

Kent
District
Library



JUNE

2021

BOARD OF TRUSTEES
MEETING PACKET

DRAFT

**BOARD OF TRUSTEES****Meeting Agenda****LOCATION**

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

DATE & TIME

Thursday, June 17, 2021, at 4:30 PM.

1. CALL TO ORDER**2. PLEDGE OF ALLEGIANCE****3. CONSENT AGENDA***

- A. Approval of Agenda
- B. Approval of Minutes: May 20, 2021

4. REGIONAL MANAGER UPDATE – Scott Ninemeier + Tricia Hetrick**5. LIAISON REPRESENTATIVE COMMENTS****6. PUBLIC COMMENTS******7. FINANCE REPORTS – May 2021*****8. LAKELAND LIBRARY COOPERATIVE REPORT****9. DIRECTOR'S REPORT – May 2021****10. NEW BUSINESS**

- A. Policy Manual - Section 4 – Patron Behavior *First Reading**

11. LIAISON REPRESENTATIVE COMMENTS**12. PUBLIC COMMENTS******13. BOARD MEMBER COMMENTS****14. MEETING DATES**

Next Regular Meeting: Thursday, July 15, 2021 – KDL Service & Meeting Center, 4:30 PM or via teleconference.

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

814 West River Center Drive, Comstock Park, MI 49321 and via teleconference.

DATE + TIME

Thursday, May 20, 2021 at 4:30 PM

BOARD PRESENT: Shirley Bruursema, Peter Dykhuis (via teleconference), Andrew Erlewein, Charles Myers, Caitie S. Oliver, Penny Weller and Tom Noreen (via teleconference)

BOARD ABSENT: Sheri Gilreath-Watts

STAFF PRESENT: Corey Archambault, Josh Bernstein, Angela Culp, Jaci Cooper, Sheri Glon, Randy Goble, Kim Lindsay, Brian Mortimore, Christine Mwangi, Elvia Myers, Kurt Stevens, Lance Werner, and Carrie Wilson

GUESTS PRESENT: Laura Kruisenga, Sarah Mitchell

1. CALL TO ORDER

Chair Bruursema called the meeting to order at 4:38 PM.

2. PLEDGE OF ALLEGIANCE

3. CONSENT AGENDA*

- A. Approval of Agenda
- B. Approval of Minutes: April 15, 2021
- C. Request for Closure: Kentwood (Richard L. Root) Branch closing on Saturday, June 19, 2021 to accommodate the City of Kentwood Food Truck Rally being held on the grounds.
- D. Request for Closure: Kentwood (Richard L. Root) Branch closing on Saturday, July 3, 2021 to accommodate the City of Kentwood Fourth of July parade.

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

Support: Supported by Ms. Weller.

RESULT: Motion carried.

4. LIAISON REPRESENTATIVE COMMENTS – None.

5. PUBLIC COMMENTS** – None.

**Requires Action*

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

DRAFT

6. FINANCE REPORTS – April 2021*

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

- Cash appears to be up approximately \$1.2M over last year.
- KDL is 32% through the fiscal year, has received 90% of budgeted revenues and has spent 34% of budget expenditures.
- The three largest checks written for April were made to IP Consulting, Inc. for approximately \$382K for KDL's laptop project, to Priority Health for approximately \$128K for staff health insurance and to Midwest Tape for approximately \$116K for the collection.
- Atlantic Capital Management Company will virtually attend the July KDL Board of Trustees meeting to present an update on KDL's investment performance over the last six months.

Motion: Mr. Erlewein moved to receive and file the April 2021 finance reports as presented.

Support: Supported by Mr. Myers.

RESULT: Motion carried.

7. LAKELAND LIBRARY COOPERATIVE REPORT – Chair Bruursema announced that at the May LLC board meeting there was no one in attendance from KDL as the ribbon cutting ceremony for the Amy Van Andel Library was taking place at the same time.

8. DIRECTOR'S REPORT – April 2021

- Executive Director Lance Werner welcomed Ms. Lulu Brown to the KDL management team. Ms. Brown joins KDL from the retail sector and will be serving as Regional Manager II for the Cascade and Caledonia Branches.
- The dedication ceremony for the KDL Amy Van Andel Library of Ada was a rousing success. Mr. Werner thanked everyone who attended and worked hard to make it happen.

The Board asked questions of staff and the staff responded.

9. NEW BUSINESS

A. Kennari Consulting Presentation – Endowment Fund Strategy

Laura Kruisenga and Sara Mitchell of Kennari Consulting presented on related topics, including contracted services, fundraising efforts, endowment basics and possible KDL fundraising scenarios.

B. Oath of Office

Executive Director Lance Werner affirmed Oath of Office to the KDL Board of Trustees.

C. Policy Manual – Section 3 Facilities & Operations Policy – *First Reading**

Motion: Mr. Myers moved to approve the Policy Manual – Section 3 Facilities & Operations Policy as presented.

Support: Supported by Mr. Erlewein.

RESULT: Motion carried.

**Requires Action*

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

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D. Resolution: Annual eRate Internet Access (Category 1) – Roll Call Vote*

Motion: Mr. Myers moved to approve the Annual eRate Internet Access (Category 1) as presented.

Support: Supported by Ms. Oliver.

Ms. Bruursema - Yes	Mr. Dykhuis - Yes	Mr. Erlewein - Yes	Ms. Gilreath Watts - n/a
Mr. Myers - Yes	Mr. Noreen - Yes	Ms. Oliver - Yes	Ms. Weller - Yes

RESULT: Motion carried 7-0.

10. LIASON REPRESENTATIVE COMMENTS – None.

11. PUBLIC COMMENTS** – None.

12. BOARD MEMBER COMMENTS

Ms. Bruursema – Chair Bruursema remarked that the Grandville Branch is turning out even better than expected. She also attended the Amy Van Andel Library dedication, reporting that the ceremony was beautiful and the weather perfect. She thanked all KDL staff and KDL’s many donors for contributing to the new branch opening and is confident the Amy Van Andel Library will be an instrumental part of the community.

Mr. Erlewein – Mr. Erlewein finds the KDL project dashboard to be very informative and asked for more information regarding the top 10 KDL Core books in the collection.

Mr. Dykhuis – Mr. Dykhuis attended the Amy Van Andel Library opening ceremony and was glad to see the community’s enthusiasm about the new branch. He saw this same excitement from the community when he visited the Grandville Branch.

Mr. Myers – Mr. Myers stated that he recently attended his first in-person 2021 KDL Pension Board Meeting since the start of the pandemic. He is happy to report that KDL’s pension fund remains robust despite economic challenges over the past year. Mr. Myers also attended the Amy Van Andel Library dedication ceremony and is looking forward to seeing its positive impact on the community.

Mr. Noreen – Reflecting on Kennari’s information presentation, Mr. Noreen stated that he is looking forward to hearing more information on KDL’s endowment fund in the future.

Ms. Oliver – Ms. Oliver was able to attend the Amy Van Andel Library Grand Opening and she was very excited to be able to attend. She appreciates the KDL project dashboard and finds it

**Requires Action*

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to be very informative. She is looking forward for when WonderKnook will be back at the branches.

Ms. Weller – Ms. Weller attended the Amy Van Andel Library dedication and was overwhelmed by the care and attention to detail that went into opening the library. She also was able to recently visit her region's branches and is excited for the future of KDL as each community slowly settles gets back to normal life.

13. MEETING DATES

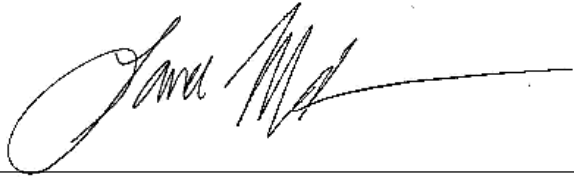
Next Regular Meeting: Thursday, June 17, 2021 – Kent District Library and via Zoom, 4:30 PM

14. ADJOURNMENT*

Motion: Mr. Myers moved for adjournment at 5:50 PM.

Support: Supported by Mr. Erlewein.

RESULT: Motion carried.

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

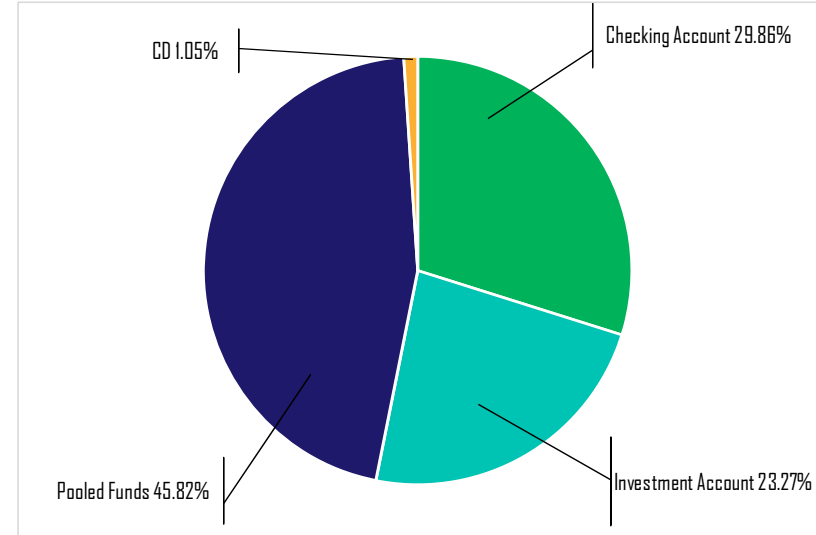
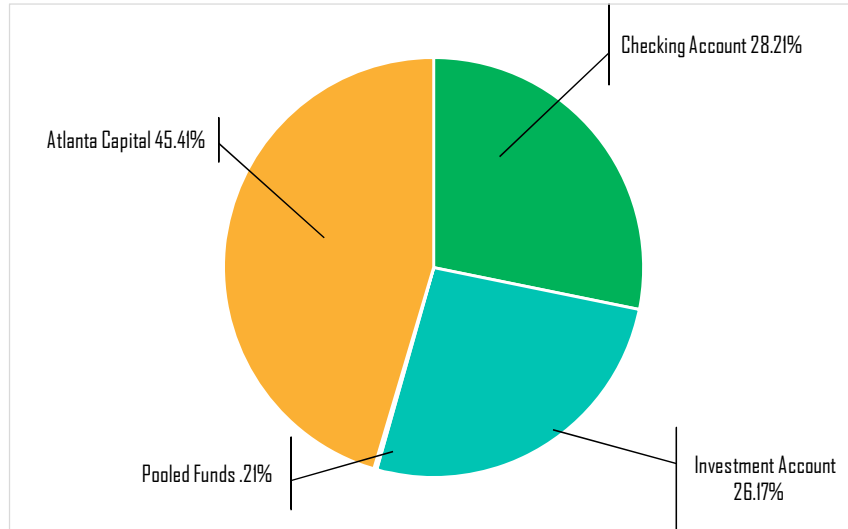
ADMINISTRATIVE APPROVAL FOR DISTRIBUTION

**Requires Action*

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



Monthly Cash Position Per Bank Month ended May 31



2021		
Account	Rate	Amount
Huntington Checking Account	0.000%	\$7,424,322.40
Huntington Investment Account	0.010%	\$6,887,568.13
*Kent County Pooled Funds	0.529%	\$56,618.49
Atlanta Capital Investments		\$11,953,160.00
		<u>\$26,321,669.02</u>

