

Kent
District
Library



-04-

BOARD OF TRUSTEES
MEETING PACKET

APRIL 2021

DRAFT



BOARD OF TRUSTEES

Meeting Agenda

LOCATION

Kent District Library Service & Meeting Center, 814 West River Drive, Comstock Park, MI 49321

DATE & TIME

Thursday, April 15, 2021 at 4:30 PM.

1. CALL TO ORDER

2. PLEDGE OF ALLEGIANCE

3. CONSENT AGENDA*

- A. Approval of Agenda
- B. Approval of Minutes: March 18, 2021
- C. Request for Late Opening: Krause Memorial Branch to open at 1:30 PM on Saturday, June 12, 2021 to participate in the Annual Rockford Start of Summer Parade.
- D. Request for Late Opening: East Grand Rapids Branch to open at 11:00 AM on Saturday, June 26, 2021 to accommodate the Reed's Lake Run.

4. REGIONAL MANAGER UPDATE – Jennifer German & Laura Youells

5. LIAISON REPRESENTATIVE COMMENTS

6. PUBLIC COMMENTS**

7. FINANCE REPORTS – March 2021*

8. LAKELAND LIBRARY COOPERATIVE REPORT

9. DIRECTOR'S REPORT – March 2021

10. NEW BUSINESS

- A. Policy Manual—Section 5.2: Purchasing Policy—*First Reading**
- B. First Quarter Strategic Plan Review
- C. Issue Analysis: New Printers and Print Management Service—*First Reading**
- D. Issue Analysis: eRate & Wi-Fi Access Points—*First Reading**

11. LIAISON REPRESENTATIVE COMMENTS

12. PUBLIC COMMENTS**

13. BOARD MEMBER COMMENTS

14. MEETING DATES

Next Regular Meeting: Thursday, May 20, 2021 – KDL Service & Meeting Center, 4:30 PM

15. 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."*

DRAFT



BOARD OF TRUSTEES

Meeting Minutes

LOCATION

Held via remote connection per Michigan Senate Bill 1108

DATE + TIME

Thursday, March 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, Katie Blakeslee, Jaci Cooper, Jennifer German, Randy Goble, Kim Lindsay, Annette Miller, Brian Mortimore, Elvia Myers, Christine Mwangi, Kurt Stevens, Laura Youells, Lance Werner, Carrie Wilson

GUESTS PRESENT: Jan Schuiling

1. CALL TO ORDER

Chair Bruursema called the meeting to order at 4:32 PM.

2. PLEDGE OF ALLEGIANCE

3. CONSENT AGENDA*

A. Approval of Agenda

B. Approval of Minutes: February 18, 2021

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

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

Support: Supported by Mr. Noreen

RESULT: Motion carried.

4. LIAISON REPRESENTATIVE COMMENTS – None.

5. PUBLIC COMMENTS** – None.

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6. FINANCE REPORTS – February 2021*

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

- Cash appears to be up this month from last year due to the accumulative effect of excessive revenue over expenditures from the last several months.
- KDL is 17% through the fiscal year, has received 71% of budgeted revenues and has spent 17.6% of budget expenditures. Collection from property taxes is starting to finalize in March. Final Property Tax Settlement from the county will take place in June.
- The largest checks written in February were made to Overdrive for approximately \$350K as a Collection Development deposit, SirsiDynix for approximately \$128.5K for KDL's ILS subscription, and to Priority Health for approximately \$126.4K for two months of healthcare.

7. LAKELAND LIBRARY COOPERATIVE REPORT

- Chair Bruursema announced the election of Karen McKinnon as Treasurer, replacing Mattie Cook. Her term will run until the end of September, 2021.
- LLC Directors and Staff are currently working on new Bylaws.
- Grand Rapids Public Library is now open with limited capacity at all locations.

8. DIRECTOR'S REPORT – February 2021

- Regional Manager I Jennifer German welcomed new Regional Manager II Laura Youells to her role at the Nelson, Krause and Spencer branches. Ms. Youells has been with KDL for the past 8 years in various capacities and is excited to serve KDL in a leadership position.
- Executive Director Lance Werner announced that all branch study rooms will be open for use beginning March 22. Study rooms will be available on a first come, first-served basis. Time limits will vary by branch.
- Executive Director Werner is doing preliminary work with Bob DeVries of GCSI Edge on a new legislative bill that proposes placing public library service in Michigan public schools when there is an absence of this resource.

The Board asked questions of staff and the staff responded.

9. NEW BUSINESS

A. Policy Manual – Section 2 Collection Policy – *First Reading**

Motion: Ms. Oliver moved to approve changes to Section 2 Collection Policy as presented.

Support: Supported by Mr. Erlewein.

RESULT: Motion carried.

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

Motion: Ms. Weller moved to approve KDL Policy Manual's Section 4.1.13 Bodily Fluids + Waste as revised.

Support: Supported by Mr. Dykhuis.

RESULT: Motion carried.

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10. LIASON REPRESENTATIVE COMMENTS –None

11. PUBLIC COMMENTS** – Grandville Friends Alliance member Jan Schuiling shared that the next KDL Friends Alliance Meeting will be Wednesday, April 7, 2021. She appreciates that KDL has welcomed everyone back to work, as well as the impact KDL has on the community. Grandville Friends Alliance is also looking forward to the end of Grandville Branch construction.

12. BOARD MEMBER COMMENTS

Ms. Bruursema – Chair Bruursema states that the KDL Board of Trustees will resume in-person meetings beginning in April. Also in April, she encourages everyone to review Library Association Magazine in celebration of Library Month as there are bound to be many informative articles. Recently, Ms. Bruursema attended the Library of Michigan Seminar for Trustees and was especially impacted by the discussions.

Mr. Erlewein – Mr. Erlewein shared that the Rockford Friends Alliance is currently putting together a talent show to raise money for the Krause Memorial Expansion and Rockford Education Association.

Mr. Dykhuis – Mr. Dykhuis appreciates KDL's efforts to make the library a safe environment for staff and patrons alike.

Ms. Gilreath-Watts – Ms. Gilreath-Watts loved Monday's broadcast of Men of Color Read. She also sends Kudos to KDL's Bookmobile staff for sending 12 boxes of books to Midland Middle School. She is awed by KDL's rising patron numbers despite the pandemic and notes that KDL Leadership is a team of rock stars.

Mr. Myers – Mr. Myers recently met with KDL staff for putting together a blue music/education event. Additionally, he visited the Amy Van Andel Library and was pleased with what he saw.

Mr. Noreen – Mr. Noreen welcomes Regional Manager II Laura Youells and is excited with the preliminary work Executive Director Werner is doing to address the shortage of media specialists and librarians in Michigan public schools.

Ms. Oliver – Ms. Oliver visited Amy Van Andel Library with her father. It was remarkable! She is looking forward to the April KDL Board of Trustees Meeting being held at the Service and Meeting Center.

Ms. Weller – Ms. Weller is excited to get back to in-person meetings in April.

13. MEETING DATES

Regular Meeting: Thursday, April 15, 2021 – Kent District Library, Service and Meeting Center

DRAFT

14. ADJOURNMENT

Motion: Ms. Weller moved for adjournment at 5:22 PM.

Support: Supported by Ms. Gilreath-Watts.

RESULT: Motion carried.

A handwritten signature in black ink, appearing to read "James M. [unclear]", is written over a horizontal line. The signature is cursive and extends to the right of the line.

ADMINISTRATIVE APPROVAL FOR DISTRIBUTION



March 19, 2021

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

Dear Board of Trustees:

I am writing to request permission to close the Krause Memorial Branch on Saturday, June 12, 2021 from 9:30 AM -1:00 PM in order to participate in the Annual Rockford Start of Summer Parade, if all goes as planned for this year. The library would open at 1:00pm and maintain its normal Saturday hours thereafter.

We have received many positive comments from the public concerning our participation in the Rockford Start of Summer Parade. Participation in the Rockford Start of Summer Parade is a great means by which to heighten the branch's visibility in the community.

Thank you for your consideration.

Sincerely,

A handwritten signature in black ink that reads "Jennifer German".

Jennifer L. German
Regional Manager I
Krause Memorial/Nelson Township/Spencer Township Branches

cc: Lance Werner, KDL Executive Director



April 1, 2021

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

Dear Board of Trustees:

I am writing to request permission to close the East Grand Rapids Branch on Saturday, June 26, 2021 from 9:30 AM -11:00 AM in order to accommodate the Reed's Lake Run. The library would open at 11:00 AM and maintain its normal Saturday hours thereafter. In this way, we will not have to overly enforce social distancing rules and current capacity requirements.

Thank you for your consideration.

Sincerely,

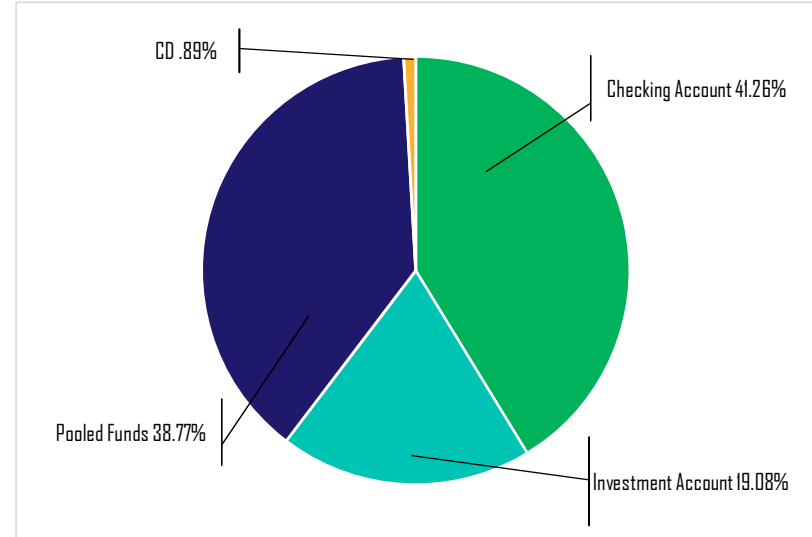
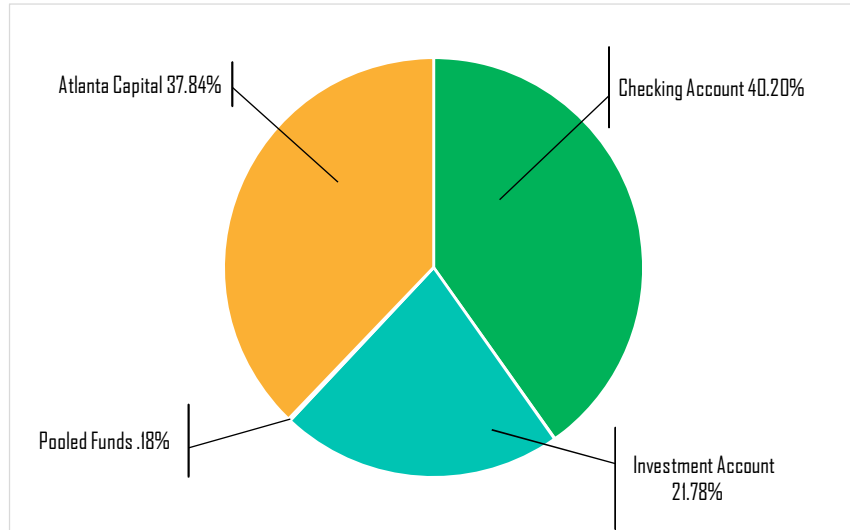
A handwritten signature in blue ink that reads "Dawn Lewis".

Dawn Lewis
Regional Manager I
East Grand Rapids Branch

cc: Lance Werner, KDL Executive Director



Monthly Cash Position Per Bank Month ended March 31



2021		
Account	Rate	Amount
Huntington Checking Account	0.000%	\$12,674,784.04
Huntington Investment Account	0.010%	\$6,865,680.27
*Kent County Pooled Funds	0.618%	\$56,568.28
Atlanta Capital Investments		\$11,929,016.00
		\$31,526,048.59

2020		
Account	Rate	Amount
Huntington Checking Account	0.400%	\$12,614,567.80
Huntington Investment Account	0.657%	\$5,833,092.08
*Kent County Pooled Funds	1.962%	\$11,850,100.66
First National Bank	2.580%	\$272,130.47
		\$30,569,891.01

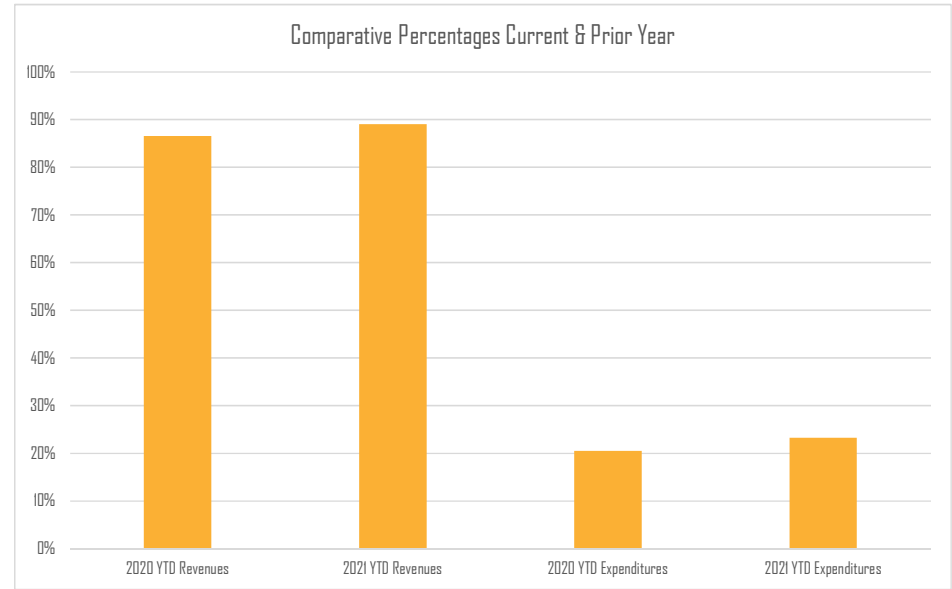
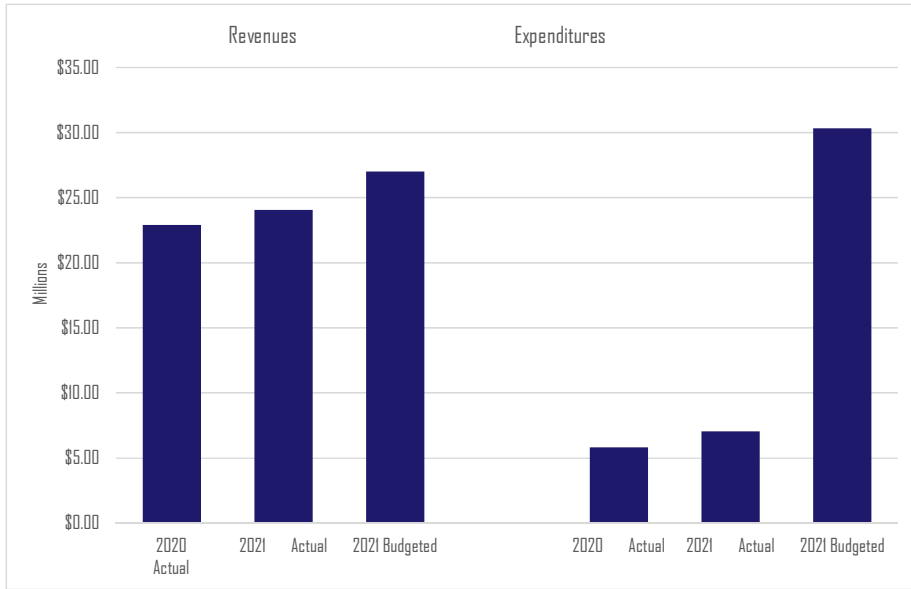
* Includes Trust Pooled fund balances

