KENT DISTRICT LIBRARY

APRIL 2022
BOARD OF TRUSTEES
PACKET

Kent District Library
kdl.org

DRAFT

Kent District Library

BOARD OF TRUSTEES
Meeting Agenda

LOCATION
Kent District Library Service & Meeting Center, 814 West River Center Dr NE, Comstock Park, MI, 49321 or via teleconference

DATE & TIME
Thursday, April 21, 2022, at 4:30 PM.

1. **CALL TO ORDER**

2. **PLEDGE OF ALLEGIANCE**

3. **CONSENT AGENDA***
   A. Approval of Agenda
   B. Approval of Minutes: March 17, 2022
   C. Lakeland Library Cooperative Report: March 10, 2022

4. **LIAISON REPRESENTATIVE COMMENTS**

5. **PUBLIC COMMENTS****

6. **FINANCE REPORTS – March 2022***

7. **LAKELAND LIBRARY COOPERATIVE REPORT**

8. **DIRECTOR'S REPORT – March 2022**

9. **NEW BUSINESS**
   A. 1st Quarter Strategic Plan Update
   B. 1st Quarter KPI Review
   C. Diversity of the Collection Audit
   D. Policy Manual Section 3: Facilities & Operations *   *First Reading*

10. **LIAISON REPRESENTATIVE COMMENTS**

11. **PUBLIC COMMENTS****

12. **BOARD MEMBER COMMENTS**

13. **MEETING DATES**
    Next Regular Meeting: Thursday, May 19, 2022 – KDL Englehardt Branch, 4:30 PM

14. **ADJOURNMENT**

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

DRAFT

BOARD OF TRUSTEES
Meeting Minutes

LOCATION

Kent District Library Service + Meeting Center, 814 West River Center Drive NE, Comstock Park, MI 49321 and via teleconference.

DATE + TIME

Thursday, March 17, 2022 at 4:30 PM.

BOARD PRESENT: Shirley Bruursema, Peter Dykhuis, Andrew Erlewein, Sheri Gilreath-Watts, Nicole Lintemuth, Charles Myers, Tom Noreen and Penny Weller.

BOARD ABSENT: None.

STAFF PRESENT: Jaci Cooper, Jennifer DeVault, Amanda Johnston, Curtis Kieliszewski, Kim Lindsay, Elvia Myers, Kurt Stevens and Lance Werner.

GUESTS PRESENT: None.

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1. **CALL TO ORDER**
   Chair Myers called the meeting to order at 4:30 PM.

2. **PLEDGE OF ALLEGIANCE**

3. **CONSENT AGENDA***
   A. Approval of Agenda
   B. Approval of Minutes: February 17, 2021, Open & Closed Sessions
   C. Lakeland Library Cooperative Report: February 10, 2021
   D. Request for Late Closing: Grandville Branch to remain open until 9:00 PM on Friday, April 29, 2022 to accommodate the City of Grandville's Art and Chocolate Walk.
   E. Request for Late Opening: Krause Memorial Branch to open at 1:00 PM on Saturday, June 11, 2022 to accommodate & participate in the Annual Rockford Start of Summer Parade.

   <u>Motion</u>: **Mr. Noreen moved to approve the consent agenda as presented.**
   <u>Support</u>: **Supported by Ms. Weller.**
   <u>RESULT</u>: **Motion carried.**

4. **LIAISON REPRESENTATIVE COMMENTS** – None.

5. **PUBLIC COMMENTS**** – None.

6. **FINANCE REPORTS** –February 2022*
   The Interim Director of Finance gave a brief overview of the year-to-date financials:
   - For the month of February, KDL has collected 76% of the budgeted revenue. Year-to-date, a total revenue of $21.2M has been collected, with $21.1M of that being from property tax collections.
   - The health insurance reimbursement has been received for $237K and is reflected in the February revenues.
   - KDL has expended $5.1M (17%) of the current year's expenditure budget. A few Board-level line items are slightly ahead of pace as far as percentage spent to date, but these are all related to timing (larger expenditures at the beginning of the fiscal year).
   - The four largest checks for the month include the following:
     - OverDrive, Inc. - $385K - Digital collection
     - Midwest Tape - $165K- Digital collection (Hoopla)
     - Priority Health - $120K- Employee health insurance for the month of February
     - Citizens Insurance Co. - $74K - Annual insurance premiums
   - There was one check voided this month as it was originally printed with an incorrect amount. The check was reissued correctly.

   Motion: Mr. Erlewein moved to receive and file the February 2022 finance reports as presented.
   Support: Supported by Ms. Lintemuth.
   RESULT: Motion carried.

7. **DIRECTOR'S REPORT** – February 2022
   At the beginning of his report, Executive Director Werner asked for a moment of silence on behalf of Director of Human Resources and Organizational Development Brian Mortimore, who recently lost his brother-in-law to a long illness.
   - Mr. Werner talked with members of Congress about multiple funding opportunities. Congressman Moolenaar offered to make a direct request on behalf of KDL.
   - Mr. Werner also spoke with legislators regarding the bill passed last year, allowing public libraries to work closely with public schools. Mr. Werner is hopeful that a State Librarian will be requested to get the process started.
   - The KDL service area has increased to over 439K constituents. As a result, additional libraries in Kent County have expressed interest in joining the KDL system!

   The Board asked questions of staff and staff responded.

8. **NEW BUSINESS**

   A. Policy Manual Section 2 - Circulation*
      Motion: Ms. Bruursema moved to approve Policy Manual Section 2 – Circulation as presented.
      Support: Supported by Mr. Noreen.
      RESULT: Motion carried.

B. Issue Analysis: Network Equipment*
    Motion: Ms. Weller moved to approve Issue Analysis: Network Equipment as presented.
    Support: Supported by Ms. Bruursema
    RESULT: **Motion carried.**

C. Issue Analysis: Universal Power Source*
    Motion: Ms. Weller moved to approve Issue Analysis: Universal Power Source as presented.
    Support: Supported by Ms. Bruursema
    RESULT: **Motion carried.**

D. Resolution: eRate*
    Motion: Ms. Weller moved to approve Resolution: eRate as presented.
    Support: Supported by Ms. Bruursema.

Ms. Bruursema – Yes	**Mr. Dykhuis – Yes**	**Mr. Erlewein – Yes**	**Ms. Gilreath-Watts – Yes**
Ms. Lintemuth – Yes	**Mr. Myers – Yes**	**Mr. Noreen – Yes**	**Ms. Weller – Yes**

    RESULT: **Motion carried 8-0.**

9. **LIAISON REPRESENTATIVE COMMENTS** – None.

10. **PUBLIC COMMENTS**** – None.

11. **BOARD MEMBER COMMENTS**

    Ms. Bruursema – No comments.

    Mr. Erlewein – Mr. Erlewein asked if smaller branches that are not part of the KDL system also take part in eRate. KDL Leadership replied that while eRate is a beneficial process for KDL in the long run, they are uncertain as to how other branches outside of KDL employee these same processes.

    Mr. Dykhuis – Mr. Dykhuis is excited to see the upcoming roster of KDL programs for 2022.

    Ms. Gilreath-Watts – In celebration of Women's History Month, Ms. Gilreath-Watts recognized Ms. Henrietta Lacks, a woman of African American descent who died in 1951 and whose cancer cells served as source material for the HeLa cell line, the first and most important immortalized human cell lines in medical research. Though the contribution is largely recognized as non-consensual, Ms. Lacks' "contribution" to medical research has nevertheless been used to treat diseases such as Polio and COVID. Ms. Gilreath-Watts also congratulated Director of IT Kurt Stevens for his entry into the Ferris State University Hall of Fame.

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Ms. Lintemuth – Ms. Lintemuth expressed appreciation for the number of ALS resources KDL provides.

Mr. Myers – Chair Myers had the following updates:
- The Executive Director Goals for 2022 were sent to the KDL Board of Trustees. These will be utilized to evaluate the Executive Director in 2022.
- The Annual ALA Conference will be in June in Washington DC. He asked board members to please let Executive Assistant Elvia Myers know if they are interested in attending.
- Because the KDL Bylaws have not been updated since 2013, the KDL Board of Trustees will need to discuss if they would like to proceed with updating them.
- The KDL Board Retreat will be scheduled sometime in late summer or early fall.
- EDI training will be scheduled for all KDL Board of Trustees to attend.
- There has been requests from other KDL Board of Trustees members to schedule a team building session. Please stay tuned while the logistics of this are considered.

Mr. Noreen – No comments.

Ms. Weller – Ms. Weller is excited to attend the Public Library Association (PLA) Conference in Portland and is looking forward to the valuable information she will receive there.

12. **MEETING DATES**
Regular Meeting: Thursday, April 21, 2022 – Kent District Library Service + Meeting Center and via teleconference, 4:30 PM.

13. **ADJOURNMENT**
<u>Motion</u>: **Ms. Weller moved for adjournment at 5:20 PM.**
<u>Support</u>: **Supported by Ms. Gilreath Watts.**
<u>RESULT</u>: **Motion carried.**

ADMINISTRATIVE APPROVAL FOR DISTRIBUTION

6

LAKELAND LIBRARY COOPERATIVE
BOARD MINUTES – Unofficial
Thursday, March 10, 2022, at 9:30 a.m.
Kent District Library Service Center

Present: Dale Parus, Maggie McKeithan, Diane Kooiker, Karen McKinnon, Shirley Bruursema, Lance Werner
Absent: Peggy Hemerling, John McNaughton
Staff Present: Carol Dawe, Sheryl VanderWagen,

1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:31 a.m. by Dale Parus. There were 19 additional participants.
2) **APPROVAL OF AGENDA:** Lance Werner moved, supported by Karen McKinnon, to approve the agenda as presented - *motion carried.*
3) **QUESTIONS FROM MEMBERS:** None
4) **PUBLIC COMMENTS:** None
5) **APPROVAL OF MINUTES:** Shirley Bruursema moved, supported by Lance Werner, to approve the board minutes from February 10, 2022, as presented – *motion carried.*
6) **FINANCIAL REPORT:**
   a) February Financials and Check Register: Motion by Lance Werner, supported by Maggie McKeithan to approve the February financial report and check register as presented – *motion carried.*
   b) Pass-through account discussion (ARPA Grant): Carol Dawe reported that the reimbursement has come through for the first group of invoices. Stand-alone and solo library purchases have been completed and the content groups are currently working on their selections.
7) **PRESIDENT'S REPORT:** None
8) **COOPERATIVE DIRECTOR'S REPORT:** Carol Dawe reminded everyone to check their directory pages and update staff and hours as needed. Complete the form for changes on the directory page.
9) **COMMITTEE REPORTS**
   a) Advisory Council Official Minutes – January 13, 2022: included in the packet for information
   b) Membership Ad Hoc Committee Reports – Nothing to report currently. The group will be meeting on Friday with Anne Seurynck.
10) **NEW BUSINESS**
   a) Strategic Planning update and discussion – to summit or not to summit: Motion by Lance Werner, supported by Karen McKinnon to accept the proposal for Strategic Planning from Amanda Standerfer for $7,200 with an in-person summit – *motion carried*
11) **PUBLIC COMMENTS:**
   There was a round of applause for retiring IT Manager, Thom Riley in appreciation of his years of service to Lakeland.

12) **BOARD MEMBER COMMENTS:**
   a) Dale Parus stated that Lakeland has benefited from the increase in population with an additional $124,000 (amount corrected from what was stated) in state aid for this current fiscal year. Other areas in the state saw declines or status quo in their numbers.
   b) Maggie McKeithan stated that Spring Lake has a Youth Services position open that is closing soon. The position is full time with benefits. She asked everyone to pass the word.
   c) Karen McKinnon reported that Leighton Township Library recently hired a new youth services staff member. The new staff member also has a BA degree in Social Work so they will benefit from her expertise. Their addition is complete, but they are still waiting for the new shelving to arrive.

    d)   Shirley Bruursema reported that she will be doing a millage workshop on March 28 on ZOOM at 1:00 p.m. She reported that the MLA Advocacy Day was a success and received positive reviews from participants.

    e)   Lance Werner encouraged everyone to vote for Kelvin Watson for ALA President.
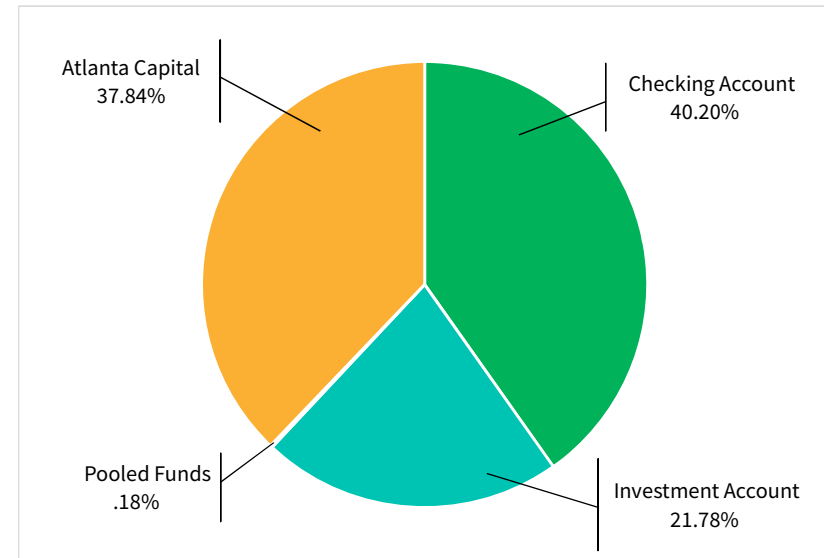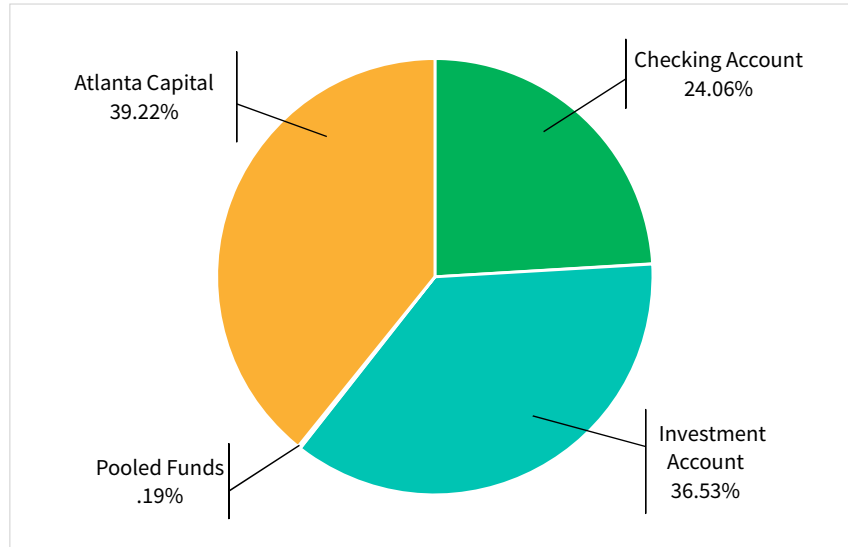
13) **NEXT MEETING:** Thursday, April 14, 2022, 9:30 a.m. at Kent District Library Service Center.

