

Kent  
District  
Library



SEPTEMBER  
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, September 23, 2021, at 4:30 PM.

#### 1. CALL TO ORDER

#### 2. PLEDGE OF ALLEGIANCE

#### 3. CONSENT AGENDA\*

- A. Approval of Agenda
- B. Approval of Minutes: August 19, 2021

#### 4. LIAISON REPRESENTATIVE COMMENTS

#### 5. PUBLIC COMMENTS\*\*

#### 6. FINANCE REPORTS – August 2021\*

#### 7. LAKELAND LIBRARY COOPERATIVE REPORT

#### 8. DIRECTOR'S REPORT – August 2021

#### 9. OLD BUSINESS

- A. Policy Manual – Section 5 | Budget + Finance\* *Second Reading*

#### 10. NEW BUSINESS

- A. 2022 Board of Trustees Schedule\*
- B. 2022 Planned System Closing Schedule\*
- C. Issue Analysis: Wonderknook Post Pilot Proposal\* *First Reading*
- D. Resolution: Budget Amendment\* *Roll-Call Vote*

#### 11. LIAISON REPRESENTATIVE COMMENTS

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

#### 13. BOARD MEMBER COMMENTS

#### 14. MEETING DATES

Next Regular Meeting: Thursday, October 14, 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."*

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## BOARD OF TRUSTEES

### Meeting Minutes

#### LOCATION

Service + Meeting Center, 814 West River Center Drive, Comstock Park, MI 49321 & teleconference.

#### DATE + TIME

Thursday, August 19, 2021, at 4:30 PM.

**BOARD PRESENT:** Shirley Bruursema, Peter Dykhuis, Andrew Erlewein, Sheri Gilreath-Watts, Charles Myers, Tom Noreen (teleconference), Caitie S. Oliver (teleconference joined at 4:39-4:58), Penny Weller

**BOARD ABSENT:** None.

**STAFF PRESENT:** Josh Bernstein, Lulu Brown, Johanna Boyle (teleconference), Jaci Cooper, Morgan Hanks (teleconference), Samantha Hodge (teleconference), Janice Greer (teleconference), Randy Goble, Dawn Lewis, Kim Lindsay, Maria Page (teleconference), Elvia Myers, Kurt Stevens, Vanessa Walstra, Lance Werner and Penni Zurgable (teleconference)

**GUESTS PRESENT:** Bill Brinkman and Barb Wenger

#### 1. CALL TO ORDER

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

#### 2. PLEDGE OF ALLEGIANCE

#### 3. CONSENT AGENDA\*

- A. Approval of Agenda
- B. Approval of Minutes: July 19, 2021
- C. Request late opening & early closure of the Cascade Township Branch on Saturday, September 25, 2021 to accommodate the Cascade Township 5K Race & Festival.
- D. Request closure of the Caledonia Township Branch on Saturday, September 25, 2021 to accommodate the Caledonia Township Festival.
- E. Request for Grandville Branch to only offer Curbside service from Monday, September 27, 2021 to Thursday, October 7, 2021, as well as an extension of hours for Grand Opening on Friday, October 8, 2021.

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

Support: Supported by Ms. Weller.

RESULT: Motion carried.

## DRAFT

### 4. REGIONAL MANAGER UPDATE

- Regional Manager I Dawn Lewis shared that the dedication, positive attitudes and helpfulness of the staff at the Amy Van Andel Library and East Grand Rapids Branch are the key factors in the KDL Way. These regions are seeing the numbers climbing for patrons and program attendance and it is a joy to see families in the library and at the programs.
- Amy Van Andel Library:
  - The library is continually working on furniture placement in the new building to provide the best service.
  - The staff handled the first power outage with grace as they had numerous patrons come in for services.
  - Connection with Community:
    - Ada Farmer's Market
    - Forest Hills Foundation Scavenger Hunt/Beers at the Bridge
    - Planned participation in Fall Fest and Trick or Treating
    - Visiting Senior Facilities
  - The KDL Friends of the Library group has a Strategic Planning session this October. They are already supporting KDL outreach to Forest Hills Schools with funding for books.
- East Grand Rapids Branch:
  - The branch appreciates that the EGR park and deck are close, as this provides a wonderful opportunity for outdoor programming.
  - During the pandemic, the branch used the opportunity of slowly rolling furniture back out to clean out the closets.
  - The KDL Friends of Library assisted with funding for upholstery cleaning for some chairs.
  - Connection with Community:
    - EGR elementary schools asked for a presentation for teacher in-service day, and staff shared recommendations for K-2 diverse read-alouds.
    - Partnering with schools to train parent First Lego League instructors.
    - Fall programming – storytime, babytime, toddler time, book club, ethics book club.

**The Board asked questions and the Regional Manager I responded.**

- 5. LIAISON REPRESENTATIVE COMMENTS** – Plainfield Township Representative Bill Brinkman shared that Plainfield Township has made great accomplishments for their strategic planning of the year. The PFAS suit is collecting \$69M from Wolverine Worldwide and is addressing the complications of getting community members public water. The last series of running trails are soon to be complete and Grand Rogue Park is open to the public with lots of wildlife. Another grant for fishing piers will make a kayak launch possible. Versluis Park is now free of charge due to remove lifeguards, it was an expense that was not necessary.

- 6. PUBLIC COMMENTS\*\*** – None.



## DRAFT

### 7. FINANCE REPORTS – July 2021\*

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

- Cash appears to be down from last year, at approximately \$1.1M less from last year. It is currently at \$22.7M due to the new technology purchases and renovations at the Service + Meeting Center.
- KDL has received 93% of budgeted annual revenues.
- The three largest checks written for the month of July were to Hitachi Capital America Corp/ Bibliotheca Credit in the amount of \$208K for the yearly lease payment of self-checkout machines, Priority Health in the amount of \$127K for employee healthcare, and IP Consulting for phase 5 in the amount of \$97K.

**Motion:** Mr. Dykhuis moved to receive and file the July 2021 finance reports as presented.

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

**RESULT:** Motion carried.

### 8. LAKELAND LIBRARY COOPERATIVE REPORT

Chair Bruursema gave the following update on LLC business:

- The Operation Budget Amendment 3 was approved.
- The ARPA Capacity Grant, of which LLC and KDL applied, will require granted funds to be spent up front and then reimbursed from the Library of Michigan; therefore, LLC will be required to use fund balance reserves to seed the grant.
- Hastings Library celebrated its 120-year Anniversary.

### 9. DIRECTOR'S REPORT – June 2021

- Executive Director Lance Werner shared a statement from Director of Fund Development Christine Mwangi, who reported that Literary Libations has raised \$54K in sponsorships and ticket sales for the 2021 Gala. He advised that if anyone has yet to reserve a seat or submit sponsorship, to please consider doing so in the next two weeks as ticket sales will officially close on Friday, September 3.
- Additionally, he gave the following updates and statements:
  - KDL supports Intellectual Freedom.
  - Grand Rapids Business Journal has recognized him as part of the Grand Rapids 200, which celebrates the region's leading business executives across myriad industries.
  - KDL was recognized as an entrepreneurial hub in the Grand Rapids area.
  - He has also been appointed to the Michigan Library Board of Trustees.
  - He is currently working with Michigan Legislature to get librarians back into schools.

The Board asked questions of staff and staff responded.

### 10. PUBLIC HEARING - TRUTH IN TAXATION

**Motion:** Mr. Erlewein moved to open discussion for public hearing at 5:06 PM.

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

Mr. Bruursema – Yes

Mr. Dykhuis – Yes

Mr. Erlewein – Yes

Ms. Gilreath-Watts – Yes

Mr. Myers – Yes

Mr. Noreen – Yes

Ms. Weller – Yes

Ms. Oliver – N/A

## DRAFT

**RESULT: Motion Carried 7-0**

**Motion:** Mr. Dykhuis moved to close the public hearing at 5:08 PM.

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

### 11. NEW BUSINESS.

#### A. Modification - Chart of Accounts

Interim Finance Director Kim Lindsay shared the consolidation and new format of the Chart of Accounts.

#### B. Policy Manual Review: Section 5 – Budget + Finance—*First Reading\**

The Interim Finance Director gave a rundown of the changes made to the section in the interest of clarity. Chair Bruursema requested that the section be presented again in the September 2021 agenda.

**12. LIASON REPRESENTATIVE COMMENTS** – Plainfield Township Representative Bill Brinkman reported that the township made \$83K and the month before \$15K on reinvested bonds.

**13. PUBLIC COMMENTS\*\*** – Friends of the Library member Barb Wenger stated that she truly appreciates Chair Bruursema's and Ms. Weller's collaboration and support.

### 14. BOARD MEMBER COMMENTS

**Ms. Bruursema** – Chair Bruursema congratulated Executive Director Werner on his accomplishments. His appointment to the Michigan Library Board of Trustees is a huge success for KDL. She is looking forward to seeing everyone at Literary Libations on September 16 and at the board meeting the following week on September 23.

**Mr. Erlewein** – Mr. Erlewein recently visited the Grandville Branch and was excited to see the progress and improvement coming along. He was also delighted that the Farmers Market was occurring during his visit.

**Mr. Dykhuis** – Mr. Dykhuis echoed congratulations to Executive Werner and recognized Director of Projects and Planning Jaci Cooper for her five-year anniversary with KDL. He visited the Grandville Branch and he was impressed with the level of tech help at the branch and the patience and respect staff gave to all patrons.

**Ms. Gilreath-Watts** – Ms. Gilreath-Watts congratulated Director of Projects and Planning Jaci Cooper on her five-year anniversary with KDL and echoed Regional Manager I Dawn Lewis' sentiments that KDL providing service without barriers is the true KDL Way. She also congratulated Executive Director Lance Werner on his appointments.

**Mr. Myers** – Mr. Myers shared that the KDL Pension Board report audit passed and that funding is in good shape at \$16M. They are now discussing next steps.

## DRAFT

**Mr. Noreen** – Mr. Noreen congratulated Executive Director Lance Werner and the great work that KDL does and appreciates that technology has allowed him to join the meeting from 5,000 miles away.

**Ms. Oliver** – N/A.

**Ms. Weller** – Ms. Weller acknowledged the great work done by the KDL Pension Board and congratulated Jaci Cooper on her anniversary with KDL. Ms. Weller also extended congratulations to Programming Manager Kip Odell for 20 years and Data Coordinator Sheri Glon on 16 years. She feels blessed to be a part of KDL. Lastly, Ms. Weller congratulated Executive Director Lance Werner on his accomplishments and the accomplishments of KDL.

### 15. MEETING DATES

*Regular Meeting: Thursday, September 23, 2021 – Kent District Library Service and Meeting Center or via teleconference, 4:30 PM.*

### 16. ADJOURNMENT

**Motion:** Ms. Weller for adjournment at 5:29PM.

**Support:** Supported by Mr. Myers.

**RESULT:** Motion carried.

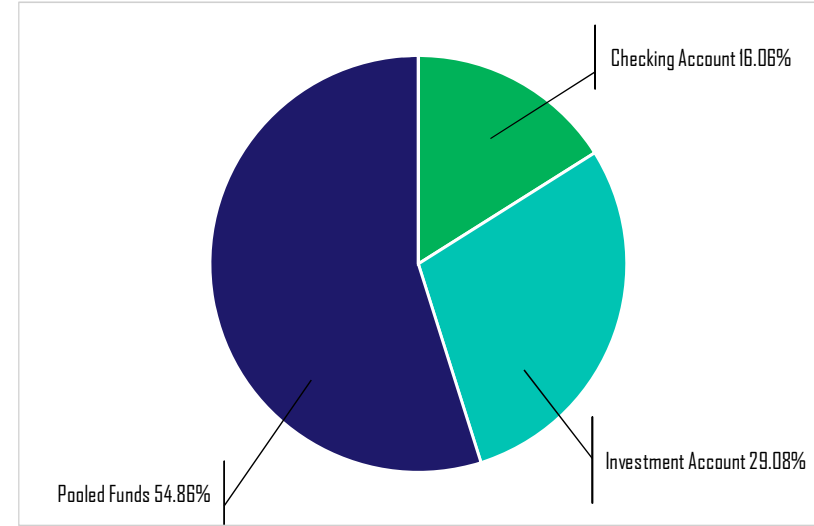
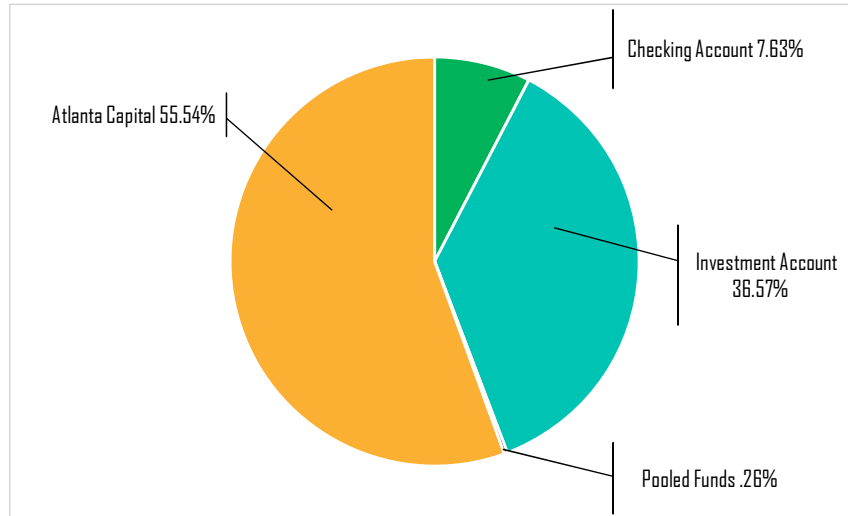


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ADMINISTRATIVE APPROVAL FOR DISTRIBUTION



## Monthly Cash Position Per Bank Month ended August 31



2021		
Account	Rate	Amount
Huntington Checking Account	0.000%	\$1,643,657.55
Huntington Investment Account	0.010%	\$7,875,945.11
*Kent County Pooled Funds	0.446%	\$56,661.62
Atlanta Capital Investments		\$11,959,493.00
		<u>\$21,535,757.28</u>

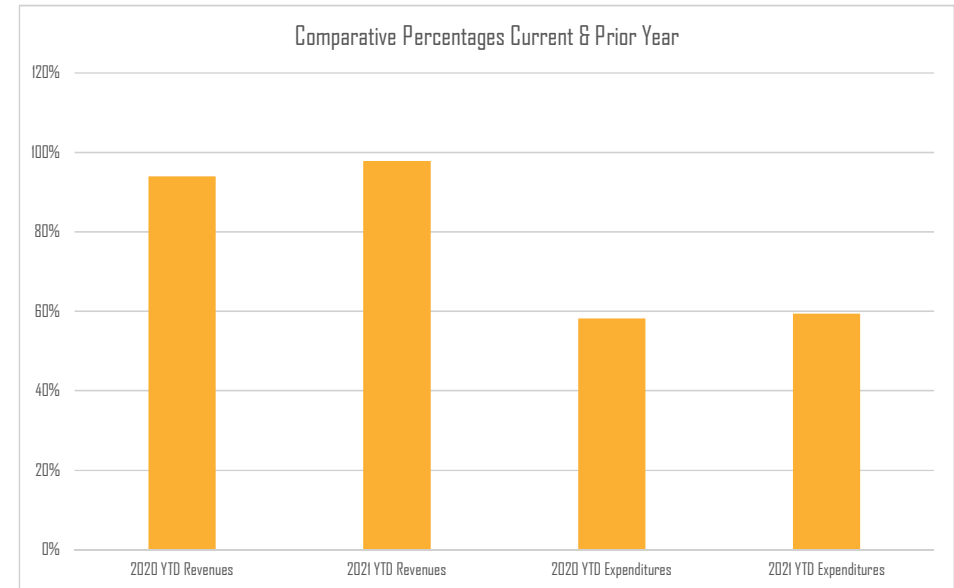
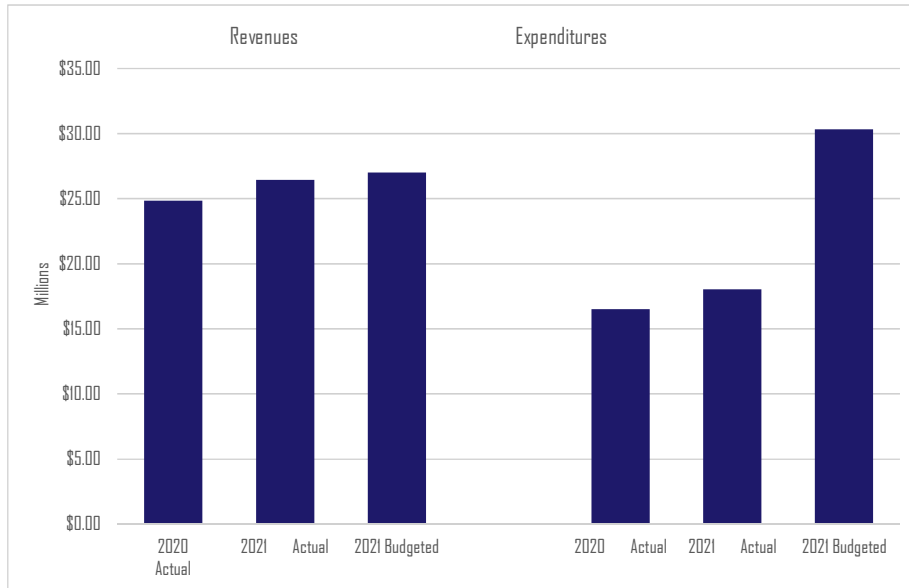
2020		
Account	Rate	Amount
Huntington Checking Account	0.000%	\$3,487,215.90
Huntington Investment Account	0.088%	\$6,316,391.29
*Kent County Pooled Funds	1.002%	\$11,914,093.59
First National Bank		\$0.00
		<u>\$21,717,700.78</u>

\* Includes Trust Pooled fund balances

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



## Monthly Revenues and Expenditures Month ended August 31



### Budget to Actual with Prior Year Comparison

#### Revenues

2020 Actual	\$	24,857,597
2021 Actual	\$	26,455,807
2021 Budgeted	\$	27,025,126

#### Expenditures

2020 Actual	\$	16,524,995
2021 Actual	\$	18,036,733
2021 Budgeted	\$	30,334,272

### Comparative Percentages Current & Prior Year

#### Account

Account	Amount
2020 YTD Revenues	94.0%
2021 YTD Revenues	97.9%
2020 YTD Expenditures	58.2%
2021 YTD Expenditures	59.5%

Kent District Library  
Statement of Revenues and Expenditures  
101 - General Fund  
From 1/1/2021 Through 8/31/2021  
(In Whole Numbers)

	YTD Actual	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
Revenues				
Property Taxes	24,183,432	24,272,208	(88,776)	(0)%
Penal Fines	591,227	550,000	41,227	7 %
Charges for Services	31,718	35,000	(3,282)	(9)%
Interest Income	49,674	253,500	(203,826)	(80)%
Public Donations	185,613	376,945	(191,332)	(51)%
Other Revenue	1,029,913	701,400	328,513	47 %
State Sources	384,229	836,073	(451,844)	(54)%
Total Revenues	26,455,807	27,025,126	(569,319)	(2)%
Expenditures				
Salaries and Wages	7,786,606	13,004,693	5,218,088	40 %
Employee Benefits	2,323,056	4,218,780	1,895,724	45 %
Collections - Digital	1,715,083	2,154,425	439,342	20 %
Collections - Physical	1,440,050	2,392,571	952,521	40 %
Supplies	398,181	862,428	464,247	54 %
Contractual and Professional Services	958,219	1,821,546	863,327	47 %
Programming and Outreach	88,803	373,580	284,777	76 %
Maintenance and Utilities	1,967,154	2,167,877	200,723	9 %
Staff Development	37,922	225,826	187,904	83 %
Board Development	0	11,450	11,450	100 %
Other Expenditures	536,911	936,208	399,297	43 %
Capital Outlay	784,749	2,164,889	1,380,139	64 %
Total Expenditures	18,036,733	30,334,272	12,297,539	41 %
Excess Revenue Over (Under) Expenditures	8,419,073	(3,309,146)	11,728,220	(354)%

**Kent District Library**  
Statement of Revenues and Expenditures  
101 - General Fund  
From 1/1/2021 Through 8/31/2021  
(In Whole Numbers)

	YTD Ending August 31, 2020	YTD Ending August 31, 2021	Total Variance
<b>Revenues</b>			
Property Taxes	23,168,222	24,183,432	1,015,210
Penal Fines	619,366	591,227	(28,139)
Charges for Services	36,399	31,718	(4,681)
Interest Income	122,428	49,674	(72,754)
Public Donations	152,329	185,613	33,284
Other Revenue	312,294	1,029,913	717,620
State Sources	446,560	384,229	(62,331)
<b>Total Revenues</b>	<b>24,857,597</b>	<b>26,455,807</b>	<b>1,598,209</b>
<b>Expenditures</b>			
Salaries and Wages	7,819,017	7,786,606	(32,411)
Employee Benefits	2,280,091	2,323,056	42,965
Collections - Digital	1,611,332	1,715,083	103,751
Collections - Physical	1,114,611	1,440,050	325,439
Supplies	620,188	398,181	(222,008)
Contractual and Professional Services	808,158	958,219	150,061
Programming and Outreach	155,762	88,803	(66,959)
Maintenance and Utilities	1,121,031	1,967,154	846,123
Staff Development	95,236	37,922	(57,313)
Board Development	125	0	(125)
Other Expenditures	555,313	536,911	(18,402)
Capital Outlay	344,133	784,749	440,617
<b>Total Expenditures</b>	<b>16,524,995</b>	<b>18,036,733</b>	<b>1,511,738</b>
<b>Excess Revenue Over (Under) Expenditures</b>	<b>8,332,602</b>	<b>8,419,073</b>	<b>86,472</b>

**Kent District Library**  
Statement of Revenues and Expenditures  
101 - General Fund  
From 8/1/2021 Through 8/31/2021  
(In Whole Numbers)