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



Monthly Revenues and Expenditures

Month ended March 31



Budget to Actual with Prior Year Comparison		
Revenues		
2020 Actual	\$	22,909,764
2021 Actual	\$	24,070,460
2021 Budgeted	\$	27,025,126
Expenditures		
2020 Actual	\$	5,830,062
2021 Actual	\$	7,058,263
2021 Budgeted	\$	30,334,272

Comparative Percentages Current & Prior Year	
Account	Amount
2020 YTD Revenues	86.6%
2021 YTD Revenues	89.1%
2020 YTD Expenditures	20.5%
2021 YTD Expenditures	23.3%

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 1/1/2021 Through 3/31/2021
(In Whole Numbers)

	YTD Actual	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
Revenues				
Property Taxes	23,638,154	24,272,208	(634,054)	(3)%
Penal Fines	0	550,000	(550,000)	(100)%
Charges for Services	7,528	35,000	(27,472)	(78)%
Interest Income	18,111	253,500	(235,389)	(93)%
Public Donations	62,727	376,945	(314,218)	(83)%
Other Revenue	343,939	701,400	(357,461)	(51)%
State Sources	0	836,073	(836,073)	(100)%
Total Revenues	24,070,460	27,025,126	(2,954,666)	(11)%
Expenditures				
Salaries and Wages	2,879,121	13,004,693	10,125,573	78 %
Employee Benefits	1,088,171	4,218,780	3,130,609	74 %
Collections - Digital	715,157	2,154,425	1,439,268	67 %
Collections - Physical	546,393	2,392,571	1,846,178	77 %
Supplies	108,484	862,428	753,944	87 %
Contractual and Professional Services	506,915	1,821,546	1,314,631	72 %
Programming and Outreach	13,432	373,580	360,148	96 %
Maintenance and Utilities	586,025	2,167,877	1,581,852	73 %
Staff Development	18,030	225,826	207,796	92 %
Board Development	0	11,450	11,450	100 %
Other Expenditures	373,163	936,208	563,045	60 %
Capital Outlay	223,373	2,164,889	1,941,516	90 %
Total Expenditures	7,058,263	30,334,272	23,276,009	77 %
Excess Revenue Over (Under) Expenditures	17,012,197	(3,309,146)	20,321,343	(614)%

Kent District Library
Statement of Revenues and Expenditures
245 - Business Consulting Special Revenue Fund
From 3/1/2021 Through 3/31/2021
(In Whole Numbers)

YTD Actual

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

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 1/1/2021 Through 3/31/2021
(In Whole Numbers)

	YTD Ending March 31, 2020	YTD Ending March 31, 2021	Total Variance
Revenues			
Property Taxes	22,580,012	23,638,154	1,058,143
Charges for Services	31,082	7,528	(23,554)
Interest Income	53,020	18,111	(34,909)
Public Donations	78,831	62,727	(16,103)
Other Revenue	146,284	343,939	197,656
State Sources	20,536	0	(20,536)
Total Revenues	22,909,764	24,070,460	1,160,696
Expenditures			
Salaries and Wages	2,413,941	2,879,121	465,179
Employee Benefits	610,618	1,088,171	477,553
Collections - Digital	606,254	715,157	108,903
Collections - Physical	414,903	546,393	131,490
Supplies	251,881	108,484	(143,396)
Contractual and Professional Services	476,903	506,915	30,013
Programming and Outreach	52,733	13,432	(39,300)
Maintenance and Utilities	457,604	586,025	128,420
Staff Development	58,497	18,030	(40,467)
Board Development	125	0	(125)
Other Expenditures	256,537	373,163	116,625
Capital Outlay	230,066	223,373	(6,693)
Total Expenditures	5,830,062	7,058,263	1,228,201
Excess Revenue Over (Under) Expenditures	17,079,702	17,012,197	(67,505)

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 3/1/2021 Through 3/31/2021
(In Whole Numbers)

	Current Month	2021 YTD	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
Revenues					
Property Taxes					
4402	4,597,876	23,409,551	24,006,516	(596,965)	(2)%
4412	193	1,591	10,000	(8,409)	(84)%
4432	16,649	22,517	16,000	6,517	41 %
4437	166,034	204,495	239,692	(35,197)	(15)%
	<u>4,780,752</u>	<u>23,638,154</u>	<u>24,272,208</u>	<u>(634,054)</u>	<u>(3)%</u>
Penal Fines					
4581	0	0	550,000	(550,000)	(100)%
	<u>0</u>	<u>0</u>	<u>550,000</u>	<u>(550,000)</u>	<u>(100)%</u>
Charges for Services					
4650	30	68	10,000	(9,932)	(99)%
4658	292	292	0	292	0 %
4660	305	497	5,000	(4,503)	(90)%
4685	4,293	6,671	20,000	(13,329)	(67)%
	<u>4,920</u>	<u>7,528</u>	<u>35,000</u>	<u>(27,472)</u>	<u>(78)%</u>
Interest Income					
4664	27	62	1,000	(938)	(94)%
4665	10,453	16,963	250,000	(233,037)	(93)%
4666	976	1,085	2,500	(1,415)	(57)%
	<u>11,456</u>	<u>18,111</u>	<u>253,500</u>	<u>(235,389)</u>	<u>(93)%</u>
Public Donations					
4673	9,589	40,618	176,945	(136,327)	(77)%
4674	3,515	22,109	200,000	(177,891)	(89)%
	<u>13,104</u>	<u>62,727</u>	<u>376,945</u>	<u>(314,218)</u>	<u>(83)%</u>
Other Revenue					
4502	0	0	696,900	(696,900)	(100)%
4668	0	309	4,500	(4,191)	(93)%
4686	185	1,327	0	1,327	0 %
4688	1,147	1,277	0	1,277	0 %
4690	0	2,739	0	2,739	0 %
4695	0	338,288	0	338,288	0 %
	<u>1,332</u>	<u>343,939</u>	<u>701,400</u>	<u>(357,461)</u>	<u>(51)%</u>
State Sources					
4540	0	0	315,000	(315,000)	(100)%
4541	0	0	41,073	(41,073)	(100)%
4548	0	0	75,000	(75,000)	(100)%
4549	0	0	405,000	(405,000)	(100)%
	<u>0</u>	<u>0</u>	<u>836,073</u>	<u>(836,073)</u>	<u>(100)%</u>
	<u>4,811,564</u>	<u>24,070,460</u>	<u>27,025,126</u>	<u>(2,954,666)</u>	<u>(11)%</u>
Expenditures					
Salaries and Wages					
5700	240	720	3,720	3,000	81 %
5706	400	550	5,202	4,652	89 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 3/1/2021 Through 3/31/2021
(In Whole Numbers)

	Current Month	2021 YTD	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
5713 Salary & Wages	950,636	2,877,851	12,995,772	10,117,921	78 %
Total Salaries and Wages	951,276	2,879,121	13,004,693	10,125,573	78 %
Employee Benefits					
5709 FICA	68,027	209,873	993,840	783,967	79 %
5716 Defined Benefit Pension Plan Expenditures	0	0	80,959	80,959	100 %
5717 Defined Contribution Pension Plan Contributions	43,737	130,933	737,736	606,803	82 %
5718 Employee Health Benefits	139,959	369,557	1,754,802	1,385,245	79 %
5720 HSA/Flex	351,600	351,600	409,580	57,980	14 %
5723 Retiree Health Care OPEB	(466)	(1,398)	1,800	3,198	178 %
5724 Life Insurance	2,276	4,772	30,048	25,276	84 %
5725 Additional Life Insurance	2,384	8,421	28,377	19,956	70 %
5727 Gradifi Student Loan Assistance	(347,298)	8,554	138,532	129,978	94 %
5728 YMCA Membership Support	40	90	16,301	16,211	99 %
5730 Other Employee Benefits	0	5,769	16,804	11,035	66 %
5842 Unemployment Claims	0	0	10,000	10,000	100 %
Total Employee Benefits	260,260	1,088,171	4,218,780	3,130,609	74 %
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	37,077	189,012	236,630	47,618	20 %
Total Collections - Digital	37,077	715,157	2,154,425	1,439,268	67 %
Collections - Physical					
5791 Subscriptions	651	67,999	77,600	9,601	12 %
5815 KDL Cruisers	10,000	10,000	29,991	19,991	67 %
5871 Branch Local Materials - Restricted Donation Expenditures	68	68	14,325	14,257	100 %
5982 Collection Materials - Depreciable	99,966	253,848	1,143,280	889,432	78 %
5983 CD/DVD Collection Materials - Non-Depreciable	35,014	89,247	551,750	462,503	84 %
5984 Beyond Books Collection - Non-Depreciable	42,537	125,231	575,625	450,394	78 %
Total Collections - Physical	188,236	546,393	2,392,571	1,846,178	77 %
Supplies					
5750 Collection Processing & AV Supplies	9,750	22,330	199,411	177,082	89 %
5751 Office & Misc Supplies	(147)	7,008	118,039	111,031	94 %
5752 Paper	1,507	4,145	29,340	25,195	86 %
5753 AV Supplies	240	240	0	(240)	0 %
5754 Disposable Technology <\$1000	29,078	33,055	0	(33,055)	0 %
5755 Maintenance Supplies - Custodial	133	1,472	47,160	45,688	97 %
5756 Water Cooler Supplies & Water	133	602	0	(602)	0 %
5757 Meeting Center Supplies	0	68	0	(68)	0 %
5760 Technology & Accessories <\$1000	1,108	2,310	165,670	163,360	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	0	275	5,000	4,725	94 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 3/1/2021 Through 3/31/2021
(In Whole Numbers)

	Current Month	2021 YTD	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
5768 Promotions Supplies	2,753	2,753	33,743	30,990	92 %
5770 Other Awards/Prizes	9,823	21,458	115,645	94,187	81 %
5771 Non-Alcoholic Beverages	49	662	19,722	19,060	97 %
5790 Books (not for circulation)	0	0	10,500	10,500	100 %
5799 Miscellaneous Supplies	1,880	9,272	0	(9,272)	0 %
5851 Mail/Postage	372	1,091	27,875	26,784	96 %
5900 Copier/Printer Overage Charges	1,119	1,484	64,323	62,839	98 %
Total Supplies	57,798	108,484	862,428	753,944	87 %
Contractual and Professional Services					
5792 Software	20,769	240,725	623,750	383,025	61 %
5801 Professional & Consulting Services	51,600	74,650	523,008	448,358	86 %
5804 Other Consultants	1,775	7,775	0	(7,775)	0 %
5805 Audit Services	0	0	34,000	34,000	100 %
5806 Legal Services	0	750	50,000	49,250	99 %
5809 Temporary Contracted Employees	0	0	15,000	15,000	100 %
5811 IT Contracted Services	0	3,600	0	(3,600)	0 %
5813 Delivery Services	7,680	34,361	154,368	120,007	78 %
5814 Security Services	695	1,706	53,316	51,610	97 %
5817 Lakeland Library Co-op services	0	1,428	4,950	3,523	71 %
5818 Shredding services	75	75	550	475	86 %
5819 Drug Screenings/background checks	30	420	3,500	3,080	88 %
5823 Inspection Services	0	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	595	1,555	29,450	27,895	95 %
5830 Other Contracted Services	0	7,700	0	(7,700)	0 %
5834 Wellness Services	900	900	0	(900)	0 %
5836 Employee & Partner Care (Flowers, Etc)	934	1,623	6,500	4,877	75 %
5890 ILS Fees	0	96,472	147,620	51,148	35 %
5891 Licenses and Fees	0	4,310	4,685	375	8 %
5893 Marc Records License	382	1,805	7,500	5,695	76 %
5956 Other Benefits Administration Fees	1,945	10,544	34,500	23,956	69 %
5957 Pension Administration Fees	0	0	6,600	6,600	100 %
5958 Payroll processing fees	3,812	12,777	41,000	28,223	69 %
5960 Banking Fees	122	566	8,450	7,884	93 %
5961 TSYS/Credit Card Fees	866	2,947	11,850	8,903	75 %
Total Contractual and Professional Services	92,179	506,915	1,821,546	1,314,631	72 %
Programming and Outreach					
5794 Outreach Supplies	187	1,187	0	(1,187)	0 %
5795 Programming & Outreach Supplies	3,333	5,640	157,490	151,850	96 %
5865 Programming Services	242	1,155	34,165	33,010	97 %
5885 Speakers/Performers	2,000	5,450	181,475	176,025	98 %
5950 Airport Free Library	0	0	450	450	100 %
Total Programming and Outreach	5,762	13,432	373,580	360,148	96 %
Maintenance and Utilities					
5810 IT Infrastructure Services	58,228	174,685	400,000	225,315	56 %
5822 Maintenance Contracts	0	2,644	7,300	4,656	64 %
5848 Mobile Hotspots	1,964	4,968	20,204	15,236	75 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 3/1/2021 Through 3/31/2021
(In Whole Numbers)

