end panel signage that is on-brand, color coded, consistent in font style, ease to create and switch out, and easy to read. KDL's Creative Service Coordinator Brad Baker will create templates for each Branch in Canva (graphic design platform). Previously, each branch had different signage—some with outdated fonts and clipart. The purpose of this project is to further

KDL brand, to help readability, and so that patrons can more easily find materials they are accustomed to browsing when visiting other branches.

PMO (PROJECT MANAGEMENT OFFICE) LAUNCH:

Director of Projects and Planning Jaci Cooper rolled out the PMO launch Phase 1 on February 24. The Phase 1 launch will go through the end of March with an April 16 Town Hall to address any questions or feedback that has come up along the way. Prior to the rollout, managers got a sneak peek and an individual session to ask questions and ensure the new direction was clear. The first phase of the rollout consists of a weekly communication plan and video, taking staff through the PMO dashboard piece by piece, and focuses on laying basic framework to submit, approve, and communicate projects in a unified way throughout the organization.

MS BOOKINGS FOR STUDY ROOMS:

A project to test Microsoft Bookings for study rooms was recently approved. The app, which is included in KDL's Microsoft license, would allow patrons to book study rooms online once open again. The team is building a list of requirements and investigating to see how this would work for 3 pilot branches (Amy Van Andel, Cascade, and Gaines) and what systemwide standards need to be set (i.e. time duration, number of bookings in a row permitted, etc.). If all goes well, the team will further investigate implementing systemwide. If Microsoft Bookings proves to not meet enough requirements, a new solution will be explored.

SORA:

Director of Projects and Planning Jaci Cooper is working with the team to develop a Sora Onboarding Toolkit. Currently, KDL still has just the two schools connected to our collection via Public Library Connect, but as schools begin to purchase Sora for their own virtual curriculum materials, KDL staff want to be prepared to give them a smooth transition.

WONDERKNOOK PILOT:

The playtime pilots at the Amy Van Andel, Alto, Byron, and Wyoming branches have been going well. A staff member on the project team records 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 safety or durability concern. The slots were initially offered to our partner organizations and have since been opened to patrons and staff. A few fix requests have been made to Renegade like relocating a spigots, adding a locking mechanism for heavy interchangeable table tops, and reinstalling double oven doors rather than a single pull-down door.

PROGRAMMING AND OUTREACH

BIBLIOCON

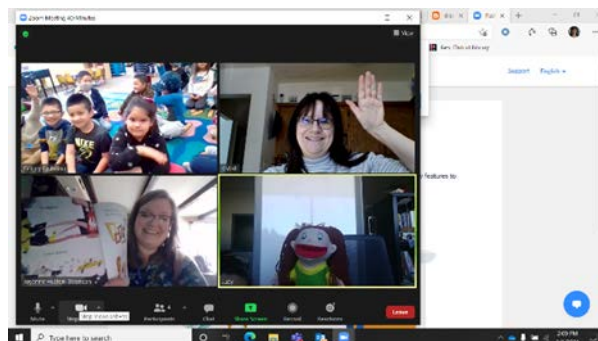
Programming Manager Kip Odell and Programming Specialist Carlita Gonzalez spoke to over 40 attendees at the BiblioCon 2021 Virtual Conference. Mr. Odell and Ms. Gonzalez spoke about how KDL utilizes the template functions on the events page, gave advice to librarians across the country on using the new event features and the Programming Department workflow that facilitates the scheduling and posting of over 5,000 events each year.

BLACK MEN IN WHITE COATS

KDL participated in a virtual film premier in February for Black History Month. *Black Men in White Coats* is a documentary that seeks to increase the number of Black Men in the Field of Medicine by exposure, inspiration, and mentoring. The goal for this documentary is to bring awareness to the issues that not only affects the black male but the nation as a whole. KDL had 150 patrons signed up to stream the film and received many positive reviews. KDL has more virtual film screenings planned for this spring.

BOOKMOBILE

The bookmobile team visited 5 Community Feeding America Food Distribution sites where KDL was able to give away weeded books and disperse hands-on activities for families. This partnership, which has been going on for five month, draws attention from local media and KDL was featured in WZZM13 News. The team was able to send 12 boxes to Midland Middle School using the same materials to teens that were devastated by the May 2020 floods. The Bookmobile team has continued virtual visit developed as a response to COVID-19 restrictions and have two recurring virtual visits. One being with Bethany Bridgeway, the team visit with approximately 17 Spanish speaking only students. The staff designs games, giving them the experiences to engage in English as a Second Language learning and exploring library resources. The Hispanic Center of West Michigan is a partner site for the Early Learning Neighborhood Collaborative with San Juan Diego Academy, La Escuelita Preschool Program joins the bookmobile team right before the class bedtime with bilingual storytime which includes puppets, movement, and fun.



The Bookmoblie project had 12 events totaling an attendance of 617 people. Additionally, served in the Essential Need Task Force Food Access partner meetings, Adult Booktalks on Instagram and worked on sending out LEAP Supplies to KDL Branches including modifying more than 600 Library card wallets.

FINANCIAL STABILIZATION OUTREACH

There are 27 scholarships still available to give away in the next two month. The team had the privilege to meet some of the applicants, learn their stories and continue the granting process. The team has

reached out to KDL partners in the adult learning community to continue to align with programs in the future.

