

KENT DISTRICT  
LIBRARY



**MAY 2022  
BOARD OF TRUSTEES  
PACKET**

---

## DRAFT



## BOARD OF TRUSTEES

### Meeting Agenda

#### LOCATION

Kent District Library Engelhardt, 200 N. Monroe Street, Lowell, MI, 49331 or via teleconference

#### DATE & TIME

Thursday, May 19, 2022, at 4:30 PM.

#### 1. CALL TO ORDER

#### 2. PLEDGE OF ALLEGIANCE

#### 3. CONSENT AGENDA\*

- A. Approval of Agenda
- B. Approval of Minutes: April 21, 2022
- C. Lakeland Library Cooperative Report: April 14, 2022
- D. Request for Late Closing: Comstock Park Branch to remain open until 8:00 PM on Friday, August 12, 2022, to accommodate & participate in the Comstock Park Community Celebration.
- E. Request for Late Opening East Grand Rapids to open at 11:00 AM pm on Saturday, June 25, 2022 to accommodate the Reeds Lake Run.
- F. Request for Late Opening East Grand Rapids to open at 11:00 AM pm on Saturday, September 10, 2022, to accommodate the Rhoades McKee Reeds Lake Run.

#### 4. LIAISON REPRESENTATIVE COMMENTS

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

#### 6. FINANCE REPORTS – April 2022\*

#### 7. DIRECTOR’S REPORT – April 2022

#### 8. NEW BUSINESS

- A. KDL Wonderknook PlaySpace Progress Presentation
- B. Policy Manual Section 4: Patron Behavior\* *First Reading*
- C. Resolution: Annual eRate Internet Access (Category 1) \* *Roll Call Vote*

#### 9. LIAISON REPRESENTATIVE COMMENTS

#### 10. PUBLIC COMMENTS\*\*

#### 11. BOARD MEMBER COMMENTS

#### 12. MEETING DATES

Next Regular Meeting: Thursday, June 16 , 2022 – KDL Service + Meeting Center, 4:30 PM

#### 13. ADJOURNMENT\*

\* *Requires Action*

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

DRAFT



## BOARD OF TRUSTEES

### Meeting Minutes

#### LOCATION

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

#### DATE + TIME

Thursday, April 21, 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, Sheri Glon (via teleconference), Randy Goble, Liz Guarino, Lauren Hagerman Tekelly, Kim Lindsay, Brian Mortimore, Elvia Myers, Kurt Stevens, Hennie Vaandrager, Lance Werner and Penni Zurgable

**GUESTS PRESENT:** None.

#### 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: March 17, 2022, Open & Closed Sessions
- C. Lakeland Library Cooperative Report: March 10, 2022

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

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

**RESULT:** Motion carried.

#### 4. LIAISON REPRESENTATIVE COMMENTS – None.

#### 5. PUBLIC COMMENTS\*\* – None.

#### 6. FINANCE REPORTS –March 2022\*

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

## DRAFT

- For the month of March, KDL cash and investments position sits at \$29.7M as compared to \$31.5M this time last year. The Monthly Cash Position notes that KDL investment portfolio is down a little more than \$280K from the prior year.
- Revenues to date are at 87.6% or at \$24.6M for overall expected budgeted amounts. Property tax collections are substantially complete with the exception of the KDL final settlement with Kent County in June and the minor delinquencies that will come in over the next few months.
- Expenditures to date are at \$7.5M and KDL has spent just over 24% of the projected expenditure budget. Most line items are tracking nicely with the budget with a few line items being outliers due to the timing (front loaded) of expenditures. March's expenditures contain the second installment of \$385K to OverDrive for the digital collection.
- The four largest checks for the month include the following:
  - BiblioCommons Corp. - \$131,305.51 - Annual Subscriptions
  - Priority Health - \$112,538.51 - March Health Insurance
  - IP Consulting - \$59,997.21 - UPS purchases (eRate) & Curbside texting custom project fees
  - Everstream Holding, LLC - \$53,361.55 - Primary internet fiber connection for the KDL system
  - Ingram Library Services - \$50,617.83 - Collection Materials
- There were more voided checks than usual for the month of March, for a variety of reasons. The first three on the list were due to old checks issued to international vendors where delivery of the original checks was an issue (we rarely have international vendors). The reissued check to a vendor was due to the vendor claiming they lost the check. Two of the voided checks were for an incorrect vendor name entry and the last one was a check that was voided due to being paid electronically instead. For reference, payments are stopped in any of these types of situations when warranted.

**Motion:** Mr. Dykhuis moved to receive and file the March 2022 finance reports as presented.

**Support:** Supported by Ms. Erlewein.

**RESULT:** Motion carried.

### 7. DIRECTOR'S REPORT – March 2022

Executive Director Lance Werner asked Director of Engagement Randy Goble to introduce Programming Manager Hennie Vaandrager and Director of Operations Jennifer DeVault to introduce Comstock Park / Plainfield Twp. Regional Manager I Penni Zurgable and Library of Operations Administrative Assistant Lauren Hagerman Tekelly.

- Director of Engagement Randy Goble introduced and welcomed Programming Manager Hennie Vaandrager. Ms. Vaandrager has been employed with KDL for more than 20 years. She noted that Programming is back to pre-COVID numbers and she is excited for this summer.



## DRAFT

- Director of Library Operations Jennifer DeVault introduced and welcomed Comstock Park / Plainfield Twp. Regional Manager I Penni Zurgable. Ms. Zurgable has been with KDL for more than 20 years as a Branch Librarian and most recently was a Manager-in-Training at the Comstock Park/Plainfield Twp. Branches. Ms. DeVault also introduced and welcomed Library of Operation Administrative Assistant Lauren Hagerman Tekelly.

Executive Director Werner stated that Fund Development will have a quarterly report in the Board Packet and, outside of KDL, municipalities are reaching out to see what opportunities they have to grow and develop with KDL. On Monday, April 25 KDL will be hosting a forum for KDL Staff and Board of Trustees Members called Asking, Listening, Learning, Healing and Helping, a conversation on the death of Patrick Lyoya moderated by Andre Daley, Director of Inclusion for the Grand Rapids Chamber of Commerce.

The Board asked questions of staff and staff responded.

### 8. NEW BUSINESS

- A. 1<sup>st</sup> Quarter Strategic Plan Update  
Director of Projects & Planning Jaci Cooper gave a 1<sup>st</sup> Quarter Strategic Plan Update.
- B. 1<sup>st</sup> Quarter KPI Review  
Director of Projects & Planning Jaci Cooper gave a 1<sup>st</sup> Quarter Key Performance Indicators (KPIs) Review
- C. Diversity of the Collection Audit  
Collection Services Liz Guarino gave a presentation on the Diversity of Collection Audit. The Board asked questions of staff and staff responded.
- D. Policy Manual Section 3: Facilities & Operations\*  
**Motion: Ms. Bruursema moved to approve Policy Manual Section 3: Facilities & Operations as presented.**  
**Support: Supported by Mr. Noreen.**  
**RESULT: Motion carried.**

### 9. LIAISON REPRESENTATIVE COMMENTS – None.

### 10. PUBLIC COMMENTS\*\* – None.

### 11. BOARD MEMBER COMMENTS

**Ms. Bruursema** – Ms. Bruursema noted that the Kentwood (Richard L. Root) Branch also overlooks the Gerald R. Ford Airport from the second floor and she congratulated Hennie, Penni and Lauren.

## DRAFT

**Mr. Erlewein** – Mr. Erlewein had a friend pass away recently and in lieu of flowers it was requested that funds be donated to KDL in their honor. He received a gratitude card from Regional Manager I Josh Bernstein and he was very appreciative.

**Mr. Dykhuis** – Mr. Dykhuis utilized the Grandville Branch internet and he noticed that traffic has picked up at the library. He enjoyed watching the interactions of the families. He also appreciates the EDI tagging system, especially for the benefit of all patrons.

**Ms. Gilreath-Watts** – Ms. Gilreath-Watts thanked Collection Services & Development Manager Liz Guraino and her team for their work in the collection in EDI. She is excited about the concert series that KDL has collaborated on with the Van Andel Foundation and Frederik Meijer Gardens. She enjoyed the PLA Conference 2022 and she walked away with a new level of understanding of the library world. She is also excited about Angeline Bouley, the author of *Firekeeper's Daughter*, visiting KDL in May.

**Ms. Lintemuth** – Ms. Lintemuth had no comments.

**Mr. Myers** – Chair Myers attended the East Grand Rapids Board Meeting to present the KDL Community report.

**Mr. Noreen** – Mr. Noreen was excited to hear about the concert series that KDL has collaborated on with the Van Andel Foundation and Frederik Meijer Gardens. He knows that this is a great opportunity for so many patrons in the community. He is excited about the EDI Tag collection.