	Current Month	2021 YTD	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
5849 Cell Phones/ Stipends	2,099	5,370	30,692	25,322	83 %
5850 Telephones	2,116	6,322	32,392	26,070	80 %
5852 Internet/Telecomm Services	2,317	107,299	668,042	560,743	84 %
5918 Water/Sewer	0	226	3,500	3,274	94 %
5919 Waste Disposal	403	1,201	6,100	4,899	80 %
5920 Electric	4,299	5,970	75,000	69,030	92 %
5921 Natural Gas	1,467	2,933	15,000	12,067	80 %
5925 Lawncare & Snowplowing	3,863	7,907	26,300	18,393	70 %
5928 Branch Maintenance Fees	0	103,929	420,907	316,978	75 %
5929 Land Repair and Maintenance	369	369	3,300	2,931	89 %
5930 Building Repair and Maintenance	3,687	6,489	88,000	81,511	93 %
5931 Equipment Repair and Maintenance	0	83	24,750	24,667	100 %
5932 Vehicle Repairs and Maintenance	300	300	12,900	12,600	98 %
5933 Software & IT Hardware Maintenance Agreements	4,589	67,899	93,168	25,269	27 %
5934 Other Repair and Maintenance	0	0	1,450	1,450	100 %
5940 Rentals	1,268	85,422	186,064	100,642	54 %
5941 Printer/Copier Leases	661	2,009	52,808	50,799	96 %
Total Maintenance and Utilities	87,629	586,025	2,167,877	1,581,852	73 %
Staff Development					
5910 Staff Development & Conferences	10,066	17,650	214,596	196,946	92 %
5911 Conferences	380	380	0	(380)	0 %
5913 Travel/Lodging	0	0	11,230	11,230	100 %
Total Staff Development	10,446	18,030	225,826	207,796	92 %
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	85	140	9,220	9,080	98 %
5860 Parking	0	0	6,245	6,245	100 %
5861 Mileage Reimbursement	240	2,169	72,014	69,845	97 %
5870 Branch Local Misc - Restricted Donation Expenditures	8,699	55,758	212,620	156,862	74 %
5873 Website	0	119,612	134,060	14,448	11 %
5874 Employment Advertising	0	0	1,000	1,000	100 %
5875 System Advertising	5,058	24,442	97,150	72,708	75 %
5879 Branch Advertising	0	30	3,525	3,495	99 %
5884 Royalty Free Creative(Photography, Video, etc)	783	808	8,700	7,892	91 %
5901 Outsourced Printing & Publishing	0	2,908	61,500	58,592	95 %
5906 Promotions/Marketing	1,500	1,500	9,420	7,920	84 %
5907 Sponsorships/Donations	0	10,000	0	(10,000)	0 %
5912 Meetings	32	103	31,550	31,447	100 %
5915 Memberships, Dues & Fees	4,962	30,830	66,135	35,305	53 %
5916 Dues and Fees	100	9,428	0	(9,428)	0 %
5935 Property Liability Insurance	0	69,292	62,920	(6,372)	(10)%
5936 Vehicle Liability Insurance	0	10,734	15,500	4,766	31 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 3/1/2021 Through 3/31/2021
(In Whole Numbers)

	Current Month	2021 YTD	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
5937 Flood Insurance	0	4,588	20,000	15,412	77 %
5938 Bond Insurance	1,005	10,724	11,873	1,149	10 %
5939 Workers Compensation Insurance	(21,091)	16,875	48,000	31,125	65 %
5942 Errors and Omissions Insurance	0	0	25	25	100 %
5955 Miscellaneous	10	997	5,870	4,873	83 %
5959 Sales Taxes	0	1	500	499	100 %
5964 Property Tax Reimbursement	1,044	1,479	55,380	53,901	97 %
5965 MEL Return Items	746	746	3,000	2,254	75 %
Total Other Expenditures	<u>3,173</u>	<u>373,163</u>	<u>936,208</u>	<u>563,045</u>	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	0	172,075	0	(172,075)	0 %
5977 Technology - Non-Depreciable (\$1000-4999)	5,561	11,377	724,584	713,207	98 %
5979 Equipment/Furniture - Non-Depreciable (\$0-4999)	6,214	34,921	580,275	545,354	94 %
5980 Equipment/Furniture - Depreciable (\$5000+)	0	5,000	10,030	5,030	50 %
Total Capital Outlay	<u>11,775</u>	<u>223,373</u>	<u>2,164,889</u>	<u>1,941,516</u>	90 %
Total Expenditures	<u>1,705,611</u>	<u>7,058,263</u>	<u>30,334,272</u>	<u>23,276,009</u>	77 %
Excess Revenue Over (Under) Expenditures	<u>3,105,953</u>	<u>17,012,197</u>	<u>(3,309,146)</u>	<u>20,321,343</u>	(614)%

Kent District Library
 Check/Voucher Register - Check Register - Board Report
 From 3/1/2021 Through 3/31/2021

Check Number	Vendor Name	Check Amount	Check Date
81488	TerHorst & Rinzema Construction Co.	200,787.00	3/10/2021
210490000876	Priority Health	128,721.80	3/2/2021
81512	Custer Office Environments Inc. / Custer Inc.	72,742.00	3/26/2021
81549	IP Consulting, Inc.	58,228.21	3/26/2021
81459	Everstream Holding LLC- Michigan	55,408.20	3/10/2021
9874536591	Verizon Wireless - MiFy Routers & Cell phones	41,665.72	3/25/2021
81547	Ingram Library Services Llc	35,909.68	3/26/2021
03222021	The Huntington Bank - Michigan	30,998.65	3/22/2021
81570	OrangeBoy, Inc.	28,000.00	3/26/2021
81474	Interphase Office Interiors, Inc.	26,098.55	3/10/2021
81561	Midwest Collaborative For Library Services	23,442.63	3/26/2021
81498	Baker & Taylor	20,137.15	3/26/2021
81557	Linkedin Corporation	20,000.00	3/26/2021
81472	Ingram Library Services Llc	19,273.27	3/10/2021
81511	Comerica Bank	18,400.83	3/26/2021
M0136542082	American Heritage Life Insurance Company / Allstate Benefits	15,265.72	3/30/2021
M0136542054	American Heritage Life Insurance Company / Allstate Benefits	15,221.77	3/11/2021
81481	Open Systems Technologies	14,542.50	3/10/2021
210460001390	Priority Health	12,062.52	3/1/2021
81522	GR Bikes, LLC	10,000.00	3/26/2021
81576	Rehmann LLC / Rehmann Technology Solutions, LLC	9,750.00	3/26/2021
81482	Same Day Delivery, Inc	8,704.00	3/10/2021
81566	Midwest Tape	6,783.64	3/26/2021
81490	Abila	6,293.12	3/26/2021
81473	Innovative Sound Solutions	5,806.90	3/10/2021
81487	Team One Repair, Inc.	5,750.00	3/10/2021
81559	David Medema / Medema Consulting Associates LLC	5,050.00	3/26/2021
81584	Thomas Klise/Crimson Multimedia	4,380.00	3/26/2021
81527	Hodges Coaching LLC	4,368.00	3/26/2021
81575	Presidio Networked Solutions Group, Llc	4,327.60	3/26/2021
81480	Midwest Tape	4,252.61	3/10/2021
81588	UAW Local 2600	4,174.35	3/26/2021
81521	Governmental Consultant Services Inc.	4,000.00	3/26/2021
81577	RNL Graphics Solutions, LLC	3,759.56	3/26/2021
81491	All Season Lawn Care	3,360.00	3/26/2021
INV01981899	Paycor, Inc.	3,295.31	3/2/2021
81504	CDW Government, Inc.	3,092.41	3/26/2021
207146162208	Consumers Energy	3,065.63	3/5/2021
81463	Holland Litho Printing Services	2,907.77	3/10/2021
1054021-0301	PLIC - SBD Grand Island	2,895.59	3/1/2021
L9311683-21	Prudential	2,745.00	3/18/2021
81486	Staples Business Advantage	2,722.73	3/10/2021
81453	Baker & Taylor	2,584.45	3/10/2021
81578	Same Day Delivery, Inc	2,560.00	3/26/2021
81516	Edc Educational Services	2,546.84	3/26/2021
81501	The Lillie Labor Law Firm P.C.	2,490.00	3/26/2021
9872422316	Verizon Wireless - MiFy Routers & Cell phones	2,447.59	3/3/2021
81548	Interphase Office Interiors, Inc.	2,282.70	3/26/2021

Kent District Library
 Check/Voucher Register - Check Register - Board Report
 From 3/1/2021 Through 3/31/2021

Check Number	Vendor Name	Check Amount	Check Date
215829	TelNet Worldwide, Inc.	2,116.49	3/23/2021
81500	Blackstone Audio Inc	2,051.65	3/26/2021
81519	Findaway World, Llc	1,842.76	3/26/2021
81551	Kalamazoo Sanitary Supply / KSS Enterprises	1,835.71	3/26/2021
81489	United States Treasury	1,731.95	3/10/2021
498230	123.Net, Inc	1,724.00	3/9/2021
81524	Grand Rapids Chamber of Commerce Capital Campaign	1,500.00	3/26/2021
0020326757-0321	Dte Energy	1,466.82	3/5/2021
81520	Cengage Learning	1,423.08	3/26/2021
81456	Dornbos Sign, Inc. / Dornbos Sign & Saftey	1,362.86	3/10/2021
81583	SWANK Movie Licensing	1,244.00	3/26/2021
201540641400	Consumers Energy	1,233.39	3/10/2021
81591	WIMAGE	1,200.00	3/26/2021
81572	Pam Spring Advertising, Llc	1,163.00	3/26/2021
81560	Michigan Office Solutions (MOS)	1,086.32	3/26/2021
81558	Lowery Corp / Applied Imaging	1,079.24	3/26/2021
81506	Central Michigan Paper	1,067.00	3/26/2021
81503	Calvin University - Hekman Library	1,050.00	3/26/2021
81451	All Season Lawn Care	1,005.66	3/10/2021
81555	Liberty Mutual Insurance	1,005.00	3/26/2021
81571	Paige Norman	1,000.00	3/26/2021
81499	Bayscan Technologies	768.70	3/26/2021
81493	Anthony Carpenter	750.00	3/26/2021
81568	Nationwide	711.62	3/26/2021
81460	Findaway World, Llc	705.48	3/10/2021
81589	Vanguard Fire & Security Systems Inc	695.00	3/26/2021
RIS0003326479	Delta Dental Of Michigan	581.51	3/8/2021
81462	Grand Rapids Building Services	530.00	3/10/2021
INV02021574	Paycor, Inc.	516.34	3/18/2021
81554	Lewis Paper	511.12	3/26/2021
81598	Karen McPhee	500.00	3/31/2021
81599	Lani Khuu	500.00	3/31/2021
81603	Xavier Irizarry	500.00	3/31/2021
81604	Zack Zupin	500.00	3/31/2021
81597	Hannah Haines	500.00	3/31/2021
81596	Emerson Gerard	500.00	3/31/2021
81594	Benson Brazier	500.00	3/31/2021
81595	Cailynn Hamilton	500.00	3/31/2021
81508	City Of East Grand Rapids	500.00	3/26/2021
81505	Center Point Publishing	473.97	3/26/2021
81454	Blackstone Audio Inc	470.54	3/10/2021
81556	Library Design Associates Inc.	457.00	3/26/2021
81477	Lewis Paper	451.17	3/10/2021
2179471	Arrowaste	402.60	3/16/2021
81452	Aqua Blue Aquarium Solutions	378.00	3/10/2021
81517	Elm Usa	336.45	3/26/2021
81582	State Of Michigan	300.00	3/26/2021
81461	Cengage Learning	294.91	3/10/2021
81513	D.K. Agencies (P) LTD.	268.40	3/26/2021
81457	Employee Assistance Center (EAC)	255.00	3/10/2021
81593	Abigail Kloha	250.00	3/31/2021

Kent District Library
 Check/Voucher Register - Check Register - Board Report
 From 3/1/2021 Through 3/31/2021

Check Number	Vendor Name	Check Amount	Check Date
81600	Liene Strautnieks	250.00	3/31/2021
81601	Lillian Stielstra	250.00	3/31/2021
81602	Lucio Gunckel	250.00	3/31/2021
81553	Legal Shield	236.25	3/26/2021
81573	Performance Assessment Network	220.00	3/26/2021
81509	Comcast Cable	218.40	3/26/2021
81587	Troost Service Company	217.20	3/26/2021
81455	City Of Kentwood Treasurer	215.56	3/10/2021
81476	Kent County Treasurer-Mi Tax Tribunal Refunds	206.40	3/10/2021
81526	Heart Of West Michigan United Way	156.00	3/26/2021
81525	Greatamerica Financial Svcs.	152.02	3/26/2021
014022	Medtipster.com, LLC.	149.07	3/26/2021
81592	Wolverine Printing Company	140.00	3/26/2021
81510	Comcast Cable	134.90	3/26/2021
81550	Juan Fernandez	100.00	3/26/2021
81569	Occupational Health Centers of Michigan, P.C.	97.69	3/26/2021
81586	Today's Business Solutions, Inc.	95.00	3/26/2021
9872460616	Verizon Wireless - MiFy Routers & Cell phones	83.20	3/3/2021
81590	Vital Records Holdings, LLC / VRC Companies, LLC	75.00	3/26/2021
81514	Darius Quinn / Quinn Consulting Services	75.00	3/26/2021
81552	Karen Small	74.52	3/26/2021
81450	Absopure Water Company	68.50	3/10/2021
81458	Employment Screening Resources	60.00	3/10/2021
81515	DWD Technology Group	50.00	3/26/2021
81518	Employment Screening Resources	30.00	3/26/2021
81492	Andrew Erlewein	30.00	3/26/2021
81507	Charles R. Myers	30.00	3/26/2021
81502	Caitlin S. Oliver	30.00	3/26/2021
81574	Peter Dykhuis	30.00	3/26/2021
81585	Thomas Noreen	30.00	3/26/2021
81579	Sarah Ann Weller	30.00	3/26/2021
81580	Sheri Gilreath-Watts	30.00	3/26/2021
81581	Shirley Bruursema	30.00	3/26/2021
81567	Mount Clemens Public Library	15.55	3/26/2021
81523	Grainger	9.28	3/26/2021
81475	IP Consulting, Inc.	0.00	3/10/2021
Report Total		1,010,968.28	



MARCH DIRECTOR'S REPORT

It has been a year since the 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 shouldn't go away even when KDL fully opens up again?