LITTLE FREE LIBRARY

The partnership with Reflexions continues and they appreciate the book selection that is carefully chosen. In partnership with Three Tops Collective, one more KDL Free Library supported project will be opening.



MEN OF COLOR READ

Every Monday at 4 PM, Men of Color Read (MOCR) is being broadcasted from the Service Center-Bookmobile Garage. It is done in compliance of all COVID Restrictions and following all occupancy restrictions. The setup is generally to have three stations with one more guest connecting from home (generally a child). The MOCR has partnered with Consumer's Energy and WZZM13 News which assist with viewership and other members of the community being able to join. Check out the broadcast live, every Monday at 4pm via Facebook or by visiting www.wimee.tv

RUFF READERS

Ruff Readers (where children read to dogs) is one of KDL's signature programs and has begun a pilot of becoming a virtual program. The Summer Wonder Group and the Programming Department met with librarians from the Metropolitan Library System in Oklahoma City who have been doing this program virtually since the COVID lockdowns. The KDL staff were able to view the virtual *Children Reading to Dogs* program to understand how it worked. If successful, Ruff Readers will be added to the schedule for Summer Wonder 2021.

TEEN FILM FESTIVAL

The Kent County Teen Film Festival was held virtually on Saturday, February 27. Twenty of the best films were played for attendees who also voted on their favorite for the People's Choice Award. A panel of judges awarded winners in several categories including best screenplay and best director. The Teen Programming Group made many creative adjustments to take the festival online like having winners pre-record their gratitude speeches.

VIRTUAL OUTREACH & WIMEE'S WORDS

KDL had 32 events that reached 4,959 patrons in different age groups. Branch Outreach and Programming Specialists are fully engaged while Outreach is slowing resuming.

Wimee's Words Program reached about 6,486 people and presented 22 daily episodes. Each episode had an average of 27 comments, virtually visiting 9 homes of classrooms. Wimee's Words has participation of 9 community partners and 12 presenter who contribute or re-broadcast the program.

Bookmobile Operator Kevin Kammeraad had the opportunity to share the journey of an artist and contractor in an article published in the Puppeteers of America Magazine. Mr. Kammeraad brought awareness of how COVID-19 crisis brought new opportunities for KDL to connect with patrons in meaningful ways. An amazing testimony of how KDL has intentionally invested in becoming a place that grows and develops WITH the community. <https://www.puppeteers.org/latest-issue>



KATIE KUDOS

JEREMY COLDICOTT (Service Center – Patron Services) was nominated by Katie Ames for displaying core value of being courageous. Katie writes “Jeremy remained calm and collected during an emergency situation involving a staff member. He immediately responded to the situation by grabbing an emergency kit and informing leadership. Thank you Jeremy for your support and quick thinking during the situation!”

MARK DUNHAM (Krause Memorial) was nominated by Shannon Vanderhyde for displaying core value of being helpful. Shannon writes “When Mark is at the branch in the morning, he pulls the curbside signs most of the way to the curb. This helps them, who is assigned to curbside, to put the signs to the actual spots at the curb. It saves them a lot of time when they are trying to rush back to the phones.”



TABITHA FRAZIER (Wyoming) was nominated by Karen Small for displaying core value of being courageous. Karen writes “At the Shelver Summit, Tabitha was a little apprehensive in helping customers only because she didn't know what they may ask her and didn't want to make a mistake or give bad information. We talked over some ways she could such greet customers then if they asked a question she didn't know, she could get a co-worker and transition the customer to another staff member. The next day, Tabitha wrote this in an email ... ‘I also already have noticed progress; I worked this morning and I said "Good morning" to patrons. Sometimes this led to them asking me a question; other times, it was simply a friendly hello. I am feeling better about talking to patrons; I was thinking that even a simple "Good morning" goes a long way.’ I am so proud that she made that courageous reach outside of her comfort zone. It gave me such a warm fuzzy that she made the customer's day which made her day. Way to go, Tabitha!”

PATRON GRATITUDE STORIES

ALTO

- A patron that found the Scholastic Teachable as a valuable resource for her homeschooling was excited when the doors reopened. She was not able to get these at home, and she is now back to her weekly visit to print these off for her children. She is very grateful for this service KDL provides.
- A patron thanked us for the quality of books in one of the Book Bundles. Her son has to read 20 minutes a day, so they read together before bed: together time, calming down time and reading time. Since this is fifth grade level the mom is enjoying the books as much as her son, and she is excited that she has some time to read with her eyes and not just her ears (a devoted audio book patron!).

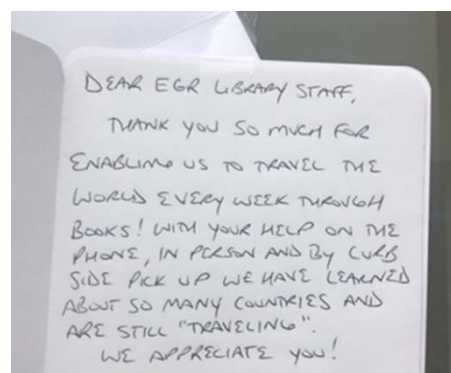
BYRON CENTER

- Patron Pam Hoekwater stated, "We are so appreciate all you people do at the library!"
- Patron Amanda Keith and her husband expressed their gratitude by sharing "My husband and I have both commented on how well the Byron Center branch staff does for their patrons. We have lived in many different places across the country and always use our local library. The Byron Center library has been our best library experience by far of anywhere we have lived."
- Patron Jessica Crots stated "I just wanted to say thank you so much for offering youth book bundles while you are doing curbside service. . . . It was great to have a collection of new books for us to read, even as we can't browse the shelves in person. Keep up the good work!"