**Ms. Weller** – Ms. Weller congratulated Executive Director Lance Werner on his 11 years at KDL. She shared with the Board of Trustees her notes from the PLA Conference 2022 and a presentation on *How to Build a Better Board*.

### 12. MEETING DATES

*Regular Meeting: Thursday, May 19, 2022 – Kent District Library Engelhardt Branch and via teleconference, 4:30 PM.*

### 13. ADJOURNMENT

**Motion:** Ms. Weller moved for adjournment at 5:50 PM.

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

**RESULT:** Motion carried.

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

**DRAFT**

---

**ADMINISTRATIVE APPROVAL FOR DISTRIBUTION**

**LAKELAND LIBRARY COOPERATIVE  
BOARD MINUTES – Unofficial  
Thursday, April 14, 2022, at 9:30 a.m.  
Kent District Library Service Center**

Present: Dale Parus, Peggy Hemerling, Maggie McKeithan, Diane Kooiker, Karen McKinnon, Shirley Bruursema, Lance Werner

Absent: John McNaughton

Staff Present: Carol Dawe, Sheryl VanderWagen,

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:30 a.m. by Dale Parus. There were 19 additional participants.
- 2) **APPROVAL OF AGENDA:** Lance Werner moved, supported by Peggy Hemerling, to approve the agenda as presented - *motion carried*.
- 3) **QUESTIONS FROM MEMBERS:** None
- 4) **PUBLIC COMMENTS:** There was a moment of silence in memory of Patrick Lyoya.
- 5) **APPROVAL OF MINUTES:** Shirley Bruursema moved, supported by Karen McKinnon, to approve the board minutes from March 10, 2022, as presented – *motion carried*.
- 6) **FINANCIAL REPORT:**
  - a) March Financials and Check Register: Motion by Lance Werner, supported by Peggy Hemerling to approve the March financial report, check register, and pass-through transactions as presented – *motion carried*.
  - b) Pass-through account discussion (ARPA Grant): Carol Dawe reported that the ARPA pass-through reimbursements are reflected in the financial report.
- 7) **PRESIDENT'S REPORT:** None
- 8) **COOPERATIVE DIRECTOR'S REPORT:** Carol Dawe reminded everyone to sign up for the ZingTrain workshop that will be held online on May 11, 2022. Cost is \$15.00. If libraries need to be billed for the workshop, notify Carol and she will sign up your staff members and LLC will bill you for those registrations. The Cooperative Directors are also working on Diversity, Equity and Inclusion training so they can assist their members with staff training and planning.
- 9) **COMMITTEE REPORTS**
  - a) Advisory Council Official Minutes – February 10, 2022 included in the packet for information
  - b) Finance Committee – Official minutes of the June 30, 2021 meeting and the unofficial minutes of the April 4, 2022 meeting included in the packet for information.
  - c) Personnel Committee – Official minutes of the October 15, 2021 meeting and the unofficial minutes of the April 4, 2022 meeting were included in the packet for information.
- 10) **NEW BUSINESS**
  - a) Budget Revisions--Motion by Peggy Hemerling, supported by Maggie McKeithan to accept the recommended revisions to the FY2021-2022 operating budget and capital budget as presented.
- 11) **PUBLIC COMMENT:** None
- 12) **BOARD MEMBER COMMENT:**
  - a) Karen McKinnon reported that the two open house events for the Leighton Township Library building addition were successful.
- 13) **NEXT MEETING:** Thursday, May 12, 2022, 9:30 a.m. at Kent District Library Service Center.
- 14) **ADJOURNMENT:** Lance Werner moved, supported by Peggy Hemerling to adjourn at 9:46 a.m. – *motion carried*.

Respectfully submitted by,  
Sheryl VanderWagen



May 6, 2022

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

Dear Board of Trustees,

I am writing to you to request permission to keep the Comstock Park Branch open until 8:00 pm on Friday, August 12, 2022. This would be three hours later than the normal closing time. The Comstock Park Downtown Development Authority is hosting its annual Comstock Park Community Celebration, and the library would be following its tradition of joining the event. The Comstock Park Branch would like to provide an ice cream cart and photo booth in our parking lot.

Thank you for your consideration.

Sincerely,

A handwritten signature in cursive script, appearing to read "Penni Zurgable", written in dark ink.

Penni Zurgable  
Regional Manager of the Comstock Park and Plainfield Branches

cc: Lance Werner, Executive Director and  
Elvia Myers, Executive Assistant



May 12, 2022

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

Dear Board of Trustees,

The East Grand Rapids Branch is requesting to **open at 11:00am on Saturday, June 25, 2022** instead of 9:30am due to the Reeds Lake Run. Many roads around the Library will be closed due to the race making it very difficult for patrons and employees to get to the Library. This is consistent with decisions to open late in years past during the Reeds Lake Run. It was paused in 2020, and 2021 due to COVID.

Sincerely,

A handwritten signature in grey ink, appearing to read "Scott Ninemeier".

Scott Ninemeier  
Regional Manager I  
Amy Van Andel Library 7215 Headley SE, PO Box 309, Ada, MI 49301  
East Grand Rapids Branch 746 Lakeside SE, East Grand Rapids, MI 49506  
Office: 616-647-3889 | Cell: 517-862-1132  
*Pronouns: he, him, his*

CC: Lance Werner, KDL Executive Director



May 12, 2022

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

Dear Board of Trustees,

The East Grand Rapids Library is requesting a to **open at 11:00am on Saturday, September 10, 2022** due to the Rhoades McKee Reeds Lake Triathlon. Many roads around the Library will be closed due to the race making it very difficult for patrons and employees to get to the Library. This is consistent with decisions to open late in years past during the Rhoades McKee Reeds Lake Triathlon. It was paused in 2020, and 2021 due to COVID.

Sincerely,

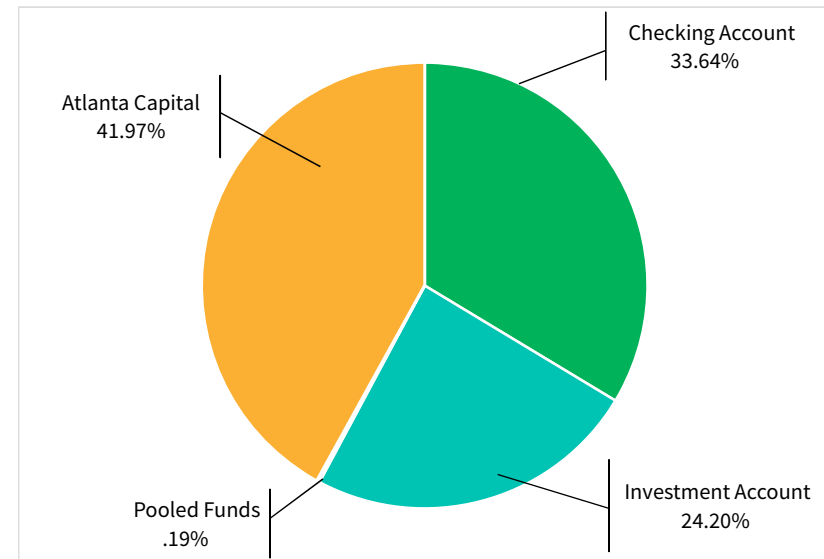
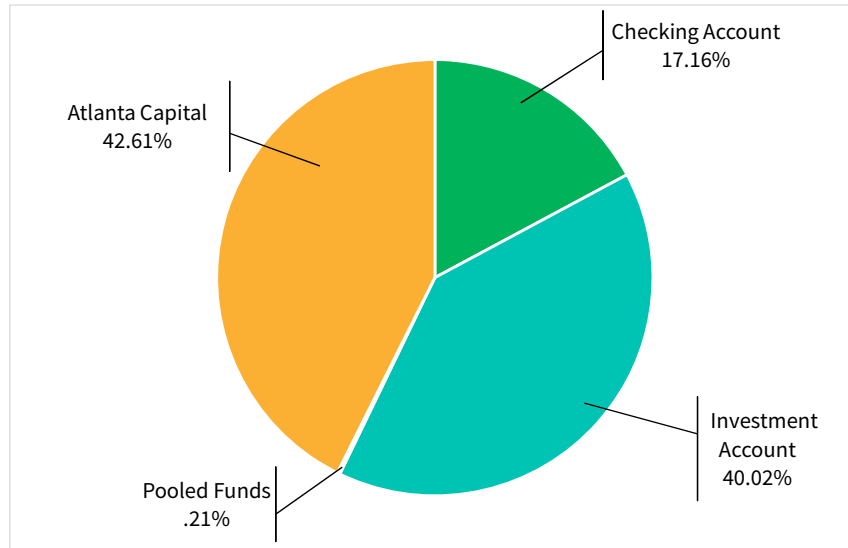
A handwritten signature in grey ink, appearing to read "Scott Ninemeier".