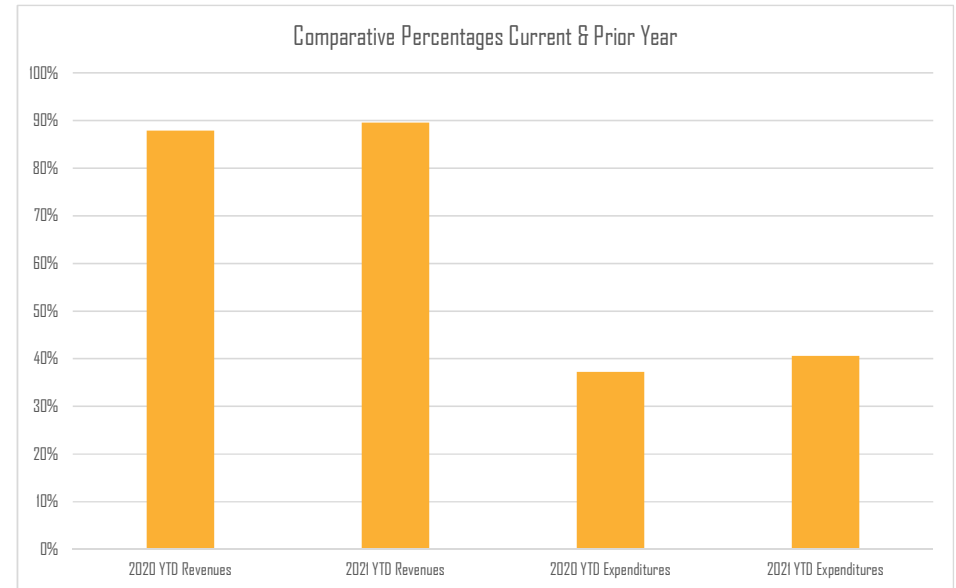
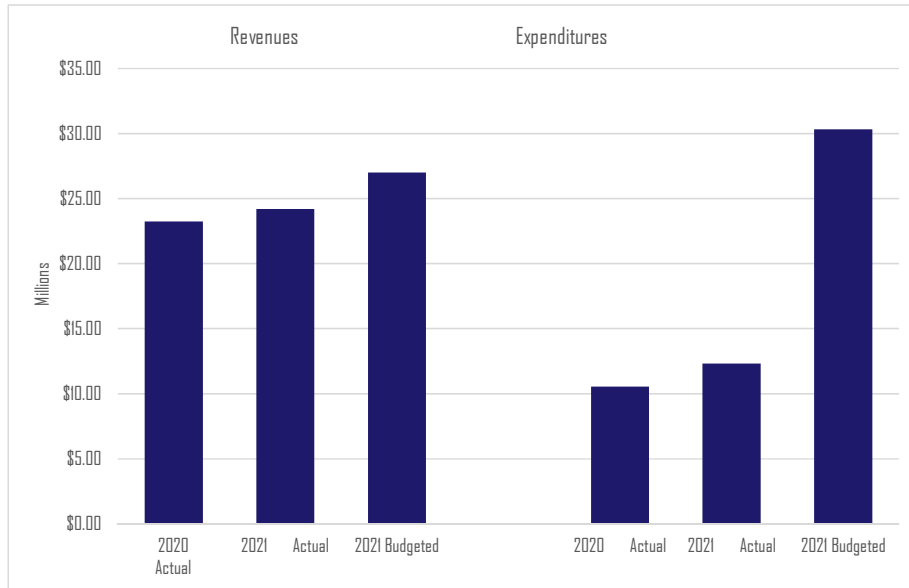
2020		
Account	Rate	Amount
Huntington Checking Account	0.000%	\$7,742,940.48
Huntington Investment Account	0.099%	\$6,034,110.01
*Kent County Pooled Funds	1.390%	\$11,881,579.71
First National Bank	2.580%	\$272,130.47
		<u>\$25,930,760.67</u>

* Includes Trust Pooled fund balances

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



Monthly Revenues and Expenditures Month ended May 31



Budget to Actual with Prior Year Comparison

Revenues

2020 Actual	\$	23,254,730
2021 Actual	\$	24,215,783
2021 Budgeted	\$	27,025,126

Expenditures

2020 Actual	\$	10,572,174
2021 Actual	\$	12,324,967
2021 Budgeted	\$	30,334,272

Comparative Percentages Current & Prior Year

Account

Account	Amount
2020 YTD Revenues	87.9%
2021 YTD Revenues	89.6%
2020 YTD Expenditures	37.3%
2021 YTD Expenditures	40.6%

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 1/1/2021 Through 5/31/2021
(In Whole Numbers)

	YTD Actual	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
Revenues				
Property Taxes	23,685,896	24,272,208	(586,312)	(2)%
Penal Fines	0	550,000	(550,000)	(100)%
Charges for Services	17,910	35,000	(17,090)	(49)%
Interest Income	42,667	253,500	(210,833)	(83)%
Public Donations	102,065	376,945	(274,880)	(73)%
Other Revenue	346,709	701,400	(354,691)	(51)%
State Sources	20,536	836,073	(815,537)	(98)%
Total Revenues	24,215,783	27,025,126	(2,809,343)	(10)%
Expenditures				
Salaries and Wages	5,302,825	13,004,693	7,701,868	59 %
Employee Benefits	1,622,263	4,218,780	2,596,517	62 %
Collections - Digital	1,353,609	2,154,425	800,816	37 %
Collections - Physical	928,627	2,392,571	1,463,944	61 %
Supplies	214,039	862,428	648,389	75 %
Contractual and Professional Services	752,480	1,821,546	1,069,066	59 %
Programming and Outreach	46,311	373,580	327,269	88 %
Maintenance and Utilities	1,063,027	2,167,877	1,104,850	51 %
Staff Development	23,718	225,826	202,108	89 %
Board Development	0	11,450	11,450	100 %
Other Expenditures	425,798	936,208	510,409	55 %
Capital Outlay	592,270	2,164,889	1,572,618	73 %
Total Expenditures	12,324,967	30,334,272	18,009,305	59 %
Excess Revenue Over (Under) Expenditures	11,890,816	(3,309,146)	15,199,963	(459)%

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 1/1/2021 Through 5/31/2021
(In Whole Numbers)

	YTD Ending May 31, 2020	YTD Ending May 31, 2021	Total Variance
Revenues			
Property Taxes	22,587,304	23,685,896	1,098,592
Charges for Services	36,104	17,910	(18,195)
Interest Income	85,627	42,667	(42,960)
Public Donations	101,820	102,065	244
Other Revenue	266,304	346,709	80,405
State Sources	177,569	20,536	(157,033)
Total Revenues	23,254,730	24,215,783	961,054
Expenditures			
Salaries and Wages	5,068,238	5,302,825	234,587
Employee Benefits	1,573,740	1,622,263	48,523
Collections - Digital	1,127,581	1,353,609	226,028
Collections - Physical	444,008	928,627	484,618
Supplies	306,869	214,039	(92,830)
Contractual and Professional Services	559,549	752,480	192,932
Programming and Outreach	70,982	46,311	(24,672)
Maintenance and Utilities	786,554	1,063,027	276,473
Staff Development	85,995	23,718	(62,277)
Board Development	125	0	(125)
Other Expenditures	279,536	425,798	146,262
Capital Outlay	268,998	592,270	323,273
Total Expenditures	10,572,174	12,324,967	1,752,793
Excess Revenue Over (Under) Expenditures	12,682,556	11,890,816	(791,740)

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 5/1/2021 Through 5/31/2021
(In Whole Numbers)

	Current Month	2021 YTD	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
Revenues					
Property Taxes					
4402 Current property taxes	39,477	23,454,757	24,006,516	(551,759)	(2)%
4412 Delinquent personal property taxes	181	3,663	10,000	(6,337)	(63)%
4432 DNR - PILT	0	22,859	16,000	6,859	43 %
4437 Industrial facilities taxes	122	204,617	239,692	(35,075)	(15)%
Total Property Taxes	39,780	23,685,896	24,272,208	(586,312)	(2)%
Penal Fines					
4581 Penal fines	0	0	550,000	(550,000)	(100)%
Total Penal Fines	0	0	550,000	(550,000)	(100)%
Charges for Services					
4650 Printing/fax fees	97	192	10,000	(9,808)	(98)%
4658 Overdue fines	0	292	0	292	0 %
4660 Other Patron Fees	54	692	5,000	(4,308)	(86)%
4685 Materials replacement charges	4,409	16,733	20,000	(3,267)	(16)%
Total Charges for Services	4,560	17,910	35,000	(17,090)	(49)%
Interest Income					
4664 Interest Earned on Restricted Investments	25	113	1,000	(887)	(89)%
4665 Interest earned on deposits and investments	8,491	41,224	250,000	(208,776)	(84)%
4666 Interest Earned - Property Taxes	111	1,330	2,500	(1,170)	(47)%
Total Interest Income	8,627	42,667	253,500	(210,833)	(83)%
Public Donations					
4673 Restricted donations	22,450	75,964	176,945	(100,981)	(57)%
4674 Unrestricted donations	2,154	26,101	200,000	(173,899)	(87)%
Total Public Donations	24,605	102,065	376,945	(274,880)	(73)%
Other Revenue					
4502 Universal Service Fund - eRate	0	0	696,900	(696,900)	(100)%
4667 Building rental	0	100	0	100	0 %
4668 Royalties	0	953	4,500	(3,547)	(79)%
4676 Reimbursement of expenditures	0	1,195	0	1,195	0 %
4686 Sale of Equipment	313	1,925	0	1,925	0 %
4688 Miscellaneous	124	1,509	0	1,509	0 %
4690 CARES Act - Emergency Sick Leave Credit	0	2,739	0	2,739	0 %
4695 Health Insurance Plan Experience Rebate	0	338,288	0	338,288	0 %
Total Other Revenue	437	346,709	701,400	(354,691)	(51)%
State Sources					
4540 State Aid	0	0	315,000	(315,000)	(100)%
4541 State aid - LBPH/TBBC	0	20,536	41,073	(20,537)	(50)%
4548 Renaissance Zone reimbursement	0	0	75,000	(75,000)	(100)%
4549 Personal Property tax reimbursement	0	0	405,000	(405,000)	(100)%
Total State Sources	0	20,536	836,073	(815,537)	(98)%
Total Revenues	78,008	24,215,783	27,025,126	(2,809,343)	(10)%

Expenditures

Salaries and Wages

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 5/1/2021 Through 5/31/2021
(In Whole Numbers)

	Current Month	2021 YTD	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
5700 Board Stipend	210	1,170	3,720	2,550	69 %
5706 Extra duty stipends	300	1,500	5,202	3,702	71 %
5713 Salary & Wages	949,839	5,300,155	12,995,772	7,695,617	59 %
Total Salaries and Wages	950,349	5,302,825	13,004,693	7,701,868	59 %
Employee Benefits					
5709 FICA	70,200	389,654	993,840	604,186	61 %
5716 Defined Benefit Pension Plan Expenditures	0	0	80,959	80,959	100 %
5717 Defined Contribution Pension Plan Contributions	43,114	240,327	737,736	497,409	67 %
5718 Employee Health Benefits	121,878	601,294	1,754,802	1,153,508	66 %
5720 HSA/Flex	0	351,600	409,580	57,980	14 %
5723 Retiree Health Care OPEB	(466)	(2,329)	1,800	4,129	229 %
5724 Life Insurance	2,703	10,041	30,048	20,007	67 %
5725 Additional Life Insurance	1,245	9,667	28,377	18,711	66 %
5727 Gradifi Student Loan Assistance	4,302	12,856	138,532	125,676	91 %
5728 YMCA Membership Support	40	170	16,301	16,131	99 %
5730 Other Employee Benefits	938	8,985	16,804	7,820	47 %
5842 Unemployment Claims	0	0	10,000	10,000	100 %
Total Employee Benefits	243,954	1,622,263	4,218,780	2,596,517	62 %
Collections - Digital					
5785 Cloud Library/OverDrive	0	700,000	1,400,000	700,000	50 %
5786 Hoopla	168,500	373,500	410,000	36,500	9 %
5787 Digital Collection	0	73,645	107,795	34,150	32 %
5788 Miscellaneous Electronic Access	17,452	206,464	236,630	30,166	13 %
Total Collections - Digital	185,952	1,353,609	2,154,425	800,816	37 %
Collections - Physical					
5791 Subscriptions	448	71,132	77,600	6,468	8 %
5815 KDL Cruisers	0	10,000	29,991	19,991	67 %
5871 Branch Local Materials - Restricted Donation Expenditures	437	505	14,325	13,820	96 %
5982 Collection Materials - Depreciable	109,769	479,843	1,143,280	663,437	58 %
5983 CD/DVD Collection Materials - Non-Depreciable	40,823	154,987	551,750	396,763	72 %
5984 Beyond Books Collection - Non-Depreciable	42,191	212,159	575,625	363,466	63 %
Total Collections - Physical	193,668	928,627	2,392,571	1,463,944	61 %
Supplies					
5750 Collection Processing & AV Supplies	7,464	50,720	199,411	148,691	75 %
5751 Office & Misc Supplies	2,418	10,445	118,039	107,594	91 %
5752 Paper	1,170	8,269	29,340	21,071	72 %
5753 AV Supplies	0	240	0	(240)	0 %
5754 Disposable Technology <\$1000	6,106	43,113	0	(43,113)	0 %
5755 Maintenance Supplies - Custodial	414	3,104	47,160	44,056	93 %
5756 Water Cooler Supplies & Water	363	1,523	0	(1,523)	0 %
5757 Meeting Center Supplies	0	192	0	(192)	0 %
5760 Technology & Accessories <\$1000	370	3,456	165,670	162,215	98 %
5764 KDL Staff Event Supplies	0	0	26,000	26,000	100 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 5/1/2021 Through 5/31/2021
(In Whole Numbers)