AMY VAN ANDEL LIBRARY & COMMUNITY CENTER + EAST GRAND RAPIDS

As staff have reflected on the past year, many agree that the most missed service has been in-person children's programming, particularly storytime and toddlertime. These programs were usually the busiest part of the week and staff have missed the excitement and energy surrounding that time. Additionally, the social and educational benefit of programs like these are irreplaceable, as well as lots of fun for presenters and participants alike.

Though demand for curbside service has waned since the branches opened back up, staff agree that it remains an important and valuable offering for KDL patrons. It is easier for some people to use the library via curbside than it is to have to leave their vehicle. Regional Manager Dawn Lewis recently spoke to a curbside patron who uses a walker to get around. The patron expressed that she is grateful to not get out of her car to retrieve her materials. Staff members are also often thanked by parents who have their children buckled up in car seats. What a relief to not have to get multiple children in and out of the car! Though it may have been difficult to quickly implement this service when it was so new, the value of doing so has most certainly paid off and will continue to do so.

GAINES + KENTWOOD

One thing that Gaines and Kentwood staff are looking forward to returning is in-person outreach. The Kentwood Branch has a partnership with the Kentwood afterschool ARCH program and, as such, has been anxiously waiting to bring back these library services and activities to the students. The Gaines Branch has likewise long held partnerships with senior homes in the area, as well as Pine Rest Hospital, and staff the personal relationships that they have formed within these communities. Besides curbside service, library patrons have appreciated the KDL's free printing service during the coronavirus pandemic. This has brought new patrons to the library specifically to print and copy. It may be worth exploring how free printing can continue to be a sustainable service going forward as it is such a benefit to the community.

KELLOGGSVILLE + WYOMING

Staff at Wyoming and Kelloggsville are looking forward to offering in-person programming for children and teens again. As families with young children gradually return to the Wyoming Branch and library class visits resume at Kelloggsville, both branches can't wait to once again introduce storytime and the newly revamped playspaces. Nevertheless, virtual programming has been a great success during 2020 pandemic and it's clear that continuing to extend programming services to those unable to attend programming in-person would be an equitable and inclusive solution for these patrons in the future.

KRAUSE, NELSON + SPENCER

Hands down, in-person programming is what staff at the Krause, Nelson and Spencer branches are looking forward to returning the most! From weekly storytimes and toddler times to book discussions for adults to teen zones to one-on-one tech tutoring to large community festivals, KDL staff and patrons alike have been missing that in-person connection. Yet even without this, staff have done a fabulous job of reaching out to patrons and staying connected with the community throughout the pandemic. Staff have also received a lot of positive feedback from patrons who are appreciating the virtual programming, hotspots, iPads, book bundles and curbside service. Post-pandemic, it will be important for KDL to maintain a virtual presence and continue to provide virtual programming even after the Library fully reopens. Staff have found that virtual programming meets a need for community members who are unable to attend in person, whether that be because of work schedules, family commitments, physical limitations or other. These patrons should be accommodated long after the pandemic has ended!

FEATURED DEPARTMENT – PMO + ADMINISTRATION

The Project Management Office (PMO) was introduced to define and maintain standards for planning and execution of projects within KDL. The PMO will help equip management and staff with the tools they need to lead projects and have a better understanding of the active projects at KDL. The PMO Dashboard Phase 1 Rollout launched February 24, 2021 and will wrap up with a systemwide virtual Town Hall on April 16, 2021. The main goals of the Phase 1 rollout were to introduce the dashboard and to get the organization submitting, approving and communicating on projects in a consistent, objective and well-understood manner. Learning segments were broken up into shorter, digestible pieces week-by-week and contained a communication plan, video and infographics for the following:

- What is a PMO, Anyway?
- Is My idea a Project? Defining a Project and How to Submit One
- Project Approvals
- I'm Leading a Project! Now What?! Tools and Templates
- Project Register
- Known Issues List

The upcoming Town Hall will ensure that all staff are completely aware of the new direction and foundational items before they are built upon in subsequent phases. A survey has been sent out to see where more training may be needed. Subsequent phases will focus on more formal and detailed aspects of project management training. So far, the roll out has been well-received by staff and managers alike:

“I'm excited to see how this process for project creation and management at KDL translates into better services for our patrons and a clearer roadmap for our staff. I particularly like the emphasis on ensuring all projects support our strategic plan goals, as well as its objective to identify all stakeholders and ensure a high level of transparency. It's also been great to see all of the support KDL has provided as we begin to navigate this new way of realizing projects at KDL.”

– Eric DeHaan, Regional Manager II, Byron Township and Grandville branches

“The PMO (Project Management Office) helped the BOPS (Branch Outreach and Programming Specialists) clarify the process of shepherding new programming-related ideas in their new role and gave the process structure and a clear and unbiased way to assess ideas.”

– Dawn Lewis, Regional Manager I, East Grand Rapids and Amy Van Andel branches

The PMO Dashboard houses project and programming submission forms, tools and templates, the proposal queue, the proposal scorecard, the known issues list, the active project register and helpful infographics, along with data for how many total projects and ideas are in the queue. Click the following links for a preview of a few of these resources:

- [PMO Dashboard](#)
- [Idea to Project Flowchart](#)
- [Project Proposal Form](#)
- [Proposal Scorecard](#)

The PMO Department merged with Administration and consists of:



Jaci Cooper – Director of Projects and Planning. Jaci officially began in her current capacity in August 2020 and formerly occupied the Executive Assistant role. Recent accomplishments include launching a homegrown PMO tailored to KDL’s current structure and culture to build upon in years to come, the 2021-2023 strategic plan, and overseeing the creation of a Task and Research board to create a mechanism to divvy up tasks and research systemwide since KDL is full of research professionals!



Katie Blakeslee – Administrative Assistant. Katie recently returned from leave and now supports the Director of Projects and Planning and the Director of Operations. In addition, will help create tools, templates, and processes for the PMO. Recent accomplishments include taking over the RMI agendas, co-creating the KDL Core Value pins, helping to administer a project scoring process, and catching up on all of the many exciting changes KDL has seen in the past few months!



Sheri Glon – Data Coordinator. Sheri is instrumental in creating weekly, monthly, and annual statistical reports and is responsible for KDL State Aid funding application each year. Recent accomplishments include implementing and being the point person for Savannah, a customer analytics platform, and testing Microsoft Power BI for an upcoming project to launch a live data dashboard.



Elvia Myers – Executive Assistant. Elvia has supported the KDL Board of Trustees and the Executive Director since October 2020 and is an incredibly organized task master. Some recent accomplishments include completely revamping and organizing the copy room and kicking off a project to pilot MS Bookings for study rooms at four KDL locations.

PROGRAMMING AND OUTREACH

BOOKMOBILE

This month the Bookmobile team conducted seven visits with food distribution, five virtual visits for bilingual students at La Escuelita Preschool and Bethany Christian Services, four Bookmobile/Outreach weekly meetings, two Emergency Needs Task Force (ENTF) Food Access Partners meetings and four community connections.

- **Kent County Juvenile Detention** will be welcoming the Bookmobile team over spring break as a way to introduce participants to library services (including library card sign-up), provide interesting programming and engagement and create meaningful relationships that extend beyond the facility. The first visit will focus on getting to know the kids and giving them notebooks to decorate and write in. There will also be a Poetry Slam, which will help teach about different poetry forms and types of verse. Hopefully they will leave with the beginnings of a poem and lots of ideas for writing.
- KDL will again start meeting with **Sparta Area Migrant Resource Council** for monthly meetings and the Bookmobile will participate in the Farm Workers Appreciation Day in July and help with food distribution.
- The **Refugee and Immigrant Services Department** of **Bethany Christian Services** has reached out to KDL seeking a partnership in providing mobile WiFi hotspots for new individuals or families settling in West Michigan who need access to the internet while their US documents are being processed. One solution for this technology gap is to have KDL hotspots for them to use until internet can be secured at their residence. KDL's initial commitment is to provide an institution library card for BCS as well as five hotspots for the first month. Information packets, including details on how to register for a library card, will be provided as well.
- KDL was interviewed by Estelle Sloomaker, the Development News Editor for **Rapid Growth Media**, regarding the Library's hotspot initiative during the Pandemic. The feature is expected to be published in May.



CAREER ONLINE HIGH SCHOOL (COHS)

After new efforts in recruitment, COHS received 15 new inquiries, had students complete three pre-requisites and awarded one scholarship. The program currently has twelve participants enrolled with two set to graduate later this year. KDL's Engagement Team has found that reaching out directly and meeting with participants increases overall student confidence in the program, especially in the case of new arrivals or for individuals who might have tech concerns. This month KDL has started offering safe in-person meetings at library branches, which is working out very well.

MEN OF COLOR READ

KDL continues to enjoy its partnership with Men of Color Read. In the month of March, Jon and the Brethren produced two "Bedtime Stories" on site at the KDL Service Center. These programs aired on March 17 and March 31 and garnered high social media viewership, with 1,700 around 3,900 views respectively. KDL intends to continue supporting this initiative, especially as the program intends to resume in school visitation.



VIRTUAL OUTREACH

KDL continues to livestream its programs for patrons! Two successes were *What We're Reading* and *Hodgepodge*. *What We're Reading* is hosted by Cascade Branch Librarian Penni Zurgable. In this program, Penni brings on guests from the community as well as KDL librarians to talk about the current books they are reading. Many of these episodes have been viewed over 1,000 times. *Hodgepodge* is a new program geared towards teen patrons and hosted by KDL Teen Librarians. The talk show format includes games, skits, book recommendations and lots of fun. *Hodgepodge* has become one of KDL's most unique and popular programs.

WORLD AFFAIRS COUNCIL

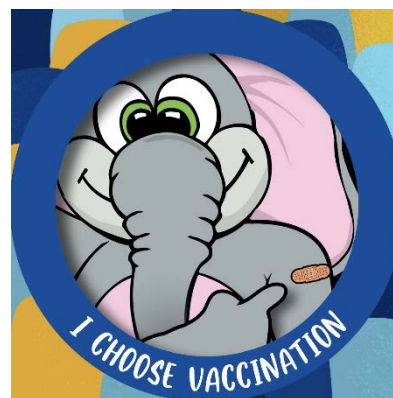
Each year, KDL partners with the World Affairs Council of Western Michigan to put out a series of programs on a specific topic. This year the program will go online with the topic of Community Resilience. Speakers will discuss how we can create communities where folks can come together even if they have differences in experience, perspective and opportunity. Presentations include *Toward a newly Vital Midwest* by John Austin, Director of the Michigan Economic Center.

WRITE MICHIGAN SHORT STORY CONTEST

The 2021 short story contest wrapped up with an online awards ceremony. Since last year's ceremony was cancelled, KDL celebrated the winners of 2020 and 2021 together and featured both speakers, authors Peter Ho Davies and Susie Finkbeiner. Other guests included Schuler Books Pierre Camy and Hancock School Public Library Director Dillon Geshel. Approximately 90 patrons watched the live stream and the video has been viewed over 800 times.

KATIE KUDOS

CHLOE HENSHAW (Plainfield) was nominated by **Jaime Brooks** because... "On March 14, Chloe was extremely patient and helpful with two patrons. The first patron needed a lot of help with scanning old pictures. She walked her through every step multiple times. The second patron had questions with a laptop/word document. Chloe is always helpful no matter what is asked of her. Thanks for putting our patrons first!!" AND by **Kathy Cheney** because... "This weekend, we had a patron who needed a great deal of printing help. Chloe was so patient and helpful and spent a great deal of time helping the gentleman accomplish this. While helping the first patron, a second patron needed help as well. Both situations required a great deal of patience and kindness, which Chloe gave. Chloe is always kind to every patron no matter what."



TAMMY SCHNEIDER (SC—Collection Services) was nominated by **Sandy Graham** because... "Tammy did a great job [writing the KDL blog post on the Dr. Seuss Foundation's decision to withdraw six books from publication]!" (Read it HERE: ["Our Response to the Dr. Seuss Announcement"](#))

MONICA WALEN (East Grand Rapids) was nominated by **Sarah Yoder** because... "Monica found and released two frightened sparrows that had somehow made their way into our delivery room. The birds are also no doubt very grateful. 😊"

UPCOMING MEETINGS + DATES OF INTEREST

BOARD MEETINGS	DATE	TIME	LOCATION
KDL Regular Board Meeting	Thurs., May 20, 2021	4:30 PM	KDL Service & Meeting Center
KDL Regular Board Meeting	Thurs., June 17, 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
ALA Conference & Exhibition	June 23-29, 2021	All Day	Virtual



MONTHLY PROJECT REPORT

MARCH 2021

- 4** New projects approved
- 8** Projects in approval queue
- 2** Declined



Status	Count
Not started	0
In progress	22
Late	0
Completed	5

MUSICat / KDL Vibes

NEW!

- Project Lead:** Stacy Schuster **Approval Date:** 03.31.21
Status: On track **Due Date:** 10.01.21

MUSICat is a local music hosting platform designed with libraries in mind. KDL's MUSICat Streaming services (called KDL Vibes) will launch in fall 2021, starting with approximately 40 albums, and will further KDL's strategic goals because: it evolves with patron behaviors that favor streaming over physical music, it honors the robust local music community and equitably pays the musicians featured on the platform. After participating in a demo, the project team signed a contract upon final approval. Project kickoff will happen April 15. For an example of another library's implementation of MUSICat, please visit Seattle Playback: <https://playback.spl.org/>

EDI Collection Audit / Tagging

NEW!

- Project Lead:** Samantha Hodge **Approval Date:** 03.24.21
Status: On track **Due Date:** 12.31.21

This project addresses one of two initiatives under the Strategic Plan's EDI pillar and was initially projected to be a complex process requiring many hours of labor. Instead, project lead Samantha Hodge discovered a service by Ingram that can automatically tag the entire KDL collection through an export from our ILS. The audit is scheduled for April 23 and will show where the collection is deficient and where we have gaps in terms of representation. Not only that, but KDL will take it one step further by tagging all materials beyond Ingram's broad categories (LGBTQ, African-American, etc.) with more detailed/granular tags such as Immigration Experience, among others. A process will be created for tagging new items. The audit need only occur once because after the collection is tagged KDL can (and will) pull reports on percentages at any time.

MS Bookings for Study Rooms - Pilot

NEW!