Scott Ninemeier  
Regional Manager  
Amy Van Andel Library 7215 Headley SE, PO Box 309, Ada, MI 49301  
East Grand Rapids Branch 746 Lakeside SE, East Grand Rapids, MI 49506  
Office: 616-647-3889 | Cell: 517-862-1132  
*Pronouns: he, him, his*

CC: Lance Werner, KDL Executive Director



## Monthly Cash Position Per Bank Month ended April 30



2022		
Account	Rate	Amount
Huntington Checking Account	0.100%	\$4,657,979.23
Huntington Investment Account	0.009%	\$10,860,536.99
*Kent County Pooled Funds	0.464%	\$55,888.26
Atlanta Capital Investments		\$11,565,543.00
		<u>\$27,139,947.48</u>

2021		
Account	Rate	Amount
Huntington Checking Account	0.000%	\$9,573,879.47
Huntington Investment Account	0.009%	\$6,887,309.45
*Kent County Pooled Funds	0.540%	\$56,593.86
Atlanta Capital Investments	0.000%	\$11,944,730.00
		<u>\$28,462,512.78</u>

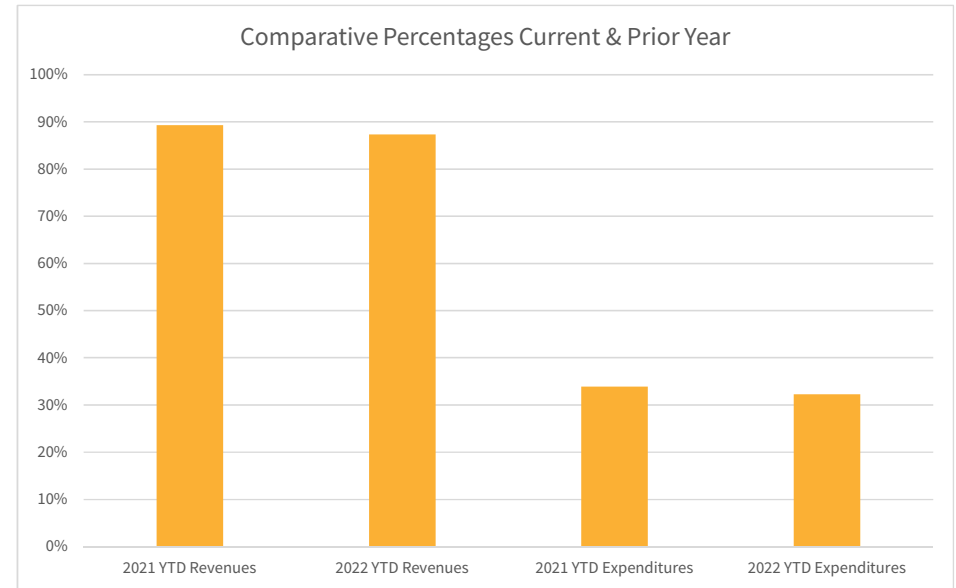
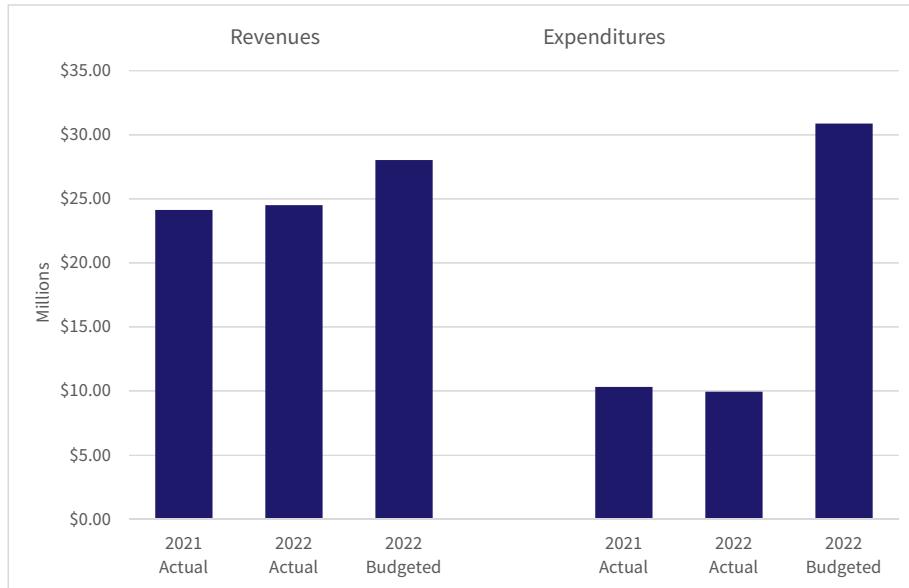
\* Includes Trust Pooled fund balances

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





## Monthly Revenues and Expenditures Month ended April 30



Budget to Actual with Prior Year Comparison		
<b>Revenues</b>		
2021 Actual	\$	24,137,775
2022 Actual	\$	24,521,394
2022 Budgeted	\$	28,055,051
<b>Expenditures</b>		
2021 Actual	\$	10,324,281
2022 Actual	\$	9,972,512
2022 Budgeted	\$	30,888,255

Comparative Percentages Current & Prior Year	
Account	Amount
2021 YTD Revenues	89.3%
2022 YTD Revenues	87.4%
2021 YTD Expenditures	33.9%
2022 YTD Expenditures	32.3%

Kent District Library  
Statement of Revenues and Expenditures  
101 - General Fund  
From 4/1/2022 Through 4/30/2022  
(In Whole Numbers)

	YTD Actual	2022 Original Budget	2022 Original Budget to Actual Variance	Percent Remaining
Revenues				
Property Taxes	24,508,937	25,043,883	(534,946)	(2)%
Penal Fines	0	550,000	(550,000)	(100)%
Charges for Services	13,961	35,000	(21,039)	(60)%
Interest Income	(330,998)	60,000	(390,998)	(652)%
Public Donations	68,365	275,000	(206,635)	(75)%
Other Revenue	240,593	1,237,095	(996,502)	(81)%
State Sources	20,536	854,073	(833,537)	(98)%
Total Revenues	24,521,394	28,055,051	(3,533,657)	(13)%
Expenditures				
Salaries and Wages	4,240,388	13,219,957	8,979,570	68 %
Employee Benefits	1,334,522	3,770,067	2,435,545	65 %
Collections - Digital	1,226,539	2,499,083	1,272,544	51 %
Collections - Physical	725,073	1,977,793	1,252,720	63 %
Supplies	132,062	769,604	637,542	83 %
Contractual and Professional Services	745,644	2,010,455	1,264,811	63 %
Programming and Outreach	57,774	419,045	361,271	86 %
Maintenance and Utilities	832,707	2,806,989	1,974,282	70 %
Staff Development	92,443	270,746	178,303	66 %
Board Development	7,120	12,000	4,880	41 %
Other Expenditures	384,225	937,445	553,220	59 %
Capital Outlay	194,013	2,195,070	2,001,057	91 %
Total Expenditures	9,972,512	30,888,255	20,915,743	68 %
Excess Revenue Over (Under) Expenditures	14,548,882	(2,833,204)	17,382,085	(614)%

**Kent District Library**  
Statement of Revenues and Expenditures  
101 - General Fund  
From 4/1/2022 Through 4/30/2022  
(In Whole Numbers)

	YTD Ending April 30, 2021	YTD Ending April 30, 2022	Total Variance
Revenues			
Property Taxes	23,646,117	24,508,937	862,820
Charges for Services	13,350	13,961	611
Interest Income	34,040	(330,998)	(365,038)
Public Donations	77,460	68,365	(9,095)
Other Revenue	346,272	240,593	(105,679)
State Sources	20,536	20,536	0
Total Revenues	24,137,775	24,521,394	383,618
Expenditures			
Salaries and Wages	4,352,476	4,240,388	(112,089)
Employee Benefits	1,378,309	1,334,522	(43,787)
Collections - Digital	1,167,657	1,226,539	58,883
Collections - Physical	734,959	725,073	(9,885)
Supplies	182,320	132,062	(50,257)
Contractual and Professional Services	571,177	745,644	174,467
Programming and Outreach	24,728	57,774	33,046
Maintenance and Utilities	911,215	832,707	(78,507)
Staff Development	19,711	92,443	72,732
Board Development	0	7,120	7,120
Other Expenditures	390,974	384,225	(6,749)
Capital Outlay	590,756	194,013	(396,743)
Total Expenditures	10,324,281	9,972,512	(351,769)
Excess Revenue Over (Under) Expenditures	13,813,494	14,548,882	735,388