	Current Month	2021 YTD	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
<b>Revenues</b>					
<b>Property Taxes</b>					
4402 Current property taxes	434	23,940,260	24,006,516	(66,256)	(0)%
4412 Delinquent personal property taxes	823	5,680	10,000	(4,320)	(43)%
4432 DNR - PILT	6,371	32,877	16,000	16,877	105 %
4437 Industrial facilities taxes	0	204,617	239,692	(35,075)	(15)%
Total Property Taxes	7,627	24,183,432	24,272,208	(88,776)	(0)%
<b>Penal Fines</b>					
4581 Penal fines	591,227	591,227	550,000	41,227	7 %
Total Penal Fines	591,227	591,227	550,000	41,227	7 %
<b>Charges for Services</b>					
4650 Printing/fax fees	83	326	10,000	(9,675)	(97)%
4658 Overdue fines	0	292	0	292	0 %
4660 Other Patron Fees	69	947	5,000	(4,053)	(81)%
4685 Materials replacement charges	2,859	30,154	20,000	10,154	51 %
Total Charges for Services	3,011	31,718	35,000	(3,282)	(9)%
<b>Interest Income</b>					
4664 Interest Earned on Restricted Investments	22	156	1,000	(844)	(84)%
4665 Interest earned on deposits and investments	(3,019)	47,736	250,000	(202,264)	(81)%
4666 Interest Earned - Property Taxes	216	1,782	2,500	(718)	(29)%
Total Interest Income	(2,781)	49,674	253,500	(203,826)	(80)%
<b>Public Donations</b>					
4673 Restricted donations	24,756	150,643	176,945	(26,302)	(15)%
4674 Unrestricted donations	603	34,969	200,000	(165,031)	(83)%
Total Public Donations	25,358	185,613	376,945	(191,332)	(51)%
<b>Other Revenue</b>					
4502 Universal Service Fund - eRate	680,251	680,251	696,900	(16,649)	(2)%
4667 Building rental	0	100	0	100	0 %
4668 Royalties	135	2,038	4,500	(2,462)	(55)%
4676 Reimbursement of expenditures	135	1,330	0	1,330	0 %
4686 Sale of Equipment	25	3,375	0	3,375	0 %
4688 Miscellaneous	162	1,793	0	1,793	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	680,707	1,029,913	701,400	328,513	47 %
<b>State Sources</b>					
4540 State Aid	0	343,156	315,000	28,156	9 %
4541 State aid - LBPH/TBBC	0	41,073	41,073	0	0 %
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	384,229	836,073	(451,844)	(54)%
Total Revenues	1,305,151	26,455,807	27,025,126	(569,319)	(2)%
<b>Expenditures</b>					
<b>Salaries and Wages</b>					



**Kent District Library**  
Statement of Revenues and Expenditures  
101 - General Fund  
From 8/1/2021 Through 8/31/2021  
(In Whole Numbers)

	Current Month	2021 YTD	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
5700 Board Stipend	540	1,980	3,720	1,740	47 %
5706 Extra duty stipends	250	3,500	5,202	1,702	33 %
5713 Salary & Wages	<u>970,825</u>	<u>7,781,126</u>	<u>12,995,772</u>	<u>5,214,646</u>	<u>40 %</u>
Total Salaries and Wages	971,615	7,786,606	13,004,693	5,218,088	40 %
Employee Benefits					
5709 FICA	71,758	572,642	993,840	421,198	42 %
5716 Defined Benefit Pension Plan Expenditures	0	0	80,959	80,959	100 %
5717 Defined Contribution Pension Plan Contributions	42,970	350,925	737,736	386,811	52 %
5718 Employee Health Benefits	108,036	989,122	1,754,802	765,680	44 %
5720 HSA/Flex	0	352,600	409,580	56,980	14 %
5723 Retiree Health Care OPEB	(466)	(3,727)	1,800	5,527	307 %
5724 Life Insurance	2,499	16,859	30,048	13,189	44 %
5725 Additional Life Insurance	0	6,192	28,377	22,186	78 %
5727 Gradifi Student Loan Assistance	3,652	28,164	138,532	110,369	80 %
5728 YMCA Membership Support	70	360	16,301	15,941	98 %
5730 Other Employee Benefits	0	9,920	16,804	6,885	41 %
5842 Unemployment Claims	<u>0</u>	<u>0</u>	<u>10,000</u>	<u>10,000</u>	<u>100 %</u>
Total Employee Benefits	228,518	2,323,056	4,218,780	1,895,724	45 %
Collections - Digital					
5785 Cloud Library/OverDrive	0	1,050,000	1,400,000	350,000	25 %
5786 Hoopla	0	373,500	410,000	36,500	9 %
5787 Digital Collection	0	82,765	107,795	25,030	23 %
5788 Miscellaneous Electronic Access	<u>2,354</u>	<u>208,818</u>	<u>236,630</u>	<u>27,812</u>	<u>12 %</u>
Total Collections - Digital	2,354	1,715,083	2,154,425	439,342	20 %
Collections - Physical					
5791 Subscriptions	606	72,331	77,600	5,269	7 %
5815 KDL Cruisers	3,007	22,028	29,991	7,963	27 %
5871 Branch Local Materials - Restricted Donation Expenditures	323	2,232	14,325	12,093	84 %
5982 Collection Materials - Depreciable	89,540	770,097	1,143,280	373,183	33 %
5983 CD/DVD Collection Materials - Non-Depreciable	23,244	241,404	551,750	310,346	56 %
5984 Beyond Books Collection - Non-Depreciable	36,141	331,957	575,625	243,668	42 %
Total Collections - Physical	<u>152,861</u>	<u>1,440,050</u>	<u>2,392,571</u>	<u>952,521</u>	<u>40 %</u>
Supplies					
5750 Collection Processing & AV Supplies	5,890	93,045	199,411	106,367	53 %
5751 Office & Misc Supplies	8,476	25,595	118,039	92,444	78 %
5752 Paper	1,711	14,833	29,340	14,507	49 %
5753 AV Supplies	0	240	0	(240)	0 %
5754 Disposable Technology <\$1000	21,241	76,964	0	(76,964)	0 %
5755 Maintenance Supplies - Custodial	978	4,631	47,160	42,529	90 %
5756 Water Cooler Supplies & Water	238	2,494	0	(2,494)	0 %
5757 Meeting Center Supplies	0	192	0	(192)	0 %
5760 Technology & Accessories <\$1000	585	50,816	165,670	114,854	69 %
5764 KDL Staff Event Supplies	0	0	26,000	26,000	100 %
5765 Wellness Supplies	100	906	0	(906)	0 %

**Kent District Library**  
Statement of Revenues and Expenditures  
101 - General Fund  
From 8/1/2021 Through 8/31/2021  
(In Whole Numbers)

		Current Month	2021 YTD	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
5766	Team KDL Supplies	783	783	0	(783)	0 %
5767	New EE Shirts/Tote Bags	226	1,209	5,000	3,791	76 %
5768	Promotions Supplies	0	7,267	33,743	26,475	78 %
5769	Service Awards	111	303	0	(303)	0 %
5770	Other Awards/Prizes	2,221	60,824	115,645	54,821	47 %
5771	Non-Alcoholic Beverages	523	1,733	19,722	17,989	91 %
5790	Books (not for circulation)	3,899	3,922	10,500	6,578	63 %
5799	Miscellaneous Supplies	315	12,885	0	(12,885)	0 %
5851	Mail/Postage	550	4,214	27,875	23,661	85 %
5900	Copier/Printer Overage Charges	5,033	35,323	64,323	29,000	45 %
	Total Supplies	52,879	398,181	862,428	464,247	54 %
	Contractual and Professional Services					
5792	Software	6,414	349,533	623,750	274,217	44 %
5801	Professional & Consulting Services	5,153	191,698	523,008	331,309	63 %
5804	Other Consultants	6,418	21,293	0	(21,293)	0 %
5805	Audit Services	0	32,300	34,000	1,700	5 %
5806	Legal Services	1,941	14,364	50,000	35,636	71 %
5809	Temporary Contracted Employees	0	0	15,000	15,000	100 %
5811	IT Contracted Services	8,933	20,024	0	(20,024)	0 %
5813	Delivery Services	8,704	88,628	154,368	65,740	43 %
5814	Security Services	4,020	27,928	53,316	25,388	48 %
5816	Employment Recruiter	1,365	1,365	0	(1,365)	0 %
5817	Lakeland Library Co-op services	1,428	4,283	4,950	668	13 %
5818	Shredding services	80	586	550	(36)	(7)%
5819	Drug Screenings/background checks	90	1,676	3,500	1,824	52 %
5820	Other Professional Services	0	101	0	(101)	0 %
5823	Inspection Services	297	1,437	3,200	1,763	55 %
5825	KDL Staff Event Services	0	0	23,950	23,950	100 %
5827	Catering	350	650	33,800	33,150	98 %
5829	Custodial/cleaning services	0	3,145	29,450	26,305	89 %
5830	Other Contracted Services	722	17,440	0	(17,440)	0 %
5834	Wellness Services	900	2,700	0	(2,700)	0 %
5836	Employee & Partner Care (Flowers, Etc)	142	2,316	6,500	4,184	64 %
5890	ILS Fees	0	96,472	147,620	51,148	35 %
5891	Licenses and Fees	0	4,442	4,685	243	5 %
5893	Marc Records License	216	3,482	7,500	4,018	54 %
5956	Other Benefits Administration Fees	3,479	21,823	34,500	12,677	37 %
5957	Pension Administration Fees	0	2,571	6,600	4,029	61 %
5958	Payroll processing fees	4,685	35,781	41,000	5,219	13 %
5960	Banking Fees	243	971	8,450	7,479	89 %
5961	TSYS/Credit Card Fees	2,441	11,210	11,850	640	5 %
	Total Contractual and Professional Services	58,020	958,219	1,821,546	863,327	47 %
	Programming and Outreach					
5794	Outreach Supplies	733	9,439	0	(9,439)	0 %
5795	Programming & Outreach Supplies	2,875	29,925	157,490	127,565	82 %
5865	Programming Services	2,589	13,888	34,165	20,277	59 %
5885	Speakers/Performers	10,196	35,551	181,475	145,924	80 %
5950	Airport Free Library	0	0	450	450	100 %
	Total Programming and Outreach	16,393	88,803	373,580	284,777	76 %

**Kent District Library**  
Statement of Revenues and Expenditures  
101 - General Fund  
From 8/1/2021 Through 8/31/2021  
(In Whole Numbers)

	Current Month	2021 YTD	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
<b>Maintenance and Utilities</b>					
5810 IT Infrastructure Services	58,228	465,826	400,000	(65,826)	(16)%
5822 Maintenance Contracts	700	4,374	7,300	2,926	40 %
5848 Mobile Hotspots	1,964	14,787	20,204	5,417	27 %
5849 Cell Phones/ Stipends	1,963	15,086	30,692	15,606	51 %
5850 Telephones	2,697	21,354	32,392	11,038	34 %
5852 Internet/Telecomm Services	90,999	630,256	668,042	37,786	6 %
5918 Water/Sewer	1,143	1,740	3,500	1,760	50 %
5919 Waste Disposal	429	3,932	6,100	2,168	36 %
5920 Electric	6,041	33,338	75,000	41,662	56 %
5921 Natural Gas	227	5,597	15,000	9,403	63 %
5925 Lawncare & Snowplowing	530	10,555	26,300	15,745	60 %
5926 Lawn/Landscaping	58	1,516	0	(1,516)	0 %
5928 Branch Maintenance Fees	5,799	312,413	420,907	108,494	26 %
5929 Land Repair and Maintenance	171	735	3,300	2,565	78 %
5930 Building Repair and Maintenance	2,554	108,588	88,000	(20,588)	(23)%
5931 Equipment Repair and Maintenance	134	4,541	24,750	20,209	82 %
5932 Vehicle Repairs and Maintenance	888	2,552	12,900	10,348	80 %
5933 Software & IT Hardware Maintenance Agreements	911	98,376	93,168	(5,208)	(6)%
5934 Other Repair and Maintenance	0	81	1,450	1,369	94 %
5940 Rentals	1,430	220,166	186,064	(34,102)	(18)%
5941 Printer/Copier Leases	762	11,343	52,808	41,465	79 %
Total Maintenance and Utilities	177,628	1,967,154	2,167,877	200,723	9 %
<b>Staff Development</b>					
5910 Staff Development & Conferences	3,322	35,133	214,596	179,463	84 %
5911 Conferences	949	2,789	0	(2,789)	0 %
5913 Travel/Lodging	0	0	11,230	11,230	100 %
Total Staff Development	4,271	37,922	225,826	187,904	83 %
<b>Board Development</b>					
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 %
<b>Other Expenditures</b>					
5759 Gas, Oil, Grease	398	1,371	9,220	7,849	85 %
5860 Parking	13	23	6,245	6,223	100 %
5861 Mileage Reimbursement	2,244	11,082	72,014	60,932	85 %
5870 Branch Local Misc - Restricted Donation Expenditures	9,413	82,792	212,620	129,828	61 %
5873 Website	0	125,064	134,060	8,996	7 %
5874 Employment Advertising	0	0	1,000	1,000	100 %
5875 System Advertising	13,860	65,993	97,150	31,157	32 %
5879 Branch Advertising	300	330	3,525	3,195	91 %
5884 Royalty Free Creative(Photography, Video, etc)	629	1,849	8,700	6,851	79 %
5901 Outsourced Printing & Publishing	3,885	28,867	61,500	32,633	53 %
5906 Promotions/Marketing	0	3,486	9,420	5,934	63 %
5907 Sponsorships/Donations	0	12,600	0	(12,600)	0 %
5912 Meetings	995	2,439	31,550	29,111	92 %

**Kent District Library**  
Statement of Revenues and Expenditures  
101 - General Fund  
From 8/1/2021 Through 8/31/2021  
(In Whole Numbers)

		Current Month	2021 YTD	2021 Original Budget	2021 Original Budget to Actual Variance	Percent Remaining
5915	Memberships, Dues & Fees	(253)	34,544	66,135	31,591	48 %
5916	Dues and Fees	292	9,729	0	(9,729)	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	6,173	20,000	13,827	69 %
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	25	25	0	0 %
5955	Miscellaneous	(23)	543	5,870	5,327	91 %
5959	Sales Taxes	1	4	500	496	99 %
5964	Property Tax Reimbursement	1,948	40,405	55,380	14,975	27 %
5965	MEL Return Items	173	1,966	3,000	1,034	34 %
	Total Other Expenditures	33,874	536,911	936,208	399,297	43 %
	Capital Outlay					
5974	Land Improvements - Depreciable	0	0	200,000	200,000	100 %
5975	Building Improvements - Non-Depreciable	12,695	62,270	650,000	587,730	90 %
5976	Building Improvements - Depreciable	43,925	260,775	0	(260,775)	0 %
5977	Technology - Non-Depreciable (\$1000-4999)	2,549	382,594	724,584	341,990	47 %
5979	Equipment/Furniture - Non-Depreciable (\$0-4999)	33,393	74,110	580,275	506,165	87 %
5980	Equipment/Furniture - Depreciable (\$5000+)	0	5,000	10,030	5,030	50 %
	Total Capital Outlay	92,563	784,749	2,164,889	1,380,139	64 %
	Total Expenditures	1,790,976	18,036,733	30,334,272	12,297,539	41 %
	Excess Revenue Over (Under) Expenditures	(485,825)	8,419,073	(3,309,146)	11,728,220	(354)%

**Kent District Library**  
 Check/Voucher Register - Check Register - Board Report  
 From 8/1/2021 Through 8/31/2021

Check Number	Vendor Name	Check Amount	Check Date
82408	Overdrive, Inc	350,000.00	8/4/2021
211990000498	Priority Health	126,015.78	8/3/2021
82483	IP Consulting, Inc.	103,837.65	8/18/2021
82418	TerHorst & Rinzema Construction Co.	87,046.00	8/4/2021
82453	Everstream Holding LLC- Michigan	55,359.83	8/18/2021
82481	Ingram Library Services Llc	42,675.49	8/18/2021
AP-9885295877	Verizon Wireless - MiFy Routers & Cell phones	35,984.21	8/25/2021
82393	Ingram Library Services Llc	29,817.68	8/4/2021
82482	Interphase Office Interiors, Inc.	28,377.33	8/18/2021
08172021	The Huntington Bank - Michigan	24,447.15	8/17/2021
82450	Digi-Key Corporation / Digi-Key Electronics	23,790.65	8/18/2021
82365	City Of Wyoming - Treasurer's Office	15,385.13	8/4/2021
82362	City Of Kentwood Treasurer	15,361.88	8/4/2021
82496	Midwest Tape	13,167.91	8/18/2021
211960001395	Priority Health	12,192.19	8/2/2021
82411	Rabble LLC	11,520.00	8/4/2021
82414	Same Day Delivery, Inc	10,752.00	8/4/2021
82360	City Of East Grand Rapids	10,106.25	8/4/2021
82447	Comerica Bank	9,861.90	8/18/2021
82410	Plainfield Charter Township	9,424.13	8/4/2021
82404	Midwest Tape	9,087.43	8/4/2021
82452	Ebsco Information Services	8,973.00	8/18/2021
82350	Baker & Taylor	8,911.64	8/4/2021
82366	Comerica Bank	8,850.29	8/4/2021
82357	Cascade Charter Township	8,217.38	8/4/2021
82341	Ada Township	8,152.75	8/4/2021
82443	Clarks Landscape	7,071.47	8/18/2021
82434	Baker & Taylor	6,928.54	8/18/2021
82361	City Of Grandville	6,750.00	8/4/2021
82398	Midwest Collaborative For Library Services	6,133.65	8/4/2021
82347	AON Edge Insurance Agency Inc	4,754.75	8/4/2021
82354	Byron Township	4,728.75	8/4/2021
82515	Thomas Klise/Crimson Multimedia	4,630.00	8/18/2021
207057720141	Consumers Energy	4,434.89	8/4/2021
82378	Hodges Coaching LLC	4,409.00	8/4/2021
82500	Noordyk Business Equipment	4,125.11	8/18/2021
82520	Troost Service Company	4,005.75	8/18/2021
82499	Net@Work Inc / Net at Work Inc	3,645.00	8/18/2021
82505	Same Day Delivery, Inc	3,584.00	8/18/2021
82373	Gaines Charter Township	3,472.50	8/4/2021
82419	Thomas Klise/Crimson Multimedia	3,420.00	8/4/2021
82454	Findaway World, Llc	3,220.29	8/18/2021
82364	City Of Rockford	3,208.13	8/4/2021
1054021-0821	PLIC - SBD Grand Island	3,087.40	8/2/2021
82375	GR Bikes, LLC	3,007.00	8/4/2021
82501	David Palma / Palma Furniture Co	3,000.00	8/18/2021
82407	Nelson Township	2,957.25	8/4/2021
82451	DK Security	2,911.50	8/18/2021
82363	City Of Lowell	2,902.88	8/4/2021
82425	Walker City Treasurer	2,850.00	8/4/2021
226690	TelNet Worldwide, Inc.	2,696.63	8/24/2021
82460	Hodges Coaching LLC	2,686.00	8/18/2021
INV02509874	Paycor, Inc.	2,649.64	8/11/2021

**Kent District Library**  
 Check/Voucher Register - Check Register - Board Report  
 From 8/1/2021 Through 8/31/2021

Check Number	Vendor Name	Check Amount	Check Date
82397	Michigan Office Solutions (MOS)	2,618.95	8/4/2021
9883127238	Verizon Wireless - MiFy Routers & Cell phones	2,193.42	8/4/2021
82353	Bowne Township	2,052.00	8/4/2021
82521	UAW Local 2600	2,004.28	8/18/2021
82422	UAW Local 2600	1,990.03	8/4/2021
82513	Staples Business Advantage	1,863.47	8/18/2021
AP-523000	123.Net, Inc	1,724.00	8/10/2021
82427	Advanced Benefit Solutions, Inc / 44 North	1,615.00	8/18/2021
201629854068	Consumers Energy	1,605.79	8/9/2021
82368	Elm Usa	1,564.49	8/4/2021
82485	Kent County Treasurer-Mi Tax Tribunal Refunds	1,552.13	8/18/2021
INV02504280	Paycor, Inc.	1,468.24	8/5/2021
82486	Lakeland Library Cooperative	1,427.50	8/18/2021
82519	Town & Country Technologies	1,322.44	8/18/2021
82405	Mika Meyers PLC	1,272.00	8/4/2021
82504	Plainfield Charter Township	1,143.40	8/18/2021
82343	Alpine Township	1,127.63	8/4/2021
82359	Central Michigan Paper	1,110.00	8/4/2021
82421	Tyrone Township	1,096.13	8/4/2021
82498	Nationwide	1,064.49	8/18/2021
82413	RNL Graphics Solutions, LLC	1,006.71	8/4/2021
82344	American Heritage Life Insurance Company / Allstate Benefits	990.09	8/4/2021
82351	Bell Furniture & Appliance Co.	919.00	8/4/2021
82435	Bayscan Technologies	770.00	8/18/2021
82416	Spencer Township	750.00	8/4/2021
82522	Unique	722.04	8/18/2021
82518	Today's Business Solutions, Inc.	677.60	8/18/2021
82395	Lowell Community Wellness	585.00	8/4/2021
RIS0003583907	Delta Dental Of Michigan	583.05	8/9/2021
82367	DK Security	582.30	8/4/2021
82488	Lowery Corp / Applied Imaging	568.40	8/18/2021
iNV02546840	Paycor, Inc.	567.50	8/17/2021
82342	All Season Lawn Care	529.67	8/4/2021
82348	Aqua Blue Aquarium Solutions	462.99	8/4/2021
AP-2269851	Arrowaste	428.90	8/17/2021
82430	Aqua Blue Aquarium Solutions	378.00	8/18/2021
82340	Absopure Water Company	350.00	8/4/2021
014397	Medtipster.com, LLC.	327.78	8/11/2021
82487	Leah Ivory	300.00	8/18/2021
82497	MOD Signs, Inc. / Postema Signs & Graphics	300.00	8/18/2021
82409	Penworthy Co.	299.20	8/4/2021
82374	Cengage Learning	292.70	8/4/2021
82448	Comstock Park Rotary	281.50	8/18/2021
82415	Schepers, Inc.	275.95	8/4/2021
82370	Employment Screening Resources	270.00	8/4/2021
82424	Vanguard Fire & Security Systems Inc	270.00	8/4/2021
82438	Caledonia Township	261.51	8/18/2021
82428	Advanced Ecosystems / FishGuy	235.00	8/18/2021
82514	Tech Logic Corporation	224.40	8/18/2021
82444	Comcast Cable	218.40	8/18/2021
82445	Comcast Cable	218.40	8/18/2021
82352	Blackstone Audio Inc	210.00	8/4/2021

**Kent District Library**  
Check/Voucher Register - Check Register - Board Report  
From 8/1/2021 Through 8/31/2021

Check Number	Vendor Name	Check Amount	Check Date
82412	Renoulte Allen / Designed Insight Consulting and Evaluation	200.00	8/4/2021
82484	Jerry Berg / Berg History LLC	200.00	8/18/2021
82406	MLA- Michigan Library Association	190.00	8/4/2021
002036757-0721	Dte Energy	183.56	8/4/2021
82369	Employee Assistance Center (EAC)	170.00	8/4/2021
82396	McMASTER-CARR SUPPLY COMPANY / McMASTER-CARR	157.36	8/4/2021
82458	Greatamerica Financial Svcs.	152.02	8/18/2021
82439	Calvin University - Hekman Library	150.00	8/18/2021
82446	Comcast Cable	124.90	8/18/2021
82417	Superior Glass Company, Inc	123.00	8/4/2021
82440	Center Point Publishing	116.85	8/18/2021
82345	Anjie Gleisner	106.00	8/4/2021
82457	Grand Rapids Charter Township	104.79	8/18/2021
82355	Calvin University - Hekman Library	100.00	8/4/2021
82509	Shirley Bruursema	98.08	8/18/2021
82372	Findaway World, Llc	96.78	8/4/2021
82426	Absopure Water Company	94.50	8/18/2021
IN2123907	TASC	94.02	8/26/2021
9883165860	Verizon Wireless - MiFy Routers & Cell phones	83.20	8/4/2021
82377	Heart Of West Michigan United Way	78.00	8/4/2021
82459	Heart Of West Michigan United Way	78.00	8/18/2021
82394	Joyanne Huston-Swanson	72.50	8/4/2021
82431	Audiocraft Publishing Inc	66.27	8/18/2021
82449	Dana Boyd	59.94	8/18/2021
82456	Grainger	57.77	8/18/2021
82502	Patrick Stecco	53.98	8/18/2021
82437	Caitlin S. Oliver	53.52	8/18/2021
82516	Thomas Noreen	51.28	8/18/2021
82455	Cengage Learning	51.18	8/18/2021
82371	Esthers Hope Ministries, Inc.	50.00	8/4/2021
82508	Sheri Gilreath-Watts	46.80	8/18/2021
82503	Peter Dykhuis	45.68	8/18/2021
82429	Andrew Erlewein	45.68	8/18/2021
82358	Center Point Publishing	45.54	8/4/2021
82441	Charles R. Myers	43.44	8/18/2021
002036757-0821	Dte Energy	43.02	8/3/2021
82523	Vanessa Walstra	42.84	8/18/2021
82506	Sarah Ann Weller	37.28	8/18/2021
82376	Hannah Lewis	31.43	8/4/2021
82420	Thomas Rodgers	28.00	8/4/2021
82442	City Of Kentwood Treasurer	20.50	8/18/2021
82517	Timothy Rose	20.00	8/18/2021
82356	Capital Area District Libraries	18.99	8/4/2021
82346	Anthony Groenink	16.99	8/4/2021
82423	Van Harding	16.99	8/4/2021
82461	Howell Carnegie District Library	12.00	8/18/2021
82436	Byron Township	9.43	8/18/2021
82507	Scott Small	7.28	8/18/2021
Report Total		1,225,006.65	

# AUGUST DIRECTOR'S REPORT

## 2021



**What programming or outreach services does your team get most excited for in the fall? Any cool events coming up that we should know about?**

### ALPINE, TYRONE, WALKER

At Walker and Tyrone, fall is for giant community events!