	Current Month	2021 YTD	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
5765 Wellness Supplies	806	806	0	(806)	0 %
5767 New EE Shirts/Tote Bags	0	983	5,000	4,017	80 %
5768 Promotions Supplies	4,068	6,820	33,743	26,922	80 %
5769 Service Awards	0	122	0	(122)	0 %
5770 Other Awards/Prizes	5,582	53,578	115,645	62,067	54 %
5771 Non-Alcoholic Beverages	106	613	19,722	19,109	97 %
5790 Books (not for circulation)	0	24	10,500	10,476	100 %
5799 Miscellaneous Supplies	461	12,456	0	(12,456)	0 %
5851 Mail/Postage	1,406	3,043	27,875	24,832	89 %
5900 Copier/Printer Overage Charges	986	14,532	64,323	49,790	77 %
Total Supplies	31,720	214,039	862,428	648,389	75 %
Contractual and Professional Services					
5792 Software	29,422	307,306	623,750	316,444	51 %
5801 Professional & Consulting Services	89,775	168,488	523,008	354,520	68 %
5804 Other Consultants	0	10,325	0	(10,325)	0 %
5805 Audit Services	20,160	20,160	34,000	13,840	41 %
5806 Legal Services	210	4,960	50,000	45,040	90 %
5809 Temporary Contracted Employees	0	0	15,000	15,000	100 %
5811 IT Contracted Services	371	3,971	0	(3,971)	0 %
5813 Delivery Services	13,312	51,257	154,368	103,111	67 %
5814 Security Services	15,611	17,790	53,316	35,526	67 %
5817 Lakeland Library Co-op services	0	1,428	4,950	3,523	71 %
5818 Shredding services	78	231	550	319	58 %
5819 Drug Screenings/background checks	433	1,123	3,500	2,377	68 %
5820 Other Professional Services	0	101	0	(101)	0 %
5823 Inspection Services	0	1,140	3,200	2,060	64 %
5825 KDL Staff Event Services	0	0	23,950	23,950	100 %
5827 Catering	0	0	33,800	33,800	100 %
5829 Custodial/cleaning services	530	2,615	29,450	26,835	91 %
5830 Other Contracted Services	3,247	10,947	0	(10,947)	0 %
5834 Wellness Services	0	1,800	0	(1,800)	0 %
5836 Employee & Partner Care (Flowers, Etc)	221	1,971	6,500	4,529	70 %
5890 ILS Fees	0	96,472	147,620	51,148	35 %
5891 Licenses and Fees	19	4,402	4,685	283	6 %
5893 Marc Records License	358	2,462	7,500	5,038	67 %
5956 Other Benefits Administration Fees	2,018	14,695	34,500	19,805	57 %
5957 Pension Administration Fees	0	1,343	6,600	5,257	80 %
5958 Payroll processing fees	4,488	21,792	41,000	19,208	47 %
5960 Banking Fees	0	566	8,450	7,884	93 %
5961 TSYS/Credit Card Fees	1,050	5,136	11,850	6,714	57 %
Total Contractual and Professional Services	181,303	752,480	1,821,546	1,069,066	59 %
Programming and Outreach					
5794 Outreach Supplies	236	7,627	0	(7,627)	0 %
5795 Programming & Outreach Supplies	13,419	19,958	157,490	137,532	87 %
5865 Programming Services	5,428	7,326	34,165	26,839	79 %
5885 Speakers/Performers	2,500	11,400	181,475	170,075	94 %
5950 Airport Free Library	0	0	450	450	100 %
Total Programming and Outreach	21,583	46,311	373,580	327,269	88 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 5/1/2021 Through 5/31/2021
(In Whole Numbers)

	Current Month	2021 YTD	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
Maintenance and Utilities					
5810 IT Infrastructure Services	58,228	291,141	400,000	108,859	27 %
5822 Maintenance Contracts	0	3,344	7,300	3,956	54 %
5848 Mobile Hotspots	1,964	8,895	20,204	11,309	56 %
5849 Cell Phones/ Stipends	1,762	9,194	30,692	21,498	70 %
5850 Telephones	5,314	13,756	32,392	18,636	58 %
5852 Internet/Telecomm Services	60,172	292,084	668,042	375,958	56 %
5918 Water/Sewer	0	597	3,500	2,903	83 %
5919 Waste Disposal	408	2,684	6,100	3,416	56 %
5920 Electric	4,383	14,661	75,000	60,339	80 %
5921 Natural Gas	639	4,986	15,000	10,014	67 %
5925 Lawn care & Snowplowing	530	8,966	26,300	17,334	66 %
5926 Lawn/Landscaping	1,314	1,314	0	(1,314)	0 %
5928 Branch Maintenance Fees	11,479	208,171	420,907	212,736	51 %
5929 Land Repair and Maintenance	14	383	3,300	2,918	88 %
5930 Building Repair and Maintenance	3,838	12,682	88,000	75,318	86 %
5931 Equipment Repair and Maintenance	41	843	24,750	23,907	97 %
5932 Vehicle Repairs and Maintenance	206	1,072	12,900	11,828	92 %
5933 Software & IT Hardware Maintenance Agreements	0	95,736	93,168	(2,567)	(3)%
5934 Other Repair and Maintenance	0	81	1,450	1,369	94 %
5940 Rentals	1,369	88,245	186,064	97,819	53 %
5941 Printer/Copier Leases	152	4,194	52,808	48,614	92 %
Total Maintenance and Utilities	151,812	1,063,027	2,167,877	1,104,850	51 %
Staff Development					
5910 Staff Development & Conferences	3,579	22,661	214,596	191,935	89 %
5911 Conferences	428	1,057	0	(1,057)	0 %
5913 Travel/Lodging	0	0	11,230	11,230	100 %
Total Staff Development	4,007	23,718	225,826	202,108	89 %
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	170	482	9,220	8,738	95 %
5860 Parking	0	0	6,245	6,245	100 %
5861 Mileage Reimbursement	820	4,363	72,014	67,651	94 %
5870 Branch Local Misc - Restricted Donation Expenditures	4,805	64,294	212,620	148,326	70 %
5873 Website	0	123,565	134,060	10,496	8 %
5874 Employment Advertising	0	0	1,000	1,000	100 %
5875 System Advertising	807	25,229	97,150	71,921	74 %
5879 Branch Advertising	0	30	3,525	3,495	99 %
5884 Royalty Free Creative(Photography, Video, etc)	400	1,208	8,700	7,492	86 %
5901 Outsourced Printing & Publishing	0	5,152	61,500	56,348	92 %
5906 Promotions/Marketing	1,888	3,496	9,420	5,924	63 %
5907 Sponsorships/Donations	2,500	12,500	0	(12,500)	0 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 5/1/2021 Through 5/31/2021
(In Whole Numbers)

		Current Month	2021 YTD	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
5912	Meetings	30	133	31,550	31,417	100 %
5915	Memberships, Dues & Fees	660	32,067	66,135	34,068	52 %
5916	Dues and Fees	0	9,438	0	(9,438)	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 %
5937	Flood Insurance	0	4,588	20,000	15,412	77 %
5938	Bond Insurance	0	10,724	11,873	1,149	10 %
5939	Workers Compensation Insurance	0	16,875	48,000	31,125	65 %
5942	Errors and Omissions Insurance	0	0	25	25	100 %
5955	Miscellaneous	203	550	5,870	5,320	91 %
5959	Sales Taxes	2	2	500	498	100 %
5964	Property Tax Reimbursement	22,375	29,402	55,380	25,978	47 %
5965	MEL Return Items	165	1,674	3,000	1,326	44 %
	Total Other Expenditures	34,824	425,798	936,208	510,409	55 %
	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)	0	380,045	724,584	344,539	48 %
5979	Equipment/Furniture - Non-Depreciable (\$0-4999)	1,514	35,151	580,275	545,124	94 %
5980	Equipment/Furniture - Depreciable (\$5000+)	0	5,000	10,030	5,030	50 %
	Total Capital Outlay	1,514	592,270	2,164,889	1,572,618	73 %
	Total Expenditures	2,000,686	12,324,967	30,334,272	18,009,305	59 %
	Excess Revenue Over (Under) Expenditures	(1,922,678)	11,890,816	(3,309,146)	15,199,963	(459)%

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 5/1/2021 Through 5/31/2021

Check Number	Vendor Name	Check Amount	Check Date
81871	Overdrive, Inc	350,000.00	5/7/2021
81820	Everstream Holding LLC- Michigan	179,806.80	5/7/2021
211090122905	Priority Health	124,370.59	5/4/2021
9878826062	Verizon Wireless - MiFy Routers & Cell phones	41,601.50	5/25/2021
81939	Midwest Collaborative For Library Services	34,904.10	5/20/2021
81850	Ingram Library Services Llc	34,201.38	5/7/2021
81878	RNL Graphics Solutions, LLC	29,439.91	5/7/2021
81945	OCLC, Inc.	29,015.08	5/20/2021
81851	IP Consulting, Inc.	27,251.00	5/7/2021
81936	Ingram Library Services Llc	19,713.53	5/20/2021
81909	Bibliotheca, Llc	19,101.68	5/20/2021
81950	Same Day Delivery, Inc	17,920.00	5/20/2021
M0136542113	American Heritage Life Insurance Company / Allstate Benefits	15,171.07	5/3/2021
81802	Baker & Taylor	12,404.78	5/7/2021
81804	Bibliotheca, Llc	12,180.00	5/7/2021
211050001988	Priority Health	12,143.80	5/3/2021
81920	DK Security	10,573.02	5/20/2021
81906	Baker & Taylor	10,264.96	5/20/2021
81917	Comerica Bank	9,907.02	5/20/2021
81948	Rehmann LLC / Rehmann Technology Solutions, LLC	9,750.00	5/20/2021
81869	Noordyk Business Equipment	9,738.15	5/7/2021
81814	Comerica Bank	9,109.75	5/7/2021
81868	Midwest Tape	6,088.15	5/7/2021
81879	Same Day Delivery, Inc	4,096.00	5/7/2021
81925	Governmental Consultant Services Inc.	4,000.00	5/20/2021
INV02215527	Paycor, Inc.	3,911.31	5/11/2021
81890	Thomas Klise/Crimson Multimedia	3,650.00	5/7/2021
81876	Presidio Networked Solutions Group, Llc	3,360.51	5/7/2021
81942	Midwest Tape	3,319.72	5/20/2021
1054021-0521	PLIC - SBD Grand Island	3,300.22	5/3/2021
81803	BiblioCommons Corp.	3,225.24	5/7/2021
207057614355	Consumers Energy	3,092.01	5/5/2021
81861	Lowery Corp / Applied Imaging	2,592.00	5/7/2021
81825	Goverlan, Inc.	2,434.00	5/7/2021
81805	Blackstone Audio Inc	2,389.89	5/7/2021
81855	Kalamazoo Sanitary Supply / KSS Enterprises	2,322.54	5/7/2021
81897	Wolverine Printing Company	2,244.00	5/7/2021
81863	Michigan Office Solutions (MOS)	2,129.67	5/7/2021
220285	TelNet Worldwide, Inc.	2,121.17	5/25/2021
9876690286	Verizon Wireless - MiFy Routers & Cell phones	2,110.79	5/5/2021
81956	UAW Local 2600	2,089.22	5/20/2021
81953	Springshare Llc	2,070.00	5/20/2021
81812	City Of Grandville	1,969.38	5/7/2021
81918	Demco, Inc	1,966.09	5/20/2021
510444	123.Net, Inc	1,724.00	5/12/2021
81892	Troost Service Company	1,706.46	5/7/2021
81794	Advanced Benefit Solutions, Inc / 44 North	1,687.00	5/7/2021
81822	Foster, Swift, Collins & Smith, P.C.	1,600.00	5/7/2021
81888	The Parrish Group, Inc / Kennari Consulting	1,600.00	5/7/2021
81799	Audrey Barker	1,401.83	5/7/2021