**Kent District Library**  
Statement of Revenues and Expenditures  
101 - General Fund  
From 4/1/2022 Through 4/30/2022  
(In Whole Numbers)

	Current Month	2022 YTD	2022 Original Budget	2022 Original Budget to Actual Variance	Percent Remaining
<b>Revenues</b>					
Property Taxes					
4402 Current property taxes	14,052	24,275,490	24,785,883	(510,393)	(2)%
4412 Delinquent personal property taxes	2,966	6,936	10,000	(3,064)	(31)%
4432 DNR - PILT	2	24,907	33,000	(8,093)	(25)%
4437 Industrial facilities taxes	0	201,604	215,000	(13,396)	(6)%
Total Property Taxes	17,021	24,508,937	25,043,883	(534,946)	(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	(235)	0	0	0	0 %
4660 Other Patron Fees	137	605	35,000	(34,395)	(98)%
4685 Materials replacement charges	3,065	13,356	0	13,356	0 %
Total Charges for Services	2,967	13,961	35,000	(21,039)	(60)%
Interest Income					
4664 Interest Earned on Restricted Investments	19	(27)	0	(27)	0 %
4665 Interest earned on deposits and investments	(79,607)	(333,005)	60,000	(393,005)	(655)%
4666 Interest Earned - Property Taxes	632	2,034	0	2,034	0 %
Total Interest Income	(78,956)	(330,998)	60,000	(390,998)	(652)%
Public Donations					
4673 Restricted donations	15,983	64,000	0	64,000	0 %
4674 Unrestricted donations	306	4,365	275,000	(270,635)	(98)%
Total Public Donations	16,289	68,365	275,000	(206,635)	(75)%
Other Revenue					
4502 Universal Service Fund - eRate	0	0	1,132,595	(1,132,595)	(100)%
4668 Royalties	620	1,272	0	1,272	0 %
4686 Sale of Equipment	325	669	0	669	0 %
4688 Miscellaneous	161	849	4,500	(3,651)	(81)%
4695 Health Insurance Plan Experience Rebate	0	237,803	100,000	137,803	138 %
Total Other Revenue	1,106	240,593	1,237,095	(996,502)	(81)%
State Sources					
4540 State Aid	0	0	343,000	(343,000)	(100)%
4541 State aid - LBPH/TBBC	0	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	0	20,536	854,073	(833,537)	(98)%
Total Revenues	(41,573)	24,521,394	28,055,051	(3,533,657)	(13)%
<b>Expenditures</b>					
Salaries and Wages					
5700 Board Stipend	210	990	3,900	2,910	75 %
5706 Extra duty stipends	550	1,050	0	(1,050)	0 %
5713 Salary & Wages	1,534,421	4,238,348	13,216,057	8,977,710	68 %
Total Salaries and Wages	1,535,181	4,240,388	13,219,957	8,979,570	68 %
Employee Benefits					

**Kent District Library**  
Statement of Revenues and Expenditures  
101 - General Fund  
From 4/1/2022 Through 4/30/2022  
(In Whole Numbers)

		Current Month	2022 YTD	2022 Original Budget	2022 Original Budget to Actual Variance	Percent Remaining
5709	FICA	114,671	314,731	1,011,028	696,298	69 %
5716	Defined Benefit Pension Plan Expenditures	0	0	82,515	82,515	100 %
5717	Defined Contribution Pension Plan Contributions	64,907	180,960	826,358	645,398	78 %
5718	Employee Health Benefits	114,237	445,842	1,260,065	814,223	65 %
5720	HSA/Flex	0	360,800	351,201	(9,599)	(3)%
5724	Life Insurance	3,159	11,919	31,000	19,081	62 %
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	6,782	20,269	22,600	2,331	10 %
	Total Employee Benefits	303,756	1,334,522	3,770,067	2,435,545	65 %
	Collections - Digital					
5785	Cloud Library/OverDrive	0	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	0	185,494	222,938	37,444	17 %
	Total Collections - Digital	0	1,226,539	2,499,083	1,272,544	51 %
	Collections - Physical					
5791	Subscriptions	156	86,011	80,040	(5,971)	(7)%
5815	KDL Cruisers	0	0	9,228	9,228	100 %
5871	Branch Local Materials - Restricted Donation Expenditures	158	2,521	10,725	8,204	76 %
5982	Collection Materials - Depreciable	114,392	394,779	968,300	573,521	59 %
5983	CD/DVD Collection Materials - Non-Depreciable	28,242	105,929	408,500	302,571	74 %
5984	Beyond Books Collection - Non-Depreciable	30,500	135,834	501,000	365,166	73 %
	Total Collections - Physical	173,448	725,073	1,977,793	1,252,720	63 %
	Supplies					
5750	Collection Processing & AV Supplies	5,725	26,886	198,949	172,063	86 %
5751	Supplies	5,847	27,574	132,804	105,230	79 %
5760	Technology & Accessories <\$1000	3,081	7,224	137,971	130,747	95 %
5764	KDL Staff Event, Supplies & Awards	1,522	1,725	19,430	17,705	91 %
5768	Promotions Supplies	152	152	39,150	38,998	100 %
5770	Other Awards/Prizes	18,140	66,634	133,850	67,216	50 %
5790	Books (not for circulation)	0	0	30,650	30,650	100 %
5851	Mail/Postage	88	1,867	35,810	33,943	95 %
5900	Copier/Printer Overage Charges	0	1	40,990	40,989	101 %
	Total Supplies	34,556	132,062	769,604	637,542	83 %
	Contractual and Professional Services					
5792	Software	48,439	245,377	733,896	488,519	67 %
5801	Professional & Other Contracted Services	38,463	283,439	742,630	459,191	62 %
5811	IT Contracted Services	0	1,560	0	(1,560)	0 %
5813	Delivery Services	6,492	39,768	162,167	122,399	75 %
5814	Security Services	5,505	15,871	60,445	44,574	74 %
5817	Lakeland Library Co-op services	1,527	3,054	6,107	3,054	50 %
5819	Drug Screenings/background checks	0	30	0	(30)	0 %

**Kent District Library**  
Statement of Revenues and Expenditures  
101 - General Fund  
From 4/1/2022 Through 4/30/2022  
(In Whole Numbers)

		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	673	1,452	43,675	42,223	97 %
5833	All-staff Services	0	300	0	(300)	0 %
5836	Employee & Partner Care (Flowers, Etc)	0	239	4,300	4,061	94 %
5890	ILS Fees	0	102,102	147,300	45,198	31 %
5891	Licenses and Fees	14,811	44,138	109,085	64,947	60 %
5958	Payroll processing fees	0	6,154	0	(6,154)	0 %
	Total Contractual and Professional Services	115,910	745,644	2,010,455	1,264,811	63 %
	Programming and Outreach					
5795	Programming & Outreach Supplies	2,554	9,661	157,275	147,614	94 %
5865	Programming Services	1,551	7,914	47,740	39,826	83 %
5885	Speakers/Performers	7,400	40,200	214,030	173,831	81 %
	Total Programming and Outreach	11,505	57,774	419,045	361,271	86 %
	Maintenance and Utilities					
5810	IT COLO Infrastructure Services	58,228	233,331	836,750	603,419	72 %
5822	Maintenance Contracts	735	7,426	23,250	15,824	68 %
5848	Mobile Hotspots	11,047	28,178	11,636	(16,542)	(142)%
5849	Cell Phones/ Stipends	2,010	7,246	28,275	21,029	74 %
5850	Telephones	2,760	22,836	37,180	14,344	39 %
5852	Internet/Telecomm Services	55,476	222,282	750,000	527,718	70 %
5919	Waste Disposal	456	1,762	6,610	4,848	73 %
5920	Utilities	6,383	14,504	75,500	60,996	81 %
5925	Lawn care & Snowplowing	1,556	12,475	28,500	16,025	56 %
5928	Branch Maintenance Fees	0	123,547	482,068	358,521	74 %
5930	Repairs & Maintenance	3,307	12,361	113,470	101,109	89 %
5933	Software & IT Hardware Maintenance Agreements	0	90,402	189,750	99,348	52 %
5940	Rentals & Leases	3,743	56,359	224,000	167,641	75 %
	Total Maintenance and Utilities	145,703	832,707	2,806,989	1,974,282	70 %
	Staff Development					
5910	Staff Development & Conferences	20,591	92,443	270,746	178,303	66 %
	Total Staff Development	20,591	92,443	270,746	178,303	66 %
	Board Development					
5908	Board Development	4,748	7,120	12,000	4,880	41 %
	Total Board Development	4,748	7,120	12,000	4,880	41 %
	Other Expenditures					
5759	Gas, Oil, Grease	368	664	8,720	8,056	92 %
5860	Parking	15	83	3,685	3,602	98 %
5861	Mileage Reimbursement	3,327	9,597	64,734	55,137	85 %
5870	Branch Local Misc - Restricted Donation Expenditures	8,446	32,163	219,705	187,542	85 %
5873	Website	59	155,647	156,400	753	0 %
5875	Advertising	1,194	23,801	109,725	85,924	78 %
5901	Outsourced Printing & Publishing	329	5,194	67,500	62,306	92 %
5906	Promotions/Marketing	557	8,148	19,355	11,207	58 %
5907	Sponsorships/Donations	0	2,500	17,495	14,995	86 %
5915	Memberships, Dues & Fees	0	1,080	0	(1,080)	0 %
5935	Insurance	1,220	103,501	80,911	(22,590)	(28)%
5939	Workers Compensation Insurance	0	35,369	34,000	(1,369)	(4)%