Every year, the City of Walker, Walker Ice and Fitness and the KDL Walker Branch partner together to host an annual Pumpkin Bash. The event takes place just outside of the library and features a craft table, a field of 1,000 pumpkins where children under 12 can pick their very own to take home, free cider and donuts, and even a petting zoo. Local businesses also get in on the fun by hosting tables and handing out prizes. The fire department and police department also show up to connect with the community and give curious kids a chance to explore their cars and trucks. In years past there have also been bands, magicians, obstacle courses and laser tag. This is an awesome community event that gets a huge turnout right outside the library's doors. (Children are encouraged to dress up!)



Lastly, at Alpine, it's all about storytime! Parents, kids and librarians alike are excited to get back to the regularly scheduled twice weekly storytimes for learning, playing and fun.

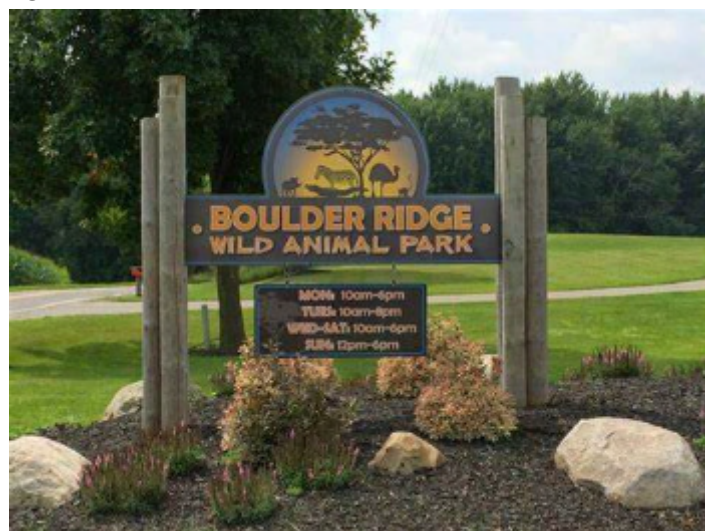


## ALTO + ENGLEHARDT

The highlight of fall for both the Alto and Englehardt branches will be finally getting to have children back in the library for storytime. What gets the Englehardt branch especially excited is participating in the Lowell Area Chamber of Commerce “Girls Night Out” program, which is known to bring in many guests and shoppers. This year will be KDL’s third time participating. Due to COVID, last year’s event was held outdoors, yet over 100 people still attended. This year, the event will again be held indoors. Library staff hopes this will provide even more opportunities to show what KDL has to offer.



The Alto Branch’s big fall event is “Park Into Dark” at Boulder Ridge Wild Animal Park. This is the zoo’s last open weekend of the year and it’s a Halloween event, wherein vendors may come and set up displays promoting their business, as well as give away candy. The Library is often featured in the “Education Building,” where KDL staff provide a wearable fall craft and have KDL Lab STEAM activities set up. Parents appreciate the chance to slow their kids down from the excitement around the rest of the facility while focusing on an educational craft.



## BYRON + GRANDVILLE

Fall is always an exciting time for both the Byron Township and Grandville branches. At the Byron branch, a beloved annual event involves a visit from the local fire department during storytime. Because the Library does not know about the visit until just before it happens (and therefore cannot promote it), storytime visitors are often surprised and delighted by the chance to explore a fire truck during their regular library visit. Meanwhile, at the Grandville Branch, fall is a time for staff to get back into outreach to local schools. One of the most fun events the Library participates in each year is hosted by Grandville Public Schools wherein all incoming kindergarten students are invited to the high school's homecoming varsity football game. Before the game begins, the kindergarteners get to come out on the field and explore for a bit. The Library always attends this game and is there to provide info for signing up for a library card. Katie L. the elephant usually makes an appearance as well! As far as in-branch events go for the fall, staff are getting excited for Grandville's grand reopening weekend on October 7-8 and all of the fun and festivities that will come with that. (See the September Project Report for more details!)



## CALEDONIA + CASCADE

As a last hurrah for the end of summer, Kids Art Day took place in Caledonia in August and was a huge success! Branch Librarian Audrey Barker organized a Guinness World Record attempt for "Largest Display of Chalk Pavement Art" at the beginning of the month and, although the event had to end early due to rain, everyone had a lot of fun participating. The Caledonia staff also held a recycled art booth at the event that was a big hit as well. This fall, Caledonia staff are looking forward to participating in the Caledonia Harvest Festival on September 25. This favorite fall community event features activities, games and prizes as a way to celebrate the start of fall. Staff are also eagerly anticipating doing more in-branch programs, including Co-Op Craft Lab, storytime and KDL Lab.





At the Cascade Branch, Branch Librarians Nanette Zorn and Dave Palma, Assistant Branch Librarians Ashley Gelio and Kate Cousins, and Shelves Josh Mosey hosted a gigantic kid-loving celebration in collaboration with KDL's Community Engagement team at the Mary Free Bed YMCA. As part of the event, kids completed their summer reading program and played with racecars, did STEAM activities, went on Bookmobile tours, won prizes and ate popsicles. Kids loved picking out prize books and Cascade staff loved connecting with the community!

This year, the Cascade Branch is celebrating Cascade Heritage Day on September 25 (also Caledonia's big day!). This inaugural event includes a 5K race, Fun Run and cornhole tournament, along with games, activities and prizes. There will also be a book sale hosted by the Friends of the Cascade Library. All of this will be hosted right outside the library doors. Everyone is hoping for a great turnout!



## COMSTOCK PARK + PLAINFIELD

Comstock Park's Summer Celebration returned on Friday, August 6 in the Comstock Park Library parking lot, featuring an expo of 17 community tables and an outdoor movie at the Dwight Lydell Park. Over 425 people attended and the Library was able to register a bunch of new library cards.



## FEATURED DEPARTMENT PROGRAMMING

The Programming Department organizes programs for Kent District Library's 20 branches. The department supports programming online and in-person to bring quality, beneficial, fun and informative programs for all KDL's patrons.

### **The Department's main goals are to:**

- Plan, schedule and organize thousands of programs a year.
- Maintain the events page on KDL's website to communicate program schedules to patrons.
- Efficiently purchase programming supplies for the system to reduce supply costs.
- Partner with new organizations to create unique programming.
- Evaluate and assess programming through surveys to continually improve how KDL programming serves patrons.

### **The Programming Team consist of:**

- Kip Odell, Programming Manager. Kip manages the department, by planning and organizing various streaming programs.
- Diane Cutler, Programming Coordinator. Diane hosts programs, purchases prizes for these programs and many more. She has worked with our Ruff Readers programs for many years.
- Carlita Gonzalez, Programming Specialist. Carlita does all the behind-screen for all programs and event pages of our website while creating efficiencies in these processes on a daily basis.
- Rachel Williamson, Programming Specialist. Rachel does all the ordering, receiving and shipping of thousands of supplies for programming for the KDL system.

### **2021 Program Highlights**

Since march of 2020, the Programming Department has been organizing streaming programs to connect our patrons with quality programming for all ages on Facebook and YouTube. Over 2,000 online programs have been seen over 200,000 times.

For summer 2021, KDL debuted outdoor and park programs. These programs were outside at branches and at local parks and included storytimes, storywalks, outdoor play for families and teen programs. There were 18 locations hosted around the county for over 6,000 patrons.

Coders4Tomorrow converted their weeklong in-person class to a virtual format. The group of high school and college-age coders hosted their five-day training program again in August 2021. 15 students learned the basics of the Python coding language from their peers.

Kent County Parks is a new and important partner for KDL. For summer 2021, the Find Curi program was debuted. Find Curi, as a part of Summer Wonder, sent patrons on a scavenger hunt through five parks. Each time they found KDL's robot mascot on one of the signs, they entered some observations into the website and were entered to win prizes. Curi was found over 500 times and ten families received an outdoor prize basket with binoculars and KDL swag. More ideas for fun family activities at local parks are in the works.

KDL partnered with the Library of Michigan to provide author interviews with Michigan Notable Book authors. These videos were hosted by KDL staff on our social media outlets and were viewed thousands of times on our channels. The authors featured included Susie Finkbeiner, Esperanza Cintron and T. Marie Bertineau.

Legal Aid of Western Michigan has been providing programs on important legal matters for patrons. Topics have included tax tips during COVID and house foreclosures. Legal Aid is a non-profit law firm providing free assistance and more programs will be coming throughout 2021 and 2022.

Ruff Readers was able to return in 2021 despite COVID restrictions. The program was moved online to facilitate children reading to dogs when they couldn't meet in person. 62 children during the summer were able to practice their reading skills with 18 different dogs.

# OUTREACH

## BOOKMOBILE

Below are the links for a peek at some of the exciting events in August:

[Kids Day at the Zoo](#)

[KDL Summer Bash as support to the Programing Department](#)

[Farm Workers Appreciation Day](#)

[A Glimpse of Africa](#)



## KDL FREE LIBRARY

KDL representatives have been meeting to define and curate the process for weeding materials and also identify the best ways to reuse, recycle, repurpose or discard them in an effort to a better, comprehensive approach to the process.

A note from Madison Wegener, Pine Rest Aspen Center Activities Coordinator wrote “Thank you for always being so thoughtful of our needs and the patients' needs, it’s so appreciated! Everything you have donated to Aspen and the Special Care Unit is so appreciated. I personally, Joyanne have to say one big THANK YOU to you!! When the special care unit was about to open for patients receiving services that tested positive for Covid-19 you pulled through with providing books and movies that truly were a great distraction from the stressors that were taking place in their lives. Thank you so much for everything you do!”

## LUNCHES TO GO

KDL had 115 successful Library Lunches 2 Go from all branches! for a total of 2153 lunches served.

## PUERTAS ABIERTAS

In total, 31 computers have been delivered and the first tech tutoring session were delivered. Puertas Abiertas continue to serve the needs of the victims, survivors and thrivers. KDL is looking at options to partner with other organizations in a sustainable way.

## VIRTUAL SERVICES

KDL reached 7,399 live views with an average of 23 comments per show and 7 shares with Wimee’s Words. KDL has the amazing opportunity to be added to PBS’s page beyond West Michigan and continue to invest in partnership with organizations such as the Veterans Affair and the NBA.



## GRATITUDE STORIES

### ALPINE TOWNSHIP BRANCH

Patrons Amanda and Kayla K. were winners of KDL Litter Reader's Summer Wonder Prize Basket. Their mom had them scribble a note and color on it, and it expressed how much Kayla (and her baby brother) were loving everything in the basket and what a wonderful job we did putting it together.

### GAINES TOWNSHIP BRANCH

Our Air Zoo winners visited the library last night to tell us about their experience at the Air Zoo. They were so thrilled about winning the passes and being able to enjoy the facility. The mother told me that if not for the free passes, their family( including two young sons) would have never thought about going there. She shared numerous photos and videos with me she had captured on her phone. She also was very impressed with the senior volunteer that was there. He explained in detail about many of the exhibits and shared his vast knowledge with them. I thanked her for relaying her response to us Shari

### EAST GRAND RAPIDS BRANCH

From a Patron to the East Grand Rapids Branch: "It's so rare to find a place that has been set up to be enjoyable both for children and for adults. I can tell it was done really intentionally, and we're so grateful to have access to it."



## KATIE KUDOS

### ZURINA ARIFFIN

CASCADE TOWNSHIP

AUTHENTIC

was nominated by Lulu Brown because...

Zurina is a person that wears her heart on her sleeve. It allows her to form deep bonds with her peers and make new staff feel welcome.

Zurina recently shared a story with one of our new hires (Anh-Thu) about her volunteer efforts in the late '70s with the Red Cross during the fall of Saigon. The parents of the new hire met in a refugee camp and may have been helped by Zurina. Zurina and Anh-Thu cried together. She encouraged Anh to live in her truth.

It was such a powerful moment. I am grateful that Zurina brings her authentic self to work daily.

### JOHANNA BOYLE

COLLECTION DEVELOPMENT

HELPFUL

was nominated by Liz Guarino because...

Johanna is in the process of researching and writing up the process for what happens behind the scenes with our hotspots. I appreciate her focus and attention to detail. This process will make it easier for staff and ultimately get hotspots rolled out to patrons faster.

### HANNAH LEWIS

WYOMING

HELPFUL

was nominated by Hannah Moeggenborg because...

I was super late to our meeting this morning because my husband's tire blew. We had to have it towed to a tire place. My husband ended up taking my car and was going to pick me back up from the coffee shop where we were meeting. Hannah drove me to my branch instead, so my husband didn't have to come back and get me several times from work. It was so kind of her to do this. My husband and I are super grateful!

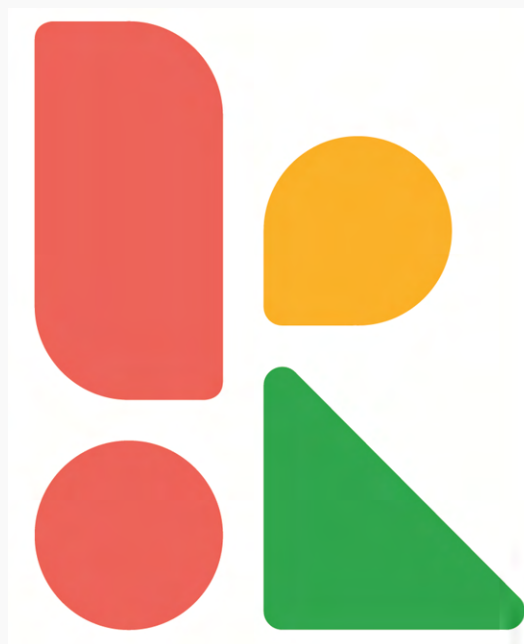
Hannah dropped off my work laptop and notebooks, so I can work from home as I wait to hear about my COVID results. She went above and beyond to help a fellow co-worker.



## UPCOMING MEETINGS

KDL Regular Board Meeting  
**THURSDAY, OCTOBER 14, 2021**  
**4:30 PM**  
**KDL SERVICE & MEETING**  
**CENTER**

KDL Board Meeting + Budget  
 Work Session  
**THURSDAY, OCTOBER 28, 2021**  
**7:00 PM**  
**KDL SERVICE & MEETING**  
**CENTER**



## DATES OF INTEREST

### OTHER MEETINGS

KDL Pension Meeting  
 November 18, 2021  
 1:00 PM  
 KDL Service & Meeting Center





# MONTHLY PROJECT REPORT

## AUGUST 2021

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



● Not started	0
● In progress	10
● Late	6
● Completed	22

● On track ● At risk—budget, scope, timeline ● Paused/cancelled—being redefined or stopped

## Streaming Sensory Storytimes

- **Project Lead:** Shelley Roossien **Approval Date:** 08.18.21  
**Status:** On track **Due Date:** 01.15.22

Storytime is one of the most beloved and well-attended program offerings at the library. By providing a virtual, multi-sensory storytime experience, patrons and families who are interested in learning from and experiencing the Library's storytime programming, but who are otherwise unable to participate, will have the opportunity to participate in a way that allows them to curate/control aspects of their personal sensory experience from the comfort of their own home. As part of the overall goal of this project, this program will: post sensory-sensitive videos to the KDL website and social media channels along with instructions for how to create various sensory toys that may be used in the storytime experience, create original content to ensure all videos can be published and posted without expiration, strategize how to promote these videos to interested members of the community at various points throughout the year, and provide Braille/LP books and instructions associated with the storytimes from the Talking Books and Braille Center, among other goals.

NEW!

## Annual Survey Project - OrangeBoy

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

At the third quarterly management meeting on August 13, data from the completed OrangeBoy survey was presented to managers in a brainstorming Design Think session in order to help create 2022 Strategic Plan initiatives. The survey data is also presently being used to establish systemwide key performance indicators (KPI's) for 2022. In terms of data accumulation and application, this project is complete as of September 1.

(Continued on next page.)

## Circulation Moonshot: Displays + Merchandising



**Project Lead:** Alantha Mansberger

**Status:** On track

**Approval Date:** 06.30.21

**Due Date:** 06.01.22

The project team has asked each branch to identify a merchandising "champion" to advocate for the "how's and why's" of this major process change amongst colleagues at the branch level. This role also involves working with branch managers to solve unique merchandizing challenges at each individual location. Patrons are already noticing changes and giving positive feedback. A meeting is scheduled between Alantha Mansberger (project lead), Vanessa Walstra (project concept) and Jaci Cooper for mid-September to further narrow down onboarding and execution details, after which the team will proceed full steam ahead toward project goals.

## Circulation Moonshot: Weeding Standards



**Project Lead:** Liz Guarino

**Status:** On track

**Approval Date:** 06.30.21

**Due Date:** 06.01.22

Process mapping and value stream analysis continues with consultant Tim Emmitt from Gantry Business Solutions, with the conversation moving from KDL's "As Is" process into best practices and solutions. As the team closes out this stage of the project, they have identified additional ways the current processes may be optimized for clarity and consistency, while also establishing sustainable, equitable and cost effective standards across the organization.

## EDI Collection Audit / Tagging



**Project Lead:** Samantha Hodge

**Status:** On track

**Approval Date:** 03.24.21

**Due Date:** 12.31.21

Staff have collected data for tags of over 700 titles and are still working through initial data provided by Ingram. Systems Librarian Rochelle Ball has been welcomed to the team in order to help automate the upload of tags to the catalog. She has a meeting scheduled with SirsiDynix later in September to finalize this automation. If all goes well, this should be ready by October. Bibliocommons also recently reconfigured the way subjects are displayed in the Online Public Access Catalog, resulting in the existing 690 tags no longer being visible or searchable, but the team is working to correct this.

## Endowment Fund Management



**Project Lead:** Christine Mwangi

**Status:** On track

**Approval Date:** 05.05.21

**Due Date:** 08.31.21


As work with Kennari Consulting wraps up, KDL continues to utilize their expertise for establishing best ways to handle the existing endowment. A full endowment campaign is set to begin in fall of 2021 and go through 2023. While KDL succeeds at providing the community with access to materials, information and connectivity, as well as education and literacy support, the endowment fund will allow KDL to champion accessibility by ensuring that resources are being made available to the public and being used to their greatest potential.

## Laptop Switchover from ThinClients

 **Project Lead:** Kurt Stevens      **Approval Date:** 10.01.20  
**Status:** At risk - Timeline      **Due Date:** *new due date 10.31.21*


This project continues to be received well by KDL Staff and the IT Department is happy to hear about the positive impact it is making on the employee user experience. As IT continues to deploy laptops to the Service Center on a departmental basis, the last shipment of equipment is still expected to arrive, after which this project will officially be complete.

## MUSICat / KDL Vibes

 **Project Lead:** David Specht      **Approval Date:** 03.31.21  
**Status:** On track      **Due Date:** 10.01.21


MUSICat's service site for KDL Vibes has officially launched and a call for submissions has been released to the public. The project hopes to attract at least 100 local musicians, with a submission deadline of September 30. Project lead David Specht has met with writers from both Local Spins and Library Journal in order to get out the word. Hopefully these two articles will attract more interest and bring in another wave of submissions. In the month of September, the project team plans to hit the streets, visiting local music venues and record shops with posters and fliers promoting the new offering. A few paid ad campaigns are also in the works. With enough submissions, this project will be ready to roll!

## New Printers and Print Management Service

 **Project Lead:** Kurt Stevens      **Approval Date:** 03.24.21  
**Status:** At Risk - Timeline      **Due Date:** *new date 10.20.2021*


The printing pilot at the Service Center regarding staff experience has officially begun and staff are already reporting positive results. The IT Department is continuing to test server speeds in order to ensure the patron experience will also be up to these same standards. Once all pilots are complete, printers will be configured and purchasing finalized, with a deployment schedule drawn up.

## PolicyTech Update

 **Project Lead:** Elvia Myers      **Approval Date:** 06.09.21  
**Status:** At risk - Timeline      **Due Date:** *new due date 9.10.21*

After narrowing down all PolicyTech categories into a list of 17 topics, the team is currently working to review and sort procedures into these new headings. This should create a more intuitive and organized experience for all PolicyTech users. The deadline for this project has been extended to mid-September, after which this project should be wrapped up.

## Patron Point Recommends

 **Project Lead:** David Specht      **Approval Date:** 05.26.21  
**Status:** At Risk - Timeline      **Due Date:** *new due date 9.30.21*

After building new sign up and preference update forms into the software, the project team reviewed the Patron Point Recommends service and determined that, while it is a suitable replacement for LibraryAware, it is not an appropriate alternative to Personalized Picks. (Finding a replacement service for Personalized Picks is outside of the scope of this project.) Nevertheless, the site is now live and ready to go on kdl dot org and current subscribers to LibraryAware have been successfully transferred over to the new service. This will be promoted in the September KDL eNews beginning September 8 with an email campaign sent out September 10.

## Rehmann - Finance Department Audit



**Project Lead:** Kim Lindsay  
**Status:** At Risk - Timeline

**Approval Date:** 11.02.20  
**Due Date:** *new due date* 8.31.21

As this project finishes up, the team is working directly with Microix and Amazon to get a vendor punch out process completed. Doing so will increase employee efficiency when ordering items from major recurring vendors. Recurring monthly bills have also been identified and an appropriate workflow in Microix created. Lastly, the team is developing more robust policies related to credit card usage and employee reimbursements. After which, this project will be considered complete.