COMSTOCK PARK

- While staff were leading the anti-racist book discussion, one of our patrons really opened up and got vulnerable. She was speaking about her white privilege and the shame that comes with it. It was an awesome experience to witness and to also see other patrons chime in with their own experiences and offer her validation and encouragement to continue growing. Even though this group started just a few months ago, there is already that sense of togetherness. We talk about providing a safe space here at the library, and it is so awesome to see this virtually too. "I feel shame that I have shame. I haven't told anyone else about this, I feel safe with this group."

EAST GRAND RAPIDS



LOWELL

- A patron called and made some particular requests for a book bundle. The staff who selected the titles included one called "All the Not Bad Animals." The patron reported back that this was such a perfect book that she purchased it and sent it to a friend on the east side of the State, who was dealing with family loss.



WALKER

- A very young patron's mom stated "She turned in her last paper for the 1,000 before K program meaning she read at least 1,000 books. The last paper of the 100 were books that she read to us. "So thankful for KDL Walker branch and the 14 librarians there that give it their all everyday."



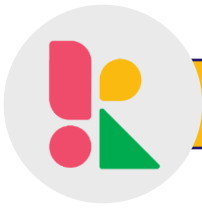
- We had a young family come in last week for the first time to see artwork displayed on the wall that had been brought in by a Kenowa Hills Schools art teacher. The art was created by one of the school aged children. They were not patrons of the library and none of them had ever had a library card. I encouraged them to explore and while doing so, gave them a quick pitch on what KDL has to offer. Mom, Dad, and children were surprised and impressed and what was meant to be a short trip turned into a prolonged visit. Library cards were obtained, items were happily checked out and they all agreed that they would return soon! It is always so much fun to see people exposed to KDL for the first time and watch their eyes light up when they realize what they have found.

WYOMING

- A Patron stated "we got our bundles today and it was amazing. It was so nice to be surprised by what was in there. The kids acted like it was an early Christmas. Such a great idea! I also tend to read the same types of books over and over. It was nice to let someone else pick something new for me."

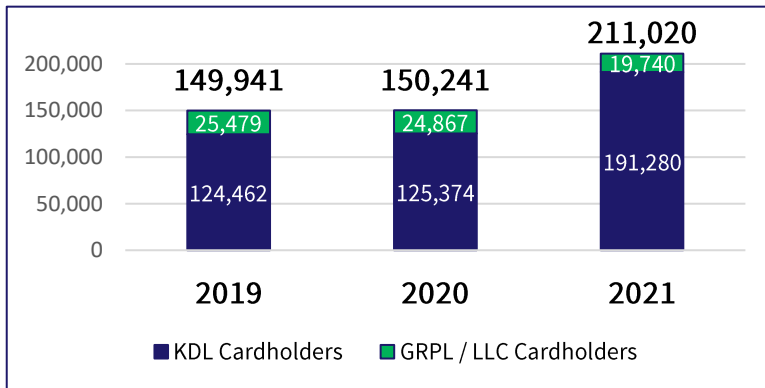
UPCOMING MEETINGS & DATES OF INTEREST

BOARD MEETINGS	DATE	TIME	LOCATION
KDL Regular Board Meeting	Thurs., April 15, 2021	4:30 PM	KDL Service & Meeting Center
KDL Regular Board Meeting	Thurs., May 20, 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



FEBRUARY 2021 STATISTICAL SUMMARY

Active Patrons:



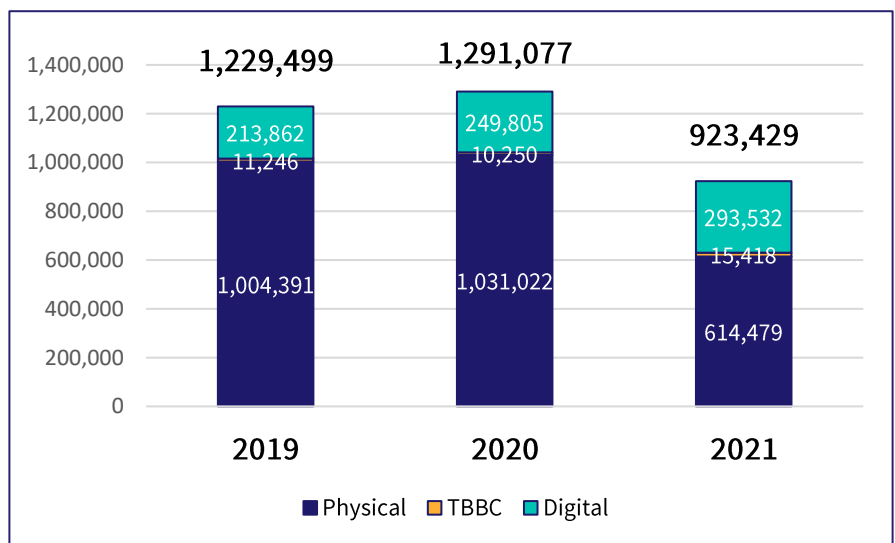
1,268 Accounts Added in February:

- 1,198 New KDL Cardholders
- 32 New GRPL Cardholders
- 38 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.