- Project Lead:** Elvia Myers **Approval Date:** 03.08.21
Status: On track **Due Date:** 05.31.21

MS Bookings, which is included in KDL's Microsoft license, will be explored as a tool for booking study rooms at the Gaines, Cascade and Amy Van Andel branches. If successful, it will be rolled out to the rest of KDL at a later date. The team continues to investigate MS Bookings capabilities and best practices. Graham Lawcock of IT did a terrific job walking everyone through the features.

Web Content Lifecycle Management

- **Project Lead:** Remington Steed **Approval Date:** 03.10.21
Status: On track **Due Date:** 06.04.21

This project will create a organizationally acknowledged schedule for each department and group to update their respective areas of the website and to communicate which groups are responsible for which pages. The schedule should be stored in a well-known place and each content area will have a clear point person listed. Workgroups should 1) understand which content they are "owners" of, 2) review the effectiveness of the content (this may involve Google Analytics reports) and 3) determine a schedule for regular review and updates.

Book Bundles

- **Project Lead:** Julie Ralston **Approval Date:** 11.18.20
Status: At risk **Due Date:** TBD

Book bundles are still going out, but more are being offered in branch and via curbside. Awhile back, the project team met to assess the back end form and will continue to explore ways to streamline this process and ensure we are getting accurate metrics that include bundles checked out in branch and those offered at curbside. The project is close to being wrapped up once it is determined that no more improvements can be made to the process.

Wonderknook Playspace Pilot

- **Project Lead:** Abby D'Addario **Approval Date:** 03.24.21
Status: On track **Due Date:** 06.30.21

The playtime focus group pilots ended on March 31 and the families who signed up for them had positive feedback. Unfortunately, a few durability concerns have also come up: the felt backing from the board inserts is coming loose, the Wonderknook signs have hairline cracks, and some wood is warped. Project lead Abby D'Addario, Director of Projects and Planning Jaci Cooper and Facilities Manager Missy Lancaster toured the branches to make final observations and request fixes from Renegade by Custer. The group will determine next steps moving forward by the end of June for the remaining 16 branches and will proceed accordingly.



End Panel Signage Project

- **Project Lead:** Brad Baker **Approval Date:** 01.01.21
Status: On track **Due Date:** 5.31.21

The end panel signs at the Amy Van Andel Branch look terrific and have received a lot of positive feedback. Branch Librarian Penni Zurgable asked KDL's Accessibility and Inclusion Specialist Shelley Roossien to do a walk-through to request any final changes before rolling the playspaces out to other branches. Shelley reported that signs were easy to read and attention grabbing. Regional Managers selected a delegate from each branch to be in charge of verifying sign sizes, as well as printing new signs and swapping out old ones. New signs should be up in the branches by the end of May.

Sora

- **Project Lead:** Alyson Cryderman **Approval Date:** 03.24.21
Status: On track **Due Date:** 05.14.21

Sora, an Overdrive product for schools that allows students to connect to public library eBook catalogs, has been successfully implemented at Forest Hills Schools and Kraft Meadows Middle School in Caledonia. Forest Hills had 64 checkouts for the month of March and Kraft Meadows had 191. The team is working on a Sora Onboarding Toolkit so that KDL Branch Librarians have all the resources they need to help onboard schools in the future if/when they purchase the Sora platform for their curriculum materials. Feedback from Forest Hills has been overwhelmingly positive:

*"It's cool. I'm probably going to use it a lot during spring break."
—Sidney, 5th grade*

*"If you have something that you really want and there is a long line, you can sample the book. And there's no limit on samples! I love SORA!"
—Arjun, 3rd grade*

*"I like that you don't have to return the book. The book returns itself."
—Sahana, 3rd grade*



"SORA has been wonderful for increasing book access for our students, particularly with the KDL partnership that has provided a much better selection of books for younger readers. It is a great way to connect students with books, whether they are learning in a physical classroom or virtual classroom. The audio books and narration feature on some titles is a great tool, especially for struggling readers and English language learners. I have used my SORA account to share books with students on the projector, which is helpful now that social distancing spreads students so far away from me when I am reading to them. The ability to 'read a sample' is perfect for students that struggle to find a book that is a good fit for them. If they do choose a book that doesn't work, it's very easy to return and find another without having to wait for their next classroom library visit." —Lisa Doctor, Forest Hills Media Specialist

New Printers and Print Management Service

- **Project Lead:** Kurt Stevens **Approval Date:** 03.24.21
Status: On track **Due Date:** 05.28.21

KDL will be replacing most printers this year as the current contracts for existing ones expired. Additionally, some of the older units need service more often than not. After an extensive RFP process covering four vendors, IT narrowed the search down to two options. Throughout this process, KDL secured favorable pricing and found a local vendor to “partner” with KDL for the long term and help subsidize some of cost of providing Patron Printing.

Data Center Co-Location

- **Project Lead:** Kurt Stevens **Approval Date:** 10.01.20
Status: On track **Due Date:** 04.30.21

This year, KDL needed to refresh all servers, storage systems, and other technology in the existing data center at the Service Center. As refresh improvement costs added up (Fire Suppression, Power Generator, Air Conditioning) added up, it became clear that other options needed to be considered, such as moving systems to a completely new location that could support the additional security and functionality—A data center! These facilities are often called a Co-Location Data Center or Co-Lo for short. After a successful RFP process, KDL chose to go with a Co-Location solution provided by IP Consulting. The IT Team spent the New Year's holiday and most of January moving equipment and systems to the new location, as well as making various adjustments along the way to continue to support the KDL organization from the Co-Lo since January. Some connection and speed issues have arisen, but Director of IT Kurt Stevens and his team continues to resolve them as they come up.

Annual Survey Project - OrangeBoy

● **Project Lead:** Randy Goble **Approval Date:** 03.24.21
Status: On track **Due Date:** 09.01.21

See 2021 1st Quarter Strategic Plan Update.

CQ Assessment- Paradigm

● **Project Lead:** Shaunna Martz **Approval Date:** 01.01.21
Status: On track **Due Date:** 05.31.21

See 2021 1st Quarter Strategic Plan Update.

Feasibility Study

● **Project Lead:** Christine Mwangi **Approval Date:** 01.01.21
Status: On track **Due Date:** 12.15.21

See 2021 1st Quarter Strategic Plan Update.

Rehmann - Finance Department Audit

● **Project Lead:** Kim Lindsay **Approval Date:** 11.02.20
Status: On track **Due Date:** 07.31.21

Four areas to focus on for initial progress were: present the KDL Board of Trustees a newly revised purchasing policy, consolidate the chart of accounts, centralize recurring invoices to be paid in the Finance Department rather than point of contact, and reduce the number of approvals for small purchases. Slow and steady progress is being made on these and things should come together more quickly after the policy is in place. The team will then look into ACH payments and Amazon Business.

Laptop Switchover from ThinClients

● **Project Lead:** Kurt Stevens **Approval Date:** 10.01.20
Status: On track **Due Date:** 09.24.21

In 2021, KDL was scheduled to purchase new ThinClients in order to periodically upgrade technology, thereby providing staff and patrons with the best possible user experience. Instead, KDL has opted to purchase laptops instead of ThinClients. A few factors played into making this decision: 1. During quarantine, KDL became very effective using the TEAMS Video Conference Application. ThinClients don't perform well over video, so laptops became a key option. 2. Laptops provide staff with mobility and will save time checking out a "loaner" machine that isn't as familiar. 3. No one knows for sure if and when there will be another global pandemic on the horizon, but we do know that we can work from home effectively as an organization. Consequently, by having laptops assigned to most staff, we are well-positioned to be flexible when the situation demands.

Core Collection of Perennial Favorites

● **Project Lead:** Penni Zurgable **Approval Date:** 01.22.21
Status: On track **Due Date:** 8.31.21



The new core collection of KDL's 100 favorite adult titles will be pushed out to the remaining branches (excluding Kelloggsville) beginning in late May. Training on this new feature is scheduled for branch staff by the end of April. Meanwhile, MarCom is refining marketing tools for a campaign at the start of the summer. These new copies of beloved books will not be included in branch-to-branch circulation, but rather remain at their home branch to help librarians making recommendations or have something to offer that is on shelf. Core lists are also being created for teen and kids materials to help with recommendations, but those will not be a part of the rollout and will be explored at a later time.



Amy Van Andel Library and Community Center



Project Lead: Dawn Lewis
Status: On track

Approval Date: N/A
Due Date: 02.05.21

Though the library had a soft opening and is still anticipating a future dedication, residents are pleased to find that the library is open for visitors and the building has seen a steady increase in visitors. Small building fixes are ongoing but nearing completion. The Friends of the Amy Van Andel Library has formed and started meeting and staff members are continuing to implement processes and procedures in a new environment while enjoying their interactions with patrons.

Cascade



Project Lead: Vanessa Walstra
Status: On track

Approval Date: 2020
Due Date: 4.30.21

CAD drawings for the base of the aquarium are complete and the metal fabricator should be starting their work very soon. It will take a couple of weeks to complete this portion of the project. Artwork is complete and being photographed. Once final measurements are approved, it will go to Extreme Graffix for printing and installation. More fish have been placed in the aquarium and are happily finding their territory. Both kids and adults alike cannot wait to see more fish arrive! The project is anticipated to wrap up mid-April.

Grandville



Project Lead: Josh Bernstein
Status: On track

Approval Date: N/A
Due Date: 10.09.21 (estimate)

The north and west additions are nearing completion. Painting will be finished soon, while the mill work is largely finished and stained. Doors are currently being hung. Lighting has been mostly installed, along with bathroom fixtures. There are still plenty of finishing touches to go, but at this point the plan is to move forward with closing indoor service starting April 19 to move into the new locations and reopen with temporary operations on May 3.



Service + Meeting Center

- **Project Lead:** Missy Lancaster **Approval Date:** 2020
Status: On track **Due Date:** 12.17.21 (estimate)

Progress is steady at the KDL Service and meeting Center. The Breakroom, Bathroom, Wellness Room and IT workroom are currently the major foci for improvements:

- Breakroom countertops are completed and appliances will arrive soon. Once furniture arrives mid-April, the room should be ready for use!
- Bathrooms were completed and opened back up on April 1.
- The IT workroom is complete and the department is gradually moving back in.
- The Wellness Room (Mother's Room) is complete and able to be used, but furniture will not arrive until mid-April.

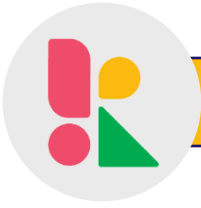
The Patron Services Department is next up on the roster for basic maintenance and upkeep, which is estimated to begin April 12. Some staff will be working from home while others will work in a conference room in the Meeting Center for a couple of months. The hallway in that area will also be painted.



Walker

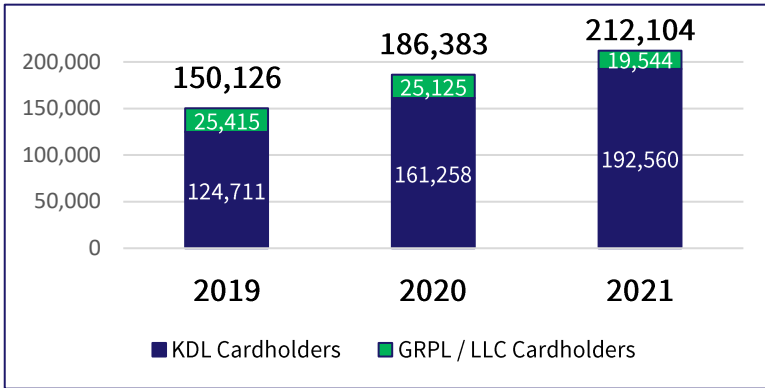
- **Project Lead:** Craig Buno **Approval Date:** N/A
Status: On track **Due Date:** TBD

Director of Projects & Planning Jaci Cooper and Regional Manager II Craig Buno met with representatives from Fishbeck and the City of Walker on March 22 to bring the city steering committee up to date on the current site plans and get feedback. The steering committee consists of Mayor Gary Carey and commissioners Melanie Grooters and Steven Gilbert. Each space was reviewed and building costs estimated based on space needed and how each site would incorporate the current Ice and Fitness Center. Neither option was immediately chosen over the other. Instead, the mayor urged for patience in the process as we evaluate the wants and needs of the space and work toward something that is realistic for the long term. The next step is to start looking at floor plans based on both sites presented and come up with a solution that utilizes the best of both options. The steering committee would also like to see a phased option to help with making the project a reality.