## Sub Scheduling Software



**Project Lead:** Trish Reid  
**Status:** On track

**Approval Date:** 07.21.21  
**Due Date:** 09.13.21

This project is nearly complete and both the Kentwood and Gaines branches are testing the new Microsoft Form created by Network Systems Specialist Grahm Lawcock. Barring any major issues, the new system will go live on Monday, September 13. Previous to this small pilot, a small team of RM2's, ABL's and ABL Subs also tested the new Microsoft Form in comparison to Subzz software. These groups determined that Grahm's form was the best fit for KDL. Training for all staff was completed via Microsoft Teams and PolicyTech between August 25-27. All in all, this project is ready to roll!





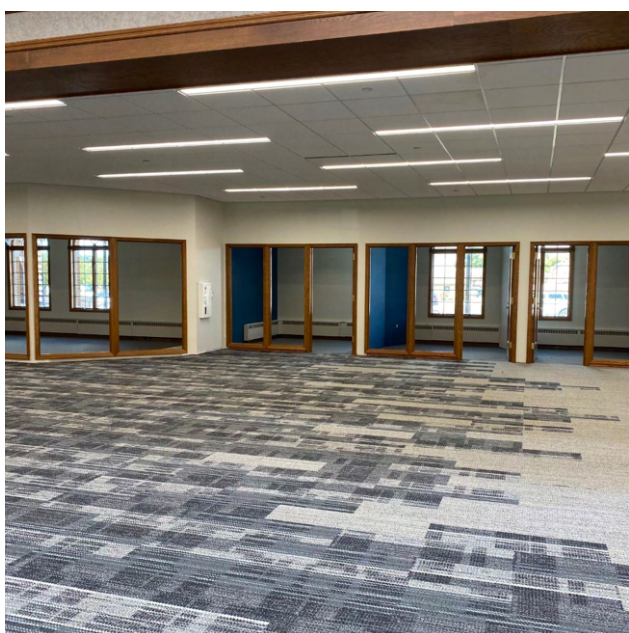
## Grandville



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

**Approval Date:** 2020  
**Due Date:** 10.09.21 (estimate)

As renovations near completion, the library is scheduled to close from September 27 to October 7 to allow staff to completely move materials back. In the evening of October 7, the city will host a VIP Donor event in the new space, followed by a ribbon cutting ceremony at 9:30 AM on October 8. The library will host festivities all day on October 8-9 as a way to celebrate the opening in conjunction with the city's Fall Festival, also scheduled for that weekend.







# BUILDING PROJECTS



## Service + Meeting Center



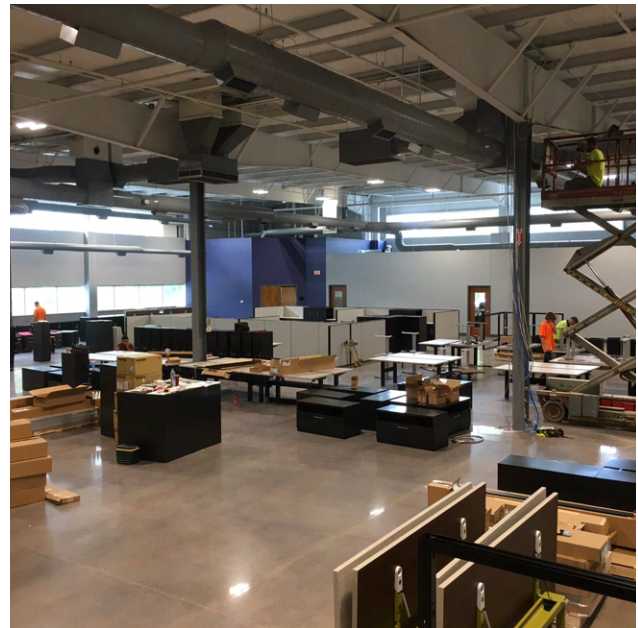
**Project Lead:** Missy Lancaster

**Status:** On track

**Approval Date:** 2020

**Due Date:** 12.17.21 (estimate)

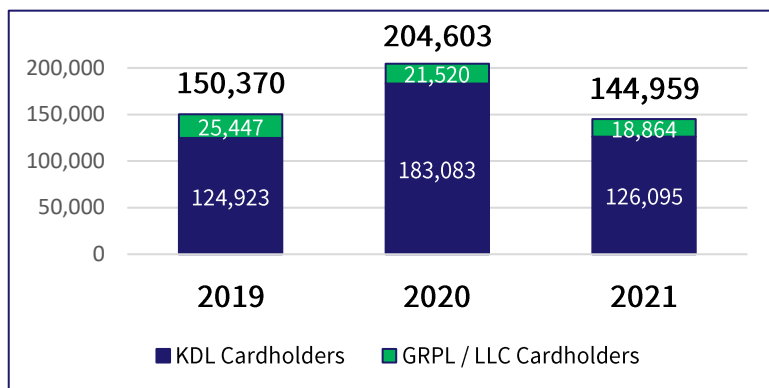
In August, Phase 3 and 4 of floor grinding occurred, resulting in an attractive and functional new look. Furniture arrived on August 27 and took installers one week to assemble and install. The main lobby demolition began on August 30 and new LED light fixtures in the main lobby were installed during that week as well.





## AUGUST 2021 STATISTICAL SUMMARY

### Active Patrons:



### 2,393 Accounts Added in July:

- 2,146 New KDL Cardholders
- 172 New GRPL Cardholders
- 75 New LLC Cardholders

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

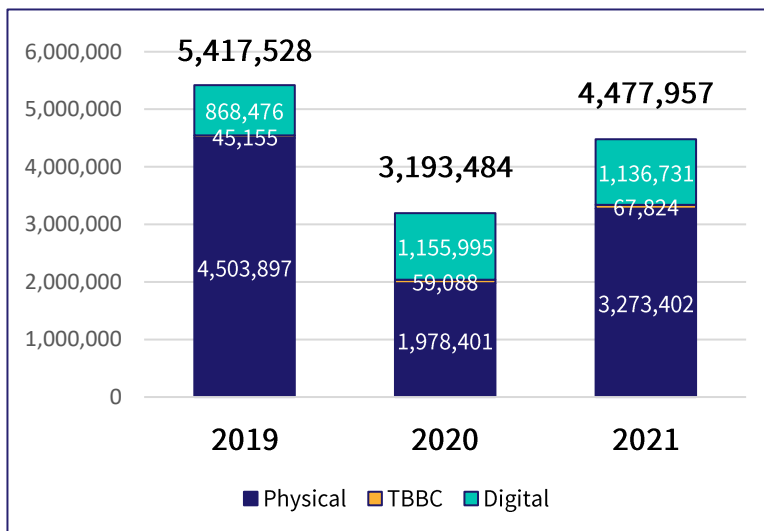
*Note: Branches were closed March 13 – August 4, 2020 and November 16, 2020 – January 18, 2021 due to COVID-19. Curbside service began June 15, 2020. Limited in-branch hours were offered August 5 – September 20, 2020.*

### Comparing to Previous Timeframes:

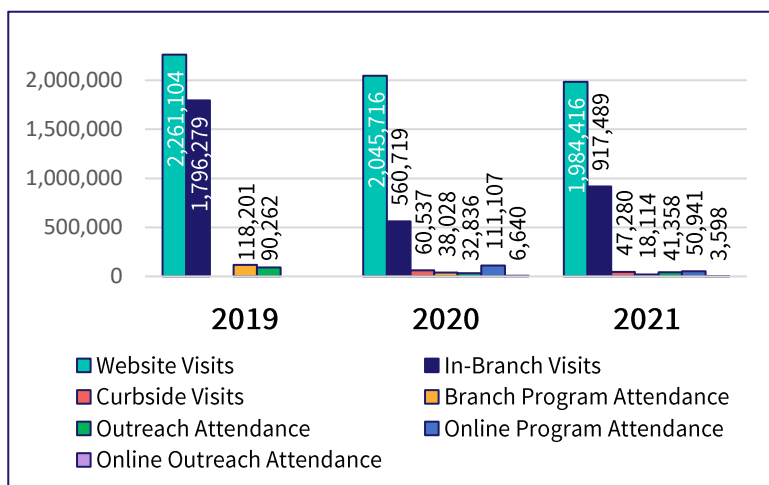
- **Physical Checkouts:** Down 12% from last month; Up 40% from 2020; Down 25% from 2019
- **Digital Checkouts:** Up 1% from last month; Up 2% from 2020; Up 23% from 2019
- **Visitor Count:** Down 6% from last month; Up 102% from 2020; Down 36% from 2019
- **Program Attendees:** Down 42% from last month; Up 38% from 2020; Down 36% from 2019

*(See following page for more details)*

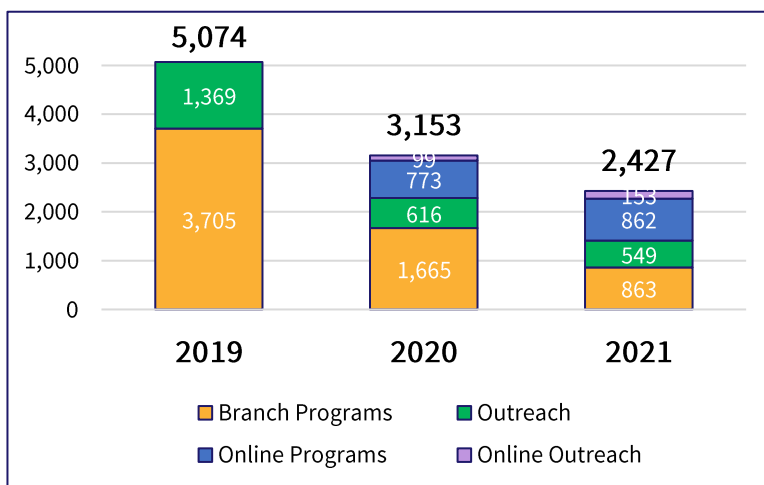
### Circulation YTD:



### People Served YTD:



### Number of Events YTD:

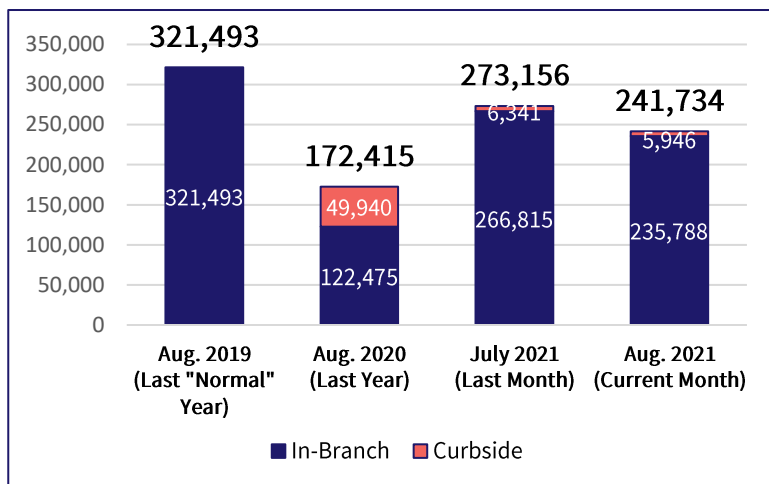




## AUGUST 2021 STATISTICS IN-DEPTH

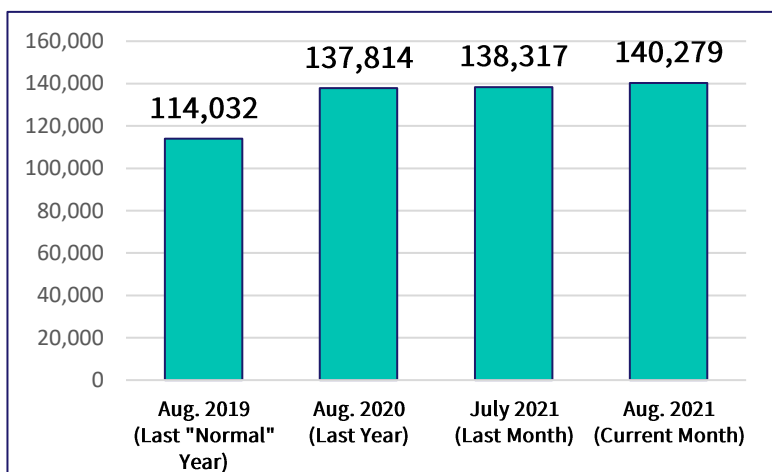
Branches are now back to normal services. How have our basic statistics changed month-to-month and when compared to 2020 (when branches re-opened with limited hours), and compared to the last "normal" year of 2019?

### Physical Items Checked Out:



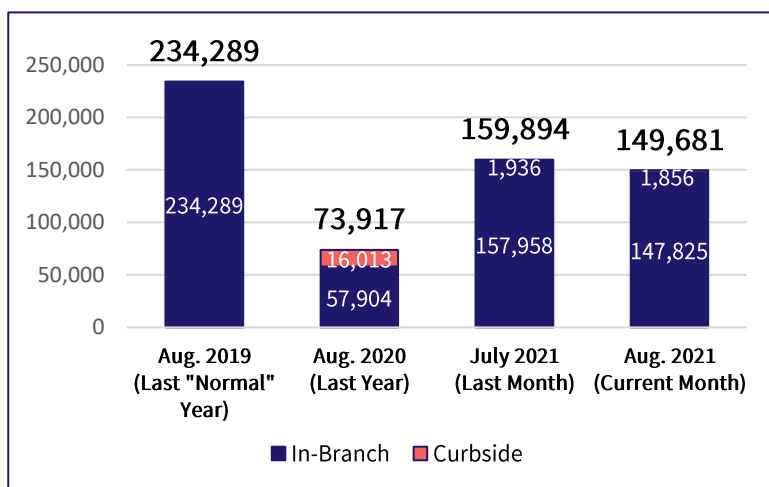
12% fewer total items were checked out compared to last month, and 25% fewer compared to the same month in 2019. Curbside use accounted for 2% of checkouts in August.

### Digital Items Checked Out:



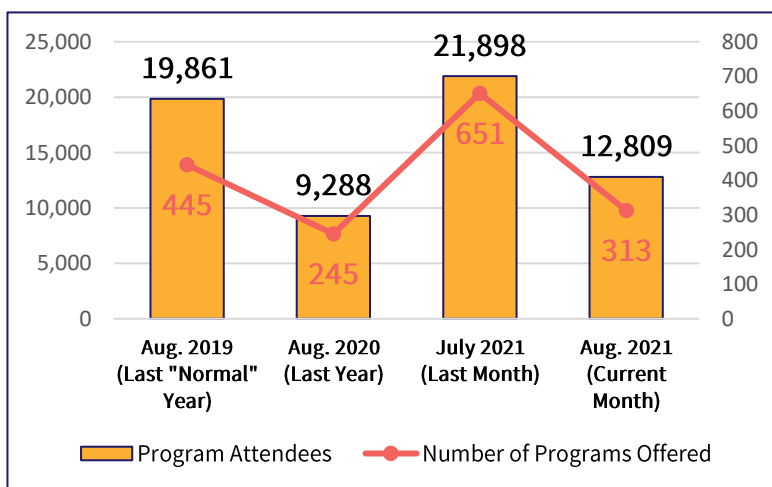
Digital checkouts are up 1% from last month, up 2% from the same month in 2020, and up 23% compared to the same month in 2019.

### Visitor Count:



Including both in-branch and curbside visits, total visitors decreased 6% compared to last month, and are down 36% compared to the same month in 2019. Curbside users accounted for 1% of visitors in July.

### Programs:



Due to the typical break between Summer and Fall programming, KDL offered 52% fewer programs than last month, and had 42% lower attendance. Attendance is also down 36% from 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 93
2. *The Guest List* by Lucy Foley 86
3. *The Silent Patient* by Alex Michaelides 82
4. *This Tender Land* by William Kent Krueger 56
5. *All the Light We Cannot See* by Anthony Doerr 48

### KDL CORE Titles (Stickered copies):

#### Title Checkouts

1. *The Silent Patient* by Alex Michaelides 33
2. *Still Life* by Louise Penny 32
3. *The Guest List* by Lucy Foley 30
4. *All the Ways We Said Goodbye* by Beatriz Williams 27
5. *Circe* by Madeline Miller 26

### All Physical Items (Most Checkouts):

#### Title Checkouts

1. *The Four Winds* by Kristin Hannah 231
2. KDL WiFi Mobile Hotspot 214
3. *Sooley* by John Grisham 173
4. *Grime and Punishment* by Dav Pilkey 156
5. *Mothering Heights* by Dav Pilkey 146

### All Physical Items (Most Holds):

#### Title Holds

1. *The Last Thing He Told Me* by Laura Dave 181
2. *Malibu Rising* by Taylor Jenkins Reid 159
3. *The Paper Palace* by Miranda Cowley Heller 157
4. *The Madness of Crowds* by Louise Penny 137
5. KDL WiFi Mobile Hotspot 129

### OverDrive Items (Most Checkouts):

#### Title Checkouts

1. *People We Meet on Vacation* by Emily Henry 350
2. *The Midnight Library* by Matt Haig 276
3. *The Midnight Library* by Matt Haig (audio) 193
4. *The Guest List* by Lucy Foley (audio) 161
5. *The Four Winds* by Kristin Hannah 136

### OverDrive Items (Most Holds):

#### Title Holds

1. *The Last Thing He Told Me* by Laura Dave 571
2. *The Four Winds* by Kristin Hannah 535
3. *Malibu Rising* by Taylor Jenkins Reid 353
4. *The Last Thing He Told Me* by Laura Dave (audio) 324
5. *The Four Winds* by Kristin Hannah (audio) 320



## STAFF CHANGES & ANNIVERSARIES

### *September 2021*

NEW HIRES	POSITION	EFFECTIVE
Laurie Haan	Shelver – Byron Township	August 23
Cathy Rinzema	Shelver – Plainfield	August 23
Elisabeth Post	Shelver – Kentwood	August 26
Abigail Mulonas	Shelver – Cascade	August 26
Amruta More	Shelver – Cascade	August 26
Noah Chun	Shelver – Cascade	September 16
Kurt Lardie	Regional Manager II – Englehardt/Alto	September 27

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Grace Miguel Cipriano	Outreach Specialist – Community Outreach	Patron Services Associate – Service Center	August 30
Joshua Mosey	Shelver – Cascade	Assistant Branch Librarian – Caledonia	August 30
Mariely Velazquez	Assistant Branch Librarian - Wyoming	Assistant Branch Librarian – Gaines Township	August 30
Mabel Uhl	Shelver – Wyoming	Assistant Branch Librarian – Wyoming	September 6
Jason Kotarski	Assistant Branch Librarian Sub	Assistant Branch Librarian – Amy Van Andel / Ada	September 6
Ashley Geglio	Assistant Branch Librarian - Cascade	Branch Librarian – Caledonia	September 13
Matt Wagenheim	Summer Intern – Alpine / Tyrone Township	Assistant Branch Librarian – Amy Van Andel / Ada	September 13
Yannick Kpachavi	Summer Intern – Walker	Assistant Branch Librarian – Comstock Park	September 13
Aislynn Wallace	Assistant Branch Librarian – Caledonia	Assistant Branch Librarian – Cascade	September 13
Kaitlin Dekruyter	Assistant Branch Librarian – East Grand Rapids	Branch Librarian – East Grand Rapids	October 4

DEPARTURES	POSITION	EFFECTIVE
Ian Irish	Shelver - Plainfield	August 23
Stacy Schuster	Collection Development Librarian – Service Center	August 25
Caitlin Hickey	Assistant Branch Librarian – Amy Van Andel / Ada	August 31
Lori Vargo	Assistant Branch Librarian – Englehardt	September 3
Lisa McKelvey	Assistant Branch Librarian – Kelloggsville	September 3
Alicia Peckham	Shelver – Wyoming	September 11
Christi Tuit	Assistant Branch Librarian Sub	September 13
Sue Popma	Shelver – Walker	September 16
Carrie Wilson	Director of Library Operations – Service Center	September 21
Sean Wojtczak	Administrative Assistant – Information Technology	September 21
Christopher Brennan	Assistant Branch Librarian – Amy Van Andel / Ada	September 29
Chris Lohman	Branch Librarian – Gaines Township	December 21

OPEN POSITIONS	TYPE
Assistant Branch Librarian – Krause Memorial	Part-time
Administrative Assistant – Information Technology	Full-time
Administrative Assistant – Fund Development	Full-time
Director of Library Operations – Service Center	Full-time
Shelver – Walker	Part-time
Branch Librarian – Nelson Township / Sand Lake	Part-time
Assistant Branch Librarian Subs	Temporary
Assistant Branch Librarian – Englehardt	Part-time
Outreach Specialist – Service Center	Full-time
Shelver – Wyoming (2 positions)	Part-time
Finance Manager – Service Center	Full-time
Assistant Branch Librarian – Caledonia	Part-time
Shelver – Alpine / Tyrone Township	Part-time

EMPLOYEE ANNIVERSARIES (OCTOBER)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Angela Vanderwest	Byron Township	18 years
Monica Walen	East Grand Rapids	11 years
Amber Hath	Krause Memorial	10 years
Hannah Moeggenborg	Alpine	7 years
Ashley Smolinski	Cascade	7 years
Sarah Fox	Kentwood	6 years
Dawn Heerspink	Byron Township	6 years
Heidi Fifield	Spencer Township	5 years
Mariely Velazquez	Gaines Township	5 years
Krystine Botsis	Plainfield	4 years
David Fletcher	Plainfield	4 years
Randy Goble	Marketing/Communications	4 years
Natalie Karsten	Kentwood	4 years
Virginia Kenyon	Walker	4 years
Bastian Bouman	Wyoming	3 years
Kevin Kammeraad	Bookmobile	3 years
Maria Ramirez	Sub Pool	3 years
Robin Darling	Sub Pool	2 years
Jennifer Fitzgerald	Kentwood	2 years
Tabitha Frazier	East Grand Rapids	2 years
Grace Miguel Cipriano	Patron Services	2 years
Kathryn Cheney	Plainfield	1 year
Christine Mwangi	Fund Development	1 year
Elvia Myers	Administration	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 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"/>
July 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"/>
August 19, 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"/>
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

Budget + Finance

## KDL POLICY 5.1

### INVESTMENTS

LAST REVISED 8.15.19

#### 1. STATEMENT OF PURPOSE

It is the policy of Kent District Library to invest its funds in accordance with the investment objectives listed below in order to meet the daily cash flow needs of the Library while complying with all state statutes governing the investment of public funds.

#### 2. SCOPE OF POLICY

This investment policy applies to all financial assets of Kent District Library. These assets are accounted for in the various funds of the Library and include the general fund, special revenue funds, debt service funds, capital project funds, enterprise funds, internal service funds, fiduciary funds, permanent funds, and any new fund established by Kent District Library.