Kent District Library
 Check/Voucher Register - Check Register - Board Report
 From 5/1/2021 Through 5/31/2021

Check Number	Vendor Name	Check Amount	Check Date
81907	Banner Life Insurance Company	1,387.79	5/20/2021
81923	Findaway World, Llc	1,331.72	5/20/2021
201718712216	Consumers Energy	1,290.75	5/10/2021
81894	Walker City Treasurer	1,287.03	5/7/2021
81902	All Season Lawn Care	1,286.46	5/20/2021
81943	Morneau Shepell Limited	1,246.40	5/20/2021
81889	The ScribbleBooks Company, Inc	1,200.00	5/7/2021
81896	WIMAGE	1,200.00	5/7/2021
81795	Advantage Marketing Inc. / Advantage Experts in Clean	1,074.88	5/7/2021
81944	Nationwide	1,067.43	5/20/2021
81824	Cengage Learning	1,029.71	5/7/2021
81810	Central Michigan Paper	996.00	5/7/2021
81884	Staples Business Advantage	980.33	5/7/2021
81830	Hodges Coaching LLC	900.00	5/7/2021
81859	Lewis Paper	842.65	5/7/2021
81954	Staples Business Advantage	811.48	5/20/2021
81947	Pam Spring Advertising, Llc	807.00	5/20/2021
81827	Grand River Signs	719.00	5/7/2021
81910	Blackstone Audio Inc	709.00	5/20/2021
81957	Vanguard Fire & Security Systems Inc	700.29	5/20/2021
81815	Comprenew	667.05	5/7/2021
81893	Vanguard Fire & Security Systems Inc	641.50	5/7/2021
0020326757-0521	Dte Energy	639.00	5/4/2021
81808	CDW Government, Inc.	616.00	5/7/2021
INV02255074	Paycor, Inc.	576.50	5/27/2021
81816	Crabtree Publishing Co.	574.00	5/7/2021
81938	Lewis Paper	572.48	5/20/2021
RIS0003423157	Delta Dental Of Michigan	568.96	5/11/2021
81854	K & S Plumbing Co., Inc.	558.00	5/7/2021
81826	Grand Rapids Building Services	530.00	5/7/2021
81796	All Season Lawn Care	529.63	5/7/2021
81798	Aqua Blue Aquarium Solutions	528.00	5/7/2021
81872	David Palma / Palma Furniture Co	480.00	5/7/2021
81887	Superior Business Solutions	473.90	5/7/2021
81860	Library Ideas, Llc	467.40	5/7/2021
81952	Showcases	416.88	5/20/2021
2215302	Arrowaste	407.62	5/18/2021
81921	Edc Educational Services	382.06	5/20/2021
81903	Aqua Blue Aquarium Solutions	378.00	5/20/2021
81875	Plainfield Charter Township	370.56	5/7/2021
81901	Advanced Ecosystems / FishGuy	355.00	5/20/2021
81793	Absopure Water Company	322.00	5/7/2021
81900	Absopure Water Company	310.00	5/20/2021
014161	Medtipster.com, LLC.	289.07	5/14/2021
81955	Sydney Khouri	249.00	5/20/2021
81873	Performance Assessment Network	224.00	5/7/2021
81916	Comcast Cable	218.40	5/20/2021
81911	The Lillie Labor Law Firm P.C.	210.00	5/20/2021
81828	Greatamerica Financial Svcs.	204.02	5/7/2021
81852	Jerry Berg / Berg History LLC	200.00	5/7/2021
81895	Wendy Kuzma	200.00	5/7/2021

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 5/1/2021 Through 5/31/2021

Check Number	Vendor Name	Check Amount	Check Date
81809	Center Point Publishing	186.96	5/7/2021
81819	Employment Screening Resources	180.00	5/7/2021
81946	David Palma / Palma Furniture Co	175.00	5/20/2021
81922	Employee Assistance Center (EAC)	170.00	5/20/2021
81853	Joyanne Huston-Swanson	169.90	5/7/2021
81949	RNL Graphics Solutions, LLC	169.00	5/20/2021
81908	Benjamin Perrin / MercuryHead Gallery	150.00	5/20/2021
81912	Calvin University - Hekman Library	150.00	5/20/2021
81926	Grainger	129.02	5/20/2021
81813	Comcast Cable	124.90	5/7/2021
81862	McMASTER-CARR SUPPLY COMPANY / McMASTER-CARR	122.31	5/7/2021
81823	Gaines Charter Township	106.57	5/7/2021
81821	Findaway World, LLC	100.45	5/7/2021
81807	Calvin University - Hekman Library	100.00	5/7/2021
81857	Kelli Blouin	100.00	5/7/2021
IN2032791	TASC	94.02	5/26/2021
9876728997	Verizon Wireless - MiFi Routers & Cell phones	83.20	5/5/2021
81817	Diane Cutler	80.85	5/7/2021
81891	Thomas Noreen	78.16	5/7/2021
81829	Heart Of West Michigan United Way	78.00	5/7/2021
81927	Heart Of West Michigan United Way	78.00	5/20/2021
81958	Vital Records Holdings, LLC / VRC Companies, LLC	77.95	5/20/2021
81806	Caitlin S. Oliver	73.68	5/7/2021
81924	Cengage Learning	63.98	5/20/2021
81831	Holly Smith	59.99	5/7/2021
81877	Randall Hoekstra	52.95	5/7/2021
81797	Andrew Erlewein	50.16	5/7/2021
81818	DWD Technology Group	50.00	5/7/2021
81882	Shirley Bruursema	47.92	5/7/2021
81881	Sheri Gilreath-Watts	46.80	5/7/2021
81874	Peter Dykhuis	46.80	5/7/2021
81913	Center Point Publishing	46.74	5/20/2021
81880	Sarah Ann Weller	44.00	5/7/2021
81811	Charles R. Myers	43.44	5/7/2021
81856	Kara Pike	26.00	5/7/2021
81898	Y-Tien Le	25.00	5/7/2021
81858	Laura Genovich	24.99	5/7/2021
81832	Huong Nguyen	24.99	5/7/2021
81914	Charter Township of Shelby	24.95	5/20/2021
81870	Northern Michigan University	22.60	5/7/2021
81915	Christina Dunlop	17.99	5/20/2021
81951	Seedlings Braille Books for Children	15.50	5/20/2021
81885	State Of Michigan	10.00	5/7/2021
81886	State Of Michigan	10.00	5/7/2021
81937	Kim Leclair	6.99	5/20/2021
Report Total		1,130,336.03	

MAY DIRECTOR'S REPORT

2021



Spring is in the air! As flowers bloom and people venture outdoors, what are the branches doing to connect with patrons and invite them into the library?

AMY VAN ANDEL LIBRARY + EAST GRAND RAPIDS

Staff at the Amy Van Andel Library are excited to begin their first official summer of being open to the public. Branch Librarian Liz Wierenga is preparing a storytime series for Tuesday mornings at the Ada Farmer's Market—the library is located right across the street from the big event—which has been made possible with special assistance from Branch Librarians Holly Goulet and Monica Walen of the East Grand Rapids Branch. Additionally, Branch Librarian Penni Zurgable connected with the Ada Historical Society for help creating a summer display highlighting Ada's button-making roots. As part of the presentation, staff will help patrons make their own buttons to take home. Penni has also connected with the Ada Business Association to join her in talking about summer events happening in the community as part of her podcast for the Ada Community Center.

Over at the East Grand Rapids Branch, Branch Librarian Holly Goulet led youth staff in creating an indoor garden at the KDL Lab. There, children have been able to observe the plants growing in person or by watching Holly's compressed time recordings. The staff has also created a "Mouse House" on the other side of the Lab. Both caregivers and children have expressed their appreciation for these fun attractions, even as toys and other accessories are currently put away on account of COVID. Though the global pandemic continues to limit certain aspects of library services, staff strive to be as engaging and welcoming as always.

Thank you to the Amy Van Andel and East Grand Rapids staff for continuing to build relationships and put patrons first.



GAINES + KENTWOOD

In partnership with the City of Kentwood, the Kentwood Branch has been hosting a food pantry on-site for both accepting and giving away food items. The pantry itself is in a conspicuous location near the entrance of the building and has been well received by patrons. Many have even started bringing donations with them when they come to the branch. The city has been promoting the pantry on its social media profiles, which in turn has attracted new patrons to the library. Recently, the Friends of the Kentwood Branch also funded the design and maintenance of a few large planters for the second-floor patio. These beautiful arrangements are meant to encourage patrons to relax and enjoy that area of the library during their stay. Additionally, since the library's study rooms have opened back up, many regular patrons have begun to re-incorporate the library into their daily routine.

The Gaines Township Branch is holding an ongoing "Books by the Bag" sale in the lobby, in order to clear out space for new donations. New furniture arrangements and book displays have also worked to enhance the sense of welcome for new and returning visitors.

KELLOGGSVILLE + WYOMING

In celebration of Spring, youth staff at the Wyoming Branch created several interactive displays, many featuring conversation-starting questions such as, "What book do you wish would be made into a movie?" Though appropriate for patrons of all ages, these displays were especially popular amongst younger library users. The KDL Seed Library has also been a huge success and has been restocked several times throughout the spring. The branch is also proud to have hosted the first storytime in over a year, with over 40 people gathering safely in an outdoor space. It was wonderful to have young children and parents back at the library for this favorite event!

Recently, the Kelloggsville Branch began hosting visits from the area elementary schools. As a result, picture books have been flying off the shelves. Many of these students were excited to be able to enjoy an in-person to the library before the school year ended. The branch also distributed thank you cards as well as a small gift to the teachers who still made every effort to bring their students into the library during an extraordinary year still rocked by the pandemic. As part of the Library's partnership with West Kelloggsville Elementary for "Connecting Schools and Libraries," Branch Programming and Outreach Specialist Ty Papke created a Bitmoji webpage to help school students more easily access the library resources from their home computer. Youth Paraprofessional Clare O'Tsuiji also created "Take n' Make" bags filled with fun crafts and activities for teens, which allowed many students to participate in fun, interactive activities during afterschool hours in a safe and engaging way.

KRAUSE, NELSON + SPENCER

There's no surer sign of Spring than the arrival of KDL Cruisers at the Krause Memorial, Nelson Township, and Spencer Township branches! Once the cruisers are lined up on the branch bike racks, library patrons know that warmer weather activities are officially here. The KDL Seed Library has also helped many patrons with getting their personal gardens started. Each branch featured an eye-catching display of the seed packets, along with pertinent library materials for those wanting more information on gardening. Branch Librarian Clyde Waltenbaugh has again planted vegetables in garden containers outside the Spencer Township Branch this year. Later in the summer, the harvested produce will be available for patrons to take home if they so desire.