MARCH 2021 STATISTICAL SUMMARY

Active Patrons:



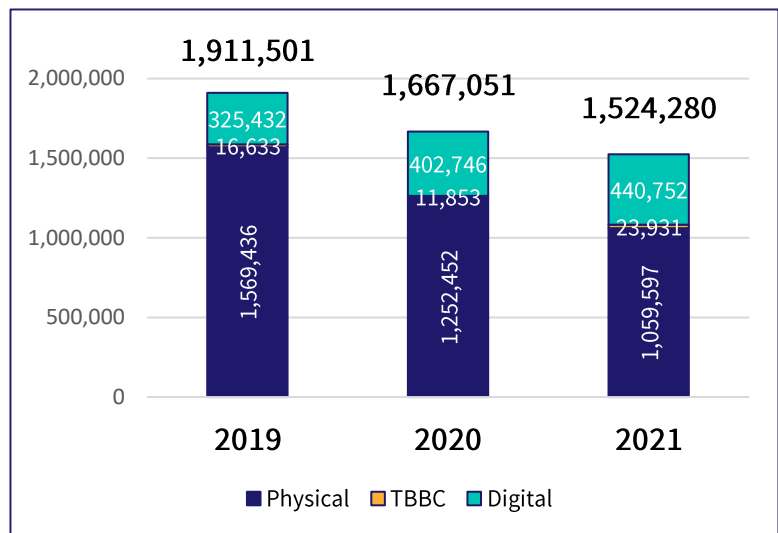
1,035 Accounts Added in March:

- 929 New KDL Cardholders
- 40 New GRPL Cardholders
- 66 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:

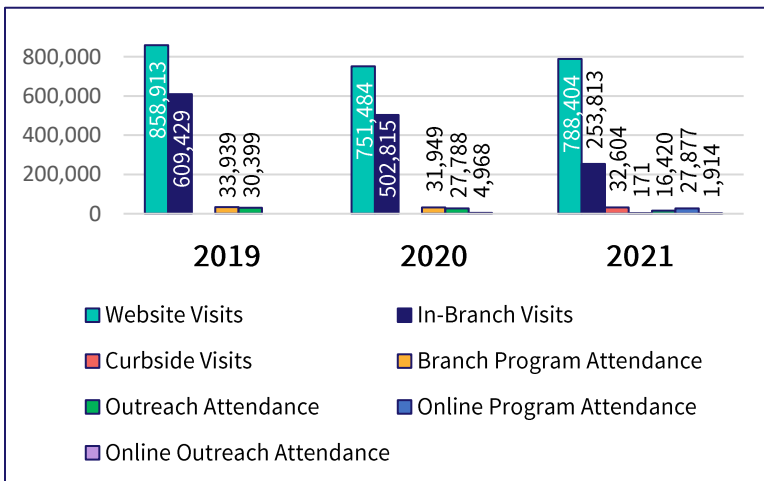


Re-Opening Branches:

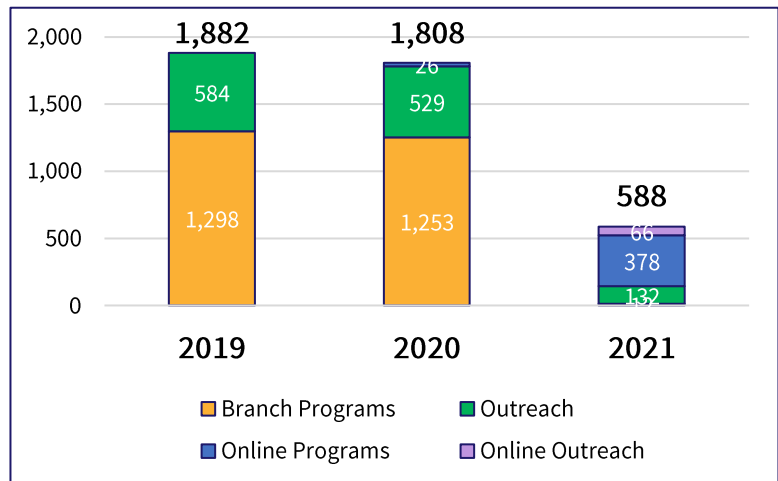
- **Physical Checkouts:** Up 18% from last month; Up 97% from 2020; Down 20% from 2019
- **Digital Checkouts:** Up 6% from last month; Down 4% from 2020; Up 32% from 2019
- **Visitor Count:** Up 20% from last month; Up 46% from 2020; Down 43% from 2019
- **Program Attendees:** Down 12% from last month; Up 0.1% from 2020; Down 45% from 2019

(See reverse for more details)

People Served YTD:



Number of Events YTD:

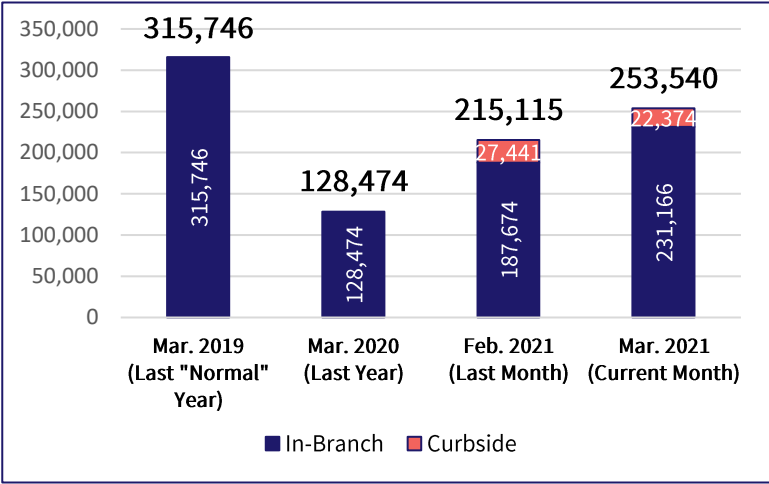




STATISTICS IN-DEPTH: RE-OPENING BRANCHES

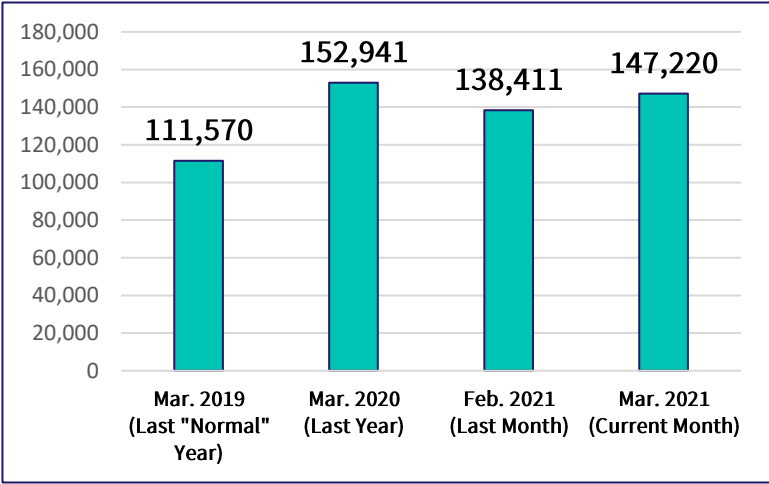
Branches have now resumed full in-branch public service hours for two complete months. How have our basic statistics changed month-to-month and when compared to 2020 (when branches closed midway through the month), and compared to the last “normal” year of 2019?

Physical Items Checked Out:



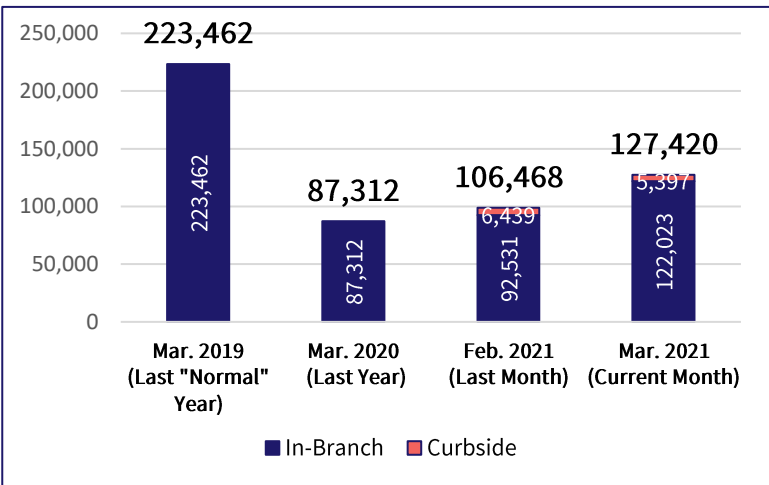
18% more total items were checked out compared to last month, but 20% fewer compared to the same month in 2019. Curbside use accounted for 9% of checkouts in March.

Digital Items Checked Out:



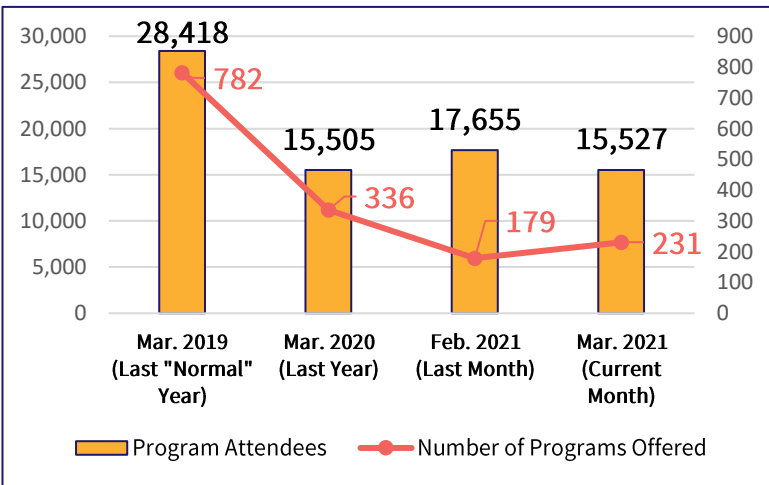
Digital checkouts were up 6% from last month and up 32% compared to the same month in 2019, but are down 4% compared to March 2020, when branches were closed for half of the month.

Visitor Count:



Including both in-branch and curbside visits, total visitors increased 20% compared to last month, but were still down 43% compared to the same month in 2019.

Programs:



KDL offered 29% more programs than last month, but had 12% lower attendance. The shift to mostly online programs has resulted in an average of 67 attendees per program in March 2021, compared to 36 per program in March 2019.



STAFF CHANGES & ANNIVERSARIES

April 2021

NEW HIRES	POSITION	EFFECTIVE
Kendall Hart	Shelver – Cascade	March 29
Taylor Docter	Shelver – Spencer Township	March 29

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Constance Kuehl	Assistant Branch Librarian Sub	Assistant Branch Librarian – Plainfield	March 15
Christopher Brennan	Assistant Branch Librarian – Krause Memorial	Assistant Branch Librarian – Amy Van Andel / East GR	April 5
Ashten VanderPloeg	Branch Librarian – Wyoming	Branch Librarian – Kentwood	April 12

OPEN POSITIONS	TYPE
Assistant Branch Librarian Subs	Temporary
Shelver – Wyoming (2 positions)	Part-time
Shelver – Plainfield	Part-time
Collection Services Assistant – Service Center	Full-time
Assistant Branch Librarian – Krause Memorial	Part-time
Assistant Branch Librarian – Kentwood	Part-time
Regional Manager II – Cascade / Caledonia	Full-time

DEPARTURES	POSITION	EFFECTIVE
Jared Olson	IT Manager – Service Center	March 23
Angela Mitchell	Collection Services Assistant – Service Center	April 1
Yasmeen Shatawi	Shelver – Cascade	April 5
Misgana Kurban	Assistant Branch Librarian – Kentwood	April 18
Patricia Rosloniec	Regional Manager II – Cascade / Caledonia	May 1

EMPLOYEE ANNIVERSARIES (MAY)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Chris Lohman	Gaines Township	21 years
Marisa Demoor	Kentwood	20 years
Lynn Goldberg	Plainfield	15 years
Toby Schuler	East Grand Rapids	15 years
Laurie Winkler	Collection Services	15 years
Sara Magnuson	Nelson Twp / Krause / Spencer	14 years
Denise Wohlferd	Krause Memorial	14 years
Liz Wierenga	Amy Van Andel / Ada	12 years
Lori Gerard	Englehardt	11 years
Lance Werner	Administration	10 years
Eric Schweibert	Comstock Park / Alpine	9 years
Maria Page	Grandville	8 years
Angela Culp	Kentwood / Gaines	7 years
Trina Den Braber	Comstock Park	5 years
Jill Essenburg	Collection Services	5 years
Bethany Metivier	Nelson Township/Sand Lake	5 years
Trish Reid	Human Resources	5 years
Curt Kieliszewski	Information Technology	4 years
Alantha Owen	Englehardt	4 years
Randy Burson	Finance	3 years
Barb Deyoung	Sub	3 years
Molly Marshall	Cascade	2 years
Jenny Savage-Dura	East Grand Rapids	2 years



BOARD OF TRUSTEES ATTENDANCE - 2021

	SHIRLEY BRURSEMA	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 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"/>
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

The following policy is a complete rewrite of KDL POLICY 5.2: CONTRACTING FOR GOODS, SERVICES + WORKS OF IMPROVEMENT. You may find the original policy as reference included in this packet. Please consider Interim Director of Finance Kim Lindsay's comments and explanations for changes dispersed throughout.

Per Mr. Lindsay: This policy contains several new sections and seeks to make this a true "purchasing policy," applicable to the purchase of all goods and services without the caveats of the prior policy.

KDL POLICY 5.2

PURCHASING POLICY

LAST REVISED 4.15.21

Comment: The following section has been added to provide context and definitional items.

This policy provides the framework for the purchase of all goods and services by Kent District Library personnel. The purchase of goods or services needed by Kent District Library shall be made using sound purchasing practices and business procedures to ensure the timely receipt of goods, services and works of improvement of a quality appropriate to the needs of the Library at the lowest responsible costs. Guidance and direction for the implementation of this policy and the related acceptable procedures and best practices will be governed by administrative guidelines produced by the Finance Department.

Reason for Policy:

- 1) Provide clear direction to all Kent District Library staff and vendors on the purchasing process.
- 2) Provide for institutional consistency, discipline and accountability over all funds entrusted to Kent District Library by taxpayers, donors and other sources of funding.
- 3) Avoid the intent and appearance of unethical or compromising practice in relationships, actions, and communications.
- 4) Avoid any personal business or professional activity that would create a conflict between personal interests and the interests of Kent District Library.
- 5) Promote positive supplier relationships through professionalism, courtesy and impartiality.
- 6) Ensure procurement is open, non-discriminatory, and fair to all who participate. Additionally, we actively seek to provide opportunities for diverse and small local businesses.

Purchases of all goods and services, unless noted by exemption, are subject to the requirements and restrictions in this policy. No purchase of goods or services on Kent District Library's behalf may be made in any manner, which violates this policy. The amounts below, "Commitment to Purchase", shall be applied to orders, contracts, agreements, and any other similar arrangement, which obligates or commits Kent District Library's funds to purchases at these levels. Splitting orders, contracts, or agreements to circumvent these limits is prohibited.

Approval Thresholds

For individual purchase transactions and commitments, the Executive Director and Director of Finance are each authorized to make purchases for all items when the cost per item is under \$25,000. For individual

purchases transactions and commitments when the cost per item exceeds \$25,000 and is under \$50,000, the Executive Director and Director of Finance are authorized to make purchases after obtaining a minimum of three quotations. The above-noted purchases require the signatures of both the Executive Director and the Director of Finance.

Comment: These financial thresholds have been increased to be more in line with a standard \$30M expenditure budget. In line with the increased levels above, the policy now has items over \$50K (as opposed to \$30K) requiring an RFP process to be officially acted upon by the Board, as outlined below. Additionally, the following paragraphs remain similar to the original policy, but with some syntactical changes and rewording.

For Commitments to Purchase costing over \$50,000, a Request for Proposal (RFP) will be generated and a bid process will be used. RFPs will be available on the Kent District Library's website and shall be advertised once a week for two consecutive weeks in at least one print and one online newspaper of general circulation within Kent County. The Library Board of Trustees' approval is required prior to awarding the contract for such goods or services. Kent District Library reserves the right to accept or reject any or all bids, to waive defects or irregularities in any bid, or to accept or eliminate any portion of any bid.