14) **ADJOURNMENT:** Lance Werner moved, supported by Karen McKinnon to adjourn at 9:48 a.m. - *motion carried.*

Respectfully submitted by,
Sheryl VanderWagen

Monthly Cash Position Per Bank
Month ended March 31

Atlanta Capital
39.22%

Checking Account
24.06%

Investment
Account
36.53%

Pooled Funds
.19%

Atlanta Capital
37.84%

Checking Account
40.20%

Investment Account
21.78%

Pooled Funds
.18%

2022		
Account	**Rate**	**Amount**
Huntington Checking Account	0.100%	$7,145,529.67
Huntington Investment Account	0.010%	$10,848,608.90
*Kent County Pooled Funds	0.368%	$55,869.04
Atlanta Capital Investments		$11,645,239.00
		$29,695,246.61

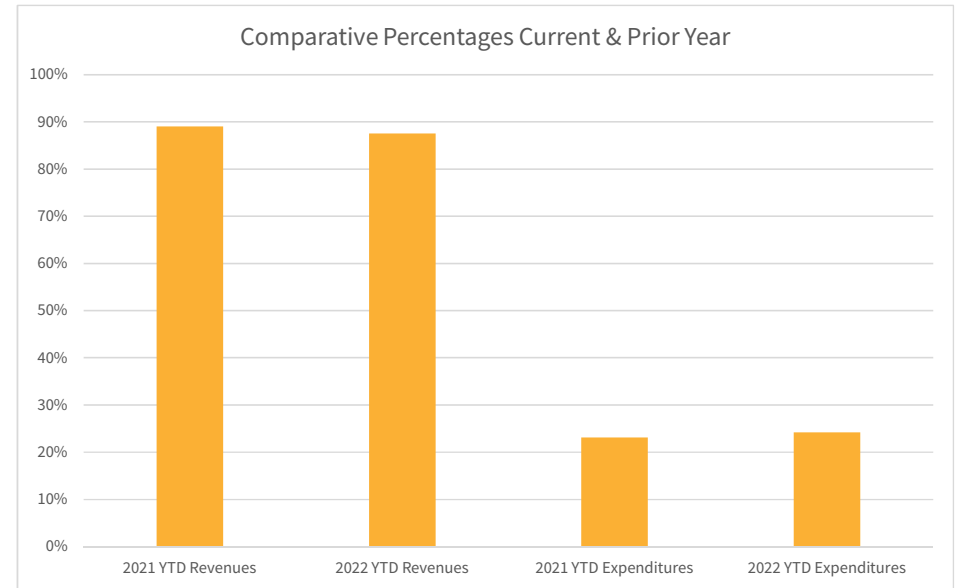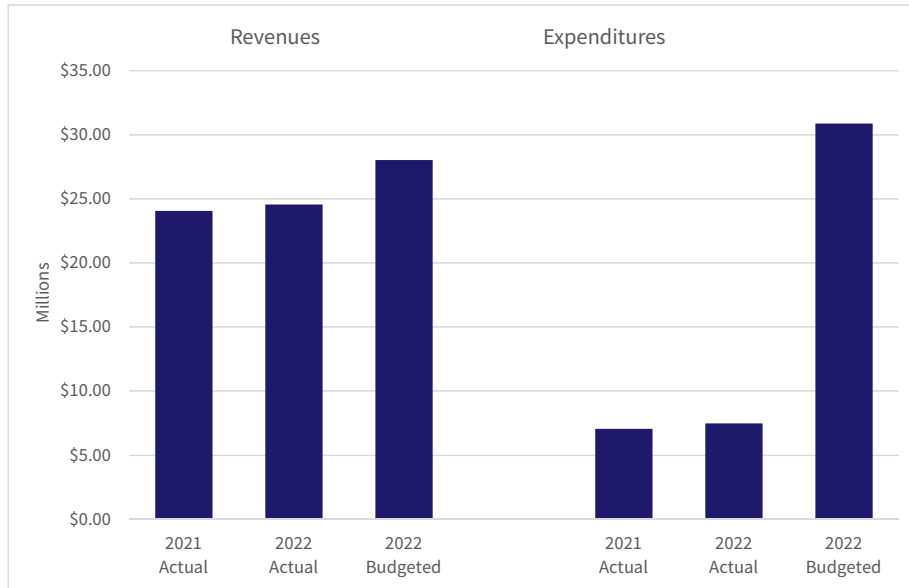| 2021		
Account	**Rate**	**Amount**
Huntington Checking Account	0.000%	$12,674,784.04
Huntington Investment Account	0.010%	$6,865,680.27
*Kent County Pooled Funds	0.618%	$56,568.28
Atlanta Capital Investments	0.000%	$11,929,016.00
		$31,526,048.59

* Includes Trust Pooled fund balances

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

9

Monthly Revenues and Expenditures
Month ended March 31

Budget to Actual with Prior Year Comparison

Revenues		
2021 Actual	$	24,070,460
2022 Actual	$	24,562,966
2022 Budgeted	$	28,055,051
Expenditures		
2021 Actual	$	7,058,263
2022 Actual	$	7,482,650
2022 Budgeted	$	30,888,255

Comparative Percentages Current & Prior Year

Account	Amount
2021 YTD Revenues	89.1%
2022 YTD Revenues	87.6%
2021 YTD Expenditures	23.2%
2022 YTD Expenditures	24.2%

	YTD Actual	2022 Original Budget	2022 Original Budget to Actual Variance	Percent Remaining
Revenues				
Property Taxes	24,491,916	25,043,883	(551,967)	(2)%
Penal Fines	0	550,000	(550,000)	(100)%
Charges for Services	10,994	35,000	(24,006)	(69)%
Interest Income	(252,042)	60,000	(312,042)	(520)%
Public Donations	52,076	275,000	(222,925)	(81)%
Other Revenue	239,487	1,237,095	(997,608)	(81)%
State Sources	20,536	854,073	(833,537)	(98)%
Total Revenues	24,562,966	28,055,051	(3,492,085)	(12)%
Expenditures				
Salaries and Wages	2,705,207	13,219,957	10,514,750	80 %
Employee Benefits	1,030,766	3,770,067	2,739,301	73 %
Collections - Digital	1,226,539	2,499,083	1,272,544	51 %
Collections - Physical	551,625	1,977,793	1,426,168	72 %
Supplies	97,507	769,604	672,097	87 %
Contractual and Professional Services	629,734	2,010,455	1,380,721	69 %
Programming and Outreach	46,269	419,045	372,776	89 %
Maintenance and Utilities	687,005	2,806,989	2,119,984	76 %
Staff Development	71,852	270,746	198,894	73 %
Board Development	2,373	12,000	9,628	80 %
Other Expenditures	366,998	937,445	570,447	61 %
Capital Outlay	66,775	2,195,070	2,128,295	97 %
Total Expenditures	7,482,650	30,888,255	23,405,605	76 %
Excess Revenue Over (Under) Expenditures	17,080,316	(2,833,204)	19,913,520	(703)%

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 3/1/2022 Through 3/31/2022
(In Whole Numbers)

	YTD Ending March 31, 2021	YTD Ending March 31, 2022	Total Variance
Revenues			
Property Taxes	23,638,154	24,491,916	853,762
Charges for Services	7,528	10,994	3,465
Interest Income	18,111	(252,042)	(270,153)
Public Donations	62,727	52,076	(10,652)
Other Revenue	343,939	239,487	(104,452)
State Sources	0	20,536	20,536
Total Revenues	24,070,460	24,562,966	492,506
Expenditures			
Salaries and Wages	2,879,121	2,705,207	(173,914)
Employee Benefits	1,088,171	1,030,766	(57,405)
Collections - Digital	715,157	1,226,539	511,383
Collections - Physical	546,393	551,625	5,232
Supplies	108,484	97,507	(10,977)
Contractual and Professional Services	506,915	629,734	122,819
Programming and Outreach	13,432	46,269	32,837
Maintenance and Utilities	586,025	687,005	100,980
Staff Development	18,030	71,852	53,822
Board Development	0	2,373	2,373
Other Expenditures	373,163	366,998	(6,165)
Capital Outlay	223,373	66,775	(156,598)
Total Expenditures	7,058,263	7,482,650	424,387
Excess Revenue Over (Under) Expenditures	17,012,197	17,080,316	68,119

		Current Month	2022 YTD	2022 Original Budget	2022 Original Budget to Actual Variance	Percent Remaining
	Revenues					
	Property Taxes					
4402	Current property taxes	3,303,119	24,261,437	24,785,883	(524,446)	(2)%
4412	Delinquent personal property taxes	1,327	3,970	10,000	(6,030)	(60)%
4432	DNR - PILT	3,372	24,905	33,000	(8,095)	(25)%
4437	Industrial facilities taxes	105,081	201,604	215,000	(13,396)	(6)%
	Total Property Taxes	3,412,899	24,491,916	25,043,883	(551,967)	(2)%
	Penal Fines					
4581	Penal fines	0	0	550,000	(550,000)	(100)%
	Total Penal Fines	0	0	550,000	(550,000)	(100)%
	Charges for Services					
4650	Printing/fax fees	151	235	0	235	0 %
4660	Other Patron Fees	249	468	35,000	(34,532)	(99)%
4685	Materials replacement charges	3,767	10,291	0	10,291	0 %
	Total Charges for Services	4,167	10,994	35,000	(24,006)	(69)%
	Interest Income					
4664	Interest Earned on Restricted Investments	(63)	(46)	0	(46)	0 %
4665	Interest earned on deposits and investments	(126,440)	(253,398)	60,000	(313,398)	(522)%
4666	Interest Earned - Property Taxes	1,211	1,402	0	1,402	0 %
	Total Interest Income	(125,292)	(252,042)	60,000	(312,042)	(520)%
	Public Donations					
4673	Restricted donations	12,073	48,017	0	48,017	0 %
4674	Unrestricted donations	2,398	4,059	275,000	(270,941)	(99)%
	Total Public Donations	14,471	52,076	275,000	(222,925)	(81)%
	Other Revenue					
4502	Universal Service Fund - eRate	0	0	1,132,595	(1,132,595)	(100)%
4668	Royalties	81	652	0	652	0 %
4686	Sale of Equipment	319	344	0	344	0 %
4688	Miscellaneous	367	688	4,500	(3,812)	(85)%
4695	Health Insurance Plan Experience Rebate	0	237,803	100,000	137,803	138 %
	Total Other Revenue	767	239,487	1,237,095	(997,608)	(81)%
	State Sources					
4540	State Aid	0	0	343,000	(343,000)	(100)%
4541	State aid - LBPH/TBBC	20,536	20,536	41,073	(20,537)	(50)%
4548	Renaissance Zone reimbursement	0	0	70,000	(70,000)	(100)%
4549	Personal Property tax reimbursement	0	0	400,000	(400,000)	(100)%
	Total State Sources	20,536	20,536	854,073	(833,537)	(98)%
	Total Revenues	3,327,549	24,562,966	28,055,051	(3,492,085)	(12)%
	Expenditures					
	Salaries and Wages					
5700	Board Stipend	240	780	3,900	3,120	80 %
5706	Extra duty stipends	50	500	0	(500)	0 %
5713	Salary & Wages	1,007,234	2,703,927	13,216,057	10,512,130	80 %
	Total Salaries and Wages	1,007,524	2,705,207	13,219,957	10,514,750	80 %
	Employee Benefits					

		Current Month	2022 YTD	2022 Original Budget	2022 Original Budget to Actual Variance	Percent Remaining
5709	FICA	74,529	200,060	1,011,028	810,968	80 %
5716	Defined Benefit Pension Plan Expenditures	0	0	82,515	82,515	100 %
5717	Defined Contribution Pension Plan Contributions	43,107	116,053	826,358	710,305	86 %
5718	Employee Health Benefits	107,686	331,605	1,260,065	928,461	74 %
5720	HSA/Flex	0	360,800	351,201	(9,599)	(3)%
5724	Life Insurance	3,143	8,761	31,000	22,239	72 %
5725	Additional Life Insurance	0	0	30,000	30,000	100 %
5727	Gradifi Student Loan Assistance	0	0	139,000	139,000	100 %
5728	YMCA Membership Support	0	0	16,300	16,300	100 %
5730	Other Employee Benefits	2,294	13,487	22,600	9,113	40 %
	Total Employee Benefits	230,759	1,030,766	3,770,067	2,739,301	73 %
	Collections - Digital					
5785	Cloud Library/OverDrive	385,000	770,000	1,540,000	770,000	50 %
5786	Hoopla	0	160,000	600,000	440,000	73 %
5787	Digital Collection	0	111,045	136,145	25,100	18 %
5788	Miscellaneous Electronic Access	20,447	185,494	222,938	37,444	17 %
	Total Collections - Digital	405,447	1,226,539	2,499,083	1,272,544	51 %
	Collections - Physical					
5791	Subscriptions	2,097	85,855	80,040	(5,815)	(7)%
5815	KDL Cruisers	0	0	9,228	9,228	100 %
5871	Branch Local Materials - Restricted Donation Expenditures	769	2,362	10,725	8,363	78 %
5982	Collection Materials - Depreciable	100,915	280,387	968,300	687,913	71 %
5983	CD/DVD Collection Materials - Non-Depreciable	32,074	77,688	408,500	330,813	81 %
5984	Beyond Books Collection - Non-Depreciable	38,847	105,333	501,000	395,667	79 %
	Total Collections - Physical	174,703	551,625	1,977,793	1,426,168	72 %
	Supplies					
5750	Collection Processing & AV Supplies	10,970	21,161	198,949	177,788	89 %
5751	Supplies	10,627	21,727	132,804	111,077	84 %
5760	Technology & Accessories <$1000	1,705	4,142	137,971	133,829	98 %
5764	KDL Staff Event, Supplies & Awards	48	203	19,430	19,227	99 %
5768	Promotions Supplies	0	0	39,150	39,150	100 %
5770	Other Awards/Prizes	8,412	48,495	133,850	85,355	64 %
5790	Books (not for circulation)	0	0	30,650	30,650	100 %
5851	Mail/Postage	1,175	1,779	35,810	34,031	95 %
5900	Copier/Printer Overage Charges	1	1	40,990	40,989	101 %
	Total Supplies	32,937	97,507	769,604	672,097	87 %
	Contractual and Professional Services					
5792	Software	37,688	196,937	733,896	536,959	73 %
5801	Professional & Other Contracted Services	57,406	244,976	742,630	497,654	67 %
5811	IT Contracted Services	0	1,560	0	(1,560)	0 %
5813	Delivery Services	15,689	33,276	162,167	128,891	79 %
5814	Security Services	6,310	10,366	60,445	50,079	83 %
5817	Lakeland Library Co-op services	0	1,527	6,107	4,580	75 %
5819	Drug Screenings/background checks	0	30	0	(30)	0 %

		Current Month	2022 YTD	2022 Original Budget	2022 Original Budget to Actual Variance	Percent Remaining
5825	KDL Staff Event Services	0	2,160	850	(1,310)	(154)%
5827	Catering	0	780	43,675	42,895	98 %
5833	All-staff Services	0	300	0	(300)	0 %
5836	Employee & Partner Care (Flowers, Etc)	50	239	4,300	4,061	94 %
5890	ILS Fees	0	102,102	147,300	45,198	31 %
5891	Licenses and Fees	7,292	29,327	109,085	79,758	73 %
5958	Payroll processing fees	1,380	6,154	0	(6,154)	0 %
	Total Contractual and Professional Services	125,816	629,734	2,010,455	1,380,721	69 %
	Programming and Outreach					
5795	Programming & Outreach Supplies	3,865	7,107	157,275	150,168	95 %
5865	Programming Services	3,551	6,363	47,740	41,377	87 %
5885	Speakers/Performers	11,203	32,800	214,030	181,231	85 %
	Total Programming and Outreach	18,619	46,269	419,045	372,776	89 %
	Maintenance and Utilities					
5810	IT COLO Infrastructure Services	58,437	175,103	836,750	661,647	79 %
5822	Maintenance Contracts	6,031	6,691	23,250	16,559	71 %
5848	Mobile Hotspots	2,448	17,131	11,636	(5,495)	(47)%
5849	Cell Phones/ Stipends	2,053	5,236	28,275	23,039	81 %
5850	Telephones	2,756	20,076	37,180	17,104	46 %
5852	Internet/Telecomm Services	55,453	166,805	750,000	583,195	78 %
5919	Waste Disposal	439	1,306	6,610	5,304	80 %
5920	Utilties	6,210	8,121	75,500	67,379	89 %
5925	Lawncare & Snowplowing	530	10,919	28,500	17,581	62 %
5928	Branch Maintenance Fees	0	123,547	482,068	358,521	74 %
5930	Repairs & Maintenance	1,837	9,053	113,470	104,417	92 %
5933	Software & IT Hardware Maintenance Agreements	0	90,402	189,750	99,348	52 %
5940	Rentals & Leases	11,562	52,616	224,000	171,384	77 %
	Total Maintenance and Utilities	147,755	687,005	2,806,989	2,119,984	76 %
	Staff Development					
5910	Staff Development & Conferences	18,788	71,852	270,746	198,894	73 %
	Total Staff Development	18,788	71,852	270,746	198,894	73 %
	Board Development					
5908	Board Development	0	2,373	12,000	9,628	80 %
	Total Board Development	0	2,373	12,000	9,628	80 %
	Other Expenditures					
5759	Gas, Oil, Grease	135	296	8,720	8,424	97 %
5860	Parking	16	68	3,685	3,617	98 %
5861	Mileage Reimbursement	1,901	6,270	64,734	58,464	90 %
5870	Branch Local Misc - Restricted Donation Expenditures	9,762	23,717	219,705	195,988	89 %
5873	Website	114,260	155,588	156,400	812	1 %
5875	Advertising	11,138	22,607	109,725	87,118	79 %
5901	Outsourced Printing & Publishing	3,809	4,865	67,500	62,635	93 %
5906	Promotions/Marketing	7,422	7,592	19,355	11,763	61 %
5907	Sponsorships/Donations	0	2,500	17,495	14,995	86 %
5915	Memberships, Dues & Fees	0	1,080	0	(1,080)	0 %
5935	Insurance	(1,175)	102,281	80,911	(21,370)	(26)%
5939	Workers Compensation Insurance	(2,317)	35,369	34,000	(1,369)	(4)%