**Kent District Library**  
Statement of Revenues and Expenditures  
101 - General Fund  
From 4/1/2022 Through 4/30/2022  
(In Whole Numbers)

		Current Month	2022 YTD	2022 Original Budget	2022 Original Budget to Actual Variance	Percent Remaining
5955	Miscellaneous	1,388	3,026	90,815	87,789	97 %
5959	Sales Taxes	0	1	1,000	999	100 %
5964	Property Tax Reimbursement	0	1,174	60,000	58,826	98 %
5965	MEL Return Items	323	2,276	3,400	1,124	33 %
	Total Other Expenditures	17,227	384,225	937,445	553,220	59 %
	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	67,560	100,914	145,500	44,586	31 %
5977	Technology - Non-Depreciable (\$1000-4999)	2,400	27,382	826,400	799,019	97 %
5979	Equipment/Furniture - Non-Depreciable (\$0-4999)	57,278	64,608	512,400	447,792	87 %
5980	Equipment/Furniture - Depreciable (\$5000+)	0	0	507,770	507,770	100 %
	Total Capital Outlay	127,238	194,013	2,195,070	2,001,057	91 %
	Total Expenditures	2,489,862	9,972,512	30,888,255	20,915,743	68 %
	Excess Revenue Over (Under) Expenditures	(2,531,434)	14,548,882	(2,833,204)	17,382,085	(614)%

**Kent District Library**  
Check/Voucher Register - Check Register - Board Report  
From 4/1/2022 Through 4/30/2022

Check Number	Vendor Name	Check Amount	Check Date
84043	Overdrive, Inc	385,000.00	4/5/2022
AP-April 2022	Priority Health	115,445.04	4/4/2022
84191	TerHorst & Rinzema Construction Co.	67,560.00	4/20/2022
84153	IP Consulting, Inc.	59,409.46	4/20/2022
84152	Interphase Office Interiors, Inc.	59,322.32	4/20/2022
84151	Ingram Library Services Llc	58,740.53	4/20/2022
83991	Everstream Holding LLC- Michigan	52,937.68	4/5/2022
84018	Ingram Library Services Llc	38,228.74	4/5/2022
84172	OCLC, Inc.	29,595.37	4/20/2022
AP-9903122786	Verizon Wireless - MiFi Routers & Cell phones	29,139.85	4/25/2022
AP-March 2022	American Heritage Life Insurance Company / Allstate Benefits	13,992.08	4/7/2022
84046	Rehmann LLC / Rehmann Technology Solutions, LLC	13,000.00	4/5/2022
84178	Rehmann LLC / Rehmann Technology Solutions, LLC	13,000.00	4/20/2022
AP-April2022	Priority Health	12,625.47	4/1/2022
84168	Midwest Tape	11,596.22	4/20/2022
84090	Baker & Taylor	9,719.86	4/20/2022
84040	Midwest Tape	9,372.04	4/5/2022
AP-9901472498	Verizon Wireless - MiFi Routers & Cell phones	9,004.04	4/1/2022
84100	Comerica Bank	8,314.80	4/20/2022
84050	Same Day Delivery, Inc	8,115.00	4/5/2022
84065	Authors Unbound Agency	7,700.00	4/13/2022
83977	Baker & Taylor	6,641.59	4/5/2022
84163	Michigan Office Solutions (MOS)	6,384.22	4/20/2022
84192	Thomas Klise/Crimson Multimedia	6,090.00	4/20/2022
84062	Xerox Financial Services LLC	5,808.44	4/5/2022
84183	Same Day Delivery, Inc	5,410.00	4/20/2022
AP-003362949	Paycor, Inc.	4,218.65	4/14/2022
84173	OrangeBoy, Inc.	4,000.00	4/20/2022
84112	Governmental Consultant Services Inc.	4,000.00	4/20/2022
84085	Atlanta Capital Management Co, LLC	3,994.00	4/20/2022
84059	Wendy Kuzma	3,800.00	4/5/2022
84019	IP Consulting, Inc.	3,750.00	4/5/2022
84057	Thomas Klise/Crimson Multimedia	3,590.00	4/5/2022
84026	Kellogg & Sovereign Consulting / Sigma Technology Fund LLC	3,464.03	4/5/2022
84047	RNL Graphics Solutions, LLC	3,289.86	4/5/2022
AP-April 2022	PLIC - SBD Grand Island	3,158.62	4/1/2022
84108	Findaway World, Llc	3,083.05	4/20/2022
AP-207146598215	Consumers Energy	3,075.36	4/4/2022
84106	Employee Assistance Center (EAC)	3,034.55	4/20/2022
84111	Goverlan, LLC	2,975.00	4/20/2022
84024	Kalamazoo Sanitary Supply / KSS Enterprises	2,931.91	4/5/2022
AP-244236	TelNet Worldwide, Inc.	2,760.35	4/25/2022
84103	DK Security	2,745.00	4/20/2022
84189	Staples Business Advantage	2,376.53	4/20/2022
84195	UAW Local 2600	2,241.49	4/20/2022
84159	Kushner & Company Inc	2,229.50	4/20/2022
84156	J.Appleseed/Creative Library Sales	2,118.90	4/20/2022
84179	RNL Graphics Solutions, LLC	1,791.96	4/20/2022
AP-9901629739	Verizon Wireless - MiFi Routers & Cell phones	1,766.81	4/1/2022



**Kent District Library**  
Check/Voucher Register - Check Register - Board Report  
From 4/1/2022 Through 4/30/2022

Check Number	Vendor Name	Check Amount	Check Date
AP-12	Dte Energy	1,754.43	4/1/2022
84118	InfoUSA Marketing, Inc.	1,740.00	4/20/2022
84041	Governmentjobs.com, Inc	1,736.44	4/5/2022
AP-553565	123.Net, Inc	1,724.00	4/12/2022
83992	Findaway World, Llc	1,643.27	4/5/2022
83979	Blackstone Audio Inc	1,631.90	4/5/2022
83972	Advanced Benefit Solutions, Inc / 44 North	1,561.00	4/5/2022
84080	All Season Lawn Care	1,555.75	4/20/2022
84104	Edc Educational Services	1,544.31	4/20/2022
84054	Staples Business Advantage	1,527.81	4/5/2022
84160	Lakeland Library Cooperative	1,526.75	4/20/2022
84045	Randall Goble	1,412.00	4/5/2022
84096	The Lillie Labor Law Firm P.C.	1,397.50	4/20/2022
83988	Elizabeth Guarino-Kozlowicz	1,394.68	4/5/2022
84170	Lifeworks (US) LTD.	1,376.55	4/20/2022
83994	Cengage Learning	1,313.91	4/5/2022
84174	Penworthy Co.	1,301.80	4/20/2022
83996	Grand Rapids Building Services	1,262.00	4/5/2022
84114	Grand Rapids Building Services	1,262.00	4/20/2022
84162	Liberty Mutual Insurance	1,182.00	4/20/2022
AP-201452247659	Consumers Energy	1,155.49	4/7/2022
84181	Sabopr	1,093.35	4/20/2022
84087	Automatic Equipment Sales & Service, Inc.	1,071.29	4/20/2022
84028	Kent County Treasurer-Mi Tax Tribunal Refunds	1,031.94	4/5/2022
83993	Fishbeck, Thompson, Carr & Huber, Inc	1,030.00	4/5/2022
84055	Stealth Pest Management	969.00	4/5/2022
83984	DK Security	960.00	4/5/2022
83970	ACP Entertainment, Inc.	952.50	4/5/2022
84110	Cengage Learning	886.94	4/20/2022
84161	Lewis Paper	836.37	4/20/2022
84171	Nationwide	813.10	4/20/2022
84115	Grand Valley Metro Council	800.00	4/20/2022
AP-0004062428	Delta Dental Of Michigan	798.00	4/11/2022
84193	Troost Service Company	795.00	4/20/2022
83986	Edc Educational Services	792.03	4/5/2022
84048	Rockford Advertising	775.00	4/5/2022
83978	Bayscan Technologies	771.00	4/5/2022
84082	Anthony Carpenter	750.00	4/20/2022
84196	Unique	702.24	4/20/2022
84023	Juan Fernandez	700.00	4/5/2022
AP-03384879	Paycor, Inc.	679.25	4/28/2022
84184	Scholastic Library Publishing	655.20	4/20/2022
84095	Blackstone Audio Inc	624.25	4/20/2022
84061	Wolverine Printing Company	582.80	4/5/2022
83975	Ashley Smolinski	533.20	4/5/2022
84083	Anthony Risky	500.00	4/20/2022
84066	Brenna LaForge	500.00	4/13/2022
84092	Benson Brazier	500.00	4/20/2022
84063	Adi Jain	500.00	4/13/2022
84064	Amelia Veltman	500.00	4/13/2022
83987	El Vocero	500.00	4/5/2022
84105	El Vocero	500.00	4/20/2022
84067	Elijah Kuiper	500.00	4/13/2022