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.

Circulation YTD:



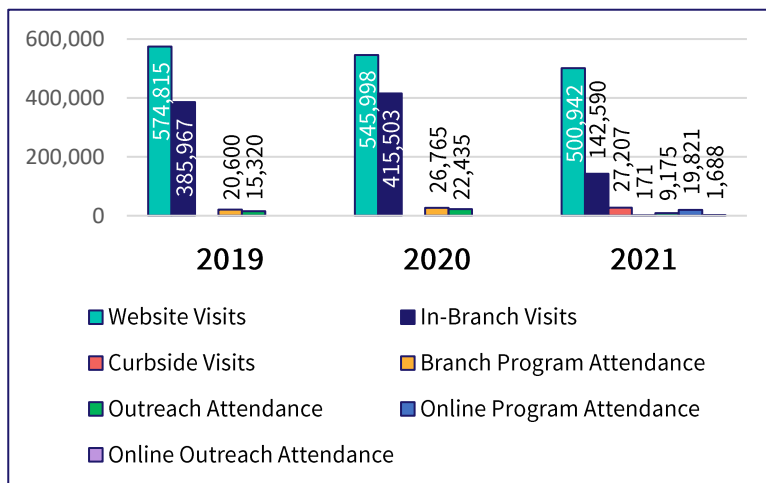
Re-Opening Branches:

(starting January 19)

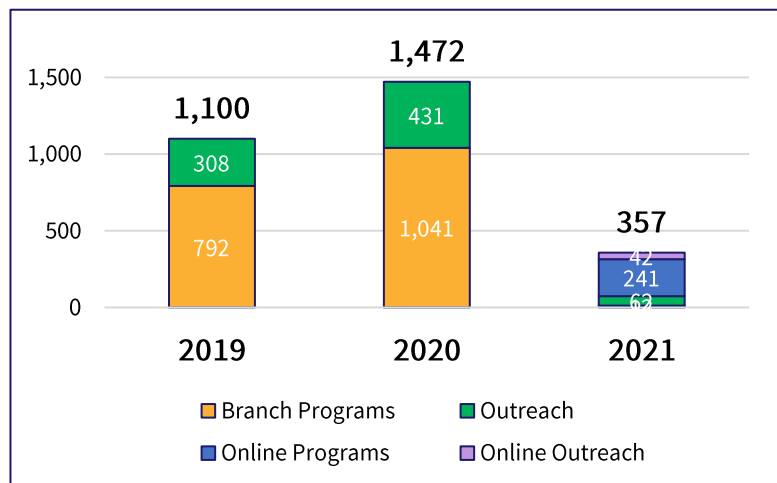
- **Physical Checkouts:** Up 26% from last month; Down 24% from last year
- **Digital Checkouts:** Down 11% from last month; Up 10% from last year
- **Visitor Count:** Up 68% from last month; Down 49% from last year
- **Program Attendees:** Up 34% from last month; Down 33% from last year

(See reverse for more details)

People Served YTD:



Number of Events YTD:

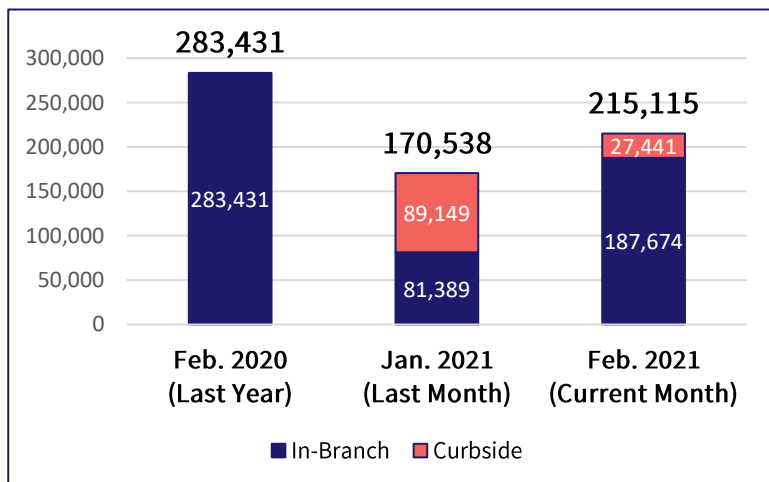




STATISTICS IN-DEPTH: RE-OPENING BRANCHES

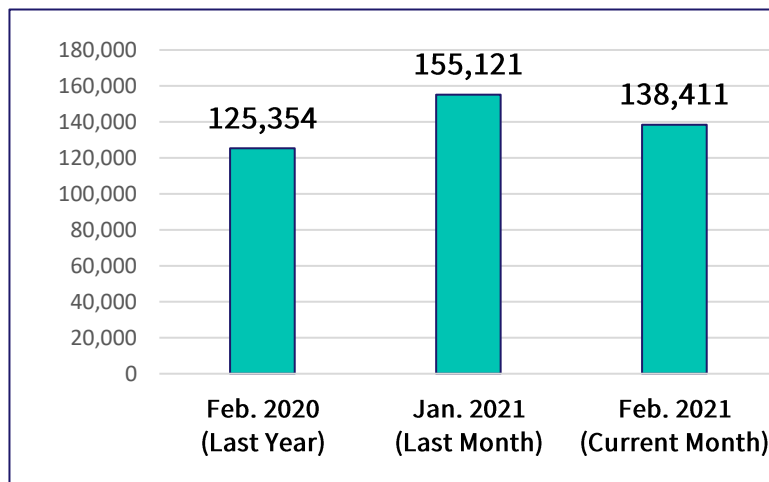
Branches resumed full in-branch public service hours (including Sundays) on January 19. How have our basic statistics changed compared to last month (when only curbside service was available for half of the month) and when compared to “normal operations” last year?