15

		Current Month	2022 YTD	2022 Original Budget	2022 Original Budget to Actual Variance	Percent Remaining
5955	Miscellaneous	0	1,638	90,815	89,177	98 %
5959	Sales Taxes	0	1	1,000	999	100 %
5964	Property Tax Reimbursement	1,038	1,174	60,000	58,826	98 %
5965	MEL Return Items	972	1,953	3,400	1,447	43 %
	Total Other Expenditures	146,962	366,998	937,445	570,447	61 %
	Capital Outlay					
5973	Land Improvements - Non-Depreciable	0	1,110	0	(1,110)	0 %
5974	Land Improvements - Depreciable	0	0	203,000	203,000	100 %
5976	Building Improvements - Depreciable	33,354	33,354	145,500	112,146	77 %
5977	Technology - Non-Depreciable ($1000-4999)	0	24,982	826,400	801,418	97 %
5979	Equipment/Furniture - Non-Depreciable ($0-4999)	7,296	7,330	512,400	505,070	99 %
5980	Equipment/Furniture - Depreciable ($5000+)	0	0	507,770	507,770	100 %
	Total Capital Outlay	40,650	66,775	2,195,070	2,128,295	97 %
	Total Expenditures	2,349,959	7,482,650	30,888,255	23,405,605	76 %
	Excess Revenue Over (Under) Expenditures	977,589	17,080,316	(2,833,204)	19,913,520	(703)%

Check Number	Vendor Name	Check Amount	Check Date
83868	BiblioCommons Corp.	131,305.51	3/22/2022
AP-March 2022	Priority Health	112,538.51	3/2/2022
83910	IP Consulting, Inc.	59,997.21	3/22/2022
83784	Everstream Holding LLC- Michigan	53,361.55	3/9/2022
83824	Ingram Library Services Llc	50,617.83	3/9/2022
83920	Midwest Collaborative For Library Services	34,904.10	3/22/2022
AP-9900806690	Verizon Wireless - MiFy Routers & Cell phones	33,247.48	3/23/2022
83825	Interphase Office Interiors, Inc.	31,750.30	3/9/2022
83857	TerHorst & Rinzema Construction Co.	26,803.00	3/9/2022
83909	Ingram Library Services Llc	25,629.06	3/22/2022
83844	People Driven Technology Inc.	25,307.78	3/9/2022
83931	OrangeBoy, Inc.	25,000.00	3/22/2022
83836	Linkedin Corporation	20,000.00	3/9/2022
AP-USAC 3-21-22	Universal Service Administrative Company	19,440.00	3/22/2022
83918	Michigan Office Solutions (MOS)	17,424.67	3/22/2022
83933	Patron Point, Inc.	17,117.81	3/22/2022
83878	Comerica Bank	16,641.30	3/22/2022
83765	BiblioCommons Corp.	14,918.10	3/9/2022
AP-February2022	American Heritage Life Insurance Company / Allstate Benefits	13,902.07	3/29/2022
AP-March2022dv	Priority Health	12,336.24	3/1/2022
AP-9896956086	Verizon Wireless - MiFy Routers & Cell phones	9,002.50	3/3/2022
83942	Same Day Delivery, Inc	8,656.00	3/22/2022
83957	West Michigan Whitecaps	8,000.00	3/22/2022
83841	Midwest Tape	7,808.02	3/9/2022
83764	Baker & Taylor	7,743.08	3/9/2022
83871	Canva US, Inc.	7,619.98	3/22/2022
83924	Midwest Tape	6,849.55	3/22/2022
83863	Abila	6,702.19	3/22/2022
83848	Same Day Delivery, Inc	6,492.00	3/9/2022
83954	Vanguard Fire & Security Systems Inc	6,187.57	3/22/2022
83761	All Season Lawn Care	6,091.67	3/9/2022
83838	Michigan Office Solutions (MOS)	5,077.22	3/9/2022
83858	Thomas Klise/Crimson Multimedia	4,970.00	3/9/2022
83911	Kalamazoo Sanitary Supply / KSS Enterprises	4,861.68	3/22/2022
83889	Gantry Business Solutions LLC	4,814.50	3/22/2022
83951	UAW Local 2600	4,475.45	3/22/2022
83779	Ebsco Information Services	4,394.37	3/9/2022
83890	Governmental Consultant Services Inc.	4,000.00	3/22/2022
AP-03272941	Paycor, Inc.	3,377.44	3/17/2022
83882	DK Security	3,280.00	3/22/2022
83916	Library Ideas, Llc	3,248.40	3/22/2022
AP-March2022	PLIC - SBD Grand Island	3,143.36	3/1/2022
AP-207057978091	Consumers Energy	3,103.36	3/3/2022
83867	Baker & Taylor	3,085.97	3/22/2022
83959	Xerox Financial Services LLC	2,904.22	3/22/2022
83794	Holland Litho Printing Services	2,897.04	3/9/2022
AP-241970	TelNet Worldwide, Inc.	2,755.92	3/23/2022
83937	Prudential	2,745.00	3/22/2022
AP-L9311683-22	Prudential	2,745.00	3/24/2022
83786	Frederik Meijer Gardens & Sculpture Park	2,715.00	3/9/2022
83941	RNL Graphics Solutions, LLC	2,648.00	3/22/2022
83855	Staples Business Advantage	2,236.37	3/9/2022

Check Number	Vendor Name	Check Amount	Check Date
83778	DK Security	2,210.00	3/9/2022
83949	SWANK Movie Licensing	2,144.00	3/22/2022
83891	Graffix Plus / Extreme Graffix Inc.	2,131.11	3/22/2022
AP-2032675-0322	Dte Energy	2,110.78	3/4/2022
83929	Newsbank, Inc.	2,068.00	3/22/2022
83881	Derek Padula / Padula Publishing LLC	2,000.00	3/22/2022
83837	Magnusmode Ltd	1,996.25	3/9/2022
83860	Unique	1,968.31	3/9/2022
AP-9899355241	Verizon Wireless - MiFy Routers & Cell phones	1,925.88	3/3/2022
83785	Findaway World, Llc	1,870.55	3/9/2022
83958	Wolverine Power Systems	1,864.25	3/22/2022
83782	Erik Samuelsson	1,850.00	3/9/2022
83950	Thomas Klise/Crimson Multimedia	1,840.00	3/22/2022
83826	IP Consulting, Inc.	1,769.00	3/9/2022
AP-550091	123.Net, Inc	1,724.00	3/10/2022
83914	Legal Shield	1,705.75	3/22/2022
83787	Cengage Learning	1,693.77	3/9/2022
83877	Clark the Juggler	1,687.50	3/22/2022
83932	Pam Spring Advertising, Llc	1,662.00	3/22/2022
83759	Advanced Benefit Solutions, Inc / 44 North	1,561.00	3/9/2022
AP-03232903	Paycor, Inc.	1,380.44	3/3/2022
83833	Lewis Paper	1,372.55	3/9/2022
83842	Lifeworks (US) LTD.	1,368.57	3/9/2022
83893	Grand Rapids Building Services	1,262.00	3/22/2022
83874	Central Michigan Paper	1,260.00	3/22/2022
83766	Blackstone Audio Inc	1,199.56	3/9/2022
83847	RNL Graphics Solutions, LLC	1,018.00	3/9/2022
83919	Microix, Inc.	1,000.00	3/22/2022
83756	Aaron Liepman / Brickmaniac LLC	1,000.00	3/9/2022
83780	El Vocero	1,000.00	3/9/2022
AP-201541186928	Consumers Energy	995.47	3/8/2022
83831	KJAR Designs LLC / Balloons or Bust	965.00	3/9/2022
83913	LBK Ltd / Modernistic Carpet Cleaning and Restoration	940.00	3/22/2022
83885	Findaway World, Llc	875.94	3/22/2022
83880	DearReader.Com LLC	875.00	3/22/2022
83952	United Church Outreach Ministry, Inc.	862.20	3/22/2022
83927	Nationwide	850.58	3/22/2022
83862	Xerox Financial Services LLC	815.64	3/9/2022
83935	Penworthy Co.	803.92	3/22/2022
83896	Home Repair Services of Kent County, Inc.	800.00	3/22/2022
83835	Library Journals LLC	796.00	3/9/2022
83915	Lewis Paper	787.60	3/22/2022
83845	Rebecca Keller	750.00	3/9/2022
83856	State Of Michigan - Unemployment Agency	732.00	3/9/2022
AP-March 2022	Delta Dental Of Michigan	720.32	3/14/2022
AP-03297924	Paycor, Inc.	617.00	3/31/2022
83946	Smart Source, LLC	535.70	3/22/2022
83790	Hannah Lewis	515.00	3/9/2022
83894	Hannah Lewis	515.00	3/22/2022
83834	Library Ideas, Llc	503.40	3/9/2022
83776	Daniel Walker Creative LLC	500.00	3/9/2022
83948	Susan Erhardt	489.45	3/22/2022

Check Number	Vendor Name	Check Amount	Check Date
83762	Aqua Blue Aquarium Solutions	463.00	3/9/2022
83945	Showcases	452.65	3/22/2022
AP-2390781	Arrowaste	439.23	3/16/2022
83962	Elizabeth Knapp	434.50	3/25/2022
83851	Schepers, Inc.	381.00	3/9/2022
83772	City Of Kentwood Treasurer	365.54	3/9/2022
83767	Brody's Be Cafe	350.00	3/9/2022
83770	Center Point Publishing	343.35	3/9/2022
83879	D.K. Agencies (P) LTD.	336.50	3/22/2022
83884	ClearStar, Inc.	330.00	3/22/2022
83828	Jennifer DeVault	324.20	3/9/2022
83865	Ada Township	300.00	3/22/2022
83936	Performance Assessment Network	290.00	3/22/2022
83781	ClearStar, Inc.	270.00	3/9/2022
83843	Nationwide Trust Company, FSB	255.75	3/9/2022
83928	Nationwide Trust Company, FSB	255.75	3/22/2022
83939	Rebecca Keller	250.00	3/22/2022
83758	Adolfo Valle	250.00	3/9/2022
83768	Calvin University - Hekman Library	250.00	3/9/2022
83832	Legal Shield	248.25	3/9/2022
83793	Hispanic Center of Western Michigan	225.00	3/9/2022
83859	Troost Service Company	225.00	3/9/2022
83773	Comcast Cable	223.90	3/9/2022
83892	Grainger	178.11	3/22/2022
83883	Employee Assistance Center (EAC)	170.00	3/22/2022
83961	Charlie Mollett	169.16	3/25/2022
AP-015076	Medtipster.com, LLC.	165.04	3/23/2022
83925	Mlive Media Group	140.35	3/22/2022
83829	Juan Fernandez	140.10	3/9/2022
83864	Absopure Water Company	140.00	3/22/2022
83774	Comcast Cable	126.90	3/9/2022
83757	Absopure Water Company	121.50	3/9/2022
83783	Everlasting Green Plantscape LLC	120.00	3/9/2022
83775	Cornerstone University	108.00	3/9/2022
AP-IN-2315361	TASC	100.57	3/29/2022
83967	Shirley Bruursema	97.44	3/25/2022
AP-9900845688	Verizon Wireless - MiFy Routers & Cell phones	83.10	3/3/2022
83934	Pentwater Township Library	79.93	3/22/2022
83760	Advanced Ecosystems / FishGuy	75.00	3/9/2022
83956	Vital Records Holdings, LLC / VRC Companies, LLC	75.00	3/22/2022
83869	Blackstone Audio Inc	70.00	3/22/2022
83830	Kelly Fischer	69.99	3/9/2022
83947	Somer McPeek	64.99	3/22/2022
83792	Heart Of West Michigan United Way	63.00	3/9/2022
83895	Heart Of West Michigan United Way	63.00	3/22/2022
83968	Thomas Noreen	60.42	3/25/2022
83963	Nicole Lintemuth	55.74	3/25/2022
83912	Lance Werner	52.00	3/22/2022
83846	Township of Richland - Richland Township Library	48.94	3/9/2022
83966	Sheri Gilreath-Watts	47.55	3/25/2022
83964	Peter Dykhuis	46.38	3/25/2022

Check Number	Vendor Name	Check Amount	Check Date
83960	Andrew Erlewein	45.21	3/25/2022
83944	Schuler Books	44.77	3/22/2022
83861	West Bloomfield Public Library	39.95	3/9/2022
83965	Sarah Ann Weller	37.60	3/25/2022
83777	Delta College	35.00	3/9/2022
83938	Public Schools of Calumet, Laurium & Keweenaw	35.00	3/22/2022
83791	Hart Area Public Library	33.00	3/9/2022
83873	Cedar Springs Public Library	31.95	3/22/2022
83887	Fruitport District Library	29.99	3/22/2022
83940	Township of Richland - Richland Township Library	27.95	3/22/2022
83955	Village of Blissfield	26.99	3/22/2022
83953	University of Detroit Mercy	25.00	3/22/2022
83876	Citizens Insurance Company	25.00	3/22/2022
83926	Muskegon Area District Library	24.99	3/22/2022
83943	Saranac Clarksville District Library	23.99	3/22/2022
83917	Loutit District Library	22.90	3/22/2022
83849	Sandra Birmingham	22.49	3/9/2022
83886	Fleschner Memorial Library	21.00	3/22/2022
83866	Adele Shepherd	17.99	3/22/2022
83788	Gary Byker Memorial Library of Hudsonville	17.95	3/9/2022
83771	Cheryl Cammenga	16.00	3/9/2022
83850	Saugatuck-Douglas District Library	16.00	3/9/2022
83875	Cherie Williams	15.99	3/22/2022
83870	Burlington Township Library	13.99	3/22/2022
83769	Capital Area District Libraries	13.99	3/9/2022
83827	isolved Benefit Services	12.87	3/9/2022
83872	Carly Devries	9.99	3/22/2022
83789	Grant Area District Library	7.99	3/9/2022
83888	Gaines Charter Township	6.10	3/22/2022
83930	Noordyk Business Equipment	4.37	3/22/2022

Report Total   973,463.71

Check Number	Vendor Name	Check Amount	Check Date
78943	D.K. Agencies (P) LTD.	(336.50)	3/17/2022
79007	Magnusmode Ltd	(1,200.00)	3/4/2022
82221	Magnusmode Ltd	(796.25)	3/4/2022
83458	Canva US, Inc.	(7,619.98)	3/21/2022
83790	Hannah Lewis	(515.00)	3/14/2022
83894	Hannah Lewis	(515.00)	3/23/2022
83937	Prudential	(2,745.00)	3/23/2022
Report Total		(13,727.73)	

Director's Report

As a 20 branch library system serving over 400,000 constituents across 26 municipalities, one of the amazing things about KDL is that Kent County residents can expect a curated experience in terms of collection, customer service, and programming and services while also honoring the unique communities where each branch exists. What makes YOUR branch cluster unique from all the others?

EAST GRAND RAPIDS BRANCH + AMY VAN ANDEL LIBRARY

East Grand Rapids: The East Grand Rapids Branch has the highest visitor count in the KDL system. From open to close they have a wide variety of patrons using the facility for a myriad of reasons. It allows their team to focus on going above and beyond in patron service. One of the reasons they are so busy is the proximity to the East Grand Rapids elementary, middle, and high schools. The youth staff actively participates in many annual events put on by the schools nearby. Earlier this year, before programming came back, Branch Outreach and Programming Specialist Monica Walen virtually visited all the local school classrooms she connects with to do book talks and promote the library. Once they were able to get back to visiting in person, the Youth Librarian Sarah Yoder participated in an all-school assembly to kick off March Book Madness.

Amy Van Andel Library: The Amy Van Andel Library may be the newest library in the system, but it is in the center of a small, tightly knit community. The Ada Business Association is really picking up and everyone is excited for community events to come back. Most recently, Assistant Brand Librarian Kate McCoy represented the library during the Ada Leprechaun Hunt. This summer the library will participate in the Fourth of July Parade, August in Ada Festival, weekly farmer's market, and the new Story Stroll event. It is hard to believe how interconnected the library is to the Community in such a short amount of time. Unique to the branch is also the Podcast Studio which is used by patrons daily!