As part of the Library's continued re-opening plans, all branches also plan to offer outdoor in-person storytimes throughout the summer. Patrons are so excited to see this programming return and to enjoy it as part of the natural landscape! The Nelson Township Branch is even hosting a "Decorate Your Bike" program for area children to show off their unique cycling personalities in a small summer kick-off parade! Meanwhile, the Krause Memorial team has taken the annual Reading Rocks in Rockford Festival in a virtual direction this year! Patrons can participate by visiting the branch's Facebook page for author interviews, teacher reading recommendations, area elementary schools Rockin' Reader awards, a book-inspired art contest, and more. Special thanks to Branch Librarians Mark Dunham, Melissa English, Amber Hath, Sara Magnuson, and Shannon Vanderhyde for their hard work and dedication in making this virtual reading festival a reality!

FEATURED DEPARTMENT

INFORMATION TECHNOLOGY (IT)

DATA CENTER

KDL Data Center resources (servers, storage, firewalls, and switches) needed to be refreshed and updated. After examining the necessary costs to execute these refreshes and the prerequisite of also upgrading our server room at the Service Center, a decision was made to move to a Co-Location facility in West Virginia. KDL hired IP Consulting (IPC) to manage all of the equipment, monitor, and patch it, and ensure that the data is backed up and protected. Since then KDL systems have been running from West Virginia since January.

E-RATE

KDL has leveraged the E-Rate program to purchase additional WiFi Access Points for the Branches and renewed the Internet Connections across the Systems. The E-Rate program this year saved KDL over \$900,000.

NEW HELP DESK PHONE AND TICKETING SOLUTION

Network Systems Specialists Graham Lawcock and Curtis Kileliszewski have been working with Data Center Partner, IPC, to deploy a new help-desk ticketing system. This new ticketing system, along with an increase in phone coverage, is allowing the KDL IT Team to leverage the IPC team to provide more assistance to KDL Staff. The IPC Team allows for more hourly coverage through the business week but also serves as a resource on weekends for Staff to talk to someone (as opposed to leaving a voice message) when they need technical assistance. With this new system, if a resolution hasn't been found within the first attempt, IPC escalates the ticket and involves a member of the KDL IT Team to help track down a solution.

LAPTOP PROJECT

ThinClients are being replaced by laptops throughout the Branches. As the modern working environment grows more and more reliant on virtual meetings, KDL IT staff have worked hard to provide a vastly superior experience to that capable with the ThinClients. In addition to greater accessibility, the laptops allow for greater mobility and flexibility as the staff can take the devices anywhere. Network Systems Specialists Rich Nagel, Ray Mysels, Graham Lawcock, Curtis Kieliszewski, and Dhayna Ravi have been visiting the branches to get these laptops deployed and will complete the branch deployment in the coming months.

FORM DESIGN AND AUTOMATION

Network Systems Specialists Dhanya Ravi and Graham Lawcock continue to provide creative solutions through Microsoft Form Design and Automation tools to help streamline some of the internal processes. This can be viewed in the new KDL Snow Alert System, Human Resources and Finance Forms, and in creative Programming and Outreach tools.

AMY VAN ANDEL LIBRARY AND GRANDVILLE BRANCH

The IT Team enjoyed collaborating with the Regional Managers and the Project Management Office to pull off large IT projects at Amy Van Andel Library and Granville Branch Expansion.

ADMINISTRATIVE ASSISTANT SEAN WOJTCZAK CONTINUES TO GROW AND DEVELOP WITHIN THE ROLE AND PROVIDE GREAT SUPPORT FOR MANY ADMINISTRATIVE, FINANCIAL AND PROJECT BASED ACTIVITIES.

PROGRAMS & OUTREACH

BOOKMOBILE

The Springhill Head Start preschool classes were a complete success with the children moving and growing during storytimes via Hoopla. The KDL Bookmobile team presenting their favorite Pete the Cat stories and introduced a new book, Potato on a Bike by Elise Gravel. The team has found ways to get the children to enjoy reading and loved watching their excited faces as the storytimes began.

PUERTAS ABIERTAS

The biggest barrier in the community for building skills and learning languages is the lack of tech access and training therefore KDL reached out to CompreNew and is working with Puerta Abiertas to provide 50 computers to assist with the Spanish tech tutoring and library resources.

One of the new patrons from the Puertas Abiertas Support Group is excited and eager to volunteer after learning for the first time what libraries do. For her, the concept of being able to take something home without cost was mind-blowing. When she learned about all the space and resources available for her and her family, she could not hide her emotion. She has made it a challenge to go visit as many libraries as she is able this summer.

The KDL Free Library at the Puerta Abiertas - Healthier Communities Building will host about 40 Spanish-only materials.

HODGEPODGE

KDL Teen Librarians have been creating unique fun programming for teens featuring books, games, special guests, and more through Hodgepodge. KDL has provided thousands of streams with learning opportunities online. These new episodes of Hodgepodge along with some best-of-the-year repeats are airing on KDL's Facebook and YouTube pages on Thursday at 4:30 PM throughout the summer. An area 7th grade teacher stated: "I just wanted to tell you that my virtual students love your teen talk show and ask for it weekly! even find myself laughing in my empty classroom along with the two of you. Thank you so much for introducing us to some amazing books! We have seen all of the episodes and look forward to many more!"

SUMMER PARK & OUTDOOR STORYTIMES

Many KDL branches are hosting programs outside in the grass or in area parks this summer. There is a wonderful opportunity for families to enjoy storytime, Storywalks outdoors, and programs. These programs will be promoted on the KDL Facebook page throughout the summer.

STREAMING PROGRAMS SURVEY

KDL conducted an online survey to assess the needs in order to help determine the future of streaming programming. Over 300 patrons completed the survey. The survey collected information on the most desired types of online programming and was a follow-up to a similar survey KDL conducted in 2020.

LIESL BRUXVOORT

WYOMING

POSITIVE

was nominated by Karen Small because...

Liesl can certainly brighten someone's day quickly and unexpectedly. She takes festive birthday wrapping paper and a bow or special decoration and decorates the outside of staff lockers on or before their birthday. Then, when they open their locker, there is a cellophane bag with chocolates inside tied with a pretty/handsome bow. Not only does it make the birthday person feel all warm and fuzzy, but it is a great cue to the rest of the staff that someone's birthday is coming soon! Thank you Liesl for doing such a thoughtful, positive thing for every staff member on their special day!



NATALIE BUDNICK

PLAINFIELD TOWNSHIP

HELPFUL

was nominated by Abby D'Addario because...

Natalie overheard me slightly stressing out about the schedule and trying to find a sub. She asked what day I needed someone and promptly volunteered to fill in. That small act of giving up one's personal time to help out the branch made me breathe easier immediately. I am so grateful for her calm and consistent presence in the branch and her willingness to help when able. She also sword fights which makes her cooler than me by a long shot.

JESSICA NELSON

HUMAN RESOURCES

INCLUSIVE

was nominated by Brian Mortimore because...

Jessica went the extra mile in meeting someone on their terms to explain how their benefits would work and what they can expect going forward.

UPCOMING MEETINGS

KDL Regular Board Meeting

THURSDAY, JULY 15, 2021

4:30 PM

**KDL SERVICE & MEETING
CENTER**

KDL Regular Board Meeting

THURSDAY, AUGUST 19, 2021

4:30PM

**KDL SERVICE & MEETING
CENTER**

KDL Regular Board Meeting

THURSDAY, SEPTEMBER 16, 2021

4:30 PM

**KDL SERVICE & MEETING
CENTER**



DATES OF INTEREST

OTHER MEETINGS

KDL Pension Meeting

August 18, 2021

1:00 PM

KDL Service & Meeting Center



MONTHLY PROJECT REPORT

MAY 2021

- 1** New projects approved
- 11** Projects in approval queue
- 2** Declined



● Not started	0
● In progress	17
● Late	2
● Completed	12

Patron Point Recommends

- **Project Lead:** David Specht **Approval Date:** 05.26.21
Status: On track **Due Date:** 07.16.21

Patron Point Recommends delivers attractive, personalized reading recommendations and newsletters directly to patron inboxes, driving use of the collection and directly increasing patron engagement. The service, which is already included in KDL's subscription to Patron Point, is meant to replace KDL's expiring agreement with Library Aware and will deliver customized book recommendations to interested library users. By March 2022, the project team will know if this is a longterm solution for patron book recommendations and if it is desirable to renew this piece of the Patron Point contract. Additionally, the project team will solicit feedback from current patrons (2,950 Library Aware users), as well as develop a comprehensive marketing strategy to encourage participation in the service.

NEW!

Adult Programming Take & Makes

- **Project Lead:** Paula Wright **Approval Date:** 04.07.21
Status: On track **Due Date:** 08.05.21

The first craft selected was Art Journaling with a target number of 30 kits per branch (branches can balance with other branches as needed). The video for the adult take and make project was created for us by Mallory (of Lions and Rabbits) and was received a few weeks ago. Staff then prepped it for use this summer by adding the KDL intro/outro and links on YouTube and Facebook. A QR code was also created for quick access. All the supplies were ordered, divided up and sent to Branch and Outreach Specialists for the kits to be created in branch. Most Branches have kits made and are ready to go at this one. KDL is set for a Monday, June 14th launch on our websites, and in the branches for craft kit pick ups.

Annual Survey Project - OrangeBoy

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


Data collection has been ongoing throughout the month of May, with recommendations expected to be received before August, after which 2022 strategic planning will begin with the new survey results in mind. The online survey is underway and has garnered a lot of responses: 11,563 English / 30 Spanish / 108 Staff. The phone survey has just over 200 responses. Next steps will be to integrate the data into Savannah.

Circulating Memberships

 **Project Lead:** Remington Steed **Approval Date:** 03.31.21
Status: At Risk **Due Date:** 06.01.21 *new due date 06.28.21*


The data-management app Quipu was purchased and configured to provide an easy way for patrons to check out available entertainment passes online. A soft-launch and appropriate staff training are currently expected toward the end of June, with a more heavily-marketed hard-launch yet to be determined. The main beneficiaries of this service will be patrons who may not ordinarily be able to budget for these experiences. The project team continues to iron out small technical details an the project is otherwise on track other than the slightly expanded due date.

Core Collection of Perennial Favorites

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

Branch staff are busy promoting core titles within the branch and becoming familiar with the titles and descriptions of each core title. Lists for teens and children are expected to be tackled as a separately designated project later this year. This project will wrap up early and is close to being finished.

CQ Assessment- Paradigm

 **Project Lead:** Shaunna Martz **Approval Date:** 01.01.21
Status: Complete **Due Date:** 05.31.3


As of May 1, the Paradigm EDI software has been rolled out to all of KDL and staff are expected to be making time for the trainings over the quarter. The first course is "Inclusion at Work: Managing Unconscious Bias" and is complete with micro-learnings and resources. Many staff are signed up to take one of the first quarterly training sessions hosted by Paradigm, scheduled for mid June. Additionally, managers will quarterly lead 3-4 EDI discussions with their teams. The emphasis of these discussions will be on how what was learned in the trainings and what can be applied to establish KDL as an organization committed to anti-racism and to promote allyship, inclusivity and equitable hiring and performance management practices within the workplace. The project to select and rollout this proeject is complete and the training will continue.

Decentralizing Curbside Printing via TBS

 **Project Lead:** Kate Allen **Approval Date:** 03.10.21
Status: On track **Due Date:** 06.04.21 *new due date of 06.30.21*

A communication plan and talking points for a staff rollout are well underway. Plans have been made to consolidate "KDL Curbside Printing" and "KDL Mobile Printing" on KDL.org to one unified webpage called "Print From Anywhere" and flyers to advertised to streamline service are being made. The project is progressing well, but the ambitious due date needed to be expanded to finish up a few items before launch like patron ability to pay for 50+ print jobs and graphics for the new webpage.

EDI Collection Audit / Tagging

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

An automation process for automatically tagging the KDL collection through the ILS is underway, though an exact timeline of when this will be complete is still to be determined. Project members continue to assess training needs and develop materials, including what should and should not be tagged.