Physical Items Checked Out:



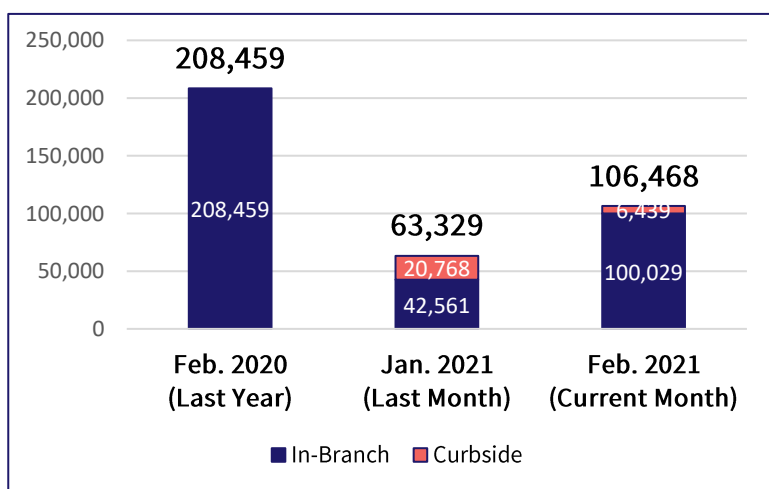
26% more total items were checked out compared to last month, but 24% fewer compared to the same month last year. Curbside use accounted for 13% of checkouts in February.

Digital Items Checked Out:



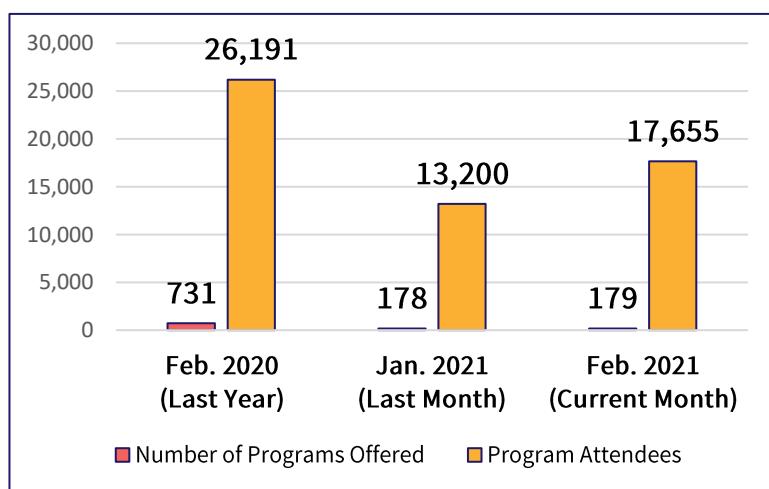
Digital checkouts were down 11% from last month, perhaps because branches had reopened, but were still up 10% compared to the same month last year.

Visitor Count:



Including both in-branch and curbside visits, total visitors increased 68% compared to last month, but were still down 49% compared to the same month last year.

Programs:



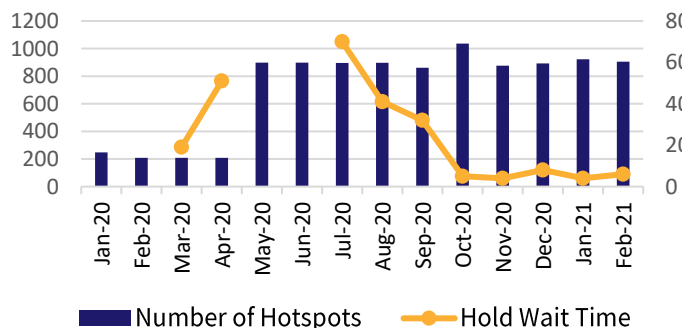
KDL offered 1% more programs than last month, and had 34% higher attendance. The shift to mostly online programs has resulted in an average of 99 attendees per program in February 2021, compared to 36 per program last year (February 2020).



STATISTICS IN-DEPTH: WIFI HOTSPOTS

In 2020, KDL purchased additional hotspots and extended checkout times from 3 weeks to 4 months in order to meet increased demand due to remote work and learning. Hotspots are also now available to check out from all branches, not just rural locations.