22

GAINES + KENTWOOD

Gaines Township and the City of Kentwood are neighbors and support the sixteen schools in the Kentwood Public School System. Besides visiting every first-grade class for the annual Leap into Reading Program, the Gaines/Kentwood region partners with the afterschool and summer student program to provide programming and outreach to underserved students. The Kentwood and Gaines branches are represented on the Community School Leadership Team which meets monthly to discuss the needs of at-risk and underserved students in the Kentwood school system.

The Gaines Township Branch is located across from the Pine Rest Christian Hospital and receives regular visits from the residents of group homes who live on and around the main campus. The permanent residents know the Gaines staff by name and love to engage everyone in conversation while at the branch.

The Kentwood Branch serves one of the most diverse communities in the state of Michigan. East Kentwood High School reports that they have students from over 60 different countries, speaking over 70 different languages. The staff at the Kentwood Branch have developed partnerships with area agencies serving local refugee families and host library tours for adults and families. The location of the branch is convenient to the neighboring apartment complexes and the RAPID bus stop, so the branch has daily visitors who spend long hours at the branch making use of the public computers and spacious public areas to read, relax or play.

After 42 years of service to KDL The Regional Manager Cheryl Cammenga will be retiring in July. She has been an invaluable member of the Kentwood team and has certainly earned her retirement! The Kentwood Branch, and all of KDL, are grateful for all her contributions over the years.

Fun Fact: The two-story Kentwood (Richard L. Root) Branch overlooks what was formerly the Kent County dump, which is now a Superfund site. This designation guarantees that there will be no buildings blocking the view for as long as the library exists. The patrons who choose to sit by the picture windows on both floors see views of wildflowers, turkeys, and deer, camouflaging the trash that lies beneath the surface.

23
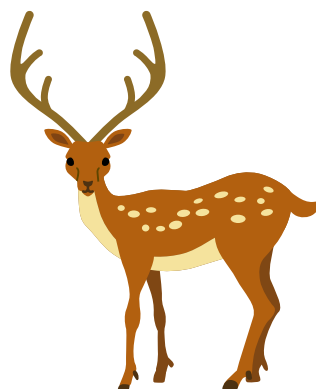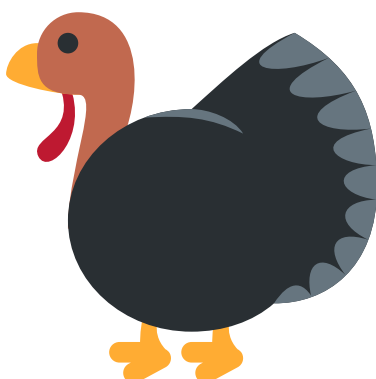
KELLOGGSVILLE + WYOMING

Wyoming is the largest of KDL's branch libraries and is an architectural jewel. It is a destination library and patrons love being in this space. Wyoming is the only branch currently offering a mother's support group, Mama Bear & Baby Cubs, and a regular Paint and Pop program. The branch partners with the city of Wyoming to provide unique programs such as Cookies with Cops and Touch a Truck. These programs are intended to promote healthy relationships between city department staff and the public and foster a sense of community. Wyoming's Community Reads event was initiated as a way of connecting schools, libraries, and authors to discuss deep topics and promote critical thinking. The Wyoming Branch has the only circulating braille collection and the only adaptive technology room in KDL.

Kelloggsville is one of the very few public libraries in Michigan operating within a public school. The branch is home to KDL's only school-embedded public librarian. The Kelloggsville Branch has a non-floating curated collection that meets the diverse needs of the students and the community. It is one of the most culturally diverse teen-centric collections in KDL. The Kelloggsville Branch has KDL's only paid Teen Internship Program open to Kelloggsville students. The branch has adapted to meet the needs of students both during and after school, and the community during the evenings.

KRAUSE MEMORIAL, NELSON + SPENCER

The Nelson Branch is one of KDL's more rural branches. The library itself even resembles a barn! Coming to the Nelson Branch is a favorite outing for the residents of an area group home; it brings them such joy. They seem to light up when staff greet them by name and during the one-on-one interactions at the front desk as they checkout items and put in hold requests. For Nelson staff, it's a joy hearing about the new jobs residents have started, upcoming visits with their families, and their holiday plans throughout the year.

The Krause Memorial and Spencer branches continue to contribute to their communities by hosting popular and unique annual community events.

The Spencer Branch serves a remote, rural area, making these library events even more impactful for residents. In the Spring, the Spencer Friends of the Library host an egg hunt for children and their families. There are prizes for all participants, and everyone looks forward to this fun community event.
In June, the Spencer Branch hosts its annual Summer Carnival to kick off Summer Wonder. Fun carnival games, including a bounce house, are free to everyone! Kids can also get free balloon animals and cotton candy.

This year marks the 13th annual Reading Rocks festival in Rockford. This unique event is a partnership between the Krause Memorial Branch and Rockford Public Schools, with involvement from Rockford Chamber of Commerce and Rockford Rotary. A highlight of the festival is Authors' Row, which consists of over 30 local authors who are on hand to talk to children and sign/sell their books. A featured headline author is promoted to the schools to get students excited about the festival. Rockin' Reader awards are given to one recipient in each classroom from kindergarten through 7th grade of Rockford Public Schools and area private and charter schools. The festival also includes an opening ceremony, library activity tent, face painting, street art, strolling character costumes (including our very own Katie L, of course!) and the ever-popular Hook-A-Book tent. This community event is designed to celebrate reading and its importance in the community.

Featured Department
Project Management Office

The Project Management Office (PMO) celebrated its first birthday in February! The dashboard and training were released to KDL in February 2021 and wrapped up in late April 2021. It has made a tremendous and positive impact on the organization and the PMO is ever-evolving to strengthen processes, adapt to change, and be mindful of our existing innovative culture.

In its first year, the Project Management Office approved and completed 32 projects, declined 23 projects, and KDL was able to determine more accurately the ideal number of simultaneous projects to balance with standard operations (minimum of 7, maximum of 21, which equals 1-3 per LT member at a time). This was a vast improvement from the original tally of 165 and has helped increase focus and reduce the number of projects that did not wrap up in a timely manner or that fell by the wayside.

In December 2021, KDL was notified that it won the Urban Libraries Council Top Innovator Award in Strategic Management for Project Management Office for Strategy and ROI (Return on Investment). This was the first time KDL has won the Top Innovator Award. The entry highlighted the large organizational change that was implemented and built during the pandemic, creating a centralized dashboard on Microsoft SharePoint, an existing platform that most staff were already accustomed to and one that was not an additional expense. Since the virtual award ceremony, many other libraries have reached out and expressed interest in adopting something similar and Jaci has met with them and shared ideas. Jaci and Katie are working to develop a web page with more information since information sharing is at the heart of the library profession.

Most recently, the PMO introduced the organization to a standard close-out phase of projects. For every project KDL wraps up, a close-out survey is sent to assess the rollout. The survey's goal is two-fold: to capture early feedback and improvement opportunities on the specific project, and to learn how KDL may improve on project rollouts themselves. Simple and standard, it contains 3 questions that staff can briefly answer.

The survey results are then compiled and linked to the Project Close Out Form. The Project Close Out Form is reviewed after the project launch in a meeting between the PMO, project sponsor, and project lead. The form mirrors the deliverables from the charter, and together the deliverables are revisited to make sure they are completed — if they aren't, closeout is either halted or the reason for not being completed is documented. The lead and sponsor then schedule a meeting further out to review pertinent metrics and review progress to ensure the project outcomes are going as expected. These new processes prevent projects closing prematurely and assign project ownership after it becomes part of operations so it is well-sustained.

The PMO consists of Director of Project and Planning Jaci Cooper, PMO Administrative Assistant Katie Blakeslee, Data Coordinator Sheri Glon, and Executive Assistant Elvia Myers. Katie will now be focused on PMO-related tasks, and a new admin, Lauren Hagermman Tekelly, has been hired for the front desk and to assist the Director of Operations. In addition to the immediate PMO-related updates, the department has also:

1. Shown 100% completion of the Paradigm trainings for all 3 sessions and engaged in 3 meaningful discussions.
2. Begun a project for a Data Dashboard using BlueCloud Analytics to display and utilize our data in a more meaningful way (Sheri).
3. Helped streamline front desk coverage by working with IT to implement a phone solution for full admin team assistance for front desk coverage.
4. Scheduled monthly admin meetings to strengthen communication and standardize internal service expectations (Elvia).
5. Collectively received 42 Katie Kudos for living out KDL Core Values, and gave out 72 Katie Kudos, modeling gratitude and recognition as an important part the KDL Culture (since 9/1/21 when recognition was moved to Paycor).

96 recognitions

100% gave recognition   100% received recognition

Name	Last Activity Date	Feed Posts, Comments & Likes	Received Recognition	Gave Recognition
Sheri Glon	11-Apr-2022	17	7	4
Katie Blakeslee	01-Apr-2022	2	20	18
Jaci Cooper	11-Apr-2022	96	5	44
Elvia Myers	11-Apr-2022	5	10	6

OUTREACH

BOOKMOBILE

"I just wanted to give a shout-out to our wonderful librarians from KDL for our bus visit yesterday. It is wonderful to see our students excited over picking out their books and having such joy in reading. For the first time being on the bus, I thought it was very successful! Thank you for all being prompt and flexible. The next visit is on the 16th so just in a couple of weeks."   Thanks, Melissa

Early Learning 33
Community Event 758
School age 1109

Community Event 1930
Seniors 166
Early Learning 1320
School age 6939
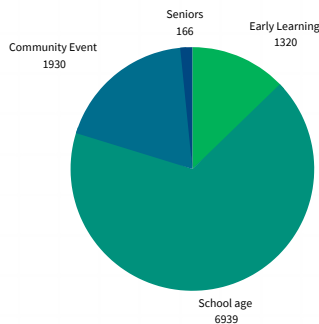
Keep an eye out for KDL out there! The numbers this month resemble pre-COVID service levels. Librarians are finding and receiving requests and event invitations. The schools are now welcoming in-person visits.

BOPS and library staff are busy designing and customizing activities and materials to share with each community.

FINANCIAL STABLIZATION

The Career Online High School Smart Horizons certificate track is now available starting March of 2022. It provides an overview of the manufacturing field and describes manufacturing management tools, supply chain concepts, workplace team dynamics, product quality, and the basics of electricity, hydraulic systems, and pneumatic systems. It also discusses employment preparedness, including writing a resume.

PARTNERSHIP - KDL INTERNS

In partnership with the Literacy Center, Human Resources placed four Limited English Proficiency patrons as interns for the Community Engagement Department. They are receiving language instruction and library services training. The goal is to follow up on the experience by having them apply to KDL for a permanent position. They are awesome!

VIRTUAL SERVICES

Wimee's Words is live Tuesdays, Wednesdays and Thursdays on social media platforms, and episodes are then edited to be shared on PBS nationally and GVSU locally. The team is focusing on increasing family, classroom and partner participation this month through partnerships such as the John Ball Park Zoo and Giovanna Garzonni. make sure to check out the show the day before April Fool's!


As seen on: PBS Michigan LEARNING

28
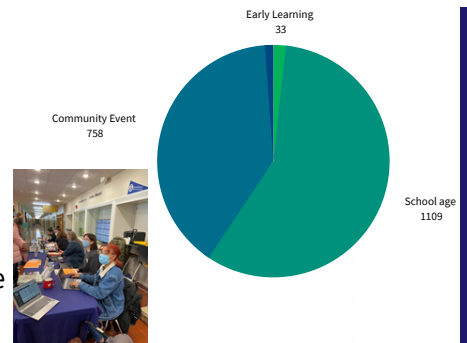
PROGRAMMING

Although we suspended indoor, in-person programming in February, in true KDL fashion, our organization still pulled off some incredible events in true KDL fashion. System-wide, 70 programs took place virtually and outdoors with a total attendance of 7,465. Meet the Sled Dogs visited Grandville and Kentwood, which provided a great opportunity for families to attend a fun, educational, and safe outdoor event. (pics below) The Kent County Teen Film Festival went virtual again this year and drew in over 1,100 views. Ethan Gough, one of this year's winners, said, "I am eternally grateful to everyone involved in putting the festival on. They've done so much for us young filmmakers, and I treasure the memories I've collected over the past few years I've been submitting. Winning the best Live Action Short for the 2020 ceremony is a particular highlight. I had never received an accolade of that caliber in my life. I was never on the winning sports team, and I never excelled at anything that wasn't related to storytelling, so finally receiving recognition for something I was passionate about was a very formative experience for me. It caused me to see a bit more value in myself, and my confidence was given a much-needed boost." Kudos to the Teen Workgroup for all the hard work that went into pulling this impactful event off virtually. (pics below of Ethan and hosts)

As we returned to in-person programming in March, staff and patrons alike were eager to be back, with more than 1,000 programs scheduled for Spring. Our staple programs such as Storytimes, Teen Zones, and Book Clubs are once again bringing patrons into our branches. Let it Snow has wrapped up with increased participation over last year. Extra prize mugs were ordered to accommodate the upsurge in completers.

Looking ahead, we are excited to host an in-person and virtual Write Michigan Awards Ceremony on April 16. This year, we had 1,190 entries and 131 volunteers and judges to screen and judge the stories. Schuler Books/Chapbook Press helped to publish this year's anthology of winners. The Write Michigan team (Programming Specialist Diane Cutler, Creative Services Coordinator Brad Baker, Director of Engagement Randy Goble, Administrative Assistant Janice Greer, Programming Manager Kip Odell, Community Engagement Manager Sara Proano, Digital Marketing Strategist David Specht, Webmaster Remington Steed, and Marketing Communications Specialist Katie Zuidema) did a stellar job of spearheading, publicizing, and working this flagship KDL program.

The Programming Department, together with the BOPS and workgroups, are currently gearing up for a great and fun-packed summer season. Presenter contracts are being signed, rooms reserved, and calendars readied as we look forward to a full return to Summer Wonder.
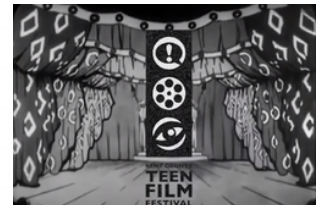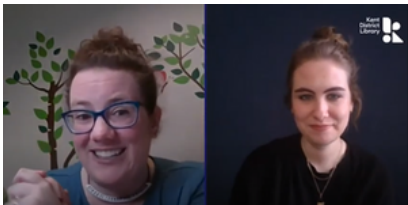
Katie Kudos

ALISON KUCTHA
COLLECTION DEVELOPMENT
NOMINATED BY LIZ GUARINO - KOZLOWICZ
AUTHENTIC
BECAUSE ..."Ali recently gave a phenomenal interview on Fox 17 about our new Kanopy service. She advocated getting this service for our patrons. She worked diligently with other departments to make sure all the bases were covered including training and marketing. Despite being somewhat camera-shy, she took on this interview with elegance and enthusiasm. It's always evident that she cares greatly about access to materials and keeping the library relevant."
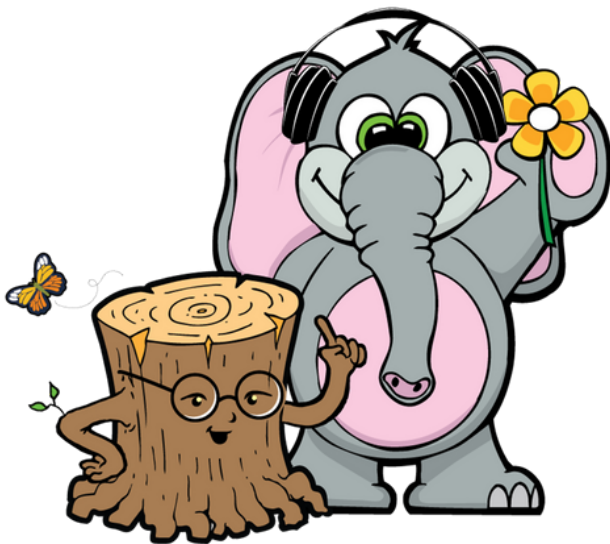
CHRISTINE HEKMAN
GRANDVILLE
NOMINATED BY MOINCA WALEN
COURAGEOUS
BECAUSE..."This year, because we were (yet agaaaiiiin) going to have to do our Film Fest virtually, the Teen Workgroup decided that we needed to liven up the host portion of the show and include more back-and-forth interactions. Which, of course, meant we needed a second person to back-and-forth with. When big, public, kind of scary things like this come up and there's a call for volunteers, there is always the worry that you'll get just crickets and people desperately looking the other way or pretending they must take a phone call. But Christine went for it! She was engaging, heartfelt, and did a phenomenal job taking on a wild task without a ton of advance notice. Nice work, Christine!!"