End Panel Signage Project



Project Lead: Brad Baker
Status: Complete

Approval Date: 01.01.21
Due Date: 5.31.21

With a delegate assigned at each branch to be in charge of the process, branches have been hard at work printing the new signage and displaying it in place of the old. Overall, patron reception has been positive and overall wayfinding has improved, with many patrons find it easier to source materials and make selections. A few sining/ordering issues came up at the Krause Branch, but all well went according to plan. This project is set to officially wrap up at the end of May, after which branches will continue to maintain and print new signage in accordance with drafted guidelines.

Laptop Switchover from ThinClients



Project Lead: Kurt Stevens
Status: On track

Approval Date: 10.01.20
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. The Laptop Project continues to go well and receive positive feedback. The KDL IT Team is currently working at a rate of two branches a week to deploy devices to branch staff. All devices should be deployed at branches by the end of July.

MS Bookings for Study Rooms



Project Lead: Elvia Myers
Status: At Risk

Approval Date: 03.08.21
Due Date: 05.31.21 *new due date 6.30.21*

MS Bookings is being 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 is working through determining ratios of reservable vs. first-come, first-served rooms in each branch, and finding ways to capture data on room use frequency and purpose to better serve patrons.

MUSICat / KDL Vibes



Project Lead: Stacy Schuster
Status: On track

Approval Date: 03.31.21
Due Date: 10.01.21

KDL's MUSICat streaming services for local music(called KDL Vibes) is on track to launch in fall 2021, starting with approximately 40 albums. As of April 19, the KDL Vibes site is "live" for project team members as they explore and refine the patron user experience. MarCom is currently working on the logo and Community Outreach will begin selecting a diverse slate of participants and potential jurors to test the site and provide feedback prior to launch.

New Printers and Print Management Service



Project Lead: Kurt Stevens
Status: On track

Approval Date: 03.24.21
Due Date: 05.28.21

KDL is currently working with their chosen vendor, Michigan Office Solutions, in a pilot process so KDL can be sure that the quality of their printers are up to standard. As part of this pilot process, the Kentwood and Wyoming Branches are testing out Multi-Function Printers with their patrons. KDL is also testing out printers at the Service Center and is especially excited about the option for "Secure Printing" which would assist in securely printing confidential documents. Finally, KDL is also working with Michigan Office Solutions to consolidate printer usage in order to increase efficiency across the network while also saving taxpayers' dollars. IT is hoping to have contracts signed by the end of July.


Rehmann - Finance Department Audit

 **Project Lead:** Kim Lindsay
Status: On Track

Approval Date: 11.02.20
Due Date: 07.31.21

Now that the KDL Board of Trustees has adopted some changes to the purchasing policy, changes are being implemented to create more efficient workflows. Progress is slowly moving along.


Sora

 **Project Lead:** Alyson Cryderman
Status: Completed!

Approval Date: 03.24.21
Due Date: 05.14.21

Sora, an Overdrive product for schools that allows students to connect to public library digital catalogs, has been successfully implemented at Forest Hills Schools and Kraft Meadows Middle School in Caledonia. The project team created a toolkit to easily onboard new schools. Two more schools (Lowell and Godwin Heights) have the Sora platform but not the Public Library Connect access yet. KDL reached out to them and awaits a response. The toolkit was rolled out to staff to use. This project has been completed, but KDL will continue to work to build relationships with schools and advocate for Sora and Public Library Connect.


Stump the Librarian Youth Podcast

 **Project Lead:** Courtney Moyses
Status: On track

Approval Date: 03.31.21
Due Date: 06.30.21

On a bi-monthly basis, staff will collect questions posed by children trying to "stump the librarian." KDL librarians will then demonstrate their critical thinking and research skills and not only answer the questions, but share them in a fun and engaging way as well and promote our collection materials. The team laid the groundwork for the podcast (roles, outline of episode flow, etc) and has a theme song/intro music! The team collected questions and is scheduled days to record – June 22nd & 29th. MARCOM will do a push for more questions via blog post & webform


Web Content Lifecycle Management

 **Project Lead:** Remington Steed
Status: Completed!

Approval Date: 03.10.21
Due Date: 06.04.21

Project lead Remington Steed met with several work groups and reviewed which web pages they own and which changes may be necessary. The project successfully wrapped up early June with a sustainable plan in place to maintain web content here on out.

Wonderknook Playspace Pilot

 **Project Lead:** Abby D'Addario
Status: On track

Approval Date: 03.24.21
Due Date: 06.30.21

As the pilot with Renegade by Custer is coming to a close, KDL moved forward with new insight concerning exact needs of the project. The group will meet on May 18 to do a vision session to determine what aspects of the pilot from furniture pieces to the philosophy of the spaces that are to be retained and which are to be either changed or eliminated. During the pilot, many of the Wonderknook pieces proved dissatisfactory in terms of durability (warping, cracking, breaking). After May 18 the group will have a solid and collective understanding for the needs of moving forward with the remaining branches. A new vendor will need to be selected and because of this, the project will go into the 2022 fiscal year.



Amy Van Andel Library and Community Center

● **Project Lead:** Dawn Lewis
Status: Complete

Approval Date: N/A
Due Date: Completed

The dedication for the Amy Van Andel Library and Ada Community Center took place at 10:00 AM on Thursday, May 13. The event went off without a hitch and was a wonderful way to highlight the services and benefits the now available to the community, as well as recognize the generous contributions of community donors. Truly, the building is not only beautiful, but functional as well. Staff at the Amy Van Andel Library are excited to further engage with the Ada community and provide excellent library services.





Cascade

● **Project Lead:** Vanessa Walstra
Status: Complete

Approval Date: 2020
Due Date: Completed

The Marion Robinson Aquarium was dedicated on Tuesday, May 25 at 2 PM. Claude Robinson shared a few touching remarks in honor of his late wife. This stunning water feature is now fully open to the public.



Grandville

● **Project Lead:** Josh Bernstein
Status: On track

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

Toward the end of April, Grandville staff moved materials into the new additions of the library. The North Addition now houses the new staffing area and will be finished upon purchase and installation of the book drop. The West Addition, which will eventually be the community commons, is currently operating as a temporary library until all other renovations are completed. At this point, demolition within the main body of the library is done with framing for study rooms and additional cosmetic changes to the main lobby underway.





BUILDING PROJECTS



Service + Meeting Center



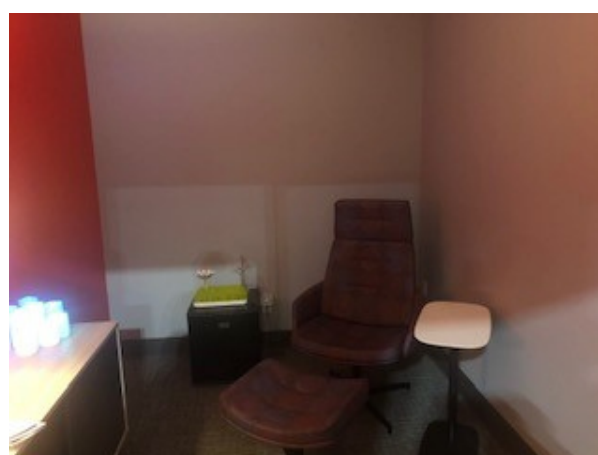
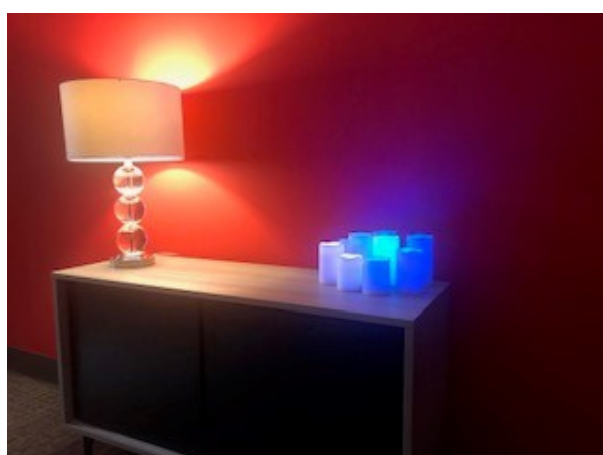
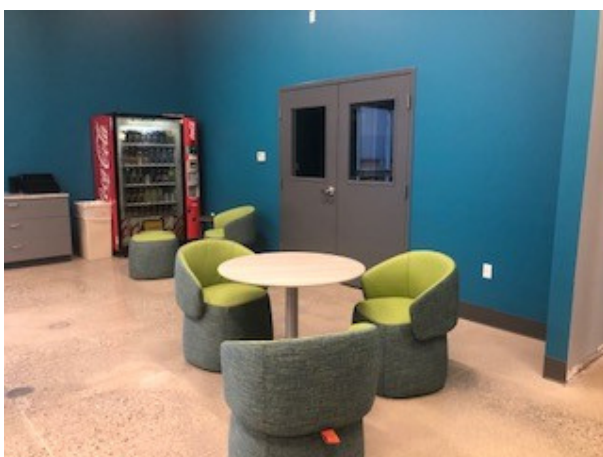
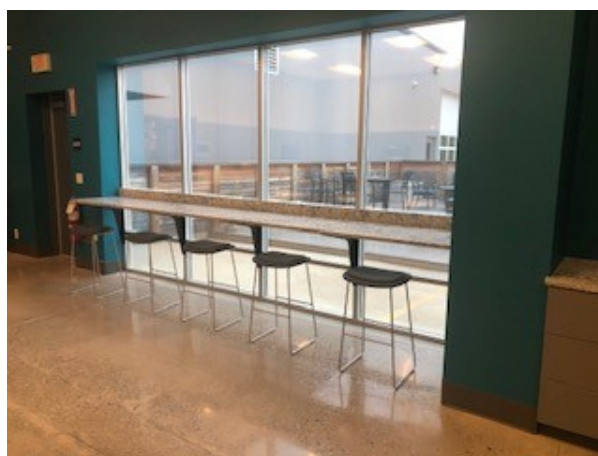
Project Lead: Missy Lancaster

Status: On track

Approval Date: 2020

Due Date: 12.17.21 (estimate)

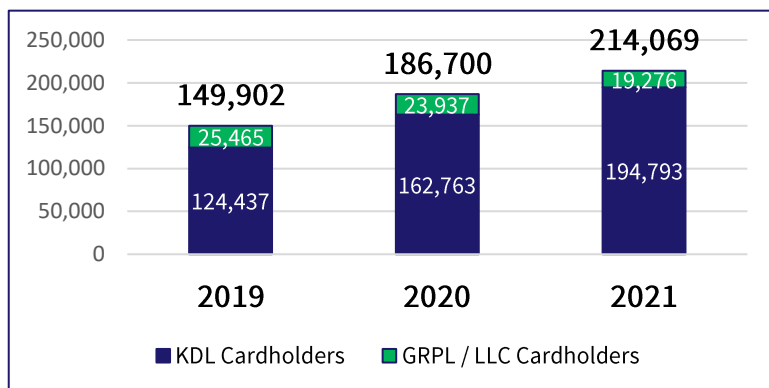
The breakroom & wellness room are complete! The Patron Services Department area is progressing well: furniture is set to arrive on June 9 and the team will move back in their completed area a June 14. Floors in the HR area and hallways will be ground down and polished beginning June 7. Furniture will be moved from the MelCat/Programming areas beginning June 7, though a full start on this cannot happen until delivery area floors are complete. Though progress is steady, overall project is behind by one week.





MAY 2021 STATISTICAL SUMMARY

Active Patrons:



1,197 Accounts Added in May:

- 1,043 New KDL Cardholders
- 104 New GRPL Cardholders
- 50 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.