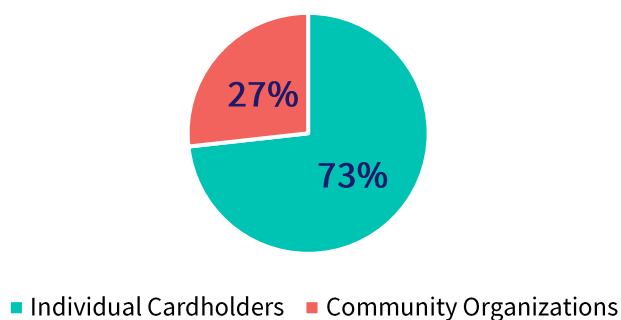
Total Hotspots & Hold Wait Time by Month:



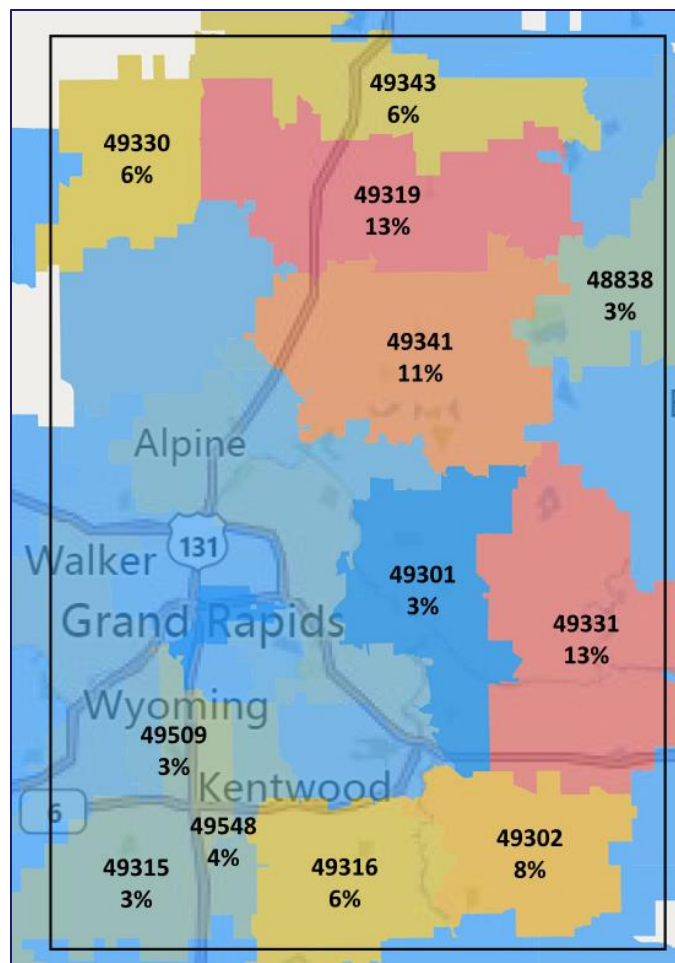
Currently:

- 906 Total Hotspots, 827 currently checked out
- 6 Day Hold Wait Time

Current Hotspot Checkouts by Card Type:



2020 Hotspot Checkouts by Zip Code:



Hotspots circulated 2,888 times in 2020

February 2021 Hotspot User Survey Results:

- The largest age group of users is 5-17 years old
- Reasons for checking out a hotspot:
 - (people could choose more than one option)
 - 40% live where stable/reliable internet is not available
 - 29% cite their home internet service as not stable or reliable
 - 27% say internet services are too costly

- How hotspots are used:
 - (people could choose more than one option)
 - 75% cite connecting with friends or family
 - 50% use hotspots for work-related needs and online classes
 - 45% cite homework/research assistance
 - 32% need access to healthcare information
 - 25% use hotspots for access to government information and COVID relief information



STAFF CHANGES & ANNIVERSARIES

March 2021

NEW HIRES	POSITION	EFFECTIVE
Amra Hrnjic	Shelver – Kentwood	March 8
Laura DeJong	Branch Librarian – Plainfield	March 29

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Maggie Maxwell	Shelver – Spencer Township	Assistant Branch Librarian – Nelson Township	February 15
Laura Youells	Branch Librarian – Comstock Park	Regional Manager II – Nelson/Krause/Spencer	March 1
Christopher Brennan	Assistant Branch Librarian Sub	Assistant Branch Librarian – Krause Memorial	March 8
Abby Lynn	Assistant Branch Librarian Sub	Assistant Branch Librarian – East Grand Rapids	March 8
Kristen Vandussen	Assistant Branch Librarian – Kentwood	Assistant Branch Librarian Sub	March 9
Morgan Shepard	Shelver – Wyoming	Assistant Branch Librarian – Kentwood	March 29

OPEN POSITIONS	TYPE
Assistant Branch Librarian Subs	Temporary
Shelver – Spencer Township	Part-time
Branch Librarian – Kentwood	Full-time
Shelver – Wyoming (2 positions)	Part-time
Shelver – Plainfield	Part-time
Assistant Branch Librarian – Amy VanAndel/East Grand Rapids	Part-time
Collection Services Assistant – Service Center	Full-time
Shelver – Cascade	Part-time

DEPARTURES	POSITION	EFFECTIVE
Dan Zuberbier	Sub	March 13
Barb Williams	Adult Librarian – Kentwood	March 19
Angela Mitchell	Collection Services Assistant – Service Center	April 1