SCOTT SMALL
NOMINATED BY CODY KETCHUM
POSITIVE
BECAUSE..."Scott brought in pins that him and his wife made in support of Ukraine. This is just one of the many ways Scott displays / brings positivity to the Cascade branch."

Upcoming Meetings + Dates of Interest

Upcoming Meetings

**Regular Board Meeting
Thursday, May 19, 2022
4:30 PM
KDL Engelhardt Branch**

**Regular Board Meeting
Thursday, June 16, 2022
4:30 PM
KDL Service + Meeting Center**

**Regular Board Meeting
Thursday, July 21, 2022
4:30 PM
KDL Service + Meeting Center**

Dates of Interest

KDL Pension Meeting

May 18, 2022

1:00 PM

KDL Service + Meeting Center

ALA Annual Conference

June 23-28, 2022

Washington, DC

MONTHLY PROJECT REPORT

3 New projects approved

15 Projects in approval queue

1 Declined

17 Active Approved Projects

● On Time 13
● Late (At Risk) 4
✔ Completed since 01/22 1

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

Data Dashboard Phase 1

NEW!

● **Project Lead:** Scott Ninemeier + Sheri Glon   **Approval Date:** 03.02.22
Status: On track   **Due Date:** 08.31.22

KDL's current system for tracking library metrics, known internally as the "System Data Sheet," is a clunky and outdated Excel spreadsheet that is difficult to navigate and easily susceptible to errors. This is a problem when metrics, such as circulation and programming numbers, are tied to funding opportunities and State Aid. In an effort to develop more efficient and manageable ways to track and audit this data, this project team is tasked with creating an online automated data dashboard that will replace the existing System Data Sheet. Qualities of an acceptable replacement include being live (updated in real time) and easy to navigate, highly visual, and reflecting data specifically related to established Key Performance Indicators.

Email Group Streamline + Update

NEW!

● **Project Lead:** Elvia Myers   **Approval Date:** 03.02.22
Status: On track   **Due Date:** 12.31.22

At the moment, KDL's library of existing email groups is inundated with several hundred abandoned and/or otherwise obsolete email addresses and distribution lists. As such, irrelevant addresses are often accidentally used to communicate, which severely slows communication channels and/or puts a halt to them altogether. For example, KentwoodCirc@kdl.org only includes several part-time staff, so if Patron Services sends a patron question to this address, it may go unseen for days. Upon successful completion of this project, KDL will have a clear, pared-down global list of addresses, as well as a standardized list of naming conventions that are intuitive for all end users.

KDL Way Service Vision + Training

● **Project Lead:** Jennifer DeVault + Lulu Brown   **Approval Date:** 03.02.22
Status: On track   **Due Date:** 11.15.22

The KDL Way is used across the Library as a framework for providing consistent and excellent customer service to all patrons. Unfortunately, in the wake of drastic cultural change and internal restructuring, it is apparent that not all employees may be operating from the same understanding of what defines "excellent customer service" and how often the KDL Way is visited varies. By creating a service vision statement and providing new guidelines for training and service expectations centered on KDL's Core Values, the Library has the opportunity to level set expectations amongst employees and provide standards of excellence for how to best serve patrons and empower KDL employees to go above and beyond in every patron interaction. The ultimate goal of this project is to keep the KDL Way at the forefront all employee-patron interactions and to continue to improve the patron service experience.

Circulation Moonshot: Collection Purchasing Philosophy

● **Project Lead:** Liz Guarino-Kozlowicz   **Approval Date:** 02.02.22
Status: On track   **Due Date:** 08.31.22

Though the project has been slow to start due to staffing changes in the department, the team has officially scheduled their kickoff meeting for April 18 and looks forward to establishing the new purchasing philosophy and procedures.

Circulation Moonshot: Displays + Merchandising

● **Project Lead:** Jared Seigel + Shelby Toren   **Approval Date:** 06.30.21
Status: At Risk - Scope   **Due Date:** 05.31.22

With Jared Seigel and Shelby Toren named as new project leads, displays and merchandizing efforts are officially back up and running. Though furniture purchasing has been placed on hold, Jared and Shelby have been meeting one-on-one with Branch Champions to identify opportunities for merchandising improvement and assess the number and types of display supports needed for the space. Each branch is at a different stage in merchandising its collection, but these in-person meetings have served to inform the project team's strategy on how it can most effectively move forward with the project's goals.

Circulation Moonshot: Weeding Standards

● **Project Lead:** Liz Guarino-Kozlowicz   **Approval Date:** 06.30.21
Status: On track   **Due Date:** 05.31.22

With new procedures firmly established and Branch Champions at work with training and re-enforcement, all branches are set to have officially deployed new weeding processes by Monday, April 18, followed by five weeks of initial statistics gathering. A detailed Communication Bulletin further outlining these changes is scheduled for the week of April 20.

Circulation Moonshot: Youth + Teen CORE Collection

Project Lead: Tammy Schneider   **Approval Date:** 10.20.21
Status: On track   **Due Date:** 05.31.22

Title selections for both the Youth and Teen CORE Collections have been finalized and will be ordered in early April. CORE stickers have also been requested and will be ready by the time materials come in. The new collections will also be featured in the upcoming summer Kaleidoscope. To further celebrate with staff and patrons alike, the project team has developed a CORE Bingo game for staff similar to the one that was done to help staff familiarize themselves with Adult Core titles, as well as a tri-fold brochure, wherein young eager readers may "check off" titles as they read them.

Curbside Texting + Interactive Voice Response (IVR)

Project Lead: Morgan Hanks   **Approval Date:** 10.20.21
Status: At Risk - Timeline   **Due Date:** *new due date 06.15.22*

The new Curbside Texting and Interactive Voice Response service has been used at Caledonia for an entire month now. The project team has learned a lot through the pilot and has used direct feedback from both staff and patrons alike to adjust features and request enhancements. A new due date was identified to collect more data and document experience before proposing a project to offer this systemwide.

EDI Collection Audit / Tagging (Phase 2)

Project Lead: Tammy Schneider   **Approval Date:** 03.24.21
Status: On track   **Due Date:** 12.31.22

KDL's Task & Research Board continues work on tagging the Adult Non-Fiction collection. Though originally estimated to be complete by mid-April, this may actually be pushed out to early May due to the relatively small number of Task Board members and Spring Break. Task cards will be created based on the Youth Collection next.

Expungement Fair with Legal Aid of Western Michigan

Project Lead: Hennie Vaandrager   **Approval Date:** 02.02.22
Status: On track   **Due Date:** 08.31.22

Legal Aid of Western Michigan recently received a grant that will allow them to continue this work over the next three years, something that KDL will take into consideration as it completes initial goals and deliverables associated with this project. The first Expungement Fair is scheduled to take place at the Center for Community Transformation on May 7 from 9:00 AM to 3:00 PM and partner organizations NAACP, Literacy Center of West Michigan, West Michigan Works, Hispanic Center, Heart of West Michigan United Way, and Safe & Just Michigan will participate. There, KDL will have an information table set up and is providing general communication and video support. Beyond this event, KDL will continue working with LAWM to schedule "awareness events" at select KDL branches in the fall.

Hygiene Lockers

Project Lead: Hannah Moeggenborg
Status: On track

Approval Date: 01.19.22
Due Date: 04.30.22

The project team continues to make progress. For testing purposes, an initial locker was assembled and stocked at the Service + Meeting Center in March; the team is satisfied with the style and quality of the chosen locker, which is like a wooden cabinet that can blend seamlessly in with the décor at any branch. Managers will first choose between a blonde or black finish, after which the lockers will be ordered and sent to the branches for assembly and stocking.

iVox App

Project Lead: Tammy Schneider
Status: At Risk - Timeline

Approval Date: 01.05.22
Due Date: *new due date 04.30.22*

Desktop and mobile versions of the app went live as of April 1 and staff completed a raining checklist to familiarize themselves with the new service. Library Ideas (vendor) has provided stickers for promoting iVox, which will be affixed to all Vox Books and Wonderbooks within the collection. Project team members Kevin Kammeraad and Sydney Khoury have also created a promotional video to be played in the branches throughout the launch.

KDL Mobile App

Project Lead: Remington Steed
Status: At Risk - Timeline

Approval Date: 11.29.21
Due Date: 04.22.22

BiblioCommons has completed building the application and provided a test version for the project team to explore on their Apple and Android devices. The final app is expected to be ready for a soft launch to all staff by April 21, followed by staff training. The public launch is expected on May 9.

Rehmann - Finance Department Audit

Project Lead: Kim Lindsay
Status: At Risk - Timeline

Approval Date: 11.02.20
Due Date: *new due date 5.31.22*

In March, KDL welcomed Janelle Mitchell as the new General Accountant to the Finance team. This has also allowed the rest of the team to go back to their normally assigned duties. During the month of March, additional recurring monthly billings from several vendors were added to the streamlined payment and approval process. Additionally, the team continues to work on streamlining in-branch purchasing, which will be rolled out systemwide in late April. Training on several key purchasing processes will also take place at the next quarterly All Managers Meeting.

Systemwide WonderKnook Refresh

Project Lead: Missy Lancaster / Abby Black
Status: On track

Approval Date: 09.23.21
Due Date: 11.30.22

The WonderKnook project is progressing fast. All branches have had a chance to preview their custom, imaginative and loose parts pieces and have provided feedback on the designs. A final packet of renderings will be completed soon and will be shared with the board in May, and the the manufacturing process will soon begin. The Early Lit Workgroup has finalized the list of all manipulatives associated with the spaces (i.e. pots and pans, blocks, trains, magnets) and will begin purchasing items toward the end of August. In marketing the new space, the project team is also working on an adventure map of all WonderKnooks at all KDL branches. With this, kids will be able to check off each space they visit and win a special prize for completing different adventures on the map.

Traveling Exhibits

Project Lead: Brad Baker
Status: On track

Approval Date: 12.29.21
Due Date: 04.30.22

Display panels are currently being stored at the Service Center and will be installed at their next destination, the East Grand Rapids Branch, on April 15. This will be just in time for the Pam VanderPloeg Rediscover Grand Rapids program on April 28, which was rescheduled due to the pause on all in-person programming earlier this year. After six weeks at East Grand Rapids, the panels will again be broken down and taken back to the Service Center for storage before the next exhibition in September.

BUILDING PROJECTS

Krause Memorial

Project Lead: Jennifer German
Status: N/A

Approval Date: N/A
Due Date: N/A

All four northern municipalities have now signed a Memorandum of Understanding with KDL, outlining their intention to continue in the corporate body of the KDL system and to begin fundraising for an expansion of the Krause Memorial Branch. While many details still need to be ironed out, municipal officials continue to meet regularly and have contracted with Progressive AE for an initial study of the space that will take 4-6 weeks to complete.

Service + Meeting Center

Project Lead: Missy Lancaster
Status: On track

Approval Date: 2020
Due Date: *new due date 05.31.22*

Basic maintenance in remaining conference rooms is progressing smoothly and all lights on the Service Center side of the building have been replaced with energy efficient LED bulbs. The sprinkler system has been updated throughout, walls have been patched and painted and Bruursema Board Room cabinets have been installed. Carpeting has also been installed, though countertops are still pending delivery. Furniture was ordered at the end of March. Curtis Kieliszewski in IT is still working on getting quotes from technology vendors.
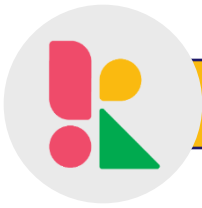
Walker

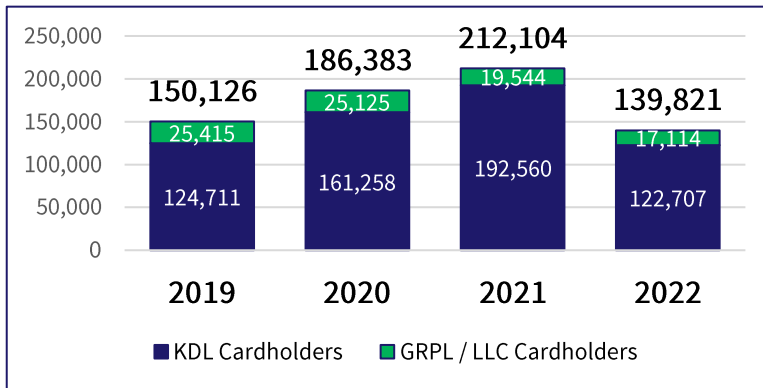**Project Lead:** Liz Knapp
Status: N/A

Approval Date: N/A
Due Date: N/A

At the Walker City Commission on Monday, March 21, city commissioners discussed options for increasing the size of the Walker Library; namely, building a completely new library space or expanding the current location. After discussion, commissioners elected to expand the existing space as this option seems to be the most cost effective. Though previously discussed, upgrades to the Walker Ice and Fitness Center will be considered separately. Additionally, space has been found for Senior Neighbors at Fire Station 3. A Request for Proposal will soon be issued to begin the design and planning process.

MARCH 2022 STATISTICAL SUMMARY

Active Patrons:

	KDL Cardholders	GRPL / LLC Cardholders
2019	124,711	25,415	Total: 150,126
2020	161,258	25,125	Total: 186,383
2021	192,560	19,544	Total: 212,104
2022	122,707	17,114	Total: 139,821

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.

1,922 Accounts Added in March:

- 1,605 New KDL Cardholders
- 233 New GRPL Cardholders
- 84 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 expired again.

Comparing to Previous Timeframes:

- **Physical Checkouts:** Up 20% from last month; Up 1% from 2021; Down 19% from 2019
- **Digital Checkouts:** Up 14% from last month; Up 19% from 2021; Up 56% from 2019
- **Visitor Count:** Up 29% from last month; Up 45% from 2021; Down 21% from 2019
- **Program Attendees:** Up 223% from last month; Up 93% from 2021; Up 5% from 2019
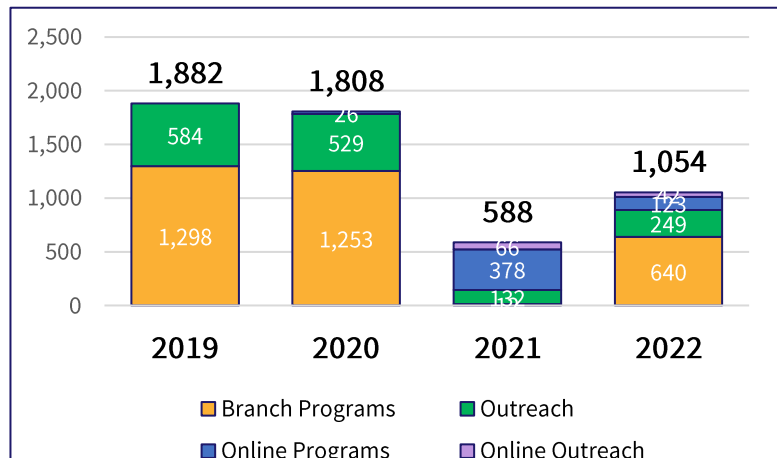
(See following page for more details)

Circulation YTD:

	Physical	TBBC	Digital	Total
2019	1,569,436	16,633	325,432	1,911,501
2020	1,252,452	11,853	402,746	1,667,051
2021	1,059,597	23,931	440,752	1,524,280
2022	1,208,778	25,021	490,743	1,724,542

People Served YTD:

	Website Visits	In-Branch Visits	Curbside Visits	Program Attendance	Outreach Attendance
2019	858,913	609,429		33,939	30,399
2020	751,484	502,815		36,917	27,788
2021	788,404	250,363	32,604	28,048	18,334
2022	741,302	439,344	5,452	28,368	20,208

Number of Events YTD:

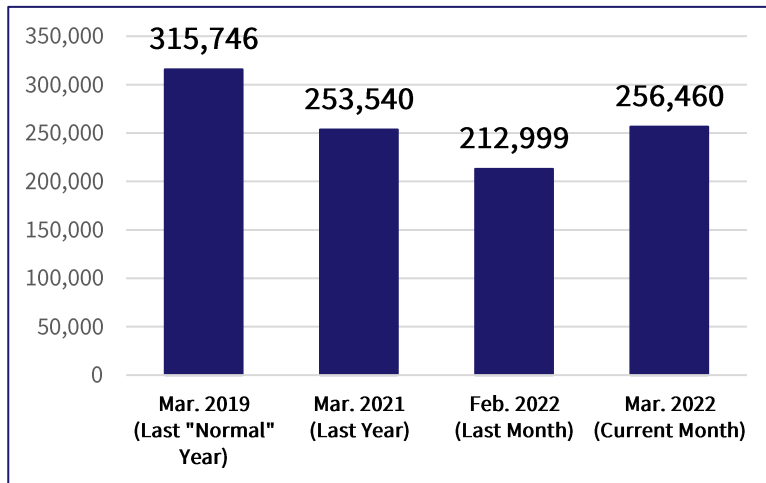|	Branch Programs	Outreach	Online Programs	Online Outreach	Total
2019	1,298	584			1,882
2020	1,253	529	26		1,808
2021		132	378	66	588
2022	640	249		123	1,054

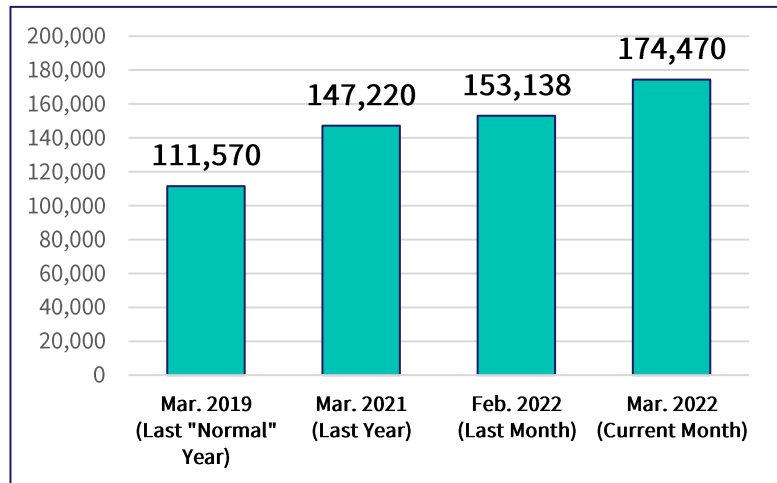# MARCH 2022 STATISTICS IN-DEPTH

How have our basic statistics changed month-to-month and when compared to last year (2021), and compared to the last "normal" year of 2019?
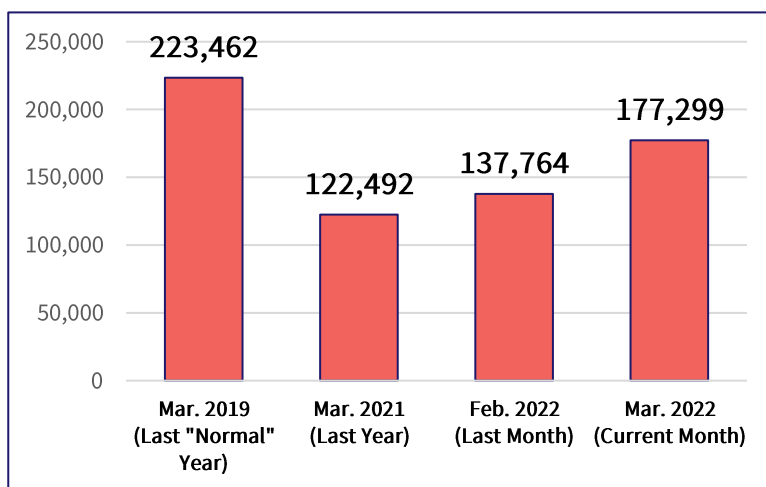
Physical Items Checked Out:

Mar. 2019 (Last "Normal" Year): 315,746
Mar. 2021 (Last Year): 253,540
Feb. 2022 (Last Month): 212,999
Mar. 2022 (Current Month): 256,460

20% more total items were checked out compared to last month, and **1% more** than the same month last year, but 19% **fewer** compared to the same month in 2019.

Digital Items Checked Out:

Mar. 2019 (Last "Normal" Year): 111,570
Mar. 2021 (Last Year): 147,220
Feb. 2022 (Last Month): 153,138
Mar. 2022 (Current Month): 174,470

Digital checkouts are **up 14%** from last month, **up 19%** from the same month last year, and **up 56%** compared to the same month in 2019.

Visitor Count:

Mar. 2019 (Last "Normal" Year): 223,462
Mar. 2021 (Last Year): 122,492
Feb. 2022 (Last Month): 137,764
Mar. 2022 (Current Month): 177,299

Branch visitors **increased 29%** compared to last month and 45% compared to the same month last year, but are **down 21%** compared to the same month in 2019.

Programs:

Mar. 2019 (Last "Normal" Year): 28,418 attendees, 782 programs
Mar. 2021 (Last Year): 15,527 attendees, 231 programs
Feb. 2022 (Last Month): 9,268 attendees, 121 programs
Mar. 2022 (Current Month): 29,928 attendees, 711 programs

Program Attendees — Number of Programs Offered
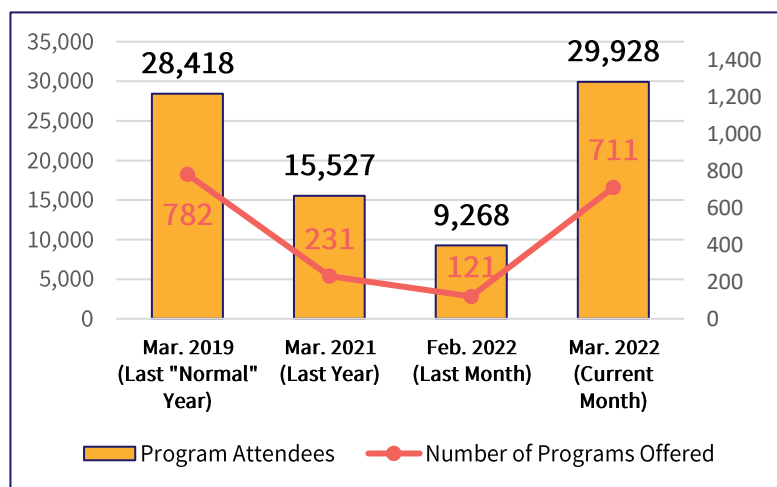
With the end of the In-branch programming pause, KDL once again offered **over 700** programs in March had and even had **5% higher** attendance than the same month in 2019.

MOST POPULAR TITLES LAST MONTH

Click on each title for a link to the catalog

KDL CORE Titles (All Copies):

Title	Checkouts
1. *The Midnight Library* by Matt Haig	73
2. *Where the Crawdads Sing* by Delia Owens	64
3. *The Silent Patient* by Alex Michaelides	63
4. *The Guest List* by Lucy Foley	62
5. *The Nightingale* by Kristin Hannah	51

KDL CORE Titles (Stickered Copies):

Title	Checkouts
1. *The Silent Patient* by Alex Michaelides	30
2. *The Nightingale* by Kristin Hannah	29
3. *Ordinary Grace* by William Kent Krueger	25
4. *Where the Crawdads Sing* by Delia Owens	22
The Heirloom Garden by Viola Shipman	22

All Physical Items (Most Checkouts):

Title	Checkouts
1. KDL Wifi Mobile Hotspot	329
2. *The Judge's List* by John Grisham	167
3. *Run, Rose, Run* by Dolly Parton and James Patterson	150
4. *The Four Winds* by Kristin Hannah	132
5. *Better Off Dead* by Lee Child	131

All Physical Items (Most Holds):

Title	Holds
1. *Reminders of Him* by Colleen Hoover	160
2. *Run, Rose, Run* by Dolly Parton and James Patterson	149
3. *Verity* by Colleen Hoover	149
4. *The Recovery Agent* by Janet Evanovich	148
5. *The Maid* by Nita Prose	153

OverDrive Items (Most Checkouts):

Title	Checkouts
1. *The Midnight Library* by Matt Haig (audio)	301
2. *The Duke and I* by Julia Quinn (audio)	207
3. *The Vanishing Half* by Brit Bennett	186
4. *The Viscount Who Loved Me* by Julia Quinn (audio)	161
5. *Where the Crawdads Sing* by Delia Owens (audio)	134

OverDrive Items (Most Holds):

Title	Holds
1. *The Last Thing He Told Me* by Laura Dave	577
2. *Verity* by Colleen Hoover	438
3. *The Seven Husbands of Evelyn Hugo* by Taylor Jenkins Reid	424
4. *Wish You Were Here* by Jodi Picoult	397
5. *The Judge's List* by John Grisham	314

NEW HIRES	POSITION	EFFECTIVE
Lauren Hansen	Shelver – Walker	March 15
Brock Gabbert	Collection Services Assistant – Service Center	March 28
Annie Albury	Assistant Branch Librarian – Englehardt	April 13
Annemarie Brenner	Shelver – Gaines	April 13
Krysia DeGraf	Shelver – Grandville	April 13
Katie Baumann	Shelver – Kentwood	April 13
Cathy Vandermeer	Shelver – Plainfield	April 13
Mikki Henry	Assistant Branch Librarian – Englehardt	April 13
Sarah Thorne	Shelver – Plainfield	April 13

OPEN POSITIONS	TYPE
Shelver – Wyoming (2 positions)	Part-time
Shelver – Plainfield	Part-time
Shelver – Krause Memorial	Part-time
Assistant Branch Librarian – Kentwood	Part-time
Branch Librarian – Kentwood	Full-time
Digital Marketing Strategist – Service Center	Full-time
Assistant Branch Librarian – East Grand Rapids	Part-time
Shelver – Cascade	Part-time
Collection Services Assistant – Service Center	Part-time
Branch Librarian – Wyoming	Full-time
Regional Manager I – Kentwood/Gaines Township	Full-time

DEPARTURES	POSITION	EFFECTIVE
Bethany Heerspink	Assistant Branch Librarian - Walker	March 26
Shae Crampton	Shelver - Cascade	March 27
Carlita Gonzalez	Programming Specialist – Service Center	March 28
David Specht	Digital Marketing Strategist – Service Center	April 1
Corey Archambault	Volunteer Coordinator – Service Center	April 13
Erin Antes	Branch Librarian - Wyoming	April 15
Anne Schroeder	Assistant Branch Librarian – Krause Memorial	June 2
Lynda Austin	Branch Librarian – Englehardt	June 4
Cheryl Cammenga	Regional Manager I – Kentwood/Gaines Twp.	July 8

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Jake Huber	Assistant Branch Librarian – Kentwood	Branch Librarian – Kentwood	March 14
Tina Cornwell	Shelver – Krause Memorial	Assistant Branch Librarian – Nelson Twp/Krause Memorial	April 11
Greg Lewis	Branch Librarian – Kentwood	Programming Specialist – Service Center	April 4
Hannah Moulds	Assistant Branch Librarian – East Grand Rapids	Programming Specialist – Service Center	April 11
Mara Deckinga	Collection Services Assistant – Service Center	Branch Librarian – Wyoming	April 18
Jennifer Bell	Shelver – Plainfield	Assistant Branch Librarian – Plainfield	April 11
Penni Zurgable	Manager-in-Training – Plainfield/Comstock Park	Regional Manager I – Plainfield/Comstock Park	April 11
Sue Olep	Shelver – Wyoming	Assistant Branch Librarian – Wyoming	April 18
Rebecca Avilla	Assistant Branch Librarian - Wyoming	Assistant Branch Librarian – Walker	April 25
Courtnei Moyses	Branch Librarian – Kentwood/Gaines Twp	Branch Outreach & Programming Specialist – Kentwood/Gaines Twp	April 25

EMPLOYEE ANNIVERSARIES (MAY)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Marisa Demoor	Kentwood	21 years
Lynn Goldberg	Plainfield	16 years
Toby Schuler	East Grand Rapids	16 years
Laurie Winkler	Collection Services	16 years
Sara Magnuson	Nelson Township/Sand Lake	15 years
Denise Wohlferd	Krause Memorial	15 years
Liz Wierenga	Amy Van Andel/Ada	13 years
Lance Werner	Administration	11 years
Eric Schweibert	Comstock Park/Plainfield	10 years
Maria Page	Grandville	9 years
Angela Culp	Kentwood/Gaines Township	8 years
Trina Den Braber	Comstock Park	6 years
Jill Essenburg	Collection Services	6 years
Bethany Metivier	Nelson Township/Sand Lake	6 years
Trish Reid	Human Resources	6 years
Curtis Kieliszewski	Information Technology	5 years
Barb DeYoung	Sub Pool	4 years
Molly Marshall	Cascade	3 years
Jenny Savage-Dura	East Grand Rapids	3 years
Lulu Brown	Cascade/Caledonia	1 year
Kate Cousins	Cascade	1 year
Will McAfee	Walker	1 year
Mabel Uhl	Wyoming	1 year

OFFICE OF FUND DEVELOPMENT

2022 Q1

Kent District Library

Donor Impact

Total raised
$25,883.61

Total Donors
78

Total Gifts
174

Average Gift
$148.76

Top Fundraisers

Large Branch
East Grand Rapids Library

Medium Branch
Krause Memorial (Rockford) Library

Small Branch
Spencer Township Library

Funds Raised by Month ■ 2021 ■ 2022

Q1
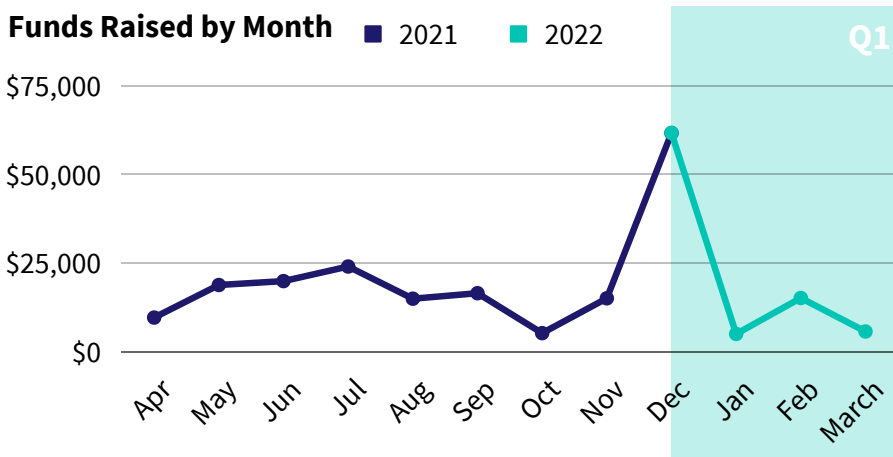
Top Donors

Corporate
Meijer, Inc.

Individual
Lucy Johnston

Volunteer Impact

Volunteer Hours
870.75

Total Volunteers
144

Top Volunteers

Branch
Service Center

Program
Write Michigan

Adult Volunteer
Barbara Fishback (SC)

Teen Volunteer
Hannah Komejan (BYR)

Volunteer Testimonial
"Volunteering for the seed library or any other event is always fun. You get to meet so many other volunteers that are so interesting and have a lot of good ideas." **- Nancy M.**

OFFICE OF FUND DEVELOPMENT
2022 Q1

Q1 Successes

- A monthly donor thank-you process was established, including handwritten notecards, thank-you videos and more
- The inaugural MLK Day of Service was a great success with 105 staff and board members supporting 10 Kent County agencies with 424 hours of service
- Staff at every branch received training on best practices for engaging patrons as volunteers
- When asked if they enjoyed volunteering with KDL, Q1 volunteers reported 93.3% satisfaction, with Seed Library volunteers reporting 100% volunteer satisfaction

In the Pipeline

- Save the date for the eighth annual Literary Libations Gala on Thursday, September 15, 2022 at Frederik Meijer Gardens
- **On June 16, 2022, the KDL Board of Trustees are invited to join the Leadership Team to make thank-you calls to recent donors as we share appreciation for their impact and support**
- To advance KDL's anti-racism, equity, diversity and inclusion commitment, we are seeking funding from the Michigan Humanities Council to host a Native American Dance Troupe at the Grandville and Cascade Township Libraries
- Sponsorship requests have been made for in-kind donations from the Delta Dental Foundation to support our KDL-wide hygiene locker project
- Teen Crew volunteers will be welcomed back to our branches beginning this summer following a two-year pandemic hiatus

44

STRATEGIC PLAN 2021–2023

FIRST QUARTER UPDATE

2022

2021–2023 Strategic Goal:
Align all library services, staffing makeup and partnerships to be reflective and inclusive of the diverse communities we serve.