**Kent District Library**  
Check/Voucher Register - Check Register - Board Report  
From 4/1/2022 Through 4/30/2022

Check Number	Vendor Name	Check Amount	Check Date
84072	Meredith Mead	500.00	4/13/2022
84073	Miguel Reagan	500.00	4/13/2022
84069	Kevina Clear	500.00	4/13/2022
84036	Max Lockwood	500.00	4/5/2022
84094	Black Bears and Blueberries Publishing	498.00	4/20/2022
AP-2407250	Arrowaste	456.31	4/18/2022
84034	Maria Bessmeltseva	400.00	4/5/2022
84084	Aqua Blue Aquarium Solutions	378.00	4/20/2022
84099	Center Point Publishing	369.12	4/20/2022
84031	Lewis Paper	365.81	4/5/2022
84180	Carson Dellosa Publishing LLC/Rourke Educational Media	359.10	4/20/2022
84078	ACP Entertainment, Inc.	350.00	4/20/2022
83989	Eric DeHaan	344.34	4/5/2022
84077	Absopure Water Company	325.00	4/20/2022
84027	Ken Gelder Services LLC	324.87	4/5/2022
83974	Alison Kuchta	313.88	4/5/2022
84022	Joshua Bernstein	300.87	4/5/2022
84200	Christine Mwangi	281.34	4/27/2022
84068	Ellie Einfeld	250.00	4/13/2022
83971	Adolfo Valle	250.00	4/5/2022
84070	Loretta Jahncke	250.00	4/13/2022
84071	Meghan Hemmer	250.00	4/13/2022
84075	Will Miedema	250.00	4/13/2022
84198	Will Miedema	250.00	4/20/2022
84074	Sofia Armas	250.00	4/13/2022
AP-015153	Medtipster.com, LLC.	243.42	4/14/2022
84202	Comcast Cable	223.90	4/27/2022
84203	Comcast Cable	223.90	4/27/2022
84081	Anna Small Roseboro	200.00	4/20/2022
84091	Barbara Sue Kurti	200.00	4/20/2022
84155	Jairimi Driesenga	200.00	4/20/2022
84177	Rachael Hamlet	200.00	4/20/2022
84175	Performance Assessment Network	190.00	4/20/2022
83981	Center Point Publishing	184.56	4/5/2022
84157	Katie Blakeslee	167.26	4/20/2022
84056	Stephen Jones	165.00	4/5/2022
84025	Karen Small	157.11	4/5/2022
84197	Western Michigan University	150.00	4/20/2022
84098	Caledonia Chamber Of Commerce	145.00	4/20/2022
84113	Grainger	139.77	4/20/2022
83983	Delta College	136.35	4/5/2022
83969	Absopure Water Company	130.00	4/5/2022
84201	Comcast Cable	126.90	4/27/2022
84116	Heart Of West Michigan United Way	126.00	4/20/2022
84097	Bud's Wrecker Service Inc.	125.00	4/20/2022
84107	ClearStar, Inc.	120.00	4/20/2022
83990	Everlasting Green Plantscape LLC	120.00	4/5/2022
84020	Jaci Cooper	119.99	4/5/2022
84207	Shirley Bruursema	116.16	4/27/2022
83973	Advanced Ecosystems / FishGuy	105.00	4/5/2022
AP-2373588	TASC	94.02	4/26/2022
84042	Oakland University	90.00	4/5/2022

**Kent District Library**  
Check/Voucher Register - Check Register - Board Report  
From 4/1/2022 Through 4/30/2022

Check Number	Vendor Name	Check Amount	Check Date
84158	Kelaine Mish	84.94	4/20/2022
AP-9903162112	Verizon Wireless - MiFy Routers & Cell phones	83.10	4/5/2022
84117	Holly Goulet	75.71	4/20/2022
84208	Thomas Noreen	73.87	4/27/2022
84051	Southfield Public Library, ATTN: Diane Mulhinch	70.00	4/5/2022
84093	Big Rapids Community Library	67.00	4/20/2022
84206	Sheri Gilreath-Watts	63.06	4/27/2022
83982	Cornerstone University	59.00	4/5/2022
84049	Samantha Hodge	57.90	4/5/2022
84204	Nicole Lintemuth	55.74	4/27/2022
84079	Alison Kuchta	54.00	4/20/2022
84205	Peter Dykhuis	46.38	4/27/2022
84199	Andrew Erlewein	45.21	4/27/2022
84101	Craig Buno	43.03	4/20/2022
84185	St Clair County Library	38.98	4/20/2022
84190	Tecumseh District Library	34.00	4/20/2022
84176	Public Libraries of Saginaw	29.95	4/20/2022
84086	Audiocraft Publishing Inc	29.94	4/20/2022
84029	Kimberly Howell	28.94	4/5/2022
83985	Ebsco Information Services	26.66	4/5/2022
83998	Highland Township Public Library	24.95	4/5/2022
84194	Ty Papke	24.75	4/20/2022
84021	Jennifer Jackson	23.74	4/5/2022
84182	Samantha Hodge	20.69	4/20/2022
83980	Brittany Tyrrell	19.00	4/5/2022
84058	Three Rivers Public Library	18.95	4/5/2022
84032	Lisa Shilts	16.99	4/5/2022
84035	Matthew Jewett	15.99	4/5/2022
84060	White Lake Community Library	15.99	4/5/2022
84169	Monroe County Library System	15.95	4/20/2022
84030	Kristen Conrad	14.95	4/5/2022
84033	London Williams	12.99	4/5/2022
84154	isolved Benefit Services	12.87	4/20/2022
84109	Fleschner Memorial Library	11.50	4/20/2022
83997	Grand Rapids Public Library	10.00	4/5/2022
84102	DeWitt District Library	9.99	4/20/2022
84044	Paw Paw District Library	8.00	4/5/2022
83995	Ginger Schmidt	7.99	4/5/2022
Report Total		1,181,523.05	

**Kent District Library**  
Check/Voucher Register - Voided Checks  
From 4/1/2022 Through 4/30/2022

<u>Check Number</u>	<u>Vendor Name</u>	<u>Check Amount</u>	<u>Check Date</u>
81594	Benson Brazier	(500.00)	4/14/2022
84176	Public Libraries of Saginaw	(29.95)	4/20/2022
84184	Scholastic Library Publishing	<u>(655.20)</u>	4/20/2022
Report Total		(1,185.15)	
		<u><u>                    </u></u>	

# 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.**

## ALPINE, TRYONE + WALKER

The Alpine Township Branch is well known in the community for being in a convenient location, right off Alpine Avenue, and for personalized customer service. Patrons who come to the Alpine Branch are greeted by librarians who know them by name, know their reading preferences and give personalized recommendations. As a result of outstanding customer service, the Alpine Branch has a 100% Net Promotor Score, meaning that 100% of patrons surveyed by KDL about the Alpine Branch would recommend visiting the branch to others. The Alpine Branch shares a building with the Alpine Township offices, so the building serves as a township center for receiving services from the friendly township staff and stopping to pick up the latest new book.



The Tyrone Township Branch is located on Main Street in the center of Kent City. The Branch is within walking distance of all three Kent City Schools and is usually full of teens and tweens during the after-school hours. The library was founded in Kent City in 1935 and it has been an important part of the history of the city. The library shares a building with the Kent City Historical Museum and it continues to help bridge the gap between preserving the past and serving our community's youngest residents. Branch Librarian Katie Mitchell is currently working with the historical society to digitize their collection so that historical photographs are easily accessible to the community and schools.