EMPLOYEE ANNIVERSARIES (APRIL)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Jennifer German	Krause/Nelson/Spencer	32 years
Sarah Yoder	East Grand Rapids	23 years
Hennie Vaandrager	Kentwood	22 years
Dhanya Ravi	Information Technology	18 years
Liz Guarino-Kozlowicz	Collection Services	15 years
Theresa Duffy	Byron Township	13 years
Joyanne Huston-Swanson	Bookmobile	11 years
Kathy Pluymert	Collection Services	11 years
Kathy Deters	Cascade	10 years
Bethany Heerspink	Walker	9 years
Mimi Martin	East Grand Rapids	9 years
Ty Papke	Wyoming	9 years
Linda Ruesink	Caledonia	9 years
Ashten VanderPloeg	Wyoming	9 years
Stacy Schuster	Collection Development	8 years
Scott Small	Cascade	7 years
Yuliya Bunker	Patron Services	6 years
Samantha Hodge	Collection Development	6 years
Julie Myszak	Collection Services	6 years
Hannah Lewis	Wyoming	5 years
Michelle Justema	Walker	4 years
Jeremy Coldicott	Patron Services	3 years
Keeva Filipek	East Grand Rapids	2 years
Jake Wunderink	Plainfield	2 years
Chloe Ford	Comstock Park	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 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 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



POLICY MANUAL

Proposal for Edits

Circulation

KDL POLICY 2.1

LIBRARY CARD REGISTRATION

LAST REVISED 5.19.19

All residents within the Kent District Library service area are eligible for a library card. Persons living outside the Kent District Library service area who pay property taxes to a governmental unit within the District are also eligible for a Kent District Library card.

Library cards are non-transferable. All items borrowed are the responsibility of the individual to whom the card is issued.

Minor (under age 18) registrations may be signed by any adult (age 18 or older) willing to assume legal responsibility for library resources. Signatures indicate an acceptance of responsibility for:

- the minor's use of all library resources including access to the Internet;
- supervision of the minor's choice of materials;
- return of all materials when due;
- all losses and damages to materials and equipment borrowed.

When a minor patron turns 18 years of age, he/she assumes responsibility for the library account bearing his/her name including all borrowed items on that account. Any bills for lost or damaged items on the card will be moved to the co-signer's card. If the co-signer does not have a card, a bill will be mailed.

Library cards will have an expiration date in order to update accounts as needed.

KDL POLICY 2.1.1

CARDS FOR VISITING STUDENTS

LAST REVISED 2.16.17

High school exchange students and college students residing in the Kent District Library service area while attending high school or college are eligible for a Kent District Library card.

KDL POLICY 2.1.2

INSTITUTIONAL CARDS

LAST REVISED 5.19.19

If an agency, institution, or business within the Kent District Library service area requests a library card for use by its residents or staff (in their institutional role), a card may be issued if the institution's head or director agrees in writing that the institution will be responsible for bills on any materials lost or damaged items. Such a card may be used by residents or staff of the institution at the discretion of the institution's director. The card itself must be presented to be honored. KDL will not accept personal identification in lieu of the institutional card. Institutional cards will allow remote access to electronic databases and the digital collection for demonstration purposes.

KDL POLICY 2.1.3

NON-RESIDENT CARDS

LAST REVISED 5.19.19

Residents within the geographical area of the Lakeland Library Cooperative's boundaries who do not qualify for a library card at any Lakeland Library Cooperative location may purchase a KDL non-resident library card for an annual fee of \$84.00 or a monthly fee of \$7.00 per month. The fee covers all family members in one household and each family member may be issued their own non-resident card. Non-resident cardholders will be issued full access KDL cards, allowing cardholders the same access as standard KDL service area resident cardholders, including KDL's digital collection and MeL access.

KDL POLICY 2.1.4

STUDENT CARDS

LAST REVISED 5.19.19

Kent District Library's goal is to make library services available to all school-aged children in Kent County. With the Student Card, children who attend any K-12 school in Kent County can check out a maximum of three books, and have access to KDL internet, research databases and select digital content. Student cards can be issued with no cosigner and ~~Student cards~~ will expire once the student turns 18 years of age.

Students are also eligible for a standard KDL minor library card based on residency and an eligible cosigner. Students not eligible for a KDL minor library card can still register for a card at their home library. A maximum of three lost books will be allowed on this card. The card will be deactivated after three lost books.

KDL POLICY 2.1.5

TEMPORARY CARDS FOR ADULTS

LAST REVISED 5.19.16

Adults who are unable to provide proof of residency, either because they are new to the area or are traveling, can have access to library services with a Temporary Card for Adults. This card does not require proof of residency, but adults do need to show an ID card to verify their identity. A maximum of three items in any format may be checked out on this card. Internet access will also be available. Temporary Cards for Adults will expire after ~~three months~~ one year and full privilege cards may be obtained with proof of residency.

KDL POLICY 2.2

LAKELAND LIBRARY COOPERATIVE MEMBER LIBRARY CARDS

LAST REVISED 5.19.11

All current Lakeland Library Cooperative member library cards will be honored by Kent District Library with the exception of:

- non-resident local use library cards;
- underfunded contract service area cards; and
- institutional cards-

KDL POLICY 2.3

LOST OR STOLEN LIBRARY CARDS

LAST REVISED 5.19.19

It is the patron's responsibility to notify Kent District Library promptly of a lost or stolen library card. If the loss or theft is not reported, the patron is responsible for all materials charged to the library card.

Patrons will be held responsible for lost and damaged item bills accrued prior to the date the loss or theft of the library card is reported. Patrons will not be held responsible for bills accrued after the date on which the loss or theft is reported.