2022 Initiative #1

Design and implement a travel-themed interactive program for Summer Wonder that moves from region to region, including food, drink, reading, music and history. The program will be highly social, will foster relationships and will educate the community on what types of cultural diversity and ethnic groups we have in our communities and the special traditions they celebrate.

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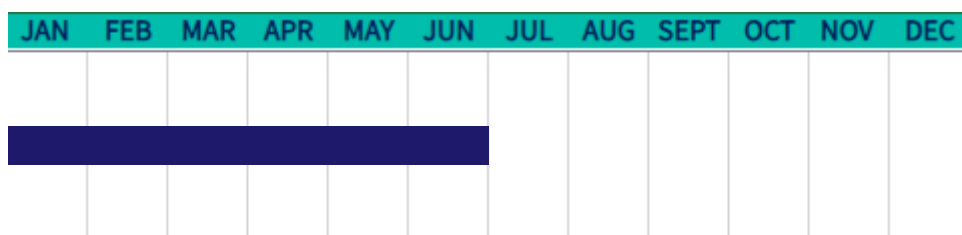
2022 Q1 Update

On Track   Paused/Delayed   Canceled   Completed

The Programming Department, along with the Adult Programming Workgroup, worked to bring a variety of cultural programs to various branches for Summer Wonder 2022 to make the popular summer program more appealing to and inclusive of adult and family activities. Middle Eastern Dance, Native American Dancers, The Storytellers (music and stories from around the world), and Motherland Cultural Connection (African music) are some of the engaging and culturally diverse offerings that will be available to patrons. Currently, KDL is exploring a drop-in concert featuring diverse artists from the KDL Vibes artist list to be held at the Kentwood Branch this fall.

The original vision of this strategic initiative was to include food and drink and to have offerings travel from branch to branch, but due to COVID concerns early on in the year, KDL decided to prioritize safety and refrain from those two elements. It will continue to be a priority for KDL to further EDI efforts through programming.

2021–2023 Strategic Goal:

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

2022 Initiative #2

Continue quarterly Paradigm trainings and discussions with the expectation of 100% (88% with turnover and leaves factored in) employee engagement.

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC

2022 Q1 Update

(**On Track**)   Paused/Delayed   Canceled   Completed

KDL missed its goal of 88% for the third round of training by 2%. The 86% completion rate for the third training factored in turnover and leaves as before, and was up from 84% last quarter. The third session of Paradigm REACH training focused on Allyship:

COURSES (45-60 minutes each):
- Practicing Allyship
- Allyship Workshop

MICROLEARNINGS (2-7 minutes each):
- The Case for DEI
- Introduction in Intersectionality
- What is Belonging?
- What is Allyship?
- How Do I Become an Ally?
- Trans Allyship 101

The training also included the review of several resources/documents: Practicing Allyship Discussion Guide for Moderators, Strategies for Practicing Allyship, Building Effective Allyship Skills is Critical and Reading List: Allyship in Action. The document review was identified as something that staff were missing and not clicking through on, so Training Manager Trish Reid developed a checklist for each training and sent out completion progress reports to managers. New to this round of training was also a virtual manager discussion hosted by EDI Workgroup Lead Shaunna Martz. This was conducted before the branch and department discussions so mangers felt more prepared and so they could talk through sensitive topics or things that came up last time to develop consistent approaches.

KDL's fourth segment of Paradigm Reach training will kick off April 12 and will focus on inclusive work culture.

2021–2023 Strategic Goal:
Increase the value delivered to the community by focusing on demonstrated needs.

2022 Initiative #3

Clarify what excellent service looks like in each role and task and create role guides. Identify how service has been impacted by COVID-19 and how KDL can proactively incorporate changes, and document these changes in a clear, easy way for staff in a revision of the KDL Way Toolkit (released June/July).

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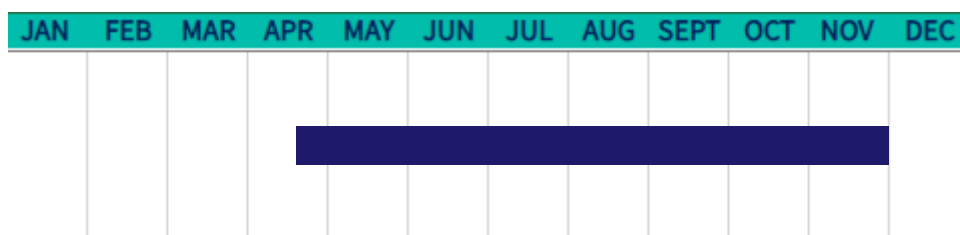
2022 Q1 Update

On Track   Paused/Delayed   Canceled   Completed

A team of directors and managers met in early 2022 to finalize the charter for this strategic initiative and define the scope and all deliverables. The existing KDL Way toolkit was difficult to locate and it was revealed through that discussion that it was not often revisited. Instead of revamping a staff-facing toolkit, the team felt that a toolkit for managers to help manage service expectations would be more impactful, and something simpler was needed for onboarding and in the branches as an ever-present, visual reminder of the KDL Way.

The overall vision of the KDL Way will be largely unchanged: it will tie back to our mission with the concept of going further since KDL exists to further all people.

During this discussion, the need for a mechanism to regularly discuss and revisit elements of the KDL Way was identified. The timeline of this initiative has been adjusted to start later to incorporate a third party tool that HR is exploring and to align the rollout with the October 3 All Staff.

2022 Initiative #4

Revamp new cardholder orientation/onboarding. Identify areas of patron interest upon sign-up, train staff to promote materials of interest, give patrons a tour, and identify and promote branch specific "member" perks to build awareness of KDL's many services and programs and build strong relationships.

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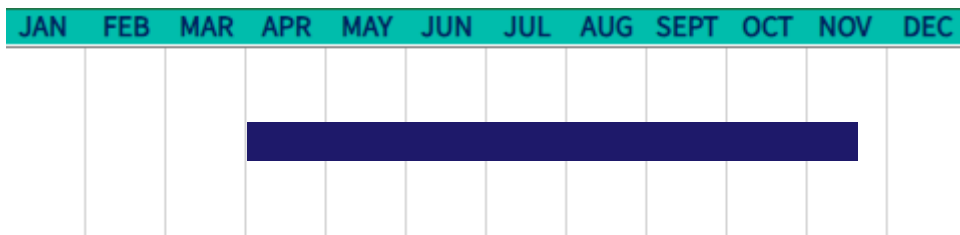
2022 Q1 Update

On Track   Paused/Delayed   Canceled   Completed

This initiative has not yet begun, but it is on track to begin in April. User Experience Manager Morgan Hanks and Director of Projects and Planning Jaci Cooper will be leading and sponsoring this initiative, respectively, and met to further document the scope of the project. The project charter is being reviewed by managers, the team is being finalized, and work will officially begin in the coming weeks.

Craig Buno, Regional Manager II for Walker, Tyrone, and Alpine also submitted a project proposal to do celebratory giveaways to boost new cardholders for National Library Card Month in September. Craig will be a part of this team and that idea will be absorbed by this project as an added deliverable.

Engagement + Service

2022 Initiative #5

Partner with local health organizations to give early literacy kits to new parents containing information about Kent County Success Basics, information about KDL's physical and digital resources and programs, library card applications, and a board book to help foster early relationships with the library.

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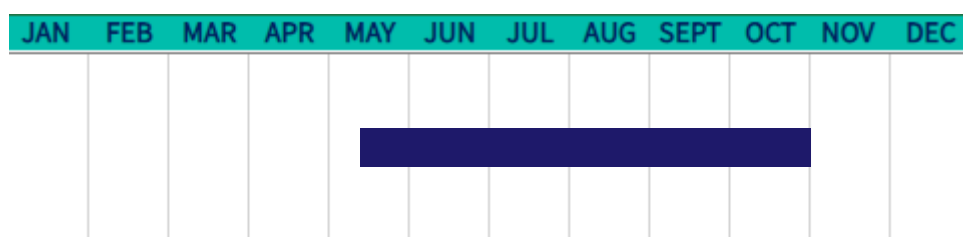
2022 Q1 Update

On Track   Paused/Delayed   Canceled   Completed

This initiative's projected timeline spanned from January through March, but after discussion with the Early Literacy Workgroup, adjustments were made to more realistically reflect a project of this scope. The project will now begin in May and conclude in October.

Community Engagement has been working on providing a clear way to meaningfully partner with healthcare organizations and other relevant actors in this project, so that the Early Learning Workgroup has all the necessary information to choose the appropriate materials to include in the kits. So far, they have identified four main healthcare systems that KDL is hoping to reach (Trinity Health Saint Mary's, Spectrum Health, University of Michigan Health-West and Cherry Health) as well as two advocacy and navigation non-profits (Health Net of West Michigan and Great Start Collaborative Kent County). Manager of Community Engagement Sara Proaño created a chart to document how these organizations are already supporting and connecting new parents to resources so we can determine where our efforts best align.

The Early Literacy Kits were budgeted in Outreach budget for the 2022 fiscal year, but if this initiative is a success, Outreach will work with Fund Development to seek grants or corporate sponsor to sustain it, and two major health organizations have already expressed interest.
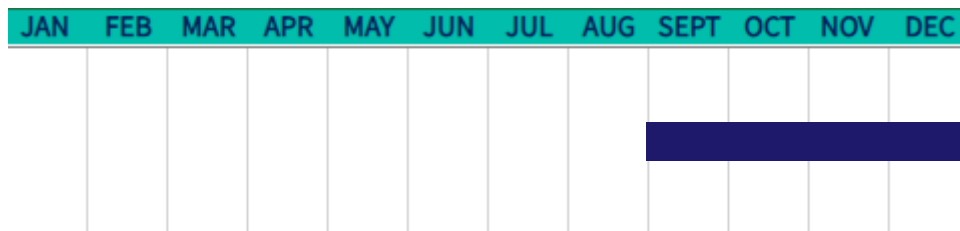
Engagement + Service

2021–2023 Strategic Goal:
Evaluate and streamline operational, environmental, and fundraising processes to ensure a sustainable library.

2022 Initiative #6

Develop a process for planning and tracking relationship management with community resource partnerships and activities that incorporates a Customer Relationship Management (CRM) system so all departments have a better picture of patrons' cross functional library involvement.

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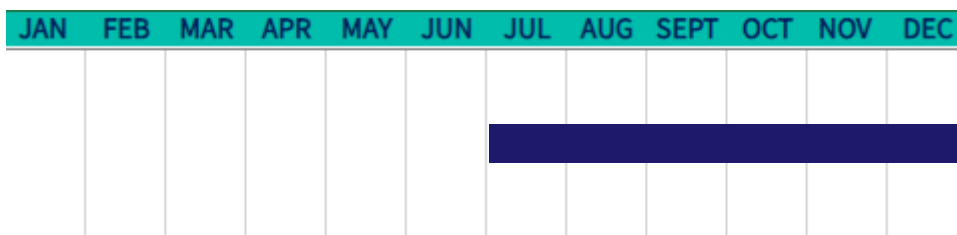
2022 Q1 Update

On Track   Paused/Delayed   Canceled   Completed

Not scheduled to begin until July; no updates.

Sustainability

2021–2023 Strategic Goal:

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

2022 Initiative #7

Establish a library ambassador pilot program to convert library lovers into strong advocates and develop referrals for volunteering and fund development. This program will enhance our volunteer program and train volunteers to reach out to their friends, local businesses and schools to help spread awareness of KDL services and offerings. Ambassadors will be granted first access to KDL swag, special events, etc.

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC

2022 Q1 Update

On Track   Paused/Delayed   Canceled   Completed

Not scheduled to begin until September; no updates.

Sustainability

2021–2023 Strategic Goal:

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

2022 Initiative #8

As part of the overarching Circulation Moonshot framework, assess and refine KDL's purchasing philosophy to mitigate waste, ensure alignment with having a popular materials collection, and ensure patrons and staff understand what a popular materials collection is and how to help patrons get materials from other resources.

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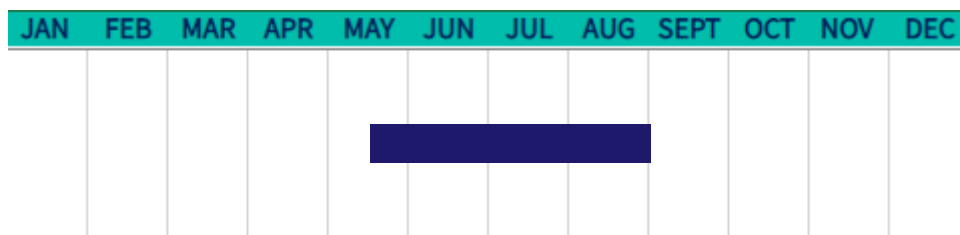
2022 Q1 Update

(On Track)   Paused/Delayed   Canceled   Completed

Though the project has been slow to start due to staffing changes in the department, the team has officially scheduled their kickoff meeting for April 18 and looks forward to establishing the new purchasing philosophy and procedures.

Sustainability

POLICY MANUAL

SECTION 3: FACILITIES OPEATIONS

3   FACILITIES **+** OPERATIONS

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KDL POLICY 3.1
EXHIBITS
LAST REVISED 5.20.21

Kent District Library (KDL) provides a venue for local artists/exhibitors to display visual art and artifacts to increase awareness and appreciation of history and the arts.

Suitable space for exhibits is not available at all branches. Some local governmental units may have guidelines on how and where materials are displayed in the facility and KDL will honor those guidelines.

The branch manager will work with staff members (or a local community committee) to make decisions regarding the selection of materials to be displayed. In making decisions regarding the suitability of the work to be exhibited, the branch manager or his/her designee will take into consideration the use of the library by all segments of the community and all age groups. Selection priority may be given to local artists/exhibitors and those who have not previously exhibited in the library.

The exhibit space shall not be used for advertising or political purposes. The artist/exhibitor assumes all liability for the loss of, or damage to, materials on display. The library reserves the right to cancel the exhibition for any reason.

KDL POLICY 3.2
LITERATURE DISPLAY + DISTRIBUTION
LAST REVISED 5.20.21

KDL adheres to the principle that the Library is the institution in our society which provides materials representing all points of view in all fields including political, social, and religious, no matter how controversial or objectionable these views may be to some people.

To support this basic principle, and to foster positive relationships within the community, the following policy has been established:

1. Informational material of public interest from nonprofit organizations, educational institutions, and governmental agencies may be displayed or distributed in branches where space is available. Material for display or distribution will be permitted at the discretion of the branch manager. The primary purpose of such material must be to inform the public of the organization's programs, services and events. Examples include:

    - KDL fundraising materials;
    - Friends of the Library materials;
    - promotional materials for cultural organizations such as the ballet, orchestra, museums and theater groups;
    - special event fliers for nonprofit organizations from Kent County and neighboring communities; and
    - local magazines and newspapers that are distributed free of charge and have received prior approval from KDL.

2. Prior to an election, branches may have available, on an equal basis, voter information and campaign literature about political candidates appearing on local ballots. Any materials that directly or indirectly make reference to an election or a candidate must be removed prior to Election Day if within 100 feet of any entrance to a polling place or in a hallway used by voters to enter or exit a polling place.

3. Prior to an election, campaign material relating to ballot issues may be placed in library branches for display and/or distribution to the public. If there is formal opposition to a ballot issue, equal consideration shall be given. Campaign materials that directly or indirectly make reference to a ballot issue must be removed prior to Election Day if located within 100 feet of any entrance to a polling place or in a hallway used by voters to enter or exit a polling place.

4. Petitions may not be displayed or circulated in library buildings except as permitted by local municipal ordinance.

57

KDL POLICY 3.3
PUBLIC RELATIONS
LAST REVISED 5.20.21

The Chairperson of the Library Board of Trustees is the official spokesperson for the Board. The Executive Director is the official spokesperson for the Library.

The Director of Engagement serves as media liaison for the Board and the Library Administration. Whenever official media statements are required pertaining to library operations (emergencies ~~at any KDL location; or~~, policies, procedures, programs, services, ~~or~~ positions on district-wide issues, etc.) the Marketing ~~and~~ Communications Department ~~is responsible for all contacts~~will coordinate with local newspapers, magazines, professional journals, radio and television stations. Staff are not to provide "off the record" comments to the media.