When necessary, Kent District Library personnel responsible for making the purchase may reach out to one vendor for an estimate so Kent District Library personnel can determine the appropriate approval process. If a quote/competitive proposal/RFP process is determined to be required by Kent District Library personnel, this estimate shall not replace the required quotes, competitive proposals, or RFP responses and the vendor shall be responsible for responding to the same requests required of the other potential vendors. The same information shared with the vendor providing the estimate shall be shared with all other potential vendors and the vendor providing the estimate will not receive preferential treatment.

Comment: This whole section is new. Its purpose is to provide a mechanism to see if the purchase may go above the RFP and allows flexibility for items that are regularly recurring and would not be deemed necessary to bring before the Board.

The following purchases are exempt from the approval thresholds and quote requirements as outlined in this policy and may be awarded without obtaining quotes and/or Library Board of Trustees' approval if the price is considered to be reasonable by the Executive Director or Director of Finance:

- 1) Goods or services accepted by grant, gift, or bequest
- 2) Water, sewer, steam, gas, electrical utility, and telephone services
- 3) Library materials (including but not limited to items such as books, databases, subscriptions)
- 4) Other regularly recurring expenditures as approved by the Executive Director and Director of Finance

Notwithstanding any other provision of this Section 5.2, the Board may waive the requirement for bids for the purchase of goods and services if the Board determines that such action is in the best interest of Kent District Library under the circumstances of a particular contract.

Sole Source Purchases

The number of bids or quotes requirement can be foregone if the purchase can only be made from a single source. Justification for each sole source purchase shall be documented in writing and approved by the Library Board of Trustees prior to any purchase. The sole source justification does not relieve the responsibility of the purchaser to obtain a fair and reasonable price. Sole source purchases may include:

- Product or service is available from only one vendor
- Purchase must match an existing product or service
- There is a compelling and valid interest in selecting a particular vendor
- The proposed vendor is uniquely qualified to provide the product or service

Emergency Purchases

If there is evidence of imminent danger to persons or property and when deemed necessary to guarantee the safety of patrons, staff, and visitors, emergency purchases may be authorized by the Executive Director or his/her designee in excess of the \$25,000 limit outlined above. Emergency purchases may also be necessary if there is an occurrence of technology failure, technology security breach, or other circumstances caused by forces of nature. Prior to authorizing these emergency purchases, the Executive Director must consult with the Chairperson of the Library Board of Trustees or his/her designee. The Executive Director shall document the reason for any emergency purchase and inform the Library Board of Trustees at the next regularly scheduled meeting.

Contracts

The Kent District Library will have outside legal counsel evaluate all new contracts with a Commitment to Purchase of greater than \$50,000. The Kent District Library shall have the option of renewing expired contracts (up to two times) provided a fair price can be negotiated and the Kent District Library has determined the renewal to be in its best interest. Renewal terms shall not require Library Board of Trustees approval, with the exception of audit and legal services. These services are commissioned by the Library Board of Trustees and will need to be renewed by a majority vote upon contract expiration.

Non-discrimination

When soliciting and selecting vendors, Kent District Library shall not in any way discriminate against any vendor because of age, race, color, religion, marital status, sex/gender, pregnancy, sexual orientation, gender identity, gender expression, height, weight, national origin, disability, political affiliation, familial status, veteran status or genetics and/or any other legally protected class not heretofore mentioned. Nor shall Kent District Library patronize, or continue to patronize vendors known to practice any form of discrimination.

Government Contracts

To obtain the benefits of volume purchasing or reduced administrative expenses when purchasing similar goods and services, Kent District Library may utilize existing governmental contracts. Examples of these could be from the State of Michigan, the Regional Education Media Center (REMC), MiDeal, Sourcewell, MiCTA, and NCPA. If an existing, beneficially priced agreement is active, the Kent District Library may forego its normal quoting or bidding process and negotiate for goods and services using the terms of another governmental unit's contract. Any purchase through this process must be documented on the purchase order, with reference to the governmental unit and contract number.

Universal Service Administrative Co. Funding

For all eRate eligible products and services Kent District Library has applied or will be applying for Universal Service Administrative Co. (USAC) funding or reimbursement, the Kent District Library shall forego the policy outlined here and instead follow the competitive bid process as required by USAC.

Comment: All of the above sections were added to deal with unique purchasing areas.

KDL POLICY 5.2

CONTRACTING FOR GOODS, SERVICES + WORKS OF IMPROVEMENT

LAST REVISED 8.15.19

Goods and services are defined to include supplies, operating services, maintenance agreements, insurance policies, professional services, and leases for equipment and facilities. Works of improvement are defined to include improvements to the Service Center building and site, and durable goods such as furniture and moveable equipment for all locations as needed to support Library operations.

The purchase of goods, services, and works of improvement needed by Kent District Library shall be made using sound purchasing practices and business procedures to ensure the timely receipt of goods, services, and works of improvement of a quality appropriate to the needs of the Library at the lowest responsible costs.

The Executive Director and Director of Finance are each authorized to make purchases for all items when the cost per item is under \$15,000. For purchases when the cost per item exceeds \$15,000 and is under \$30,000, the Executive Director and Director of Finance are authorized to make purchases after obtaining a minimum of three quotations. The above- noted purchases require the signatures of both the Executive Director and the Director of Finance and will be reported to the Board at its next meeting.

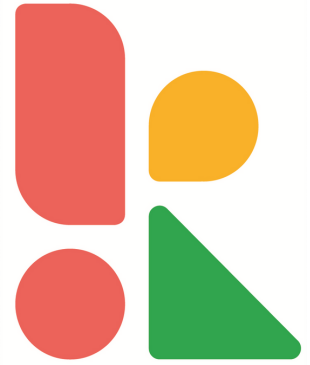
Goods, services, and works of improvement costing over \$30,000 and no more than \$50,000 shall require three or more quotations to determine price and availability. The Library Board's approval is required, within the confines of the approved budget, for all purchases or contracts in excess of \$30,000 with the exception of advertising provided for in the approved Advertising/Promotions budget and PCs, computer peripherals, and software provided for in the approved annual Technology Plan. These items may be purchased without prior Board approval on each purchase. Ongoing budgeted operational supply purchases are exempt from this policy. Staff will annually survey product costs from various vendors to ensure competitive pricing.

Contracts for the purchase of goods, services, and for works of improvement costing over \$50,000 shall be advertised for sealed bids once a week for two consecutive weeks in at least one newspaper of general circulation within Kent County. The award of contract for such goods, services, and works of improvement shall be approved by the Board of Trustees.

Kent District Library reserves the right to accept or reject any or all bids, to waive defects or irregularities in any bid, or to accept or eliminate any portion of any bid. There may be some items/services for which there is only one supplier, and therefore it may be impossible to have competitive bids. In such cases, the Board may waive the requirement for bids.

Notwithstanding any other provision of this Section 5.2, the Board may waive the requirement for bids for the purchase of goods and services or for works of improvement if the Board determines that such action is in the best interest of Kent District Library under the circumstances of a particular contract.

STRATEGIC PLAN 2021-2023



FIRST QUARTER UPDATE
2021



2021-2013 Strategic Goal:

Align all library services, staffing makeup and partnerships to be reflective and inclusive of the diverse communities we serve.

2021 Initiative #1

Develop a plan to increase staff Cultural Intelligence (CQ) by first determining how to measure it, establishing a baseline and setting a target by May 2021.



2021 Q1 Update

On Track

Paused/Delayed

Canceled

Completed

After researching 10 different options and then doing a deeper dive into three of the ten, the EDI workgroup selected Paradigm for the following reasons:

- The content is extensive, in-depth and engaging.
- Self-paced trainings may be revisited.
- It is based on psychology, data and research.
- It is very accessible and mobile friendly.
- Paradigm has a diverse team and has worked with hundreds of companies around the world to design and implement effective EDI strategies.

Paradigm will be rolled out to managers April 1 and systemwide May 1. The first course is "Inclusion at Work: Managing Unconscious Bias" and comes with microlearnings and resources.

Upon rollout, managers will plan to facilitate 3-4 discussions with their respective teams in 2021-2022 based on training modules. After each quarterly session, the EDI workgroup will lead additional discussion sessions for staff who could not attend their department/branch session, or who want further discussion opportunities. Training Manager Trish Reid and Regional Manager II, EDI Workgroup Leader, and Project Lead Shaunna Martz will host a manager wrap-up session to further organizational culture and have an opportunity to share experiences.

The emphasis of the discussions should be on how what was learned is applied to work and to making KDL an anti-racist organization but also include microaggressions, allyship, inclusive culture, transgender inclusion, inclusive performance management and inclusive hiring.

The EDI workgroup will provide other support material through their monthly newsletter, including a process for staff to give feedback and suggestions.

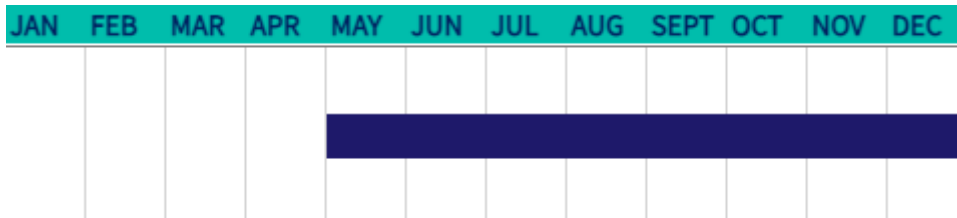
Equity, Diversity, Inclusion (EDI)

2021-2013 Strategic Goal:

Align all library services, staffing makeup and partnerships to be reflective and inclusive of the diverse communities we serve.

2021 Initiative #2

By December 2021, develop a diversity plan for evaluating library materials to ensure offerings are reflective of the community.



2021 Q1 Update

On Track

Paused/Delayed

Canceled

Completed

Though this project was not scheduled to begin until May, Collection Development Librarian Samantha Hodge found out about a new service provided by Ingram. Though this audit had an unexpected price tag, KDL would more than save that in labor costs and time spent. This service will greatly reduce the time spent on this project. If everything goes according to plan, it is likely that this may wrap up before the projected end date of December 31.

The Ingram service automatically tags the entire KDL collection through an export from KDL's ILS. The audit is scheduled for April 23 and will show where the collection is deficient and where we have gaps in terms of representation. Not only that, but KDL will take it one step further by tagging all materials beyond Ingram's 11 tags (Asian Interest, Black Interest, Indigenous Interest, Jewish Interest, Latinx interest, LGBTQIA+, Mental Health, Middle Eastern Interest, Multicultural, Muslim Interest and Neuro and Physical Diversity) with even more, like Immigrant/Refugee Experience, as advised by the EDI workgroup. A process will be created for tagging new items. The audit need only occur once because after the collection is tagged, KDL can (and will) pull reports on percentages at any time.

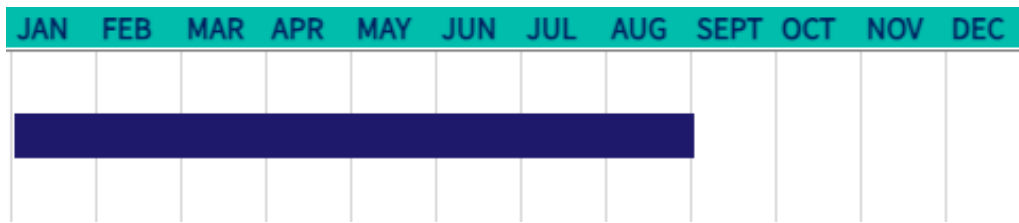
Equity, Diversity, Inclusion (EDI)

2021-2013 Strategic Goal:

Increase the value delivered to the community by focusing on demonstrated needs.

2021 Initiative #3

Develop a systematic process for identifying our communities' unmet/emerging needs by March 2021 with surveys completed by September.



2021 Q1 Update

On Track

Paused/Delayed

Canceled

Completed

When embarking on this goal, KDL expected to hire a research firm to conduct a one-off survey, much like the one that was conducted in 2013. Instead, the project team was very pleased to have selected an option that will institute an ongoing process of collecting and analyzing data.

After an Issue Analysis was presented to the Board of Trustees at the February board meeting, KDL engaged the services of OrangeBoy and held a project kickoff on March 11, led by Randy Goble.

Since the project kickoff, the overall timeline with milestones has been set, and the setup of Savannah, a software system that will be integral with the collection and analysis of data, is underway.

Survey questions are being drafted and reviewed by the KDL team.

The project leader at OrangeBoy will spend several days at KDL branches in April. The majority of the data collection is expected to take place in May. Results and recommendations for leadership and managers are on track for completion before the start of August, when 2022 planning will begin.

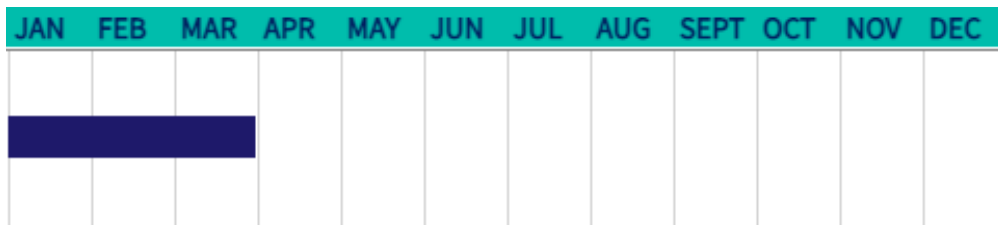
With OrangeBoy and Savannah, KDL will be able to better coordinate data collection through surveys and activity monitoring. Savannah integrates with our ILS and can help us monitor utilization of library resources. There are additional functions of OrangeBoy that are outside of the scope of this survey project, such as outreach analysis, and KDL plans to explore them after completion of this main survey.

2021-2013 Strategic Goal:

Evaluate and streamline operational, environmental, and fundraising processes to ensure a sustainable library.

2021 Initiative #4

By the end of March 2021, complete a feasibility study to establish a 501(c)(3) foundation to increase private donation funding to supplement tax support.