#### 3. INVESTMENT OBJECTIVES

The primary objectives, in priority order, of Kent District Library's investment activities shall be:

- **Safety** – Safety of principal is the foremost objective of the investment program. Investments shall be undertaken in a manner that seeks to ensure the preservation of the capital in the overall portfolio.
- **Diversification** – The investments will be diversified by security type and institution in order that potential losses on individual securities do not exceed the income generated from the remainder of the portfolio.
- **Liquidity** – The investment portfolio shall remain sufficiently liquid to meet all operating requirements that may be reasonably anticipated.
- **Return on Investment** – The investment portfolio shall be designed with the objective of obtaining a market average rate of return during budgetary and economic cycles while taking into account investment risk constraints and liquidity needs. Return on investment is of secondary importance compared to the safety and liquidity objectives.

#### 4. DELEGATION OF AUTHORITY TO MAKE INVESTMENTS

Authority to manage the investment program is derived from [MCL 397.182](#). Management responsibility for the investment program is hereby delegated to the Board Treasurer (or Director of Finance as designee of the Board Treasurer) who shall establish written procedures and internal controls for the operation of the investment program consistent with this investment policy. Procedures shall include references to: Safekeeping, delivery vs. payment, investment accounting, repurchase agreements,

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wire transfer agreements, collateral/depository agreements, and banking service contracts. No person may engage in an investment transaction except as provided under the terms of this policy and the procedures established by the Board Treasurer. The Board Treasurer shall be responsible for all transactions undertaken and shall establish a system of controls to regulate the activities of subordinate officials.

The Board Treasurer may delegate any day-to-day functions under this investment policy to the Director of Finance as his or her designee.

## 5. LIST OF AUTHORIZED INVESTMENTS

Kent District Library is limited to the following investments authorized by [Public Act 20 of 1943](#), as amended and may invest in the following:

- a. The Kent County Investment Pool, an investment pool organized under the [Local Government Investment Pool Act, 1985 PA 121](#), MCL 129.141 et seq.
- b. Bonds, securities, and other ~~direct~~ obligations of the United States or any agency or instrumentality of the United States.
- c. Certificates of deposit, savings accounts, deposit accounts or depository receipts of a financial institution as defined in MCLA 129.91(4) provided that the financial institution is eligible to be a depository of funds belonging to the state under a law or rule of the State of Michigan or the United States.
- d. Repurchase agreements consisting of instruments listed in b., above.

## 6. AUTHORIZED FINANCIAL DEALERS & INSTITUTIONS

Cash equivalents or deposits shall be authorized with those Financial Institution(s) through a Resolution by the Board of Trustees, to perform the banking function of the Organization. The approved financial institution shall certify that they have: (1) received KDL's investment, (2) have read the policy, and (3) will comply with said terms of the policy.

## 7. STATEMENT CONCERNING SAFEKEEPING AND CUSTODY

All security transactions, including collateral for repurchase agreements and financial institution deposits, entered into by Kent District Library shall be on a cash basis. Securities may be held by a third party custodian designated by the Board Treasurer (or Director of Finance as designee of the Board Treasurer) and evidenced by safekeeping receipts as determined by the Board Treasurer (or Director of Finance as designee of the Board Treasurer).

## 8. STANDARD OF PRUDENCE

The Board Treasurer (and the Director of Finance as designee of the Board Treasurer) shall make such



investments and only such investments as a prudent person would make in dealing with the property of another having in view the preservation of the principal and the amount and the regularity of the income to be derived.

#### 9. STATEMENT OF ETHICS

The Board Treasurer, the Director of Finance as designee of the Board Treasurer, and any other Board members and staff involved in the investment of funds shall refrain from personal business activity that could conflict with the proper execution and management of District Library investments or that could impair their ability to make impartial investment decisions.

#### 10. INVESTMENT ACTIVITY REPORT

The Board Treasurer and the Director of Finance shall provide monthly reports to the Board concerning the investment of District Library funds. The Director of Finance shall provide a detailed annual investment report, including account and fund information during the annual budget work session. The KDL Board will annually designate its depositories and ~~for Kent County Investment Pool~~ its investment advisors for the coming year during the adoption of the budget.

### KDL POLICY 5.1.1

#### ANNUAL BUDGET + ADJUSTMENTS

LAST REVISED 8.15.19

The Kent District Library Board of Trustees will establish an annual budget at its November meeting for the following calendar year. The Executive Director and Director of Finance will present the annual budget with historical data and future projections to the Board at its annual budget work session in October.

The budget is a working document. Changes in projections, projects, or unknown events are cause for variations from budget to actual numbers. As such, during the course of the fiscal year (January – December), budget adjustments will be presented by the Executive Director and Director of Finance to the Board as needed to keep the budget accurate. Budget adjustments will be requested as needed.

### KDL POLICY 5.1.2

#### FUND BALANCE

LAST REVISED 8.15.19

This policy has been adopted by the Kent District Library Board of Trustees to address the implications of Governmental Accounting Standards Board (GASB) Statement No. 54. The policy is created in consideration of unanticipated events that could adversely affect the financial condition of the Library and jeopardize the continuation of public services. This policy will ensure that the Library maintains adequate fund balances and reserves in order to:

- Provide sufficient cash flow for daily financial needs;
- Offset significant economic downturns or revenue shortfalls;
- Provide funds for unforeseen expenditures related to emergencies; and
- Secure and maintain investment grade bond ratings.

The following definitions of fund types will be used in reporting governmental fund activity. The Library may or may not report all fund types in any given reporting period based on actual circumstances and activity.

**General Fund** – used to account for all financial resources not accounted for and reported in another fund.

**Special Revenue Fund** – used to account and report the proceeds of specific revenue sources that are restricted or committed to expenditures for specific purposes other than debt service or capital projects.

**Debt Service Fund** – used to account for all financial resources restricted, committed, or assigned to expenditures for principal and interest.

**Capital Projects Fund** – used to account for all financial resources restricted, committed, or assigned to expenditures for the acquisition or construction of capital assets.

**Permanent Funds** – used to account for resources restricted to the extent that only earnings, and not principal, may be used for purposes that support the Library's objectives.

**Internal Service Fund** – used to report an activity that provides services or goods to departments of the library on a cost-reimbursement basis.

The following categories will be used to report governmental fund balances in accordance with the definitions provided by GASB Statement No. 54:

**Non-spendable Fund Balance** – amounts that cannot be spent because they are either not in a spendable form or are legally or contractually required to be maintained intact. *Classification of non-spendable amounts will be determined before all other classifications and consist of the following:*

- The Library will maintain a fund balance equal to the balance of any long term outstanding balances due from others;
- The Library will maintain a fund balance equal to the value of inventory balances and prepaid items unless those items are offset with liabilities and actually result in fund balance;
- The Library will maintain a fund balance equal to the principal of any permanent funds that are

legally or contractually required to be maintained intact; and

- The Library will maintain a fund balance equal to the balance of any land or other nonfinancial assets held for sale.

**Restricted Fund Balance** – amounts that can be spent only for specific purposes stipulated by the constitution, external resource providers, or through enabling legislation.

**Committed Fund Balance** – amounts that can be used only for the specific purposes determined by a formal action of the KDL Board. (*Authority to Commit:* a majority vote is required to approve a commitment and a two-thirds majority vote is required to remove a commitment.)

**Assigned Fund Balance** – amounts intended to be used by the Library for specific purposes, but do not meet the criteria needed to be classified as restricted or committed. In governmental funds, other than the General Fund, the assigned fund balance represents the remaining amount that is not restricted or committed. (*Authority to Assign:* the KDL Board delegates to the Director of Finance the authority to assign amounts to be used for specific purposes. Such assignments cannot exceed the available [spendable, unrestricted, uncommitted] fund balance in any particular fund.)

**Unassigned Fund Balance** – is the residual classification for the Library's General Fund and includes all spendable amounts not included in the other classifications. In other funds, the unassigned classification is used to report a deficit balance from overspending amounts that have been designated as restricted, committed, or assigned.

The following guidelines address the classification and use of fund balance in governmental funds:

**Classifying Fund Balance Amounts** – Fund balance classifications indicate the nature of the net resources that are reported in a governmental fund. An individual governmental fund may include non-spendable resources and amounts that are restricted, committed, or assigned, or any combination thereof. The General Fund may also include an unassigned amount.

**Encumbrance Reporting** – Encumbering amounts for specific purposes for which resources have already been restricted, committed, or assigned should not result in separate display of encumbered amounts. Encumbered amounts not previously restricted, committed, or assigned, will be classified as committed or assigned based on the definitions and criteria set forth in GASB Statement No. 54.

**Prioritization Of Fund Balance Use** – When an expenditure is incurred, when both restricted and unrestricted (committed, assigned, or unassigned) amounts are available, it will be the policy of the Library to consider restricted amounts to have been reduced first. If an expenditure is made that is applicable to any of the unrestricted fund balance classifications, it will be the policy of the Library to reduce committed amounts first, followed by assigned amounts, and then unassigned amounts.

**Minimum Unassigned Fund Balance** – The Board has designated a minimum unassigned fund balance

for the Library's General Fund of 15-20 percent of the subsequent year's budget. This minimum fund balance is to protect against cash flow shortfalls related to timing of projected revenue receipts and to maintain a budget stabilization commitment. The Executive Director and Director of Finance will provide a report of the fund balance as part of setting the annual budget, approving budget adjustments, or as requested.

## KDL POLICY 5.2

### CONTRACTING FOR GOODS, SERVICES + WORKS OF IMPROVEMENT

LAST REVISED 8.15.19

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

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

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

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

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

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

Notwithstanding any other provision of this Section 5.2, the Board may waive the requirement for bids for the purchase of goods and services or for works of improvement if the Board determines that such action

is in the best interest of Kent District Library under the circumstances of a particular contract.

## KDL POLICY 5.3

### CONFLICT OF INTEREST—BOARD & STAFF

LAST REVISED 8.15.19

Kent District Library complies with [Michigan Compiled Laws 15.321 et seq.](#) Members of the Board of Trustees will annually sign a Conflict of Interest Statement (see below) to ensure compliance with the law.

#### CONFLICT OF INTEREST STATEMENT - BOARD

I have read and understand the law pertaining to conflicts of interest (Michigan Compiled Laws 15.321 et seq.), which was provided to me. There are no present or potential future conflicts of interest other than those listed below. I have and will continue to observe the law carefully including, without limitation, the obligation to promptly disclose any pecuniary interest in a contract to be considered by the Board.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

DISCLOSURES (Indicate “none” if applicable. Otherwise, please give a brief explanation of the conflict):

Trustees may not use their position or the knowledge gained as a result of their position for private or personal advantage or to obtain financial gain. Specifically, in the event that a trustee recognizes an actual or potential ~~conflict~~ conflict of interest, the trustee is expected to disclose to the board any financial or personal beneficial interest, direct or indirect, and abstain voluntarily from discussion or voting on any issue that raises such conflict of interest.

**CONFLICT OF INTEREST STATEMENT – STAFF**

Kent District Library respects the rights of its employees in their activities that are private in nature and in no way conflict with or reflect upon the Library. Financial or personal obligations such as part-time employment with outside firms or individuals which affect judgment in carrying out Library business, or that would create the appearance of impropriety, shall be avoided.

To that end, all supervisors and non-union staff will annually read and sign Conflict of Interest Statements. All other staff will sign a Conflict of Interest Statement at the time of hire. If there are any situations which arise during the year that create a potential conflict as described in this policy, the employee shall make a written disclosure to the Executive Director who shall provide it to the Kent District Library Board of Trustees.

**STAFF CONFLICT OF INTEREST STATEMENT**

I have read and understand Kent District Library Policy 5.3 governing conflict of interest. I understand that by signing this statement, I certify that I and my family have no direct or indirect interest in firms or individuals doing business with Kent District Library (other than those disclosed below). I also certify that neither I nor my family act in a fiduciary capacity for firms or individuals doing business with Kent District Library (other than those disclosed below).

I understand and agree that if a potential conflict arises after the filing of this statement, I will disclose it to the Executive Director in writing and receive approval from the Library Board before proceeding to become involved.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

DISCLOSURES (Indicate “none” if applicable. Otherwise, please give a brief explanation of the conflict):



**KDL POLICY 5.3.1****CONTEST PARTICIPATION**

LAST REVISED 8.15.19

To promote Library services and support the Library's mission, KDL sponsors contests for its patrons. Contests are open to all KDL cardholders and interested parties regardless of affiliation with the Library pursuant to the specific rules and regulations of each contest. KDL strives to administer all contests fairly and impartially, awarding prizes in accordance with the specific rules and regulations of each contest.

## KDL POLICY 5.4

### CODE OF ETHICS—BOARD

LAST REVISED 8.15.19

The Kent District Library Board of Trustees recognizes that sound, ethical standards of conduct serve to increase the effectiveness of the Library Board, promote public confidence, and further the attainment of Library goals. The Board has determined that it is in the Library's best interests to adopt a code of ethics setting forth the following standards of conduct required of all Library Board members.

1. **Mission and Policies:** A trustee shall abide by and support the mission statement of the Library and the policies adopted by the Board.
2. **Matters before the Board:** A trustee shall not receive or enter into any agreement, expressed or implied, for compensation for services to be rendered in relation to any matter before the Library Board of Trustees.
3. **Confidential Information:** No trustee shall disclose confidential information acquired by him or her in the course of his or her official duties or use such information to further his or her personal interest. In addition, he or she shall not disclose information regarding any matters discussed in a closed session of the Board of Trustees.
4. **Board Action:** Unless delegated by the Board, a trustee has no individual authority to bind the Board. Board decisions may only be made by a majority vote at an open meeting. A trustee shall abide by a majority decision of the Board even if he/she personally disagrees and shall take no public or private action that compromises or disparages Board decisions and actions.
5. **Participation:** A trustee shall participate in official Board discussions and decisions and reach conclusions after deliberation and full public debate with fellow trustees in a public meeting.
6. **Improper Influence:** A trustee shall not improperly influence or attempt to improperly influence other officials, including fellow trustees, to act at his/her behest. A trustee shall follow only legal and ethical procedures to bring about desired changes.
7. **Cooperation:** A trustee shall work cooperatively and effectively with governmental agencies, political subdivisions, and other organizations in order to further the interests of the Library.
8. **Gifts:** No trustee shall directly or indirectly solicit, accept, or receive any money or gift, whether in the form of cash, check, loan, credit, services, travel, entertainment, hospitality or any other form, under circumstances in which it could reasonably be inferred that the money or gift was intended to influence him or her in the performance of his or her official duties or

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was intended as a reward for any official action on his or her part.

9. **Complaints:** A trustee shall not act on complaints from the public or staff on Library matters, but shall refer complaints to the Executive Director. Unresolved complaints may be taken up for Board action if a policy revision is necessary or legal consequences result.

9.

10. **Investments in Conflict with Official Duties:** ~~No trustee of the Library shall invest or hold any investment directly or indirectly in any financial, business, commercial or other private transaction that creates a conflict with his or her official duties. No trustee of the Library shall engage in or have a financial or other interest, directly or indirectly, in any activity that conflict with his/her duties and responsibilities in the Library. When a trustee determines that the possibility of a personal interest conflict exists, she/he should, prior to the matter being considered by the Board or administration, disclose his/her interest (such disclosure shall become a matter of record in the minutes of the Board).~~

11. **Private Employment:** No trustee of the Library shall engage in, solicit, negotiate for or promise to accept private employment or render services for private interests when such employment or service creates a conflict with or impairs the proper discharge of his or her official duties.

12. **Use of Library Property:** No Library trustee shall use or permit the use of property, owned or leased by the Library, for anything other than official purposes or for activities not otherwise officially approved by the Library Board of Trustees.

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#### DISTRIBUTION OF THIS CODE

A copy of this code shall be distributed annually to, and acknowledged by, every trustee of the Library. Each trustee appointed thereafter shall be furnished a copy before entering upon the duties of his or her office and shall acknowledge receipt thereof.

#### CODE OF ETHICS – ACKNOWLEDGEMENT

I understand that the purposes of this policy are to increase the effectiveness of the Library's decision-making process, to enable Library constituents to have confidence in the Library's integrity, and to further Library goals.

I understand that this policy is meant to be a supplement to good judgment, and I will respect its spirit as well as its wording.

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

**KDL POLICY 5.5****PETTY CASH**

LAST REVISED 8.15.19

The Board of Trustees of Kent District Library authorizes individual petty cash funds to exist at the Finance Department and at the branches. The funds are to be used for small miscellaneous purposes. The Director of Finance and the branch managers shall serve as petty cash custodians.

## **KDL POLICY 5.6**

### **ACCEPTANCE OF NON-BOOK GIFTS**

LAST REVISED 8.15.19

Kent District Library may accept non-book gifts (e.g., plants, art, musical instruments, aquariums, office equipment, etc.), if the cost of supporting the ongoing maintenance is part of the gift. If maintenance is not part of the original gift, the gift will be accepted only if the funding for the maintenance is within the budget of the Library. Gifts involving ongoing maintenance costs require the approval of the Executive Director prior to acceptance. No gifts are accepted with restrictions. All gifts may be utilized, sold, or disposed of in the best interest of the Library.

#### **Event Sponsorships**

Programs held at KDL's branch libraries that are underwritten by an individual or corporate sponsor may be acknowledged at the branch by appropriate signage. Such signage will be placed within close proximity of the event's promotion. The signage shall be removed after the sponsored event has taken place.

#### **Acknowledging Sponsorship of Equipment, Furniture, and Fixtures**

Signage acknowledging a donor's sponsorship of durable equipment, furniture, and/or fixtures that stay at the branch until and if the Library deems it appropriate to remove it. Such signage shall remain near the sponsored equipment/furniture and will list the name of the donor(s).

The library reserves the right to have the donor's name engraved on certain types of furniture such as benches, play stations, outdoor playsets, etc.

**KDL POLICY 5.7****CREDIT CARD USE**

LAST REVISED 8.15.19

Kent District Library maintains corporate credit card accounts. These cards are to be used for the purchase of goods or services for the official business of the Library. The Director of Finance is responsible for overseeing credit card issuance, monitoring, retrieval, and compliance with this policy. The total purchases made through the Library's multiple credit cards will not exceed \$100,000 per month.

The balance, including interest, due on an extension of credit under the credit card arrangement shall be paid within not more than 60 days of the initial statement date.

**KDL POLICY 5.8****NON-SUFFICIENT FUNDS (NSF) CHECK RETURN FEE**

LAST REVISED 7.21.17

Kent District Library will charge \$30.00 per check for all returned checks. The \$30.00 fee covers the cost of labor to handle the returned check and the bank fee charged to KDL for the return.



## **KDL POLICY 5.9**

### **FRAUD PREVENTION**

LAST REVISED 8.15.19

Fraud generally involves a willful or deliberate act with the intention of obtaining an unauthorized benefit, such as money or property, by deception or other unethical means. All fraudulent acts or related misconduct are included under this policy and include, but are not limited to, such activities as:

- Embezzlement, theft, misappropriation or other financial irregularities.
- Forgery or alteration of documents (checks, time sheets, contractor agreements, purchase orders, other financial documents, electronic files).
- Improprieties in the handling or reporting of financial transactions.
- Misappropriation of funds, securities, supplies, inventory, or any other asset belonging to the Library, its employees, or Library visitors (including collection materials, furniture, fixtures, or equipment).
- Authorizing or receiving payment for goods not delivered/received or services not performed.
- Authorizing or receiving payments for hours not worked.

Fraud or related misconduct will not be tolerated. Employees found to have participated in such conduct will be subject to disciplinary action, up to and including termination.

Any employee or trustee who knows or has reason to know of fraud or related misconduct shall report that to the Executive Director or the Chair of the Board of Trustees. Trustees and employees are expected to use their best efforts to be aware of indications of fraud and related misconduct in their areas of responsibility.

When fraud or related misconduct is reported, the Director of Finance, under the direction of the Executive Director, will conduct an appropriate investigation and take all necessary action, including reporting such activity to the appropriate authorities.

**KDL POLICY 5.10****CAPTURE OF KDL MILLAGE**

LAST REVISED 7.21.17

Kent District Library is a taxing authority permitted to levy ad valorem taxes for library purposes by virtue of a voter approved millage ("Library Millage"). In keeping with the designated purpose of the approved millage, the Kent District Library Board seeks to maintain and preserve Library Millage for library purposes.

Municipalities located within the district served by Kent District Library are authorized to establish various tax increment authorities under state law and to adopt development and tax increment financing plans that may result in the capture of a portion of Library Millage by such authorities. These tax increment authorities may include, but are not limited to, downtown development authorities, local development finance authorities, and corridor improvement authorities.

Under certain circumstances, the Kent District Library Board is authorized to exempt Library Millage from capture by such authorities. As a means of preserving Library Millage for library purposes, the Library Board will exercise its right to exempt Library Millage from capture by such authorities to the extent permitted by law.

**KDL POLICY 5.11****FUNDRAISING**

LAST REVISED 7.21.17

Kent District Library will adhere to the highest ethical standards while engaging in fundraising activities. Kent District Library supports the Association of Fundraising Professionals' [Code of Ethical Principals and Standards](#).

Kent District Library believes that responsible stewardship and respect for donors is essential. Kent District Library supports a [Donor Bill of Rights](#) to direct our relations with current and prospective donors.

**KDL POLICY 5.12****RECORDS RETENTION**

LAST REVISED 7.21.17

In order to meet the administrative, legal, fiscal, and archival requirements of the State of Michigan, Kent District Library will manage its records in accordance with the [General Schedule #17 \(GS #17\)](#) developed for Michigan public libraries. If and when GS #17 is amended, Kent District Library will modify its procedures as necessary to remain in compliance with this schedule.

## **KDL POLICY 5.13**

### **FIXED ASSETS**

LAST REVISED 8.15.19

Kent District Library purchases short-term and long-term fixed assets. Fixed Assets include land, land improvements, buildings, building improvements, equipment, furniture, physical collection and fixtures that:

1. Have a useful life of more than three years;
2. Are acquired for use in the KDL operation; and
3. Are not intended for resale.

#### **Threshold**

The cost of an individual asset item to be capitalized shall exceed \$5,000. Any asset not meeting this threshold shall be expensed in the current period.

#### **Video Inventory**

Video inventory is less time-consuming than physical inventory and will be done on a yearly basis.

#### **Additions**

The acquisition cost of land, buildings, and equipment shall include all reasonable and necessary expenditures to get the item(s) in place and ready for the intended use. This includes, but is not limited to, invoice price, legal fees, installation costs, and freight. All additions shall be made in compliance with Policy 5.2, and recorded in the current period and correctly classified.

#### **Disposals**

No item of property or equipment shall be removed from Library property without approval of the Finance Department. Furniture and equipment valued at less than \$500 may be offered to KDL employees for purchase at fair market value, determined by the Library, on a first come, first serve basis. Furniture and equipment valued at more than \$500 will be offered to the public.

The Library is not responsible or liable for the condition of any surplus furniture or equipment nor will the Library provide support or maintenance for furniture or equipment purchased by staff or through public auction.