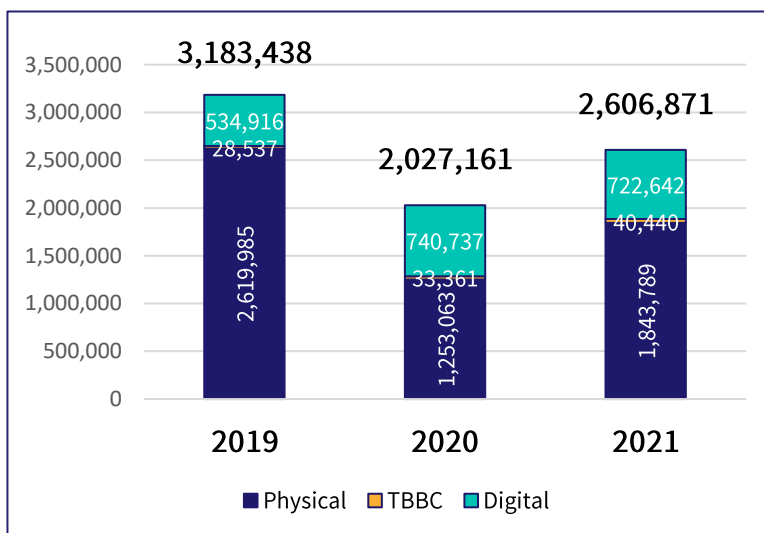
Note: Branches were closed March 13 – August 4, 2020 and November 16, 2020 – January 18, 2021 due to COVID-19. Curbside service began June 15, 2020. Limited in-branch hours were offered August 5 – September 20, 2020.

Re-Opening Branches:

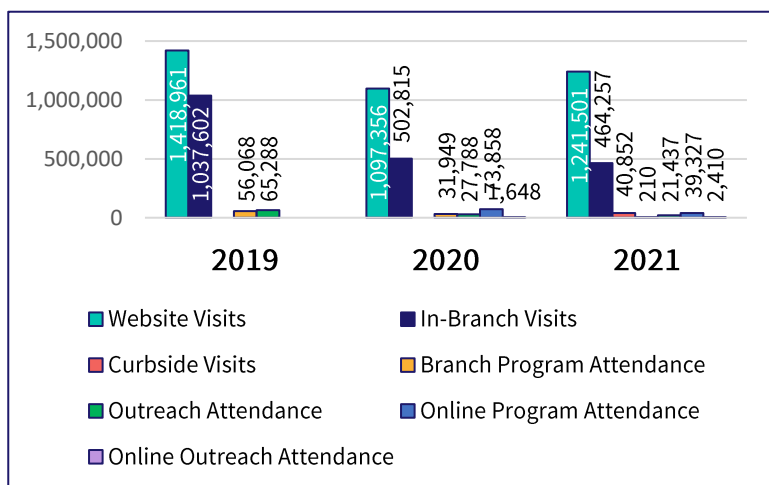
- **Physical Checkouts:** Down 6% from last month; Up 146,891% from 2020; Down 28% from 2019
- **Digital Checkouts:** Up 1% from last month; Down 12% from 2020; Up 34% from 2019
- **Visitor Count:** Down 2% from last month; (no visitors in 2020); Down 46% from 2019
- **Program Attendees:** Up 11% from last month; Down 63% from 2020; Down 71% from 2019

(See reverse for more details)

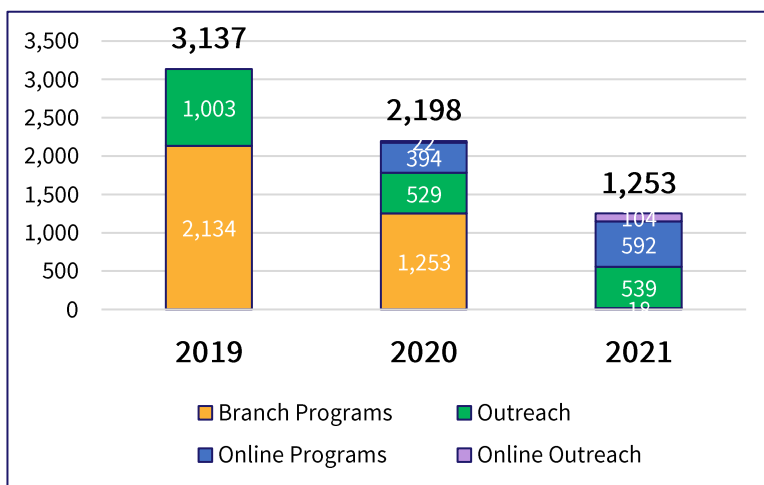
Circulation YTD:



People Served YTD:



Number of Events YTD:

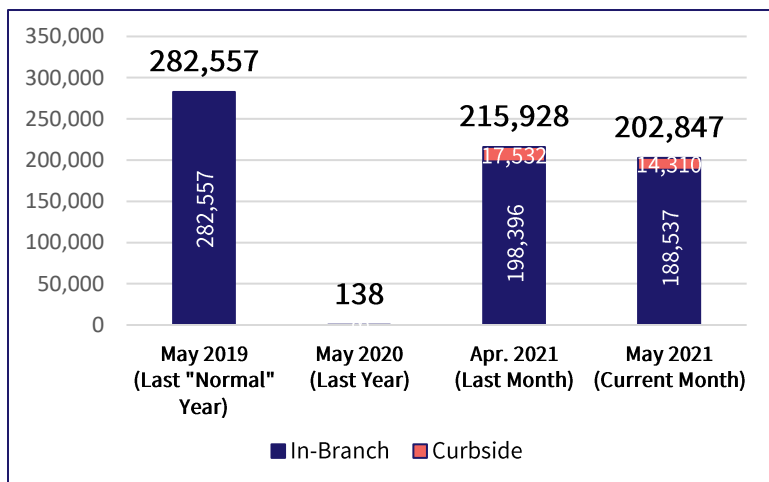




STATISTICS IN-DEPTH: RE-OPENING BRANCHES

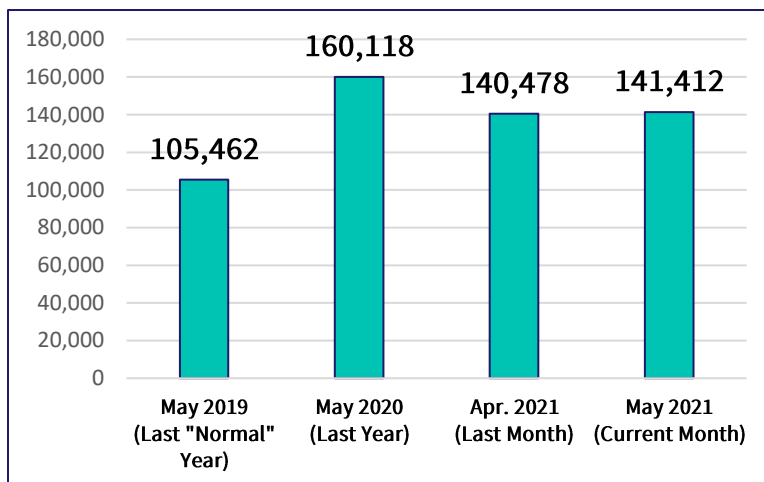
Branches have now resumed full in-branch public service hours for four complete months. How have our basic statistics changed month-to-month and when compared to 2020 (when branches were completely closed), and compared to the last “normal” year of 2019?

Physical Items Checked Out:



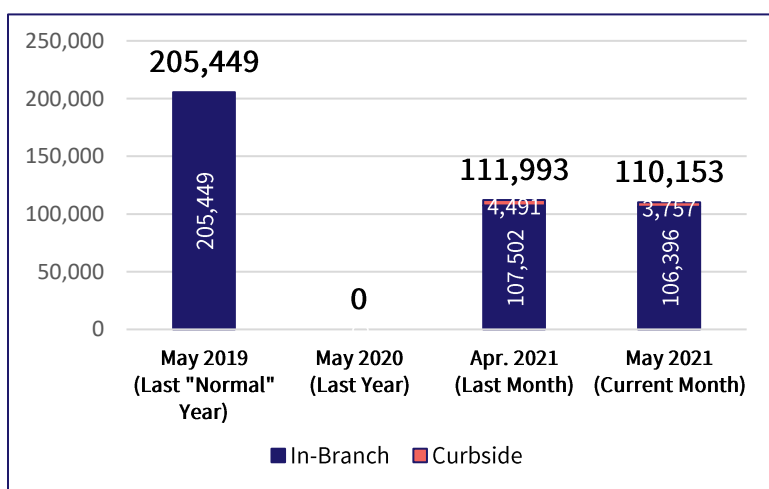
6% fewer total items were checked out compared to last month, and 28% fewer compared to the same month in 2019. Curbside use accounted for 7% of checkouts in May.

Digital Items Checked Out:



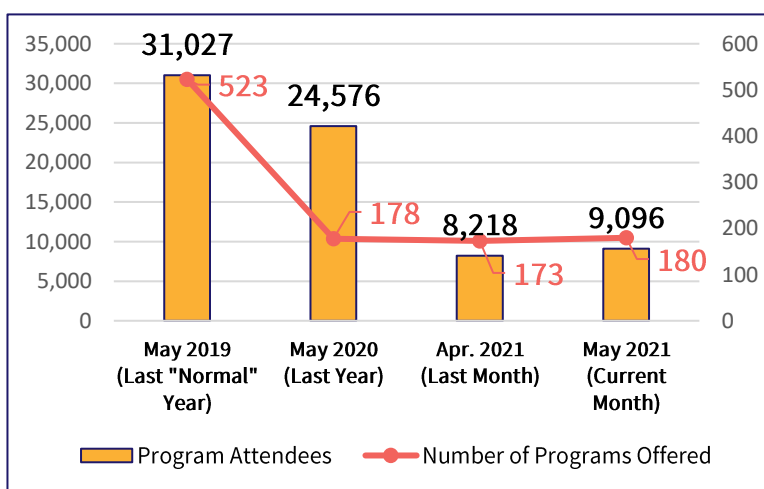
Digital checkouts are up 1% from last month and up 34% compared to the same month in 2019, but are down 12% compared to May 2020, when branches were completely closed.

Visitor Count:



Including both in-branch and curbside visits, total visitors decreased 2% compared to last month and were down 46% compared to the same month in 2019.

Programs:



KDL offered 4% more programs than last month, and had 11% higher attendance. The shift to mostly online programs has resulted in an average of 51 attendees per program in May 2021, compared to 59 per program in May 2019.



MOST POPULAR TITLES LAST MONTH

Click on each title for a link to the catalog

KDL CORE Titles (All copies):

Title Checkouts

1. *Where the Crawdads Sing* by Delia Owens 99
2. *The Guest List* by Lucy Foley 85
3. *The Silent Patient* by Alex Michaelides 64
4. *This Tender Land* by William Kent Krueger 59
5. *All the Light We Cannot See* by Anthony Doerr 56

KDL CORE Titles (Stickered copies):

Title Checkouts

1. *The Nightingale* by Kristin Hannah 35
- Where the Crawdads Sing* by Delia Owens 35
3. *The Silent Patient* by Alex Michaelides 32
4. *All the Light We Cannot See* by Anthony Doerr 29
- Ordinary Grace* by William Kent Krueger 29
- This Tender Land* by William Kent Krueger 29

All Physical Items (Most Checkouts):

Title Checkouts

1. *The Four Winds* by Kristin Hannah 218
2. *People Magazine* 188
3. *Sooley* by John Grisham 186
4. *Grime and Punishment* by Dav Pilkey 142
5. *21st Birthday* by James Patterson 127

All Physical Items (Most Holds):

Title Holds

1. *The Last Thing He Told Me* by Laura Dave 243
2. *The Four Winds* by Kristin Hannah 228
3. KDL WiFi Mobile Hotspot 175
4. *Golden Girl* by Elin Hilderbrand 150
5. *That Summer* by Jennifer Weiner 107

OverDrive Items (Most Checkouts):

Title Checkouts

1. *The Midnight Library* by Matt Haig (audio) 221
2. *Us Weekly Magazine* 162
3. *Atomic Habits* by James Clear (audio) 137
4. *HGTV Magazine* 134
5. *The Vanishing Half* by Brit Bennett 130

OverDrive Items (Most Holds):

Title Holds

1. *The Four Winds* by Kristin Hannah 844
2. *The Four Winds* by Kristin Hannah (audio) 447
3. *The Midnight Library* by Matt Haig 362
4. *Greenlights* by Matthew McConaughey (audio) 303
5. *A Promised Land* by Barack Obama (audio) 284