2021 Q1 Update

On Track

Paused/Delayed

Canceled

Completed

KDL looked into conducting a feasibility study to establish a Foundation as a fund development tool. Upon having several meetings with local firms (Hopkins Consulting, Kennari Consulting and the Breton Group), it was impressed upon our leadership team that before considering a Foundation, we should consider utilizing our already existing Endowment Fund (approximately \$332,000, managed by the Grand Rapids Community Foundation) by establishing a resource direction strategy and developing a case for support. Endowment funds are investment portfolios where the initial money is provided by donations to a foundation and most endowment funds have an investment, withdrawal and usage policy governing how they are run. KDL has contracted with Kennari Consulting to help guide the strategic work of managing our endowment fund beginning April 1, 2021 - July 31, 2021.

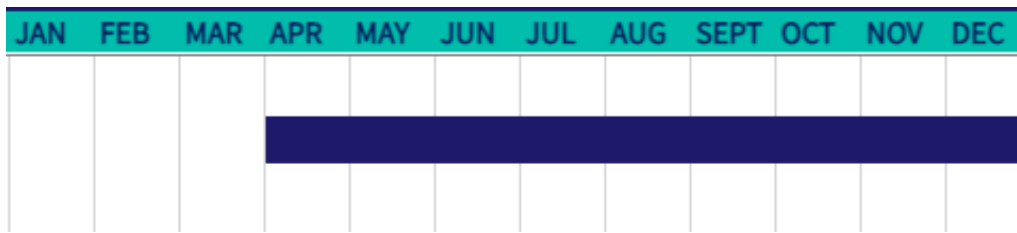
Sustainability

2021-2013 Strategic Goal:

Evaluate and streamline operational, environmental, and fundraising processes to ensure a sustainable library.

2021 Initiative #5

Map, improve and refine two operational processes by December 2021.



2021 Q1 Update

On Track

Paused/Delayed

Canceled

Completed

This initiative is not slated to begin until April, but ideas are being firmed up for the first of the two processes for 2021, and the scope of the project is being determined. Many operational processes had to be reconfigured to adapt to COVID-19 and are currently being refined (i.e. the Project Management Launch, virtual programming, internal communication etc.)

Sustainability

INTRO

AGENDA ITEM FOR CONSIDERATION: Printer Fleet Management Request For Proposal

BOARD MEETING DATES: [April 15, 2021] (First reading); [May 18, 2021] (Second reading)

TIMELINE: Award contract for Printer Fleet Management and begin implementation by late May 2021.

BUDGET LINE ITEM(S): *Printer Costs and Usage Fees*

TOTAL ESTIMATED COST: See Cost Section below (final costs based on quantity of unit AND print volume)

PURPOSE

To refresh our printing devices for the entire Firm and ensure we have the appropriate service and support organization in place when needed.

OVERVIEW/NEEDS/BACKGROUND INFO

All of KDL's Printer Lease and Service Management Contracts have expired this year, which impacts KDL's Production, Staff, and Patron printing operations. Previously, KDL has used three different vendors to provide printers and services (i.e. monthly ink, toner, and maintenance services) for each of the operations mentioned. As a result of the contract expiration, KDL has taken the opportunity to review our current printing requirements and determine whether or not there are better offers which may benefit both KDL and our patrons.

KDL received four (4) responses to our RFP and reviewed them based on: Compliance with the RFP Guidelines, Features, Functions, Reputation, Previous Experiences, Implementation Approach, Ability to Support KDL and Pricing. Following a detailed analysis of the proposals based on the aforementioned criteria, KDL narrowed our solution down to two solutions: Konica Minolta from Noordyk Business Equipment and Xerox from Michigan Office Solutions. To make a decision between these two vendors, KDL had many follow-up conversations with each party and visited to demo and see the equipment quality first hand.

Based on the results of our proposal review, conversations, negotiations, and demo visits, KDL recommends entering a 4 Year Lease Contract with the option for another 4 Year Lease with Michigan Office Solutions. They will provide Xerox Printer Solutions for all three of our unique printer needs (Production, Staff, and Patron).

Please find specific information regarding KDL's unique printer solution as well as the competitors considered in the Additional Information Section below.

BENEFITS

- The Production Printer employed by the Marketing & Communications Department to create booklets, posters, pamphlets, flyers, and more will have additional capabilities and printer speeds to improve efficiency and will produce higher quality prints.
- The Patron Printing solutions offer KDL a variety of options to leverage our TBS solution from high-speed color printers to additional Multi-Functional Printer capabilities.
- The Staff Printing solutions allows for the utilization of recently purchased staff printers while also extending a replacement strategy to ensure consistent user experiences while making printing supplies easy and convenient to replace.
- Due to the evolution and improvement of the new printer technologies in recent years, the cost-per-print-page has been reduced almost entirely across the spectrum of KDL's usage.
- The Michigan Office Solutions Team of Technicians and Account Management promotes a focus on Green, Secure, and Efficient operations which the KDL Leadership Team will examine closely and work to implement.
- Using a single partner (i.e. Michigan Office Solutions) allows the opportunity for the partner to become intimately familiar with KDL's print needs, thereby creating further opportunities for more targeted solution recommendations and support not only for printing, but also for various ancillary areas like document retention and storage.
- The Michigan Office Solutions Leadership Team is impressed with KDL's vision to provide printing services to our Patrons and has committed to providing \$1,500 of funds each year to offset the Patron printing costs KDL will incur. This generous support equates to ~200,000 B&W pages or ~27,200 Color Pages a year.

DISADVANTAGES

- Learning curve – As with any new change, KDL will need to be aware that it takes time to get comfortable with the new equipment and learn about all its capabilities. Some internal habits may need to change in order to fully take advantage of the equipment.

COST

The costs are broken down by print requirement:

- Production Printing - Xerox V180
 - The Monthly Lease will be \$815.64 plus B&W (\$0.0059) and Color (\$0.0365) printed pages.
 - Note: The existing cost is \$509 plus B&W (\$0.00728) and Color (\$0.0555).
- Patron Printing - Xerox C600, C605, C8145, or C8155 (Depending on Pilot Results).

- The Monthly Lease ranges from \$23.28 to \$107.49 per device plus B&W (\$0.0075) and Color (\$0.055) printed pages.
 - Note: The existing Lease cost is \$203.18 plus B&W (\$0.00924) and Color (\$0.0672).
- We will own these devices after the first four years are over.
- Staff Printing - Xerox B400DN Series, C400DN Series, C9000DN, C8155 (Depending on Pilot Results).
 - We will leverage our existing staff printers that are 5 years old or newer.
 - We will replace our older printers with appropriate models listed above.
 - Monthly Lease ranges from \$12.93 to \$107.49 per device plus B&W (\$0.009) and Color (\$0.075) printed pages.
 - Note: We purchased all small staff printers previously. Plus B&W (\$0.0155) and Color (\$0.0672)
 - We have the option to purchase these staff printing devices instead of leasing.

ADDITIONAL INFORMATION

Below are the three very distinct printing requirements, KDL was able to fulfill with this RFP and the solution provided by Michigan Office Solutions:

Production Printing:

- Careful consideration was given to the Xerox C9070 and the Xerox V180 model of production printers. KDL has determined that both units are high in quality, though the V180 is a step above the C9070.
- Timing was on our side as Michigan Office Solutions was willing to sell us their V180 “demo” unit for the same price as the C9070. To momentarily take from automobile language (for the sake of illustration,) the V180 demo unit was a great “low mileage” option which allowed MarCom to gain additional print capabilities.
- The price per page savings are noted below:
 - Color pages decreased by 34.29% which if extrapolated using past data will save KDL between \$7,315 and \$7,864 per year. (~\$30K over four years).
 - Black & White pages decreased by 19% which if extrapolated using past data will save KDL between \$132 and \$142 per year. (99% of the prints MarCom produces is color).

Patron Printing:

- Now that KDL owns the TBS solution, which includes scanning, copying, faxing, sending to email, sending to cloud services, and translation and speech services, we felt that KDL could reduce the monthly lease costs of an MFP by providing a high-quality Color LaserJet.
- Through the Pilot Phase KDL will test which option we like best. KDL has the option to make adjustments if and when necessary for the entirety of the lease contract.
- The price per page savings are noted below:
 - The price for color pages decreased by 18.83% which if extrapolated using past data will save KDL between \$2,788.92 and \$4,778.50 per year. (~\$12K over four years).
 - The price for black & white pages decreased by 18.15% which if extrapolated using past data will save KDL between \$309.44 and \$339.51 per year.

- Note: KDL anticipates the Patron Printing demands will increase and feel like we will be able to help with this increase through the rate savings and generous commitment from Michigan Office Solutions.

Staff Printing:

- KDL continues to look for ways to simplify our workflows and processes. This includes how much paper we need to print, scan, and save/store for future purposes. Reducing the amount of paper printed will not only save KDL money, but will work in accordance with KDL's commitment to continually look for Green solutions.
- As with the Patron Printing solution, KDL will use the Pilot Phase to test which option we like best. KDL has the power to make adjustments if and when necessary throughout the entirety of the lease contract.
- The price per page savings are noted below:
 - The price for black & white pages decreased by 50.55% which if extrapolated using past data will save KDL between \$18,855.66 and \$37,587.01 per year. (The majority of Staff printing is B&W).
 - Today our branch staff leverage the Color printers available for Patrons. We understand that there is a growing need to have a dedicated color printer at each branch for staff. This will therefore be an additional expense or increase in costs, which if extrapolated using our best estimates, will cost KDL between \$10,300 and \$14,500 per year.

Additional RFP Solutions Considered:

- Adams Remco - Removed from consideration after reading RFP Solution Response.
 - Monthly lease costs ranged from \$70.82 – \$1,027.53 (Lease Price Per Month)
 - B&W Print Cost ranged from \$0.0067 – \$0.0085 (Cost Per Page)
 - Color Print Cost ranged from \$0.036 - \$0.038 (Cost Per Page)
- Applied Imaging - Removed from consideration after reading RFP Solution Response.
 - Monthly lease costs ranged from \$30.45 – \$1,134.68 (Lease Price Per Month)
 - B&W Print Cost ranged from \$0.0044 – \$0.013 (Cost Per Page)
 - Color Print Cost ranged from \$0.035 – \$0.058 (Cost Per Page)
- Noordyk Business Equipment – Examined very closely with site visits and discussions.
 - Monthly lease costs ranged from \$33.32 - \$897.11 (48 MO DBO)
 - B&W Print Cost ranged from \$.00519 - \$0.01012 (Cost Per Page)
 - Color Print Cost ranged from \$.02900 - \$0.04822 (Cost Per Page)

IMPLEMENTATION

As part of their bid, Michigan Office Solutions is performing a “360 Tour” of all KDL Branches and Locations (including the Service Center) to analyze our current printer fleet and its usage. Following this, Michigan Office Solutions will implement printers at Kentwood, Wyoming, and the Service Center so KDL can determine whether or not these printers perform as expected. Based on the results of the 360 Tour and the pilot process, KDL will finalize contracts and begin work with Michigan Office Solutions to implement these printers in the branches starting in late May.

RECOMMENDATION

KDL Leadership recommends the Board approve utilizing Michigan Office Solutions for the following:

- Production Printing – Xerox V180
- Staff Printing - Pending the successful results of the pilot process select the appropriate Xerox printer per the needs of the Staff
- Patron Printing – Pending the successful results of the pilot process select the appropriate Xerox printer per the needs of the Patrons.

Document History:

1. First Draft – Sean Wojtczak
2. Revision – Kurt Stevens
3. Final Draft – Kurt Stevens



BOARD OF TRUSTEES ISSUE ANALYSIS

INTRO

AGENDA ITEM FOR CONSIDERATION: Wi-Fi Access Point Equipment and Installation RFP

BOARD MEETING DATES: [April 15, 2021] (first reading); [May 18, 2021] (second reading)

TIMELINE: [February 8, 2021 – November 1, 2021]

BUDGET LINE ITEM(S): Networking Equipment (Wi-Fi Access Points)

TOTAL ESTIMATED COST: \$163,912.13 (budgeted – eRate Category 2 - \$24,586.82 is KDL's portion)

PURPOSE

To refresh our Wireless Access Points (Wi-Fi AP's) throughout KDL. Today's Wi-Fi AP's are significant stronger (i.e. able to connect more mobile devices) and faster than the ones we currently have deployed.

OVERVIEW/NEEDS/BACKGROUND INFO

As more and more Patrons and Staff are using Wi-Fi enabled devices, we need to beef up our capacity and speed to handle the increased demand for mobile access. KDL published an RFP on February 8, 2021 and received bids from two vendors: IP Consulting and Network Solutions Inc.

There is the need for 155 Wi-Fi Access Points across all Kent District Library branches except for Kelloggsville, which uses their own access points and Ada which already has these due to the new construction of that branch. This will be a big effort to deploy these so the RFP asked for installation services from the submitters as well.

Both vendors provided adequate information on the products desired. The difference came down to having worked with the local firm, IP Consulting. For this reason, we chose the IP Consulting solution.

The best news is that these devices qualify for eRate Category 2 funding. We recently submitted the necessary USAC paperwork. Upon approval, KDL will qualify for 85% reimbursement or our out of pocket costs will only be \$24,586.82.

BENEFITS

- Faster and stronger Wi-Fi connections
- eRate qualified infrastructure item will save KDL 85% of the normal costs.

DISADVANTAGES

- None, unless USAC does not approve our eRate application.

COST

The two respondents provided similar pricing

- IP Consulting - \$163,912.11

- Network Solutions Inc. - \$161,597.98

ADDITIONAL INFORMATION

Both The Meraki MR56 MR86 are the latest generation using Wi-Fi 6 technology.

The MR56 is ideal for high density indoor locations that need high performance. It is rated at 5.9 Gb/sec max rate. (Our current indoor AP's are rated 1.9 Gb). We anticipate having 141 of these devices installed in our branches.

The MR86 is a rugged outdoor unit that also provides high density / high performance characteristics. It is rated at 3.5 Gb/sec max rate. (Our current outdoor AP's are rated 1.3 Gb). We anticipate having 14 of these devices installed outside / near our branches.

IMPLEMENTATION

The implementation efforts will proceed on a Phased-In basis, once our E-Rate application is approved which should be sometime in May. The plan is to install the new units at as many branches as we can over the summer months utilizing the Sunday closure period. We will start with our largest branches first so that we can have the most flexibility with the remaining branches in the Fall.

RECOMMENDATION

Based on their previous experience and pricing, KDL recommends that the board approve of the decision to work with IP Consulting contingent upon USAC's approval of our eRate application.

Document History:

1. First Draft - [Sean Wojtczak]
2. Revision - [Kurt Stevens]
3. Final Draft - [Kurt Stevens]