At the time the property is retired, it will be recorded as required by generally accepted accounting principles. When the disposal is via a trade-in of a similar asset, the acquired asset should be recorded at the book value of the trade-in asset plus any additional cash paid. In no instance should such cost exceed the fair market value for the new asset. Fully depreciated assets remain on the fixed asset list with related accumulated depreciation as long as the property is still in use.



## 2022 BOARD OF TRUSTEES MEETING DATES

DATE	TIME	LOCATION	GUEST
Thursday, January 20, 2022	4:30 PM	KDL Service + Meeting Center 814 W. River Center Dr. NE, 49321	~~~
Thursday, February 17, 2022	4:30 PM	KDL Cascade Township Branch 2870 Jacksmith Ave SE, 49546	Cascade
Thursday, March 17, 2022	4:30 PM	KDL Service + Meeting Center 814 W. River Center Dr. NE, 49321	~~~
Thursday, April 21, 2022	4:30 PM	KDL Service + Meeting Center 814 W. River Center Dr. NE, 49321	~~~
Thursday, May 19, 2022	4:30 PM	KDL Englehardt Branch 200 N. Monroe Street, 49331	Englehardt
Thursday, June 16, 2022	4:30 PM	KDL Service + Meeting Center 814 W. River Center Dr, NE, 49321	~~~
Thursday, July 21, 2022	4:30 PM	KDL Service + Meeting Center 814 W. River Center D. NE, 49321	~~~
Thursday, August 18, 2022	4:30 PM	KDL Service + Meeting Center 814 W. River Center D. NE, 49321	~~~
*Thursday September 22, 2022	4:30 PM	KDL Wyoming Branch 3350 Michael Ave SW, 49509	Wyoming
Thursday, October 13, 2022 <i>Regular Board Meeting</i>	4:30 PM	KDL Service + Meeting Center 814 W. River Center D. NE, 49321	~~~
Thursday, October 27, 2022 <i>Budget Work Session</i>	4:30 PM	KDL Amy Van Andel Library 7215 Headley St SE, 49301	Amy Van Andel
Thursday, November 17, 2022 <i>Includes Budget Hearing</i>	7:00 PM	KDL Service + Meeting Center 814 W. River Center D. NE, 49321	~~~
Thursday, December 15, 2022 <i>Includes Executive Director's Evaluation</i>	4:30 PM	KDL Service + Meeting Center 814 W. River Center D. NE, 49321	~~~

The "GUEST" Column indicates a branch-hosted meeting.

\*The KDL Literary Libations is scheduled for Thursday, September 15, 2022.

## 2022 PLANNED BRANCH & SYSTEM CLOSINGS

### HOLIDAY CLOSINGS

(DRAFT)

New Year's Day (Observed)	Friday	December 31, 2021	Service Center closed, Patron Services Department and Branches Remain Open
New Year's Day	Saturday	January 1	All locations closed
Martin Luther King Day	Monday	January 17	All locations closed to public, Staff will report to work for a day of Service to the Community
*Easter	Sunday	April 17	All locations closed
Memorial Day	Monday	May 30	All locations closed
Independence Day	Monday	July 4	All locations closed
Labor Day	Monday	September 5	All locations closed
Thanksgiving Day	Thursday	November 24	All locations closed
Christmas Eve (Observed)	Friday	December 23	Service Center closed, Patron Services Department and Branches Remain Open
Christmas Eve	Saturday	December 24	All locations closed
Christmas Day	Sunday	December 25	All locations closed
Christmas Day (Observed)	Monday	December 26	Service Center closed, Patron Services Department and Branches Remain Open
New Year's Eve	Saturday	December 31	Normal Branch Hours

*\*Unpaid KDL Holiday*

### BRANCH IN-SERVICES

Alpine, Walker, Tyrone	Friday	November 11 – Veteran's Day	*11/30 as backup
Alto + Lowell	Friday	November 11 – Veteran's Day	*11/30 as backup
Byron + Grandville	Friday	November 11 – Veteran's Day	*11/30 as backup
Caledonia + Cascade	Friday	November 11 – Veteran's Day	*11/30 as backup
Comstock Park + Plainfield	Tuesday	November 8 – Election Day	*11/30 as backup
East Grand Rapids + Ada	Tuesday	November 8 – Election Day	*11/30 as backup
Rockford, Nelson, Spencer	Friday	November 11 – Veteran's Day	*11/30 as backup
Wyoming + Kelloggsville	Friday	November 11 – Veteran's Day	*11/30 as backup
Gaines + Kentwood	Friday	November 11 – Veteran's Day	*11/30 as backup

*\*To be held only in the event of inclement weather or other unforeseeable circumstances (invitations will be sent out for awareness and posted on [calendar@kdl.org](mailto:calendar@kdl.org))*

### OTHER CLOSING NOTES

All Staff Meeting to be held on Monday, October 3, 2022 at Frederik Meijer Gardens.

All locations closed on Sundays from Memorial Day weekend through Labor Day weekend May 31, 2021 through September 6, 2021.





## BOARD OF TRUSTEES ISSUE ANALYSIS

### INTRO

**AGENDA ITEM FOR CONSIDERATION:** Wonderknook Post Pilot Proposal

**BOARD MEETING DATES:** September 23, 2021 (first reading); October 14, 2021 (second reading)

**TIMELINE:** November 2021 – November 2022

**BUDGET LINE ITEM(S):** Capital Outlay

**TOTAL ESTIMATED COST:** Expenses not to exceed \$500,000; \$225,000 reallocated from 2021 budget to 2022 budget, additional \$275,000 requested for 2022 capital outlay.

### PURPOSE

- To ask the Kent District Library (KDL) Board of Trustees to allocate funds from the 2021 budget and capital outlay to the 2022 budget for a total of \$500k.
- To give background and information on the pilot with the previous vendor.
- To award TMC (The Makers Creative) the proposal and forgo the RFP process, citing KDL's Sole Source Provider Clause (Section 5.2).

### OVERVIEW/NEEDS/BACKGROUND INFO

The early learning spaces are some of the most loved and utilized areas in KDL branches; however, Kent District Library's current early learning space concept has not been updated or modified since its creation over ten years ago. Maintenance needs and new trends in early childhood learning have inspired the Library to shift and grow early learning spaces from traditional toy-based playrooms into dynamic learning spaces intentionally designed to encourage exploration and discovery. Additionally, visitor counts have been down during COVID-19 and the library is actively strategizing ways to encourage and bolster in-branch experiences.

In January 2020, Kent District Library sought proposals from both design and construction firms to design or recommend furniture pieces for this new concept. The request for proposal was published and advertised in MLive, posted on the KDL website and sent to several previously known design and construction firms. A total of two (2) proposals were received. The two vendors, Renegade by Custer and Library Design Associates, were invited to interview with a committee of Kent District Library stakeholders, including representatives from the library branches, Leadership Team and Finance department.

In August 2020, the KDL Board of Trustees awarded the bid to Renegade by Custer to design and produce unique furniture pieces for the early learning spaces. Four branches tested the new concept before considering expanding to other branches throughout the system.

A six-month pilot began in January 2021 after all items for the 4-branch pilot were installed in late December 2020. The project team took safety precautions to align with COVID restrictions and scheduled private, one-family play sessions to record what pieces the children were immediately

interested in, and staff noted any safety or durability concerns. The data and feedback collected were intended to inform the purchasing for the remaining 16 branches. However, the pilot furniture pieces have had several warranties, safety, and service issues. KDL takes its responsibility seriously to partner with trustworthy and safe vendors that will not tarnish taxpayer trust in us, therefore KDL recommends switching vendors. The project team recommends TMC (The Makers Creative). TMC did not bid on the original project; TMC contacted KDL in early 2021 to introduce themselves and see if any furniture needs were planned.

The vision of this project that has taken over 3.5 years of research and planning will largely remain the same: inspired by early childhood educational philosophies espoused by Reggio Emilia, Waldorf and Montessori, these spaces will promote curiosity and wonder, spark imagination and encourage a lifetime of learning. The goal of this initiative was to create learning spaces that contain exploratory objects, toys and activities intentionally designed to help young children get ready to read and learn by encouraging exploration and discovery. Where space permits, the proposal includes the following for each branch:

1. A combination of a stock piece and custom piece that promote imaginative play. Stock items include such as a kitchen, theatre, sailboat, car, submarine, tree, giraffe, rocket etc. Custom pieces will be reflective of the community to honor its unique characteristics and will be based on staff and community input.
2. One piece that facilitates loose parts play (flat surface with Legos, train top, etc.)
3. A cloud Wonderknook sign and hanging mobiles
4. Shipping + installation

For the branches that have space constraints, TMC will work with the branches to recommend which combination of items will be the best utilization of space.

## BENEFITS

[TMC \(The Makers Creative\)](#) is a Michigan-based company that has been servicing libraries since 1998 with a team of local carpenters and designers with both early literacy and building experience.

Owner and designers Blake Ratcliffe and Sherri Moore have deep knowledge of early literacy concepts and have designed many safe and durable spaces for children in public libraries including Long Beach Public Library (Billie Jean Memorial Library), Nashville Public Library, and St. Louis Public Library. Director of Projects and Planning Jaci Cooper and Facilities Manager Missy Lancaster were able to visit the factory when a significant custom library project was in production to see the workmanship firsthand. The full project team also got to visit the factory and meet with the TMC team and has confidence in their full understanding of the importance, requirements and expectations of this project.

TMC, who is originally based out of Ann Arbor, bought their Kentwood factory in 2009. It is 1.5 miles away from the KDL Kentwood branch. Beyond the scope of this project lie many opportunities for partnerships, including utilizing our branches as “live” showrooms for other libraries and companies to visit and see and test sites for future pieces they design. There are also opportunities for presentations at ALA and PLA to help demystify the early literacy play space design and implementation.

TMC has family ties to the area and is personally invested in seeing this project through in the libraries that they know and care about, so much so that a deep discount (50% off) was granted.

By granting TMC the proposal, the project can carry on without significantly impacting the timeline and further delay this project which has been in the works for years and has only grown in importance. The project has a renewed sense of excitement and confidence in the new direction.

## DISADVANTAGES

Even with the discount, the total projected cost has increased by \$150k (from \$80k for the 2020 pilot + \$270k for remaining branches for a total of \$350k for the original plan). However, the warranty is 5-10 years (depending on the piece – see proposal), as opposed to 18 months, and there will be a larger variety of custom pieces in this iteration.

## COST

Each of the branches will cost roughly \$25,000. Smaller branches will be less and the unused budgets for smaller branches will be reallocated to the larger branches that have more space to fill. See the full proposal attached. The total project cost will not exceed \$500,000. 19 branches x \$25,000 = \$475,000. There will be a \$25,000 contingency for any unforeseen circumstances.

## ADDITIONAL INFORMATION

In order to accommodate the Grandville branch's remodel, reveal and ribbon-cutting events on October 7-8, TMC will outfit the space with a mix of their stock pieces and tradeshow pieces. The public will have an opportunity to vote for the custom pieces.

## IMPLEMENTATION

**Research + stakeholder feedback** – *Upon approval through November 30, 2021*

Much of the research has already been done and documented since this project is not new.

**Design** – *Upon approval through January 1, 2022*

Many of the staple pieces for each branch are already designed. TMC would create a branch space plan and rendering for each branch, taking branch size, community preferences, staff feedback, ADA compliance, and unique branch spaces and limitations into consideration. Having the designs all done before 2022 will allow TMC to go by the product rather than branch in order to batch for cost savings.

**Fabrication** – *November 1, 2021 – September 1, 2022*

**Installation** – *Early January 2022 – Late November 2022*

## RECOMMENDATION

TMC provides unique qualifications with their background in libraries, design, and education and they provide a level of safety, durability, and knowledge about how children interact in these spaces that far exceeds any other vendor KDL has worked with. Many of the design and durability issues with the previous vendor were due to that lack of understanding. For this reason, KDL considers them a sole source provider. Section 5.2 of KDL's Policy Manual defines sole source provider below:

### Sole Source Purchases

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

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

**Based on the provided information, KDL recommends that the board forgo the RFP process and that TMC be contracted to plan, design and produce items for the Interactive Early Literacy Learning spaces in all 20 branches for an amount not to exceed \$500,000.**

### Document History:

1. First Draft – Jaci Cooper, Abby Black, Missy Lancaster
2. Revision – Sheri Glon, Kim Lindsay
3. Final Draft – Jaci Cooper



Kent District Library

Proposal for Early Learning/Children's Spaces  
September 16, 2021

**Thank you** for the opportunity to continue our discussion on how TMC can assist KDL with your vision to create early learning spaces in all 20 branches. Early learning has become one of the top priorities for our nation, our communities and our libraries. TMC's passion and dedication stems from the company founders' experience as educators, artists and parents. We love that KDL shares this same passion and dedication to early learning in its (and our) community of Kent County.

We look forward to partnering with you on this important community-defining initiative.



## The Situation

Within the Kent District Library System, early learning spaces are some of the most beloved and used areas, but they have not been updated in over 10 years. Existing spaces need to be refreshed to reflect new trends in early childhood development, move beyond traditional toy-based playrooms and into more dynamic learning spaces intentionally designed to encourage curiosity, exploration and discovery.

Playspaces are a core service of the library and provide KDL an opportunity to engage with patrons especially in our post-Covid world where libraries are experiencing declines in in-person visits.

KDL sees an opportunity for well-designed early learning spaces to draw children and parents back into the library branches.

To address these needs and opportunities, KDL has asked TMC to create a proposal covering the research, design, fabrication, shipping, installation and servicing for the 20 branch WonderKnook Project.



# Scope of Work



## Scope of Work

## Process

Our process involves a unique combination of client/community assessment and engagement, collaboration, visioning and inspiration.

We have developed and refined this process with hundreds of library clients over our decade plus of work in early learning.

By deliberate design, our process is “open-source” to maximize the collaborative potential with our client. By joining with us in this process we can confidently guide you from stakeholder input, through design, fundraising, fabrication, installation and long-duration use.



## Scope of Work

### Assessment & Audit

The first step in our process is to learn as much as we can about your situation and challenge. We feel it's imperative to the success of our work to engage and listen to all audiences. As your third-party designers/consultants, we provide a sounding board and vehicle to learn about the needs and opportunities of each branch learning space. We will be certain to leverage all our years of formal training and education, design and artistic experience as well as the steep learning curve we've surmounted on the do's and don'ts of early learning space design, durability, materials and safety.

In addition to our own deep bench of educators, designer/artists and crafts people, we have our own academic advisory panel who can be brought in to assist on an as-needed basis.

We perform a thorough review of all materials that you have already developed including the four pilots to determine what has worked and what hasn't. We attend meetings and interview key staff that you suggest as well as those we find during our site visits.

We will approach our assessment as potential library patrons in each branch, as staff specialists in early learning, associates working in each library, donors and senior library management. Most of all our focus is on the public-facing requirements for these early learning spaces, the children, parents and caregivers experience when they enter a KDL branch early learning space.

All of these research elements will allow us to understand what needs we can fulfill the KDL community.

NOTE: we have already begun this process as a part of preparing this proposal. We will continue and complete the process if awarded.



## Scope of Work

### Stakeholder Interviews

In this step we will ask for a limited number of interviews with key stakeholders, staff associates and organizational leadership.

We will lead the interviews, asking questions related to vision, goals and specific needs. The purpose of the interviews is to gather critical information from individual perspectives, making certain their voices are heard and making sure we are building our design-vision based on consensus.

NOTE: we have already begun this process step through meetings with Jaci, Missy and the WonderKnook team. We will continue and complete the process if awarded.



## Scope of Work

### Patron Interviews

Capturing your patrons' challenges, their needs and vision for early learning spaces is key to our mutual success. Through select conversations we hope to achieve the following:

- Assessment of how KDL learning spaces are currently perceived
- Assessment of which areas, structures, toys are working well or are little used
- Better understand your patrons' decision-making process as they choose to visit the KDL branches for early learning and literacy experiences
- Competitive comparisons: what do your patrons perceive as an alternative to visiting a KDL branch learning space? What other types of activities would they engage in with their children that provide early learning experiences
- Specific stories that exemplify the KDL experience and difference. These conversations will provide us a well-rounded view of current KDL learning spaces from the outside looking in



## Scope of Work

### Comparative Analysis

We will provide you with an audit of our national assessment of where similar library systems around the country are in their early learning spaces.

The audit will be based on TMC research of academic and library-focus LearnPLAY studies, as well as TMC experiences developing and building Learning Spaces around North America. Observations and recommendations will include:

- Current trends in research
- Experiences with what works and what doesn't
- Tips and training for safety and performance longevity
- Scaling ideas for small, medium and large library space allocation



## Scope of Work

### Concept Development

Based on the aggregate of our feedback process steps, we will begin space planning and thematic development for each branch:

- We will take 3-dimensional measurements of proposed early learning spaces in all 20 branches
- We will audit the existing play structures and manipulable toys to assess what could be useful in the future or what is outdated (always consulting with branch staff; obviously final decisions are up to them)
- We will develop plans for the new play structures and learning tools TMC will build and install
- From these studies, we will develop a core group of products that can fit in any one of the 20 library branches, but have options for small/large versions
- We will develop individual “personalities” for each of the 20 branches based on unique qualities of the community, the history and the building

NOTE: We have already begun this process step, and will complete the process if awarded.





## Scope of Work

### Pilot Project Test of Concept

After developing a broad understanding of the “KDL vision” for of each branch, and receiving the WonderKnook team’s approval, we will create a Pilot Project Design Display, to provide ideas and samples for the learning space at the Grandville branch opening. This Design Display will allow the KDL board, management, staff, donors, patrons and all stakeholders to see options for what TMC and the KDL WonderKnook team have planned and allow them to vote on preferences.

The Pilot Project Design Display will represent these ideas with sketches, LearnPLAY structures, renderings, design boards showing material and fabric, color selections. There will be a few samples of full-scale TMC LearnPLAY products on display. Options will be presented to allow the KDL stakeholders to voice their opinions and vote on what they feel works best for them.



## Scope of Work

### Product & Space Plan Approval

The stakeholder opinions and selection recorded during the Pilot Project Design Display at Grandville will be used for final recommendations to the WonderKnook team. Deliverables for this process step will include designs and products for each branch community, space concepts, product recommendations and renderings for all 20 branches.

The product and space planning phase will pick up where the Pilot Project leaves off:

- Stakeholder opinions and selections recorded during the Grandville Pilot Project Design Display will be tallied.
- We will work with the WonderKnook team to understand and interpret the results.
- We will apply this understanding to the other research done in each branch community along with comparative results from other projects and academic research.

We will develop in collaboration with the WonderKnook team our Statement of Design Principles and Specifications:

- Early learning functional preferences
- KDL community branding preferences (including logo, color and fabric preferences)
- Material preferences
- Unique themes for each of the 20 branches

The TMC design and engineering team will then put all this into drawings and renderings and present the WonderKnook team with preliminary approval documents to review, comment and sign-off on.



## Scope of Work

### **Fabrication, Shipping & Installation**

After the WonderKnook team has reviewed the product and space plan renderings and drawings, and given us preliminary approval to start the fabrication process, all these drawings and specifications go to our factory office where our MRP and Engineering teams will create the CAD parts drawings and assemblies. The MRP team will purchase material and plan the shop routings. Our MRP system optimizes material yield, CNC through-put, labor times and delivers an optimized production schedule.

With the details worked out, we will return to the WonderKnook team for final client sign-off approval. We have tentatively saved production slots starting in early November should KDL award us this project.

As products are completed, TMC trucks and staff will deliver blanket-wrapped early learning products to each branch, coordinating in advance for time of delivery, loading dock coordination, interior transport pathway options, etc.

Our TMC delivery team will install the products, remove and dispose of all packaging, and review use, cleaning and maintenance guidelines with KDL staff before departing.



## Scope of Work

### After the Sale & Warranty

For nearly a quarter-century, TMC has manufactured products to the highest quality standards using our passion for design, engineering, craftsmanship and sustainability. We build-to-last in the most demanding institutional environments. Our family-owned company has grown on a foundation of service and long-lasting relationships with customers repeatedly ordering from us and telling friends about TMC's quality. If you are ever dissatisfied with a TMC product for whatever reason, please contact us – we want to make things right for you.

– Sherri & Blake Ratcliffe  
Founders/Principals  
**The Makers Creative**



## 10-YEAR WARRANTY

All TMC products are warranted to be free from defects in material and workmanship for a period of ten years from the date they ship from our factory. During the warranty period, TMC will, at its discretion, repair or replace defective products. The TMC warranty is against defects in workmanship that would lead to veneer lifting or peeling, glue joint failure and wood joints pulling apart. This warranty also covers the lifting of plastic laminate, linoleum or other surface material from substrate, but we can only underwrite the original manufacturer's guarantee against scratching, chipping and material defect. TMC uses finishing methods that highlight the inherent beauty of wood. However, wood is a natural product with naturally occurring imperfections. Depending upon the species and cut, certain hardwoods and veneers may absorb our stains differently. All finishes can be expected to mellow with age, and some expansion/contraction is normal. Therefore, the foregoing are not considered defects in materials or manufacturing process and are not covered under this warranty.

This warranty covers our products under normal use and in service under conditions for which the products are designed. TMC considers normal use to be single-shift service (eight hours per day, five days per week); extended use (multiple shifts, 24-hour facilities, etc.) will reduce this warranty to five years. We make no warranties either expressed or implied regarding any matter whatsoever, including, without limitation, the fitness for any particular use or purpose, and in no event will TMC be liable for incidental or consequential damages. Please report any defects immediately. All claims will be processed by TMC's Customer Service Department, and all returns must be authorized by us in writing. Merchandise authorized for return, repair or replacement must be removed from service, shipped and installed at the expense of the customer. This warranty is not transferable.

## Scope of Work

### “WonderKnook & Beyond”

Throughout discussions with the WonderKnook team, visits to the branches, talks with staff and patrons, Sherri and I keep thinking what a wonderful opportunity it is to work with the library system in our hometown. In all our work with libraries, our goal is establishing a relationship as much as providing product and services. This instinct doubles with KDL. Jaci, Missy and their team members noted the same thing: we coincidentally share many synergies in the WonderKnook vision you’ve establish and the work TMC has been doing for more than two decades. It took until now for neighbors to find one another.

Sherri and I along with our design/fabrication team have hopes to work with KDL beyond this initial project. Here are a few of the out-of-scope ideas that excite our team:

- Assisting you with fundraising to broaden early learning capabilities in the 20 branches. TMC has helped fundraise with a number of library systems around the country and had strong success. For example, we’ve helped systems brainstorm on fundraising campaigns, creating donor solicitation brochures, social media and front-of-library “vision posters” using marketing experience and resources from our large image vault. Some of our fundraising efforts have helped raise the target of \$80,000, and at least one, we have assisted in raising over half \$1 million.



## Scope of Work

### “WonderKnook & Beyond” Continued

– Some of the larger KDL libraries have the potential to become magnet-sites for “early learning villages”. This depends upon long-range planning by branch managers and KDL leadership, but for example in Plainfield, with beautiful skylights and open space, we could see early learning huts, mobiles, tall custom structures like the ones you see in our Cecil Case Study. Talking with branch manager Scott Ninemeier, he expressed how Plainfield is more of a bedroom community and does not have quite as much history to draw on as compared to his other branch at Comstock Park, which has many historical themes. Yet, Scott observed, the Plainfield branch is already some thing of a magnet site, because of its size and additional resources. To all of us at TMC, this makes Plainfield and other branches with more space allocation, ideal for a thematically-related but larger early learning resource center.