KDL POLICY 2.4

PRIVACY OF USER RECORDS

LAST REVISED 10.23.14

Kent District Library is bound by the Michigan Library Privacy Act (PA 455 of 1982) in which a “library record” is defined as a document, record, or other method of storing information retained by the library that personally identifies a library patron including the patron’s name, address, email address, or telephone number, or that identifies a person as having requested or obtained specific materials from a library. The Library Privacy Act provides that a “library record” is not subject to disclosure under the Freedom of Information Act and may not be released or disclosed to any person without the written consent of the person identified in the record unless ordered by a court. Accordingly, Kent District Library will not release nor disclose a “library record” except as provided by the Library Privacy Act or as otherwise required by state or federal law. The Library, however, may use the “library record” for the purpose of retrieving overdue materials, collecting fines, and other library business permitted by law. A Kent District Library employee who receives a request for a public record shall promptly forward that request to the Executive Director.

KDL POLICY 2.4.1

LIBRARY DOCUMENTS

LAST REVISED 5.19.16

Library documents and records (other than patron records covered by the Michigan Library Privacy Act [PA 455 of 1982]) shall be available to the public in accordance with the Michigan Freedom of Information Act (FOIA) [PA 442 of 1976] upon a request which precisely describes the exact library public records desired. The Library need not create new public records to satisfy a request, nor must the Library make a compilation, summary or report of information. Costs associated with responding to a request will be charged to the requester.

The Kent District Library Board of Trustees authorizes the Executive Director to serve as the FOIA Coordinator and to accept and process requests for public records. The Director shall report action taken on FOIA requests at the next regularly scheduled Kent District Library Board of Trustees meeting.

Upon providing Kent District Library’s FOIA Coordinator with a written request that describes a public record sufficiently to enable KDL to find the public record, a person has a right to inspect, copy, or receive copies of the requested public record.

A Kent District Library employee who receives a request for a public record shall promptly forward that request to the Executive Director.

Kent District Library may charge a fee for a public record search, the necessary copying of a public record

for inspection, or for providing a copy of a public record. The Library may also require a good faith deposit from the person requesting the public record or series of public records, if the fee exceeds \$50.00. The deposit shall not exceed half of the total fee.

KDL POLICY 2.5

LOST AND/OR DAMAGED MATERIALS

LAST REVISED 5.19.19

Kent District Library is not required to send notices for lost or damaged materials, and failure to receive a notice does not relieve the borrower of responsibility to return materials when due.

When lost and damaged item(s) with a combined total of \$20.01 or more have been on the account for more than sixty (60) days, Kent District Library will invoice the patron. Kent District Library will suspend a patron's borrowing privileges when the bills on a patron's account exceed \$20.00. A patron's borrowing privileges will be restored once the account balance is reduced to \$20.00 or under.

KDL POLICY 2.5.1

FEES

LAST REVISED 3.16.18

Kent District Library may charge a fee for specific library services. These may include, but are not limited to, the following:

- faxing;
- inter-library loan services;
- photocopying;
- printing; and
- non-resident cards.

KDL POLICY 2.6

AUDIO-VISUAL MATERIALS USE

LAST REVISED 3.16.18

Kent District Library assumes no responsibility for damage to patrons' electronic equipment used to play library audio-visual materials.

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 of 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.



POLICY MANUAL

March 2021

4.1: Safety + Personal Behavior**4.1.1** [Violations of Law](#)**4.1.2** [Weapons](#)**4.1.3** [Drugs, Alcohol + Smoking](#)**4.1.4** [Animals](#)**4.1.5** [Personal Property](#)**4.1.6** [Blocking of Aisles, Doors + Entrances](#)**4.1.7** [Staff-Only Areas](#)**4.1.8** [Interference with Staff](#)**4.1.9** [Unauthorized Use](#)**4.1.10** [Considerate Use](#)**4.1.11** [Noise](#)**4.1.12** [Odor](#)**4.1.13** [Bodily Fluids +Waste –NEW-](#)**4.1.14** [Food + Drink](#)**4.1.15** [Restrooms](#)**4.1.16** [Dress Codes](#)**4.1.17** [Harassment](#)**4.1.18** [Identification](#)**4.1.19** [Recreational Equipment + Personal Transport Devices](#)**4.1.20** [Panhandling, Solicitation + Selling](#)**4.1.21** [Campaigning, Interviewing, Petitioning, Etc.](#)**4.1.22** [Children in the Library](#)**4.1.23** [Face Mask Requirement During Pandemic](#)***** [Summary of Patron Responsibilities](#)

PATRON BEHAVIOR, cont.

4.2: [Use + Preservation of Library Materials + Property](#)

4.2.1 [Copyright Policy](#)

4.3: [Acceptable Technology Use](#)

4.3.1 [Photography + Videography Policy](#)

4.3.2 [Social Networking Policy](#)

*[Acceptable Use Policy](#)

4.4: [Disciplinary Process for Library Facilities](#)

4.5: [Right of Appeal](#)

KDL POLICY 4.1.13

BODILY FLUIDS + WASTE

NEW 3.18.2021

Patrons may not be in the Library with bodily fluids and/or waste on themselves, their clothes or their belongings. Patrons must also not allow bodily fluids or waste to spill or otherwise come in contact with furniture or other surfaces in the Library where patrons or staff could be exposed.