The Walker Branch is in the heart of the Walker City Complex. The complex includes Walker Ice and Fitness Center, City offices, police and fire, a park and soccer fields. The complex is the community hub, where families can watch their kids play soccer, go to the park, or even go ice skating before stopping in at the library for one of our five weekly storytimes. The Walker Branch frequently partners with the City of Walker for large community events, most recently, the city Easter Egg Hunt which was attended by about 1000 people. This summer, plans are underway for the first Summer Wonder Kick-off Carnival in two years. The carnival will take place surrounding the library, on Monday, June 6th from 4:30-6:30. The Walker Branch appreciates the partnership of the city in these and other events!

## ALTO + ENGLEHARDT

Alto Branch is truly an extension of patrons' living rooms. Most patrons are not only greeted by name, but also with a personal question as to how they are doing. It is amazing how well the Alto staff get to know their patrons on a personal level and vice versa. One of Alto's featured April displays was about autism. Some of the featured titles were based on patrons' suggestions. The book club that branch librarian Deb Schultz hosts have really taken off. She started only offering it quarterly, but due to high demand, it has been switched to monthly.

The Englehardt Branch in Lowell is in the heart of the city, right on the Riverwalk. People are always out for a stroll and stop at their local library. The Englehardt branch hosts several book clubs. They started with one in the morning, called Bookworms hosted by Branch librarian Lynda Austin. As demand grew, other times and places were added. Branch Librarian Jessica McLeod-Sopzynski hosts an evening called Night Owls and a book club at Senior Neighbors. The popular Cookbook Club will be restarting soon. This is where patrons check out a cookbook, make one of the recipes, and then get together and share their creations.



## BYRON + GRANDVILLE

There are a lot of things that make the Byron Township Branch special and unique. The comfortable atmosphere, the great displays, and the friendly staff are all important aspects of what make the Byron Township Branch unique. However, the Branch is particularly known in the community for the children's programming and play space. Storytimes and children's programming is always packed to the point that we often have to offer them twice just to accommodate all of the people who wish to attend. For most little ones a trip to the branch is never complete without finding “Miss Dawn” (Branch Librarian Dawn Heerspink) to say hello.

The Grandville Branch is known for many things, but at the moment the Branch's claim to fame is a new and exciting space. With the building project complete inside and outside the Downtown Development Authority project nearing completion, everyone is excited to see and use the new spaces. Requests to rent the community rooms are coming faster than staff can keep up with, and the study rooms are full most of the day. The staff enjoys showing the building off and love using the addition for programming and events. In the last 2 weeks, the Branch hosted close to 200 people for a community reads author event and close to 2000 in conjunction with an Art and Chocolate walk hosted by the city. Each person coming in the doors was excited to see the new building.





## CALEDONIA + CASCADE

One of the most exciting additions to the Cascade Township Branch over the past year has been the Marion Robinson Memorial fish tank. The staff and the patrons all enjoy watching the fish swim around and feast at the 11:00 am fish feedings. Recently, Branch Outreach and Programming Specialist (BOPS) Ashley Smolinski has been working to train the fish to follow as she reads them board books. This is an attempt to see if the library can use the fish to promote the 1000 Books Before Kindergarten program; children could use their library visit as a time to read some of their 1000 books to the fish. One child recently remarked: “The library gets you in with the books, but then keeps you with the fish!” The attached picture was captured at the library Stuffed Animal Sleepover.



The Caledonia Township Branch is becoming known for its expanded STEAM Zone (Science, Technology, Engineering, Art, Mathematics). Under the direction of Branch Librarian, Audrey Barker, this area has begun to offer multiple STEAM stations, including a station for “little scientists”. This has become a hot spot for families with children of all ages. This is especially true for Tuesday and Thursday afternoon STEAM Zones hosted by Branch Librarians Audrey Baker and Ashley Goglio. Branch Librarian Alyson Cryderman is working on creating a special Reading Nook at the Branch for the Summer Wonder season as well.

## COMSTOCK PARK + PLAINFIELD



The Plainfield and Comstock Park Branches are both integral parts of Plainfield Township. At the Plainfield Township Branch, the renowned Friends of the library used bookstore is a destination for book lovers throughout the township. The library is currently displaying the impressive artwork of elementary school students from the Northview Public School District. Students and parents are delighted to see the artwork framed in the library’s lobby, and the library is thrilled to have the vibrant paintings light up the library.



Librarians at the Comstock Park Branch frequently serve the community by leaving the library. The Youth Librarians visit local schools to promote literacy and talk books. Branch Librarian Lisa Rodkey also spent some time at the York Creek Egg Hunt, helping with crafts and talking to residents about the library. Branch Librarian Paula Wright spent some time with the Golden Panthers as they met Officer Julie Brown and the amazing school therapy dog, Parker.



# Featured Department

## Collection Development + Services

### **COLLECTION DEVELOPMENT**

The Collection Development team has been including Equity, Diversity, and Inclusion metadata tags in the catalog for all materials they have purchased since March. Collection Development Librarian Marie Mulder trained Branch Librarian's on the Task and Research Board to add tags to the existing Adult Fiction collection which they completed in the Fall of 2021, and they are currently tagging all other collections with an expected completion date of August 2022.

Collection Development Librarian Alison Kuchta led a team to bring the streaming film service Kanopy to KDL's patrons. Since its launch in February, 3,061 patrons have created user accounts and over 73,000 have visited the app.

Collection Development Librarian Tammy Schneider led the Youth and Teen Core Project in determining 50 youth and teen titles that are easy to recommend and giving them the designation of KDL CORE. These can be easily identified by a KDL CORE sticker. Collection Services team members Seth Hoekstra, Laurie Winkler, Rachel Cruzan, Megan Versluis and Yuko Roberts set up spaces for receiving the 4,000 books, and a process for cataloging and packaging them for branch delivery in mid-May. These books will help supplement the regular collection, boosting circulation for Summer Wonder.

### **Collection Services**

Collection Services staff have had a busy year so far, cataloging and processing 44,000 new items for patrons. In the department, we refer to this as making regular books into library books – adding all the KDL stickers and labels as well as adding the book to our catalog.

MelCat borrowing and lending continue to keep them busy. This year KDL patrons have borrowed 12,313 books from libraries across the state and we've loaned 9,874.

Collection Services Assistants sorted 40,000 bags of delivery in 2022, and at the end of 2021, a team including Terri Goff, Janine Elliot, Jill Essenberg, Judy Pawloski and Jessine VanLopik began looking at ways to streamline the process for efficiency and safety. The team was able to recommend using tables instead of carts and engage the use of hydraulic carts for less heavy lifting.

### **Integrated Library System**

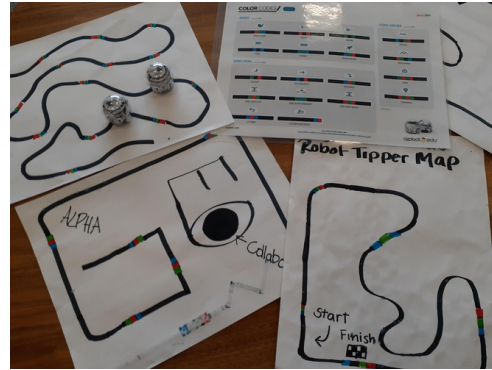
Systems Librarian Analyst, Rochelle Ball recently made some changes in Workflows so that patrons with Teacher Cards will be able to check out Beyond Books items and Perk Passes to visit local attractions like Meijer Gardens. Rochelle has also been working with Sirsi Dynix to build a custom weeding report that will run as part of the daily paging list.

# OUTREACH

APRIL 2022

## BOOKMOBILE

The bookmobile team took the KDL Lab tub of Ozobots to the Kent County Juvenile Detention Center during spring break. All expressed their appreciation and enjoyment of learning to code the mini-robots to follow their color-coded directions. Several teens said the librarian visit was the best time they had that week and said they hoped they would visit again. Here is a sampling of the Ozobot routes the teens created.



To celebrate the US college championship paper airplane competition, the bookmobile team challenged the Afghanistan refugee boys at Bethany Bridgeway, along with their teachers and translators to a KDL mini-competition. The translators won the longest distance, and a 12-year-old student kept his plane aloft for a respectable 7 seconds. If you observe Bookmobile Librarians Kelaine Mish and Joyanne Huston - Swanson launching paper planes in the bookmobile garage, they are attempting to bring respect back to KDL.

The bookmobile wrapped up the monthly visits with the 4th and 5th graders at Explorer Elementary in Kentwood. The school media center librarian requested the bookmobile visit as the school has no upper elementary chapter books in their school library. The bookmobile team enjoyed creating several reader advisory book talk videos for the students. And while the visits were often cold and windy, seeing the grins on the student's faces as they ran back to the building with the latest Babysitter's Club or Stuart Gibbs book was priceless.