– In early discussions with Jaci and Missy, I mentioned how nice it would be to work with KDL because TMC frequently brings library directors from around the country, major architects and nationally-recognized designers to Kentwood for a tour of our factory, and it would be wonderful if we could also show them TMC products in use at our local library system.

– In the past, we have enjoyed making Case Studies in partnership with some of our larger clients which we share through the TMC website, social media platforms, magazine and marketing literature, and conference panel discussions at ALA/PLA/NeoCon. If KDL awards us and is willing, we think there is strong potential for a Case Study to help other libraries solve similar problems that the WonderKnook team has identified in their Project Charter.

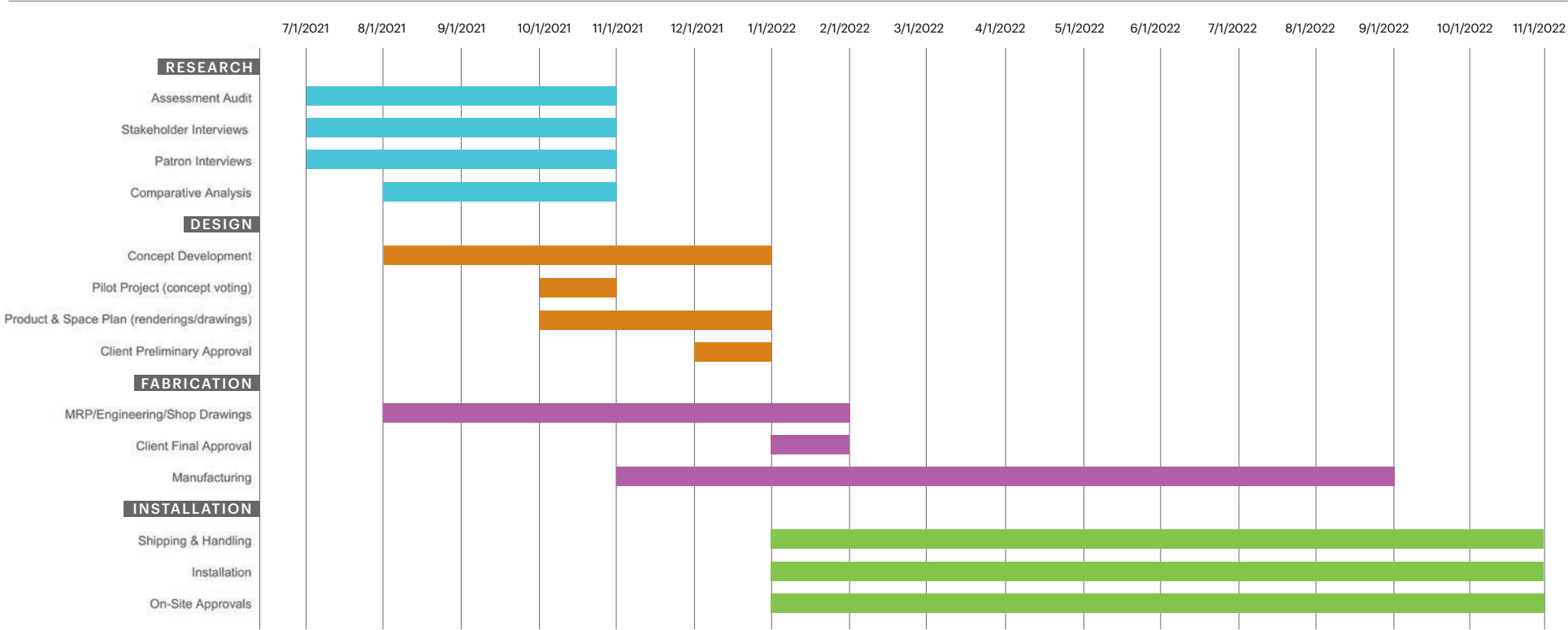


## Project Summary & Investment



Project Summary & Investment

Proposed Design & Manufacturing Timeline





## Project Summary & Investment

## Research & Work-to-Date



In preparing this proposal we took a deeper dive than normal to understand the projects. We feel this has given us a good handle on what to expect, and improved our timeline and budget estimates. It also gives us a running start on the work we need to do for the short timeline in preparing for the Grandville Pilot. Several of our process steps 1-5 are already well underway:

- KDL documents reviewed, (Project Charter, other write-ups and emails)
- Several meetings with project leaders Jaci Cooper and Missy Lancaster as well as a group meeting with the WonderKnook team members at the TMC factory on Airwest Drive
- Sherri Moore-Ratcliffe and Blake Ratcliffe (owner/founders of TMC) have visited nine of the branches to talk with staff and patrons, take pictures and measurements to gain background and insight into the similarities and differences in location, communities, size of library, size of learning space possibilities, etc. Branch visits include: Grandville, Kentwood, Gaines, Comstock Park, Plainfield, Alpine, East Grand Rapids, Cascade and Amy Van Andel (Ada)
- Studies of 9 libraries includes photography and write-ups for the consult-development discussions with our design and engineering team
- Factory production and schedule planning meetings to develop cost estimates and proposed timelines

## Project Summary & Investment

### TMC Team Assignments

– 1. Assessment & Audit: Inclusive of data collection and interpretation.

#### **4 team members**

– 2. Stakeholder Interviews: Inclusive of data collection, preparation and analysis.

#### **2 team members**

– 3. Patron Interviews: Inclusive of data collection, preparation and interpretation.

#### **2 team members**

– 4. Comparative Analysis: Inclusive of data collection and interpretation.

#### **2 team members**

– 5. Concept Development: Inclusive of design and engineering, renderings, design boards.

#### **7 team members**

– 6. Pilot Project: Inclusive of engineered drawings and renderings, display fabrication, delivery to Grandville for stakeholder vote.

#### **8 team members**

– 7. Product & Space Plan: Inclusive of design, engineering and meetings.

#### **5 team members**

– 8. Fabrication & Installation: Inclusive of materials, engineering, labor, shipping, handling and placement in designated learning spaces.

#### **20 team members**

– Project Management:

#### **3 team members**

### Investment: **\$500,000**

#### **Basis of cost:**

In order to offer KDL the lowest possible price:

- Our normal design and engineering hourly rates will be discounted 50%.
- Our usual customization fees will be waived; jig and fixture fees will be waived.
- All standard TMC product, part and material costs will be discounted 50%.
- We will structure our production schedule to achieve economies-of-scale. Development and production will be done by product group, not by individual branch.

A first installment of \$25,000 will be invoiced on receipt of the signed engagement letter covering our initial cursory review\* of process steps 1-5 and the design, fabrication and delivery of the Grandville pilot display.  
*(\*The full review and completion of process steps 1-5 will be completed as part of the third installment).*

A second installment of \$25,000 will be invoiced upon completion of the Grandville Pilot Display and tabulation of voting from the Pilot event.

A third installment of \$25,000 will be invoiced upon completion of Full Concept Development of all 20 branches.

A fourth installment of \$25,000 will be invoiced upon completion of Product & Space Plan.

The balance of \$400,000 will be invoiced on a “percentage of completion” basis as we fabricate, ship and install the learning spaces in all 20 branches.

This is a not-to-exceed price. We will keep KDL informed of any and all our limits as the project progresses.



## Goals & Deliverables

We really appreciated the time we spent with the KDL WonderKnook team and thoughtful documents they prepared to help orient us to this project. In particular, the Project Charter gave us a clear understanding of the current situation, the challenges ahead, and the goals for a successful outcome. To address the questions and concerns raised in the Project Charter, we reframed parts of the Charter in a Q&A format.

### **Q&A from the Project Charter:**

**Q1:** Will the Learning Space be inspired by early childhood education philosophies espoused by Reggio Emilia and Montessori? Will the space promote curiosity and wonder, spark imagination and encourage a lifetime of learning?

**A1:** “As parents, artists and educators, we have always been passionate about the curiosity and creative spirit in children. Cultivating and nourishing those qualities is important, something we all innately like to do. To us, curiosity and imagination are two of the most important aspects of life. There are many different ways to promote and nurture a child’s inquisitiveness and their unquenchable desire to learn. One is simple play. It’s a cardboard box that has been transformed into an imaginary house, or perhaps it’s a log in the forest. Our daughter and I spent many hours on a large fallen tree in our back woods. One day she would pretend it was a ship and we’d sail away to different places. Another day it was a table for tea with our dogs, and so on.”

Children love exploring their world with a full sensory approach. Providing thoughtful experiences that engage the senses is an integral part of the TMCKids’ LearnPLAY line. We design early learning products and spaces that are smart, creative, safe and relevant to a child’s world.

## Goals & Deliverables Continued

This knowledge comes from our heart, but as we began developing TMC LearnPLAY structures and systems almost 2 decades ago, we drew on many other resources:

- Our academic training and professional experience teaching K-5 grades in school systems, running a children’s theater and teaching kids in nonprofit classes.
- Our research into Ann Arbor school systems like Montessori and Waldorf.
- Noted experts in the field like Dr. Susan Neuman who at the time was tenured faculty at the University of Michigan School of Education and the co-author of the PLA/ALA and ALSC’s “Every Child Ready to Read” white paper and former Assistant Secretary of Education.
- Experienced children’s library professional with whom we consult like Marisa Connor and Dorothy Stoltz co-authors of “Every Child Ready for School” and “The Power of Play”. As the founding librarian of the Baltimore County Public Library System’s two “Storyville” branches, Marisa is also considered one of the pioneers in library learning space design and programming.
- National and international standard setting body is like BIFMA (Business and Institutional Furniture Manufacturers Association) and USGBC (US Green Building Council) for their safety, durability and sustainability testing standards
- University of Michigan Medical School research on children’s ergonomics, growth and physical development to understand the unique needs of small hands, relationships of seat height to table surface height, the relationship between cognition and physical movement.

## Goals & Deliverables Continued

A child walking into a library is presented with endless learning opportunities: they can flip through a picture book about planets, consult a history book on early America, or study the glossy pages of a book about underwater sea creatures. These are traditional purposes for which the library was created. But as libraries adapt to the changing needs of their communities, they are faced with the task of engaging children with topics and activities that go beyond the standard story time. Libraries today are teaching parents and caregivers how to engage with their children to best encourage early learning. “ Extensive research strongly indicates that parent – child interactions greatly enhance a child’s pre-literacy skills.” (*Nurturing Knowledge, Neuman and Roskos 2007*).

A child’s brain development during the first five years is profound. Research shows that a child’s early literacy skills begin developing at birth. Daily interaction with a baby or young child that encourages talking, reading, playing and singing is enormously important.

TMC’s LearnPLAY products are primarily informed by the Every Child Ready to Read parent education initiative, encouraging parents to incorporate five practices of early learning with their children: talking, singing, reading, writing and playing (many of these practices overlap with Reggio Emilia and Montessori). It also suggests that the public library is a perfect place to offer such assistance in this Important developmental area. The library provides a safe, clean, nurturing and inquisitive environment where discovery, play, problem-solving, conceptual inquiry and motor skills can all be expressed. We designed and developed the TMCKids LearnPLAY products with these attributes.



## Goals & Deliverables Continued

**Q2:** Can TMC provide each branch with at least three structures for: a) imaginative play, b) loose parts play with storage and table top space for manipulatives, and c) multi-functional play structure reflective of each branch's unique community?

**A2:** TMC can stay within KDL budget and time constraints to deliver each branch these three structures reflecting each branch's unique community attributes.

Examples of some TMCKids LearnPLAY standard product which can be adapted are:

- Custom learn/play structure (such as reading hut, puppet theater, etc.) unique to KDL linking items in the space
- PLAY table with top and storage, transforms to Duplo, train tracks, plain desktop
- Learning Corner with tree, bench and wall to allow for Kitchenette or Reading Hut or Duplo play blocks
- Magnetic board and dry erase wall
- TMC Zetty Stools or Puddle Ottomans or Plover Stools
- Selection of mobiles which include geese, clouds, leaves, etc.

## Goals & Deliverables Continued

**Q3:** Will the learning spaces be accessible and safely designed for children 0-6 years of age with caregiver engagement.

**A3:** KDL requires a vendor-partner who understands how young children play, “if it’s possible to climb upon something, a child will probably climb on it”. TMC makes products that are strong and safe, over-built with children in mind, rugged enough for parents or caregivers to sit with their children in TMCKids seating.

All TMC LearnPLAY products are designed with caregiver engagement in mind. A close, emotional bond with parent or caregiver in a child’s early years, helps the child grow both emotionally and physically. This in turn, provides a stable and open foundation for a child’s learning. Parents and caregivers are the best first teachers in a baby’s life to begin that journey of curiosity, expression and learning. Our LearnPLAY products are designed to encourage a parent or a caregiver to talk and engage with their child, to spark conversations and curiosity. By, for example, creating a thoughtful, dynamic space in our kitchen where a meal and a conversation may be shared.

Parents and caregivers can sit comfortably and safely with their children because another quality that makes TMC unique is that we manufacture both children’s and adult furniture. We have one of the industry’s largest portfolio of both. We can match design styles, colors, materials and designs to make the KDL learning spaces inviting for both children and their caregivers.

## Goals & Deliverables Continued

We are one of the few furniture companies Kaiser Permanente selected as a furniture standard for their national healthcare system. To achieve Kaiser's approval, we researched and tested our adhesives, foams, fabrics and all product materials for the stringent Kaiser and California standards covering harmful chemicals and VOCs. We have even made sure the inks and dyes in our finishing and Imprinting processes pass the ANSI consumer laboratory test for the US consumer toy market. We take safety and durability seriously.

**Q4:** How will TMC ensure the spaces offer a fun, exciting and unique experience that encourages repeat visits that children may not get at home.

**A4:** TMC was founded by artists and educators, and we remain top-heavy with artists, designers and crafts people who not only design furniture and architectural products, but are award-winners at designing entire library and early learning spaces. We create fun, exciting and unique space experiences that can encourage repeat visits for parents and children by including:

- Expressive, transformable structures which can one day be a farmer's market, the next day a bank, the following day a theater
- Modular parts which can be changed by library staff, for example, from a Duplo table work surface to a train track
- Mobile structures so the library can wheel them off the floor into storage and change them with an assortment of other products



## Goals & Deliverables Continued

– A system of panel structures which are removable and changeable for seasonal variation in curriculum and the changes in nature

We are excited to assist in developing the KDL WonderKnook team’s idea of creating a “treasure map” or a passport to encourage parents and children to visit all 20 branches learning spaces and keep returning.

**Q5:** Will the new learning spaces be flexible and versatile, not affixed to walls, not permanent installations, not overly themed, no learning panels? Can they be easily changed to highlight different activities and collections?

**A5:** TMC has a long history in studying libraries as they transform from book resource/ repositories into community centers, servicing unique needs, and reflecting unique histories in the neighborhoods they serve. One of the founders has spent over four decades (his whole career) working with, in and for the library community. TMC understands and appreciates the need for products to be flexible and versatile, programming space is at a premium in most libraries and some of the small KDL branches that we’ve studied need to be as efficient as possible in designing their learning spaces.

In particular, we know that, in designing an early learning space, children need fresh challenges and designs to keep them interested as they grow and accomplish new skills. TMC LearnPLAY products are made for challenging skills at different age ranges and are designed to be changeable with seasons, subject matter or curriculum.

## Goals & Deliverables Continued

Our designs are simple, traditional and mostly wooden. We work in wood for its warm, tactile quality. Our LearnPLAY structures and products merely suggest imaginative ideas, we don't want "overly literal design" to crowd out the imagination a child's young mind will add to fill in the suggestion of our LearnPLAY objects.

While we do have LearnPLAY structures that can be affixed to walls or floors or ceilings, almost all our portfolio can be freestanding. Our research in 9 of the KDL libraries exposed us to the building constraints. We don't see any problem in delivering the WonderKnook team's requirements. Most TMC products can be made mobile and options can be added to change with seasons or curriculum.

**Q6:** Can the spaces incorporate adult seating that encourage with at least one option with a backing? Can we add a Parent-Child Carrel for 3-5 large branches?

**A6:** In addition to being the country's largest children's contract furniture manufacturer, TMC is one of the leading library furniture manufacturers. We have one of the largest portfolios of adult furniture covering seating, lounge, reader tables, carrels, benching table systems, architectural wall and ceiling panels, storage, shelving and cabinetry. We are industry innovators, winning numerous awards, honors and recognitions for adult and children's products, including our Fairfield Parent-Child Carrel introduced at the last PLA trade show in Nashville. We can accommodate your requirement for adult seating that fits within the learning space, and we certainly can add a Parent Child Carrel to the same branches.

## Goals & Deliverables Continued

**Q7:** Can TMC help us offer both a cohesive and easily distinguishable KDL branded experience (brand colors, cloud logo WonderKnook sign, clean, modern and minimal design), but also highlight the uniqueness of each branch in a small way?

**A7:** TMC is a customization pioneer in the furniture industry. The founders of TMC began as designers and innovators in the 80s and 90s, when many large furniture factories were off-shoring production, and focused on high-volume selling. To break into the market, TMC created a option-laden production capability. Our designers and engineers are uniquely suited to creating “community branding” that will allow us to make a distinguishable KDL brand experience, linked with TMC’s clean/modern design style, and still allow highlights for the uniqueness of each branch.

**Q8:** Will TMC space plans be ADA compliant?

**A8:** We have a long history in space planning and design for libraries. We keep ADA specifications in mind for all table heights, space between structures, accessibility requirements, etc.

## Goals & Deliverables Continued

**Q9:** Will TMC work to include staff buy-in/ownership of spaces?

**A9:** From the meetings and documents the WonderKnook team shared, we understand we are engaging in a collaborative project. This is normal for TMC. Our space designs and most of our products are designed to be customized. We want “our furniture to become your furniture.” We want our products to fit into the building where they will reside. Baked into TMC’s (described earlier in the proposal), early process steps are action aimed at understanding the stakeholders, the community, the needs and the history. All of that informs the products we will make for you.

**Q10:** Will TMC’s warranty guidelines be clear and in the contract?

**A10:** TMC has one of the best warranties in the furniture industry (please see our warranty in Process Step No. 9 of this proposal). We back this warranty with one of the best reputations in the contract furniture industry. We have hundreds of thousands of products used in thousands of libraries, hospitals, universities and school systems dating back almost a quarter-century. We back our products because we are proud craft people who care about our clients and our reputation.

But there is also another assurance we can give you... in selecting TMC, you are selecting a vendor-partner who lives and works within the Kent County community, regularly uses the KDL library resources, and will take their children and grandchildren to these early learning spaces. You are selecting a vendor-partner with a long-term stake in the success of this project. The same crafts people who take their children to the KDL branches will be there to observe if any TMC product needs servicing.

## Case Study Cecil County Public Library | North East Branch Library — Our Town Early Literacy Center







An exciting early learning experience that begins with a sense of place... Our Town. Intentionally designed for children birth through age 5 to explore, interact, and play with their parents, caregivers, family and friends. A place designed to be dynamic and flexible. Whether baking a cake, building a boat, or putting on a show...the possibilities will be endless. Walk with us through Our Town Early Literacy Center and see the vision of bringing community, children, and families together to sow the seeds for creating life-long learners.

## Case Study

### Using the town for inspiration



Downtown Buildings



Old Town Hall



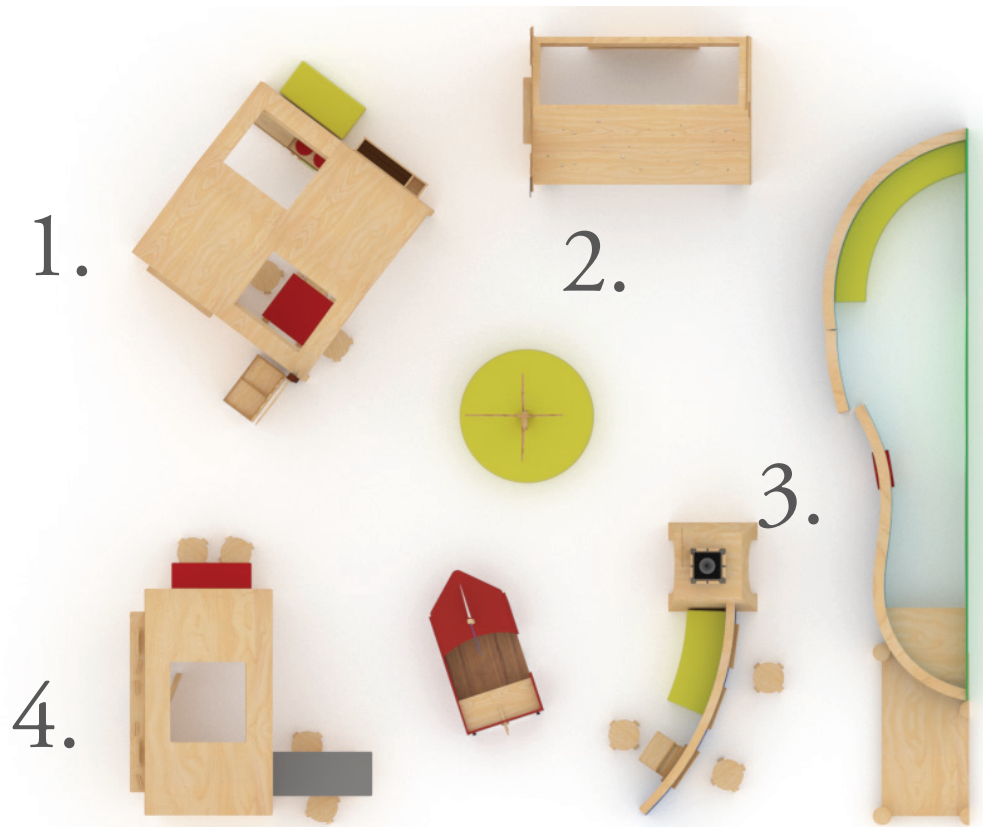
Turkey Point Lighthouse and Chesapeake Bay Upper Bay Museum.



Our Town  
Early Literacy Center

Each area will have 360° of activity

1. The HOUSE
2. The CIVIC BUILDING
3. The BAY, LIGHTHOUSE + BABY GARDEN
4. The WORKSHOP



○

12.

# 360 of PLAY+Exploration

# Case Study

## The Creative Process. Sketching. Imagining.



## From Concept to Actual

The town's "Lock Up" also known as the town jail. For this structure we created a space that is transformative in nature. We started with sketches and conceptual drawings, and what evolved was a structure that could be a puppet theater, a theatrical stage or a bank. We added perforated stars in the theater roof but left the roof open so children can understand its beam construction. The interior has a display case which holds 4 scenery backdrop panels for acting. When the structure is a bank, the display case also holds an abacus. On the back exterior there is a magnetic board for blocks and building magnets that teach architectural terms. The process flows from sketching, to renderings, to engineering and shop drawings, to the final fabrication on our shop floor.