STAFF CHANGES & ANNIVERSARIES

June 2021

NEW HIRES	POSITION	EFFECTIVE
Mabel Uhl	Shelver – Wyoming	May 24
Kate Cousins	Shelver – Cascade	May 24
Sandy Feutz	Shelver – Plainfield	June 7
Rachel Minor	Shelver – Wyoming	June 9

OPEN POSITIONS	TYPE
Branch Librarian – Grandville	Part-time
Assistant Branch Librarian – East Grand Rapids	Part-time
Assistant Branch Librarian – Amy Van Andel	Part-time
Assistant Branch Librarian – Wyoming	Part-time
Shelver – Cascade	Part-time
Branch Librarian – Cascade	Full-time
Assistant Branch Librarian – Plainfield	Part-time
Assistant Branch Librarian – Caledonia	Part-time
Administrative Assistant – Engagement	Part-time

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Seth Hoekstra	Assistant Branch Librarian – Wyoming	Collection Services Assistant – Service Center	June 1
Emily Assenmacher	Assistant Branch Librarian Sub	Assistant Branch Librarian – Krause Memorial	June 5
Brandy Boyington	Assistant Branch Librarian – Amy Van Andel	Assistant Branch Librarian Sub	June 6
Debbie Beard	Assistant Branch Librarian – Caledonia	Assistant Branch Librarian Sub	June 10
Tricia Hetrick	Branch Librarian – Cascade	Regional Manager II – Plainfield / Comstock Park	June 14
Julia Verstraete	Shelver – Amy Van Andel	Assistant Branch Librarian – Amy Van Andel	June 14

DEPARTURES	POSITION	EFFECTIVE
Chloe Henshaw	Assistant Branch Librarian – Plainfield	May 26
Jeannine Frazier	Assistant Branch Librarian – East Grand Rapids	June 2
Kendall Hart	Shelver – Cascade	June 10
Nancy Kay	Shelver – Gaines Township	June 25

EMPLOYEE ANNIVERSARIES (JULY)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Dawn Lewis	East Grand Rapids / Amy Van Andel	26 years
Rachel Cruzan	Collection Services	23 years
Kathe Latrielle	Cascade	22 years
Kelly Gibson	Spencer Township	18 years
Julie Ralston	Walker	18 years
Yuko Roberts	Collection Services	17 years
Cheryl Chalker	Byron Township	16 years
Vanessa Walstra	Cascade / Caledonia	15 years
Holly Newcomer	Collection Services	13 years
Dana Banks	Kentwood	10 years
Elise Paasche	Sub Pool	9 years
Deb Wilcoxson	East Grand Rapids	8 years
Jennifer Zeilbeck	Human Resources	8 years
Alyson Cryderman	Caledonia	7 years
Anna Dyer	East Grand Rapids	7 years
Marie Mulder	Wyoming	7 years
Jessica McLeod	Englehardt	3 years
Jennifer Van Hal	Cascade	3 years
Ben Brugger	Cascade	2 years
Rose Massey	Sub Pool	2 years
Aislynn Wallace	Caledonia	2 years
Liesl Bruxvoort	Wyoming	1 year
Sydney Khouri	Patron Services	1 year
Remington Steed	Marketing/Communications	1 year



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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
May 20, 2021	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> *	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> *	<input checked="" type="checkbox"/>	<input checked="" 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 TELECONFERENCE

TRUSTEE NAME	MEETING DATE	TRUSTEE NAME	MEETING DATE

Kent
District
Library



POLICY MANUAL

Proposal for Edits

Patron Behavior

4

PATRON BEHAVIOR

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

PATRON BEHAVIOR , cont.

4.2: [Use + Preservation of Library Materials + Property](#)4.2.1 [Copyright Policy](#)4.3: [Acceptable Technology Use](#)4.3.1 [Photography + Videography Policy](#)4.3.2 [Social Networking Policy](#)*[Acceptable Use Policy](#)4.4: [Disciplinary Process for Library Facilities](#)4.5: [Right of Appeal](#)

KDL POLICY 4.1

SAFETY + PERSONAL BEHAVIOR

LAST REVISED 10.25.18

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

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

KDL POLICY 4.1.1

VIOLATIONS OF LAW

LAST REVISED 10.25.18

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

KDL POLICY 4.1.2

WEAPONS

LAST REVISED 10.25.18

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

KDL POLICY 4.1.3

DRUGS, ALCOHOL + SMOKING

LAST REVISED 10.25.18

Possessing, selling, distributing, or consuming any alcoholic or intoxicating beverage, illegal drug, or drug paraphernalia is prohibited; provided that alcohol may be permitted at certain Library-sponsored events if specifically approved by the Library, and within compliance of state and local laws.

Persons noticeably under the influence of any controlled substance or alcoholic or intoxicating

liquor are not allowed on Library property.

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

KDL POLICY 4.1.4

ANIMALS

LAST REVISED 6.14.19

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

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

KDL POLICY 4.1.5

PERSONAL PROPERTY

LAST REVISED 10.25.18

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

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

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

KDL POLICY 4.1.6

BLOCKING OF AISLES, DOORS + ENTRANCES

LAST REVISED 6.14.19

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

KDL POLICY 4.1.7

STAFF-ONLY AREAS

LAST REVISED 6.14.19

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

KDL POLICY 4.1.8

INTERFERENCE WITH STAFF

LAST REVISED 10.25.18

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

KDL POLICY 4.1.9

UNAUTHORIZED USE

LAST REVISED 6.14.19

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

KDL POLICY 4.1.10

CONSIDERATE USE

LAST REVISED 10.25.18

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

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

KDL POLICY 4.1.11**NOISE**

LAST REVISED 10.25.18

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

KDL POLICY 4.1.12**ODOR**

LAST REVISED 10.25.18

Offensive odor, including but not limited to odor due to poor hygiene or overpowering perfume or cologne that causes a nuisance is prohibited.

KDL POLICY 4.1.13**BODILY FLUIDS + WASTE**

New 3.18.2021

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

KDL POLICY 4.1.14**FOOD + DRINK**

LAST REVISED 10.25.18

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

KDL POLICY 4.1.15**RESTROOMS**

LAST REVISED 10.25.18

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

KDL POLICY 4.1.16**DRESS CODE**

LAST REVISED 10.25.18

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

KDL POLICY 4.1.17**HARRASSMENT**

LAST REVISED 10.25.18

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

KDL POLICY 4.1.18**IDENTIFICATION**

LAST REVISED 10.25.18

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

KDL POLICY 4.1.19**RECREATIONAL EQUIPMENT + PERSONAL TRANSPORT DEVICES**

LAST REVISED 10.25.18

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

KDL POLICY 4.1.20**PANHANDLING, SOLICITATION + SELLING**

LAST REVISED 6.14.19

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

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

KDL POLICY 4.1.21**CAMPAIGNING, PETITIONING, INTERVIEWING, ETC.**

LAST REVISED 10.25.18

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

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

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

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

KDL POLICY 4.1.22**CHILDREN IN THE LIBRARY**

LAST REVISED 10.25.18

Use by Children

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

Rules and Regulations Regarding Children

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

Contact of Parent or Guardian

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

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

Unattended Children at Closing

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

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

KDL POLICY 4.1.23

FACE MASK REQUIREMENT DURING PANDEMIC

LAST REVISED 1.21.2021

It is the policy of the Kent District Library (KDL) to follow all federal, state and local orders, including the Executive Orders of the Michigan Department of Health and Human Services (MDHHS). When there is a federal, state or local order requiring people to wear face coverings while in indoor public spaces, KDL shall also require all patrons to wear face coverings while visiting all KDL locations.

In support of the health and safety of all those who enter the library as defined by the [MDHSS](#), all patrons and staff ~~(except children under the age of five)~~ (except those exempted as defined by federal, state, and local orders)* must wear a face mask* covering their nose and mouth while inside any KDL location (unless the patron is unable medically to tolerate a face covering). Disposable face masks will be provided for those who do not have their own.

Refusing to follow the mask requirement will be considered a violation of the [Library Patron Responsibilities](#). Patrons who violate these rules and responsibilities will be asked to leave the library. Patrons may appeal this decision by contacting the Executive Director, or the Director's designee, in accordance with KDL Policy 4.5: Right of Appeal: <https://www.kdl.org/sites/default/files/kdl-policy-manual.pdf>.

Curbside service will be offered as a reasonable accommodation to those without medical conditions who do not wish to wear a mask.

* MDHHS defines a face mask as a tightly woven cloth or other multi-layer absorbent material that closely covers an individual's mouth and nose. Medical or surgical grade masks are included within this definition. The [CDC does not recommend](#) the use of face shields as a substitute for cloth face masks. However, a face shield that covers the eyes, nose and mouth can be worn in addition to a cloth mask if desired. Moreover, a face shield may be worn by younger children who are not required to wear a cloth mask, in other settings when a face mask is not required, or by [athletes under certain conditions](#).

*Language specifying age removed due orders in the past defining 5 and under then later 2 and under. New wording is flexible to accommodate changes in mandates for ages and also includes exemptions for religious exceptions and those who completed vaccination.



LIBRARY PATRON RESPONSIBILITIES

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

- Obey all laws, library policies, and local ordinances. Stealing, defacing, or damaging library equipment, materials, or facilities is not allowed.
- Respect other patrons and employees. Do not annoy or harass other persons, engage in loud or disruptive conduct, or cause a public disturbance.
- Solicitation and loitering are not allowed.
- For your children's safety, do not leave them unattended.
- To protect your personal belongings, do not leave them unattended.
- Shirt and shoes are required.
- The library is a smoke-free building.
- No pets allowed in the library.

**Service and therapy animals are permitted*

- Offensive odor, including, but not limited to odor due to poor personal hygiene or overpowering perfume or cologne, that causes a nuisance is not allowed.
- ~~When there is a federal, state or local order requiring people to wear face coverings while in indoor public spaces, KDL shall also require all patrons to wear face coverings while visiting all KDL locations.~~ In support of the health and safety of all those who enter the library as defined by the MDHSS, all patrons and staff (except children under the age of five) (except those exempted as defined by federal, state, and local orders) must wear a face mask* covering their nose and mouth while inside any KDL location (unless the patron is unable medically to tolerate a face covering). Disposable face masks will be provided for those who do not have their own..

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

*Language specifying age removed due orders in the past defining 5 and under then later 2 and under. New wording is flexible to accommodate changes in mandates for ages and also includes exemptions for religious exceptions and those who completed vaccination.

KDL POLICY 4.2

USE + PRESERVATION OF LIBRARY MATERIALS + PROPERTY

LAST REVISED 10.25.18

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

KDL POLICY 4.2.1

COPYRIGHT POLICY

LAST REVISED 10.25.18

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

KDL POLICY 4.3

ACCEPTABLE TECHNOLOGY USE

LAST REVISED 6.14.19

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

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

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

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

Filtering

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

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

bonafide research or other lawful purposes. Library staff will not inquire into the reasons for disabling the filter.

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

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

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

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

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

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

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

In addition, if a patron requests a specific site to be unblocked from the filtering program, the branch manager

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

Violations

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

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

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

Time and Other Limits

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

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

Precautions

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

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

KDL POLICY 4.3.1

PHOTOGRAPHY + VIDEOGRAPHY POLICY

LAST REVISED 10.25.18

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

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

KDL POLICY 4.3.2

SOCIAL NETWORKING POLICY

LAST REVISED 10.25.18

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

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

The Kent District Library reserves the right to monitor all content before it is posted and to modify or remove

any messages or postings that it deems, in its sole discretion, to be abusive, defamatory, in violation of the copyright, trademark right, or other intellectual property right of any third party, or otherwise inappropriate.

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

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



ACCEPTABLE USE POLICY

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

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

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

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

KDL POLICY 4.4

DISCIPLINARY PROCESS FOR LIBRARY FACILITIES

LAST REVISED 6.14.19

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

A. Incident Reports

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

B. Violation of the Policy – Suspension of Privileges

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

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

C. Violations that Affect Safety and Security

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

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

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

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

KDL POLICY 4.5**RIGHT OF APPEAL**

LAST REVISED 10.25.18

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