KDL POLICY 3.4
LIBRARY PROGRAMS
LAST REVISED 5.20.21

Responsibility for library program development is vested in the Executive Director, and such members of the staff whose job descriptions include program responsibilities. Library programs may utilize volunteers and may be developed cooperatively with Friends groups, governmental units, community organizations, and individuals. A program is any presentation given in or out of the Library (in person or by technological means) by a Library staff member or other presenter and sponsored by the Library, the Friends, or a partnership including the Library.

Library programs support the KDL mission and strategic plan. They are planned in advance to meeting staffing and publicity deadlines. Library programs may require registration. Limits on the number of people able to attend may be necessary due to facility, program, performer limitations or other requirements pertaining to safety.

Library programs are funded in part by the operating budget with additional support from KDL fundraising activities, grants, contributions from the Friends, gifts, endowments and partnerships.

No individual or organization who presents a program at the library will be permitted to sell their product or services during their presentation or during their time at the library (with the exception of authors who come to speak about their books or performers who have recordings of their music). KDL requires a contract to be executed by program presenters.*

Organizations or business affiliation of presenters or co-sponsoring agencies will be used by the Library in promoting programs. This does not constitute endorsement.

*Contract may include a background check.

59

KDL POLICY 3.5
LOST + FOUND POLICY
LAST REVISED 5.20.21

KDL will retain valuable lost and found items at the branch location where the items are found. When possible, staff will contact the owner to inform him/her that a lost item has been found and note how long the library will hold the item.

Debit cards, credit cards, purses, identification, and wallets that are found at KDL locations will be held until the close of business on the following day. Unclaimed debit and credit cards will be reported lost and then destroyed. Unclaimed purses, wallets and identification will be turned over to local police. KDL locations that do not have local police within 10 miles will turn over purses and wallets to the Kent County Sheriff's Department within five days.

Other valuable items, such as electronics and jewelry will be held for three months. After three months, all unclaimed items will be turned over to the Kent County Sherriff's Department.

Loose money found at the library will be held until the close of business each day if the amount is less than $20.00. If unclaimed, it will be donated to the branch's Friends group (or to KDL in the absence of such a group). Loose money in an amount of $20.00 or more will be retained for a period of three months and then donated to the branch's Friends group (or to KDL in the absence of such a group), if unclaimed.

Non-valuable items (such as clothing) found at KDL locations will be placed in the lost and found bin at the branch where the items are found. As needed, contents of these bins will be donated to a local charity.

KDL POLICY 3.6
BRANCH LIBRARY LOCATIONS
LAST REVISED 5.20.21

The KDL strives to make efficient and effective use of its resources. Therefore, it is the policy of the KDL to work with local communities in locating new branch sites a minimum of four~~five~~ miles apart, unless justified by demographics.

KDL POLICY 3.6.1
BUILDING, ENGLARGING OR RENOVATING LIBRARY BUILDINGS
LAST REVISED 5.20.21

KDL cooperates with all governmental units in making library materials and services available to the public in the buildings owned by the governmental units.

When library buildings are being built, expanded, or renovated, KDL will provide the same services that were provided prior to the building changes. In addition, KDL staff will work with the governmental units to provide desired changes within both KDL budget constraints and Strategic Plan goals. KDL must balance the needs of the whole system while considering the desires of individual branches. Changes may include additional open hours, personnel, computers, equipment and moving expenses for KDL-owned computers, equipment and materials. If library buildings are downsized, library services will be re-evaluated in conjunction with the governmental units affected.

When changes are being considered by the KDL staff or the governmental unit, KDL staff must be involved with personnel from the governmental unit in order to achieve the best possible results for all. When evaluating library facility needs, KDL staff will apply recognized state and national guidelines and standards.

Those municipalities that currently do not have a library facility in their community, but are considering building one, are encouraged to consider partnering with other communities.

KDL POLICY 3.6.2
SUPPORT FOR BUILDING PROJECTS
LAST REVISED 5.20.21

KDL staff will work with local governmental units to plan new buildings or expansions of existing buildings. Staff will advise planners, architects, and elected officials of Library needs and building requirements. In support of the expansion or building improvement efforts of local governmental units, staff will provide factual printed and graphic design work for posters and other print material. The Marketing

Communications Department will coordinate these support efforts. KDL may also provide factual informational mailings to library patrons consistent with campaign and privacy act laws. Informational mailings as well as printing and design support work will be provided as approved by the Executive Director and within budget limitations.

Michigan law forbids the expenditure of public funds to advocate a vote in favor of a millage or bond issue election. Therefore, KDL staff may not, on paid library time, work on political activities to promote millage or bond issue elections, or disseminate materials which advocate a favorable vote on a millage or bond issue election. Nothing in this policy prevents staff members, on their personal time, from expressing their own personal views, expending their own personal funds, or providing their own personal volunteer services consistent with campaign laws.

KDL POLICY 3.6.3
ACCEPTANCE OF NON-KDL TECHNOLOGY
LAST REVISED 5.20.21

The planning and funding for future technology is the responsibility of the KDL.-_However, KDL constituent communities, if they so desire, may donate monetary funds locally to enhance technology service to their community. These monetary funds will be used to purchase specific technologies that are either new and emerging in nature or consistent with current year's KDL purchases for other branches.

Specific technology gifts may also be occasionally accepted if they are consistent with the current year's KDL purchases for other branches, and/or approved by the KDL Information Technology Director to ensure the devices can be effectively supported and maintained by KDL staff. Any potential technology donation must be coordinated in advance of donation (and, if necessary, actual purchase) with the KDL Information Technology Director. The equipment purchased by or with the approval of the KDL becomes the property of the KDL and its future use and ultimate disposable will be at the sole discretion of KDL.

MEETING ROOM USE

LAST REVISED 5.20.21

Meeting rooms in Kent District Library Branches are made available for use in accordance with local governmental unit guidelines.

Programs in public meeting rooms must not disrupt normal Library operations and use. Persons attending the meetings are subject to all Library rules and regulations concerning behavior in the building.

1. Meetings
KDL allows private individuals, businesses, organizations and groups to use KDL conference rooms and meeting rooms (the "Rooms") on an equitable basis regardless of the beliefs or affiliations of individuals or groups requesting their use. Permission will usually be granted if the Rooms are not needed for administrative use, activities, or programs sponsored in whole or in part by KDL, and when such use is not disruptive of the programs and activities of KDL. Permission is revocable at any time and for any reason and does not constitute a lease. KDL may reject for any reason a request to use a Room. Permission to use the Rooms does not imply KDL endorsement of the aims, policies or activities of any group or organization. KDL may request verification of nonprofit status prior to booking.

2. No Advertising of KDL Sponsorship
Organizations, businesses, and private individuals using the Rooms will not be permitted to use advertising or publicity that imply that their programs are sponsored or co-sponsored or approved by KDL, unless written permission to do so has been previously given by the Executive Director.

3. Admission Charges by Users
Admission may be charged for programs sponsored by KDL and its affiliated organizations. The sale of goods that directly benefit KDL will also be permitted. No other charges or sales are permitted without the prior written consent of the Executive Director.

4. No Discrimination
KDL requires that all organizations, businesses and private individuals hosting meetings at the Service & Meeting Center will uphold high ethical standards without regard to race, color, religion, sex, age, national origin, disability or other protected status.

5. Adult Supervision
Users of the Rooms must be under adequate supervision by adults 18 years of age or older. The reservation form requires the listing of an adult who will be in charge of the group, as well as being financially responsible for any damages that may occur. The listed adult must be on site during the reserved meeting time.

A. MAKING A RESERVATION

1. Meeting Request Form

Room reservations are made online at www.KDL.org under the hours & location tab by clicking on the Service and Meeting Center tab for the form. Organizations, businesses and/or private individuals will need to complete the Meeting Request Form and submit it. When KDL receives the completed Meeting Request Form, the organization or business may be contacted to confirm, answer questions, or get more details.

2. Signed Agreement

The person responsible for the meeting must read and sign the Agreement for Public Use of Meeting and Conference Rooms at the KDL Service and Meeting Center prior to the start of the meeting. The signed Agreement can be emailed to kdlmtgcenter@kdl.org or dropped off at the front desk prior to check in.

3. Eligible Organizations

Nonprofit organizations, professional associations, affiliate organizations, commercial businesses, and private individuals may request to use the Rooms.

4. Cancellations/No Show

If your plans change, please contact kdlmtgcenter@kdl.org or KDL's Facility Manager directly to cancel your reservation, but be advised you may be charged the full invoiced amount if the cancellation occurs within 48 hours of the reservation. Not showing up for scheduled reservations may affect your ability to use the facility in the future.

5. Frequency

Rooms are reserved on a first-come, first-served basis for a maximum of two times per month. It is possible to make your monthly/bi-monthly meeting a regular event. It is your responsibility to keep track of your group's usage.

6. Availability

KDL Service & Meeting Center Rooms (Bruursema Board Room, Bird's Eye Conference Room, White Pines Conference Room, Grand River Conference Room and Learning Lab) are typically available Monday through Friday from 8:00 a.m. to 5:00 p.m.

If necessary, KDL reserves the right to cancel the use of the Rooms for any reason including, but not limited to, inclement weather or other unexpected building closures. KDL shall use its best efforts to notify you if KDL intends to cancel the use of the Rooms. In the event of inclement weather or other area emergencies, please contact KDL before the meeting to confirm that the

POLICY MANUAL
11

64

building is still open.

In rare cases, KDL may need to use the Rooms for an unforeseen event, and may ask you to reschedule or find different Rooms for your meeting.

7. Fee

The fee for the Rooms is due according to the due date on the individual invoice. KDL may change the fees at any time without notice.

B. YOUR MEETING

1. Catering

The Bruursema Board Room, White Pines Conference Room, Bird's Eye Conference Room and the Grand River Conference Room (with includes the Trillium Kitchenette) are available for catered meetings. The kitchen has an industrial size refrigerator, an induction stovetop, convection microwave oven and dishwasher. Each of the Rooms has access to coffee and water except the Learning Lab. Please make all arrangements necessary with your caterer, including delivery and pick-up times, clean-up and supply of all plates, glasses, utensils and napkins. Catering materials cannot be left overnight in the Rooms or the kitchen. It is your responsibility to comply with all applicable food and health codes and regulations. Alcoholic beverages are not permitted without written Board approval.

2. Audiovisual Equipment

Audiovisual equipment is available and descriptions can be found under the Public Meeting rooms tab on the website. The Bruursema Board Room is the only Room that does not have built-in capabilities available. Please make sure you reserve the appropriate technology for those Rooms at least 24 hours before your meeting. If you have no prior experience with audiovisual equipment, you may want to schedule a time to come in before your meeting to practice.

3. Damages and Liability

The Library is not responsible for the loss of or damage to any equipment or materials owned or rented by any person, group or organization using its Rooms. Any person, group or organization using the Rooms shall be responsible for any damage to KDL building, grounds, collections, or equipment caused by the person, group or organization, its members, or those attending its program. Any person, group, or organization holding meetings at the Service Center or Meeting Center fully releases and discharges KDL, its Board, officers and employees from any and all claims from property damage and injuries, including death, damages or loss, which may be alleged to have arisen out of, or in connection with, the meeting, the use of Rooms or the use of the facility.

4. Security

65

The Library may deem that a meeting or event requires security. It is the responsibility of the private individual, business, or organization renting the space to provide it.

5. Additional Rules and Regulations

a. Attendance at meetings may not exceed the maximum number of people certified by the Fire Department as the occupancy limit for the Rooms.

b. Any use of the Rooms which disrupts the normal operations of KDL will not be permitted.

c. Smoking, e-cigarettes, vaping, chewing tobacco, and the use of any candles or other flammables is not permitted anywhere in or on KDL property.

d. Hazardous materials including, but not limited to, paints, solvents and explosives are prohibited.

e. Groups using the facility must comply with the Americans with Disabilities Act and upon 48 hours' notice are responsible for providing qualified interpreters and/or auxiliary aids as requested.

f. No decorations or other materials may be posted, attached, or affixed to the walls, windows, doors or other surfaces unless approved by KDL. If such approval is granted, any such material must be removed at the close of the scheduled time.

g. Users shall not sell tickets, raffles or any objects or solicit contributions from persons located anywhere in KDL or on KDL property.

h. Use of the Rooms does not constitute KDL's endorsement of the policies or beliefs of any group or person.

i. Users must obey all laws, library policies, and local ordinances. Stealing, defacing, or damaging library equipment, materials or facilities is not allowed.

j. Users must respect KDL patrons and employees. Users may not annoy or harass other persons, engage in loud or disruptive conduct, or cause a public disturbance.

k. Solicitation and loitering are not allowed.

l. To protect your personal belongings, do not leave them unattended. KDL is not responsible for damaged, lost or stolen items.

m. Shirt and shoes are required.

n. No pets (other than service animals) are allowed in KDL building.

o. Users must complete their meeting within the reserved time period.

6. Clean Up

You must clean up the Rooms upon conclusion of your meeting and turn in the Check-out Form to the front desk.

POLICY MANUAL
13

KDL POLICY 3.8
PLANNED CLOSINGS
LAST REVISED 5.20.21

Every effort will be made to keep KDL facilities open to serve the public as scheduled.   In some instances, however, building closures may be required for the maintenance and upkeep of   facilities. Closures may also be necessary due to special events in the vicinity of a library building or   other circumstances outside the control of KDL. All planned closings are approved   by the Library Board and announced to the public with as much forewarning as possible.

KDL POLICY 3.8.1
EMERGENCY CLOSINGS
LAST REVISED 5.20.21

Every effort will be made to keep KDL facilities open to serve the public as scheduled. Whenever a situation arises that, in the judgment of the branch manager or his/her designee, jeopardizes anyone's personal safety or well-being, the building may be closed. Such situations could   include, but are not limited to: power failure, flooding, fire, vandalism, or extreme weather. In   certain instances, the KDL Executive Director may close the entire system.

KDL POLICY 3.8.2
BEREAVEMENT OR FUNERAL CLOSINGS
LAST REVISED 4.19.19

In the event of an employee's death, arrangements may be made for staff to attend the memorial service/funeral. These arrangements may include, at the discretion of the Executive Director, closing   the library branch(es) for a period of time.

67

KDL POLICY 3.9
LIBRARY VEHICLES
LAST REVISED 4.19.19

Library vehicles are to be used by authorized Library staff or approved designee for Library business   only. Drivers must have a valid Michigan driver's license and obey state laws while using Library vehicles. ~~Drivers must sign waiver and provide KDL with a copy of their valid driver's license for KDL   to keep on file. Smoking, using e-cigarettes, vaping, or chewing tobacco is prohibited in the KDL vans~~ State Motor Vehicle Records (MVRs) will be used as the source for verifying driver history. MVRs will be obtained and reviewed annually on an employee who will need to use the KDL owned vans and bookmobile for business purposes to comply with the recommendations from KDL's insurance provider. KDL will obtain written authorization from the employee requesting to use a company vehicle to obtain an MVR. Major violations on the employee record will prohibit an employee from using the KDL vehicle.

- Use of cell phones, taking calls, making calls or texting, is prohibited while the vehicle is in use.

Commented [ML3]: Library vehicles - do we want to include obtaining a driving record before usage?

Commented [EM4R3]: @Brian Mortimore Thoughts?

Commented [5R3]: I believe your language should state that drivers cannot text. Not that no cell phones may be used in a van. Also, regarding obtaining of a driving record: if there is an impact either way to our insurance we need to know prior to making this decision. Please address that first.

Commented [ML6R3]: State Motor Vehicle Records (MVRs) will be used as the source for verifying driver history. MVRs will be obtained and reviewed annually on an employee who will need to use the KDL owned vans and bookmobile for business purposes to comply with the recommendations from KDL's insurance provider. KDL will obtain written authorization from the employee requesting to use a company vehicle to obtain an MVR. Major violations on the employee record will prohibit an employee from using the KDL vehicle.

KDL POLICY 3.10
BUILDING SAFETY
LAST REVISED 5.20.21

The KDL is concerned about the health and welfare of all employees. Therefore, it is   the policy of the KDL that no employees work alone at any KDL   facility. Staff scheduling must be arranged in such a way to ensure that there is always a minimum   of two Library employees in the building during all open hours.

KDL POLICY 3.10.1
KEYS TO BUILDINGS
LAST REVISED 5.20.21

In the interests of safety and security, only authorized individuals will be given keys to KDL facilities.

KDL POLICY 3.10.2
LIBRARY ACCESS WHEN CLOSED
LAST REVISED 5.20.21

In the interests of safety and Library liability, only authorized individuals or other individuals approved in writing by the KDL Board or the Executive Director may have access to the physical spaces occupied by the KDL when they are closed.

69