12.



## Case Study

### Imagination and Capturing the Essence.



The Workshop which was inspired by a museum focused on boat building, skiffs and carving decoys. We transformed the space into a tinker's workshop with all sorts of learning components ranging from Duck Identification to sitting and sketching from a long table, where a wood tablet asks the child to draw a bridge using a wood protractor that hangs from the tool rack. Ramps and a Growth Chart are other interactive parts too.

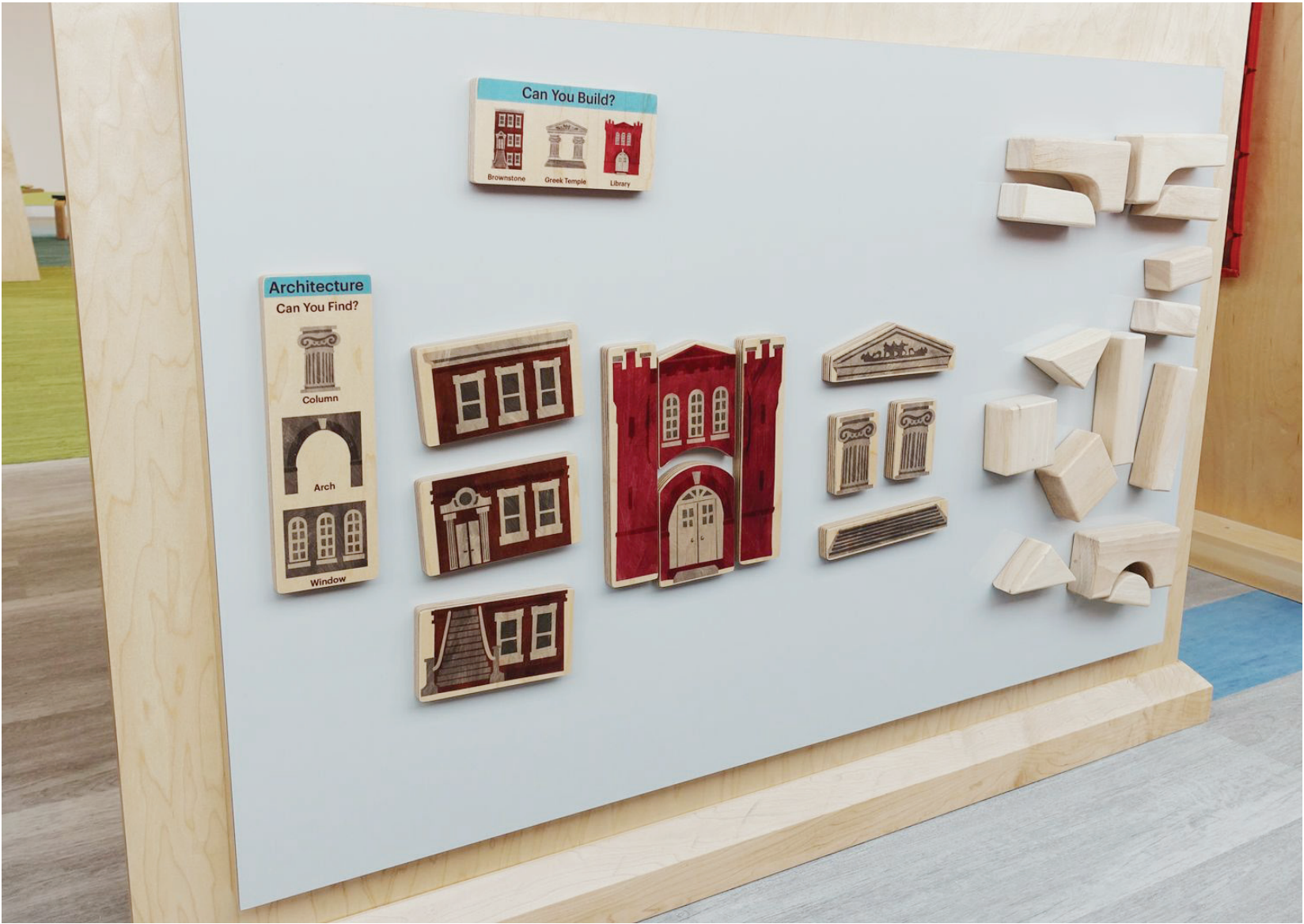






















## Case Study



12.



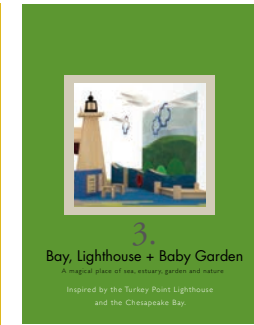


# Case Study

## Fundraising Efforts

The Library also asked if we could assist in their fundraising /capital campaign efforts. With our designs and renderings and in-house Marketing department, we created a brochure that talked about the over-all mission as well as the thought and learning attributes behind each structure. This provided project background and visuals for soliciting funds. They were very successful in garnering donations for this large scale early learning initiative.

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## Case Study Oxford Lane Public Library — Oxford Ohio



The director requested we incorporate the Farmer's Market, as it is a popular venue in the town. Along with this broad, conceptual assignment, we were given a plan view of the space from the architect. We "went to town" so to speak and began designing and laying out the vignette flow. As one enters the Lane Library Early Learning Space, they are greeted by the familiar sights of the town's large clock and Farmer's Market.





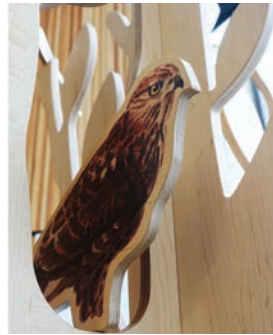
## Case Study Billie Jean King Public Library — Long Beach, California



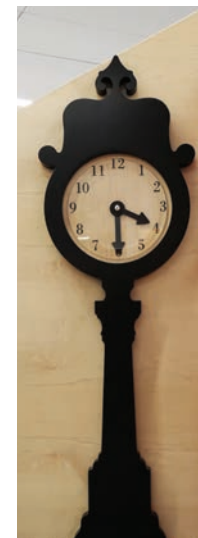
Pictured here is a project we designed and fabricated for the Billie Jean King Public Library in Long Beach, California. The Library wanted an early learning space that was inspired by the ocean—an integral part of their community. We created the artistic and early literacy content in the entire children's space to encourage learning and exploration of creatures that live along the coast, continental shelf as well in the ocean. Also included was Submarine with steering wheel to ride the deep sea and a sailboat for imaginary voyages. A flock of large seagulls fly overhead, heading towards the LearnPLAY area. For full room cohesiveness our tables, chairs, soft seating and custom sail tables for computers are integral to the children's space.

## Case Study Pioneer Library System — Norman, Oklahoma

### Norman East



### Norman Central

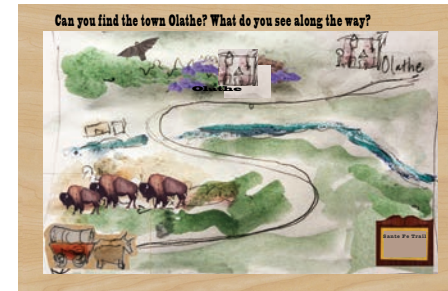


Pictured are two projects for the Pioneer Library System. Norman East wanted a nature-focused space while Central requested our Kitchen and Duplo and Magnetic Block Walls.



## Case Study Olathe Public Library — Indian Creek Branch - Olathe, Kansas

Our initial meeting with the Library Director and staff included a presentation they prepared for us on what makes Indian Creek and Olathe unique and other ideas. There was interest in the historical aspect of Olathe, serving as a stop on the Oregon Trail, the California Trail and the Sante Fe Trail. Olathe was also famous for the Hoyer Cowboy boots. An old farm Mahaffie Stagecoach Stop and Farm Historic Site was another familiar landmark in the town. The library was also interested in a fairytale theme with a castle as a familiar motif in children's stories. Pictured are rough concept sketches and how we interpreted and collaborated from sketch to renderings to the final space.



12.



## Case Study Olathe Public Library — Indian Creek Branch - Olathe, Kansas



12.



## Case Study Olathe Public Library — Indian Creek Branch - Olathe, Kansas



Engagement Letter: Between TMC Furniture, Inc. and Kent District Library

Scope-of-Work & Deliverables:

- Pilot project design display – Sample display for Grandville opening to include: Design boards, material selections and existing TMC sample product as a representation of a learning space with options for KDL stakeholders to vote on. – Completed 10.7.21
- Vision Document - plan and design work for all 20 KDL branches including: Research, interviews with stakeholders, staff and patrons, design meetings for client collaboration/ feedback. – Completed 12.15.21
- Twenty Early Learning Spaces - for all 20 KDL branches which will consist of similar learn/play structures and products for all branches with customizable elements drawing upon unique qualities of each branch. – Completed 10.31.22

Terms & Conditions:

- TMC’s work will include: research, meetings, design, engineering, fabrication, shipping, installation and 10-year warranty.
- Work will begin upon receipt of signed engagement letter and first installment payment. Subsequent payments will be due based on the schedule outlined in the project summary and issued upon completion of mile stone deliverables. All invoices are payable within 30 days of receipt.
- Any usage rights not explicitly transferred in writing are reserved to TMC. Specific products and structures belong to the client, but copyright to all designs and fabrications remains the property of TMC which may use them in advertising and marketing.
- Sign-off on design and engineering will initiate the start of production and thus control the delivery date. Any changes, modifications or delays to final design may add time and cost to the project. Planned/presented timeline is dependent upon each phase being completed on time. Any anticipated delivery delay will be conveyed to the client at first opportunity. TMC will not be responsible for delays in schedule or failure to make a scheduled shipping date due to factors beyond TMC’s control such as strikes, lockouts or other labor complications, wars, riots, acts of God, fires, accidents, restraints affecting shipping or credit, reduced supply, excessive cost of fuel or raw material, delays from suppliers, compliance with government regulations or other unforeseen contingencies.
- If you cannot accept delivery when the product is ready to ship then we reserve the right to transfer the merchandise to storage at your expense. Payment of the storage invoice will be due on the same terms as stated in this engagement letter.
- Care & Maintenance: Our products are made to the highest standards in the industry, but we urge you to make inspection each month to look for damage or signs of structural fatigue from daily handling, use and abuse. Your examination should include joints, welds, screw assemblies, fasteners, etc. If you discover problems that could compromise structural safety, please immediately remove it from service and contact TMC.
- Clean surfaces with damp soft cloth, dry the surface by moving a soft cloth in the direction of wood grains. Avoid placing wood under intense direct sunlight because UV waves can change colors.
- Should it become necessary for TMC to pursue collection of outstanding balance on clients account, client will be responsible for paying the cost of collection, including reasonable attorneys fees. Any unpaid balances are subject to an annual percentage rate of 1.5% per month or such lesser amount as allowed by law.
- Cancellation: a deposit is required to begin work. If a project is canceled by the client after design work has begun, but before fabrication has started, then TMC will retain the entire deposit and provide as then completed designs to client. If project is canceled by client after design work is complete and fabrication has begun, then client is required to pay for all costs incurred including labor, material purchases and factory burden based on percentage-of-work completed.
- This agreement is governed by and enforced in accordance with the laws of the state of Michigan.

Acceptance of Engagement Letter for the Kent District Library:

_____ Signature of Kent District Library	_____ Position / Title
_____ Printed Name	_____ Date
_____ Blake Ratcliffe Founder, Principal	_____ Date

# TMC LearnPLAY

TMC Furniture

119 East Ann Street

Ann Arbor, Michigan 48105

734-622-0080

[tmcfurniture.com](http://tmcfurniture.com)

4525 Airwest Drive SE

Kentwood, Michigan 49512





## **RESOLUTION KENT DISTRICT LIBRARY BOARD OF TRUSTEES**

**1<sup>st</sup> 2021**

### **BUDGET AMENDMENT – EXPLANATION OF REQUESTED AMENDMENT**

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The following suggested amendment to the General Fund budget is designed to increase 2021 budgeted expenditures to allow for the additional digital collection purchases (\$132,000) and updating the maintenance and utilities portion of the budget for the portion of the datacenter colocation operation (\$300,000). The issue analysis for the datacenter colocation project was reviewed and approved by the Board of Trustees at the May 2020 meeting. For informational purposes that issue analysis is included within the September 2021 packet as well. The increase for digital collections is recommended by Carrie and Lance as KDL has seen a continued increase in demand for these materials from our patrons.

**1. \$300,000 Increase to Maintenance and Utilities**

This increase is to cover the remaining current year costs of the datacenter colocation project.

**2. \$132,000 Increase to Collections - Digital**

This increase is to cover an additional appropriation for digital collection materials.

**3. \$300,000 Decrease to Capital Outlay**

Estimated capital outlay projects will be less than anticipated in the original budget.



## BOARD OF TRUSTEES ISSUE ANALYSIS

**AGENDA ITEM FOR CONSIDERATION:** RFP for Datacenter Colocation

**BOARD MEETING DATES:** May 21, 2020 (first reading); June 18, 2020 (second reading)

**TIMELINE:** Implementation finalized by September 2020

**BUDGET LINE ITEM(S):** Contractual and Professional Services; Maintenance and Utilities; and Capital Outlay

**TOTAL ESTIMATED COST:** One Time Cost: \$27,072 Recurring Cost: \$65,739.51 per Month (or \$788,874.12 per Year)

KDL is looking to replace the applicable current server, storage, and network environment that hosts KDLs Servers, File Shares, and Virtual Desktop (VDI) environment. The equipment is being replaced because KDL standard is to replace Servers, Storage, and Networking equipment on a 5 year cycle. 2020 is the 5<sup>th</sup> year for all the equipment being replaced in this RFP. KDL is looking to utilize a Managed Service Provider (MSP) to bring more technical resources to bear while allowing the current KDL IT Team the time to focus more on KDL directives and supporting KDL better, rather than spending significant time maintaining the current infrastructure as we do today. The IT Team is looking to use this partnership with an MSP to build a stronger bridge between KDL business process and technology by being able to spend more time with staff and patrons.

KDL IT worked side by side with the Leadership Team to determine the go forward path of KDLs data center equipment. This helped guide the RFP based on the strategic goals of KDL for the future.

To address our goals and need to replace our current infrastructure, an RFP was published and advertised in MLive and sent to several previously known or used providers. A total of four possible vendors responded with proposals. All four were selected for initial interviews and demonstrations with a committee of KDL staff. Two finalists were selected for second interviews and walkthroughs of possible colocation sites.

There are many benefits to KDL. Below is a bullet list of the highlights.

- Current equipment is getting replaced with new equipment
  - Better performance
  - Valid Support from vendors

- Ability to expand quickly utilizing hyperconverged infrastructure (combination of storage, compute, and memory all working seamlessly together)
- Lower cost of ownership due to support costs coinciding with the 3 year factory warranties as opposed to a 5 year (or two 1 year additions we use today)
- The chosen solution allows us to “grow” when needed as opposed to purchasing 5 years of extrapolated performance requirements and then running the potential of not using all of it.
- Managed Service Provider Support
  - 24x7x365 support coverage.
  - Allows KDL IT Team to more than triple in size.
  - Depth of technical knowledge available to KDL grows with MSP team.
  - MSP team brings in non-library specific knowledge to allow for brainstorming solutions for KDL that other non-library industries might have already solved.
  - They support larger clients than KDL which allows them to bring that knowledge to KDL for supporting our environment.
  - IP Consulting was the most willing to work with us long term on a quarterly update bases to be able to keep informed of our current and future goals to help guide us through knowledge sharing while helping KDL stay current with technology trends.
- Utilizing E-Rate to save 80% costs for the internet.
- We are moving KDLs current firewall to the Data Center to allow KDL to downsize the firewall at the Service Center to save costs
  - By moving the Data Center out of the Service Center not as much traffic will be going out of the Service Center allowing us to downsize.
- Military grade data center as evident from their clientele
- Redundant data center setup
  - All server setup will be backed up to a secondary data center.
    - We have designed this to the point where if the primary data center has issues we can spin up all patron focused items within 4 hours into the secondary data center and all other KDL servers within 24 hours.

None

Vendor	Total One Time Cost	Year 1 Cost Total	3 year total cost
IP Consulting	\$27,072.00	\$815,946.12	\$2,393,694.36
iServ	\$374,058.16	\$661,957.12	\$1,237,755.04
Trace 3	\$20,407.00	\$309,428.44	\$887,471.32

Vendor of choice is IP Consulting.

The KDL IT Team interviewed 3 different companies in round 1 interviews, and then did a more extensive deep dive interview with 2 of the vendors to learn more about the approach for the solution and the expertise and experience of each company. It was unanimous the decision to recommend IP Consulting's solution as they had the best approach and technical knowledge during the RFP written response and interviews. Our second vendor of choice we feel offered a decent solution, but just did not have the amount of deep talent as IP Consulting, and was not as well to adapt the solution for KDL during the interviews.

We felt it was important to the Board to understand the cost impact that our future budgets would be impacted:

First, the Internet Access to the new data center. This will be a 5 GB Connection with multiple redundancy, spread over 6 different internet carriers which is even better than we have today. Inside the yearly, cost is \$108,000 for this service. However, we will be leveraging the USAC eRate program (80% reimbursement)

- \$86,400 will be reimbursed to KDL upon eRate funding approvals already in motion. (\$108,000 x 80% reimbursement for a bigger, faster, more redundant, connection)

Second, inside the yearly cost is system software licenses and annual support fees KDL currently pays for Microsoft Servers, VMware, and other software & administration tools. This amount is now reflected in the IP Consulting yearly cost.

- Over \$218,000 is currently spent each year.

Third, it just so happens that IP Consulting is also one of our existing trusted IT Partners. They have supported KDL's advanced phone system for a long time. The fees we pay to them each year are also wrapped up into this yearly total.

- Over \$16,000 is currently spent each year.

Fourth, by going this route, KDL is able to spread our out of pocket IT Hardware and applicable Support & Maintenance Fees over the 3 Year contract. As noted earlier, we can take advantage of faster technology every 3 years without trying to guess how much we might need in 5 years which may turn out to be wasted money. Also, this would most likely be \$500,000 or more and would have come 100% out of our Fund Balance resources.

- Under \$90,000 a year for 3 years will be \$270,000 to lease the servers, storage, and related maintenance & support for KDL.

Fifth, the Managed Service Provider Fee not only helps us make the transition to the new data center, but provides KDL will 24x7x365 support including routine maintenance, backups, and access to another 40+ technical staff members.

- Under \$24,000 a month charge plus \$27,072 for the one-time migration assistance cost

Sixth, the last category of new costs is attributed to the necessary advanced software licensing.

- Over \$71,000 for the year.

Finally, it is important for the Board to understand that by moving to a Premier Data Center, KDL now doesn't have to do some much needed improvements to our own data center. Below are the items that would have taken additional Fund Balance resources to address, but now don't have to be:

- Proper Fire Suppression in Data Center. (Now we can just "cap" it.)
- Heating and Cooling system updates. (Now we can downsize it to support only the switches.)
- Electricity Increase because we would have had to ADD more to our existing system before retiring the old. (Now we can decommission the units when the migration is over.)
- After all the data center migration activities are completed, we will be able to reduce our Internet connections at the SC. This reduction will show up as a savings.
- The last, but definitely noteworthy, is that all the cables, care, and maintenance of the physical equipment will not be on the IT Teams "evening & weekend" schedules and we can have a little more Work / Life Balance for this team.

Implementation can start any time after July 1 2020 when e-rate funding becomes available.

The goal is to do the migrations utilizing a controlled approach that provides minimum impact and outages for KDL staff and patrons.

Based on the provided information, KDL recommends that IP Consulting be contracted to provide data colocation services.

**Document History:**

1. First Draft – Emily Spranger, Curtis Kieliszewski, Jared Olson, Kurt Stevens
2. Revision – Laura Powers
3. Final Draft – Jaci Cooper, Lance Werner





## **RESOLUTION**

### **First 2021 Budget Amendment**

#### **MEETING INFORMATION**

A regular meeting of the Library Board (the "Board") of the Kent District Library (the "Library") was held at the Kent District Library Service Center, on September 23, 2021 at 4:30 PM.

The meeting was called to order by \_\_\_\_\_.

**PRESENT:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**ABSENT:** \_\_\_\_\_

#### **RESOLUTION**

**WHEREAS**, pursuant to Act 2, Public Acts of 1968, MCL 141.421 et seq., as amended, it is necessary for the Board of the Kent District Library to adopt a General Fund Budget supported by the Library's millage levy, and to amend a budget when resources so dictate.

#### **NOW, THEREFORE, BE IT RESOLVED THAT:**

The Board hereby approves and adopts the General Fund Budget Amendment for 2021 attached hereto and made a part hereof.

THE FOREGOING RESOLUTION was adopted on a motion made by \_\_\_\_\_ and seconded by \_\_\_\_\_. Upon roll call vote, the following voted aye: \_\_\_\_\_. The following voted nay: \_\_\_\_\_. The Chair declared the motion carried and the Resolution duly adopted on the 23rd day of September 2021.

#### **RESOLUTION DECLARED ADOPTED.**

#### **CERTIFICATION**

I HEREBY CERTIFY that the foregoing is a true and complete copy of a resolution adopted by the Board of Trustees of the Kent District Library, County of Kent, Michigan, at a regular meeting held on September 21, 2021, and that said meeting was conducted and public notice of said meeting was given pursuant to and in full compliance with the Open Meetings Act, being Act 267, Public Acts of Michigan, 1976, and that the minutes of said meeting were kept and will be or have been made available as required by said Act.

Dated: September 23, 2021

\_\_\_\_\_  
 Shirley Bruursema, KDL Board Chair

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 Sheri Gilreath-Watts, KDL Board Secretary

## KENT DISTRICT LIBRARY

GENERAL FUND OPERATING 2021 BUDGET - 1ST AMENDMENT			
REVENUES:	ORIGINAL BUDGET	PROPOSED AMENDMENTS	PROPOSED REVISED
Property Taxes	24,272,208		24,272,208
Penal Fines	550,000		550,000
Charges for Services	35,000		35,000
Interest Income	253,500		253,500
Public Donations	376,945		376,945
Other Revenue	701,400		701,400
State Sources	836,073		836,073
<b>Total Revenues</b>	27,025,126	-	27,025,126
<b>EXPENDITURES:</b>			
Salaries and Wages	13,004,693		13,004,693
Employee Benefits	4,218,780		4,218,780
Collections- Digital	2,154,425	132,000	2,286,425
Collections - Physical	2,392,571		2,392,571
Supplies	862,428		862,428
Contractual and Professional Services	1,821,546		1,821,546
Programming and Outreach	373,580		373,580
Maintenance and Utilities	2,167,877	300,000	2,467,877
Staff Development	225,826		225,826
Board Development	11,450		11,450
Other Expenditures	936,207		936,207
Capital Outlay	2,164,889	(300,000)	1,864,889
<b>Total Expenditures</b>	30,334,272	132,000	30,466,272
<b>EXCESS OVER / UNDER</b>	(3,309,146)	(132,000)	(3,441,146)