# PROGRAMMING

APRIL 2022

**The 2022 KDL Seed Library provided 6,361 packets of seeds to thousands of families throughout Kent County.** As a result, KDL patrons were able to beautify their yards with bright summer flowers and have access to fresh fruits, vegetables and herbs grown right in their own gardens. The KDL Seed Library is located at all 20 branches and the Bookmobile to provide critical nutritional support and enjoyment to patrons of all ages. Caledonia Assistant Branch Librarian Samantha Holland shares, “Our community has been so happy to have the seeds. I’ve seen everyone from kiddos to seniors get excited and grateful for the KDL Seed Library.” This impact was made possible through the support of 44 volunteers, including KDL patrons, staff, friends of the library, GVSU Thompson Scholars and members of Wild Ones – River City.

**This year is the 20th anniversary of the Write Michigan Teen Poetry Contest.** It had a record number of 562 written submissions from nearly 400 students representing fifty area schools. Thirty-five teens participated in the slams, which were held at the Kentwood (Richard L. Root) Branch. Kenowa Hills High School student Zoe Paskewicz was a winner in the written contest, and she has won in the slam and/or written portion every year she has participated. Zoe says, “The Teen Poetry Slam helped me find my voice. Having participated in it every year that it has run has allowed me to believe more in the power of my words and the strength of my emotions. I originally started writing years ago as an emotional outlet for my trauma, because I didn’t have the words to explain my emotions verbally. Thanks to this slam, I’ve become so much more confident. I’ve made friends, used my words to help others express the emotions they don’t have the words to explain verbally, and even self-published multiple collections of my work by the end of my junior year of high school. I couldn’t be more grateful for this slam.”



**Looking ahead to an amazing summer!** The Programming Department has worked hard getting contracts in place and schedules set. KDL has 1,140 programs scheduled including the Native American Dancers performing at the Cascade Township and Grandville Branches. Branch staff are out promoting Summer Wonder in the schools and getting their Teen Crews in place. The excitement is palpable as we look to getting back to what we do best – supporting kids and families during this stretch of time spent out of school. Summer is when our libraries shine!

# Katie Kudos

WINNERS FOR APRIL 2022



**DANA BANKS**

**KRAUSE MEMORIAL**

**NOMINATED BY LAURA YUELLS**

POSITIVE

**BECAUSE ...**"Dana is such a hard worker, and willing to help with anything! Recently, I had her look for some items on missing / staff review lists to play catch up from a few months back. Not only did she agree, but she was also happy to do so! I appreciate her positive attitude. I'm so glad she is part of the team!"

**GWEN GENZINK**

**CASCADE TOWNSHIP**

**NOMINATED BY CODY KETCHUM**

HELPFUL

**BECAUSE...**"This morning at CAS we were pretty busy with delivery and returns. Gwen didn't hesitate to offer her help when she saw how busy the workroom was. Thank you, Gwen, for your attentiveness and your thoughtfulness."

**AND**

**NOMINATED RANYA HWAIL**

POSITIVE

**BECAUSE...**"Gwen is a beam of light! When I come into work, I always get excited to see Gwen and have a touching and deep chat with Gwen. She is caring and thoughtful. On one of my bad days last week, she took the time to listen to me and shared positive thoughts and advice. Thank you!"

**KATI DOERING**

**PATRON SERVICES**

**NOMINATED BY MORGAN HANKS**

POSITIVE

**BECAUSE...**"You know the saying "when the going gets tough, the tough get going"? That is the Patron Services Department. I am consistently amazed at what this team can do. For the past week, the software we rely on to triage and answer our calls, Finesse, has been going in and out. This software is essential to our workflow, and yet the team made the inconsistent and wild west of calls work. They took turns trying to log in and anyone who was able to answer would jump on phones. They worked as a true team to give our patrons the best customer service possible. I don't think our patrons even noticed the chaos behind the scenes. And through it all, they found a way to make it fun by creating Finesse error bingo boards and maintaining a relentlessly positive attitude. I am so grateful to know and work with all of you. Special shoutout to Dhanya, an honorary member of our team, who worked tirelessly to help restore our access!"

**AND**

**NOMINATED BY OLIVIA YEADON**

INCLUSIVE

**BECAUSE...**"Kati works really hard to cultivate a work culture that is kind, empathetic, and inclusive. She looks at KDL policies and procedures with a fine-tooth comb to make sure they are accessible and reasonable for everyone. She is such a great co-worker and friend!"

# Upcoming Meetings + Dates of Interest

## Upcoming Meetings

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

Regular Board Meeting  
Thursday, August 18, 2022  
4:30 PM  
KDL Service + Meeting Center

## Dates of Interest

ALA Annual Conference  
June 23-28, 2022  
Washington, DC

KDL Pension Meeting  
August 17, 2022  
1:00 PM  
KDL Service + Meeting Center





# MONTHLY PROJECT REPORT

**APRIL 2022**

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



- 13** On Time
- 6** Late (At Risk)
- 2** Completed since 01/22

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

## Books for Newborns

- **Project Lead:** Sara Proaño
- Status:** On track

**Approval Date:** 04.27.22  
**Due Date:** 10.31.22

Many new parents and caregivers are unaware of the invaluable services a library has to offer to babies, parents and newborns, many of them not utilizing the library until their children are at least school-aged, if at all. By partnering with HealthNet West Michigan to provide early literacy resources to new and growing families, both those without insurance and insured by Medicaid, the library is poised to connect more children with crucial literacy resources early on in their life than ever before. Qualifying families will receive a baby board book with information about KDL's programs and services for early literacy. This project will run as a pilot for 2022 and, if successful, may be sustained through 2023 and beyond by seeking corporate sponsorship.

NEW!

## Concerts for the Community

- **Project Lead:** Randy Goble
- Status:** On track

**Approval Date:** 04.27.22  
**Due Date:** 10.31.22

2020 U.S. Census data estimates that 11.1% of people in Kent County are living in poverty; that is, 11.1% of people are living at or below the average estimated income needed to support their basic needs according to their household size. This leaves little room in the budget for entertainment and leisure, two aspects of the human experience that are all too often forgotten when it comes to fostering a healthy lifestyle grounded in joy and rest. With this in mind, Frederik Meijer Gardens (FMG) expressed interest in providing select participants with free access to their summer concert series (comprised of 30 events, June through September) and has chosen to partner with KDL to make it happen. Sponsored by the Steve and Amy Van Andel Foundation, FMG and KDL will provide qualifying program attendees with tickets to their summer concerts, including food vouchers as well as transportation to and from the venue.

NEW!



## New Cardholder Onboarding



**Project Lead:** Morgan Hanks  
**Status:** On track

**Approval Date:** 04.27.22  
**Due Date:** 11.15.22

KDL currently does not offer a consistent approach to onboarding new cardholders, creating ample opportunity for better processes and procedures. The main goal of this project will be to focus on developing a larger base of strong library advocates among patrons, as opposed to a huge number of passive library users. To do so, the project team will revamp the existing new cardholder orientation and onboarding process and make it more celebratory, exciting and informative. A viable new process may include: identifying areas of patron interest upon sign up, training staff to promote materials of interest, giving patrons a tour, and promoting branch-specific "member perks" to build awareness of KDL's many services and programs. All of this will serve to build strong and lasting relationships within the community and among patrons.

## Circulation Moonshot: Collection Purchasing Philosophy



**Project Lead:** Liz Guarino-Kozlowicz  
**Status:** On track

**Approval Date:** 02.02.22  
**Due Date:** 08.31.22

An official project kick-off meeting occurred on Monday, April 18. There, small groups were established and tasked with tackling two core parts of the charter: (1) examining holds and express-to-circulating ratios and (2) re-writing the Purchasing Procedure. Both small groups have met and will be providing draft documents and recommendations at the team's next meeting in May.

## Circulation Moonshot: Displays + Merchandising



**Project Lead:** Jared Seigel + Shelby Toren  
**Status:** On track

**Approval Date:** 06.30.21  
**Due Date:** 05.31.22

Now that Project Leads Jared Seigel and Shelby Toren have touched base with each and every branch champion, branches are making steady progress on implementing the new displays and merchandizing standards. The project team is currently determining how many book supports each branch will need and plans to begin ordering them soon, though this is contingent upon availability. Next, the team will work with project stakeholders to determine how to best move forward with furniture purchasing.

## Circulation Moonshot: Weeding Standards



**Project Lead:** Liz Guarino-Kozlowicz  
**Status:** On track

**Approval Date:** 06.30.21  
**Due Date:** 05.31.22

As of April 25, the Alpine Township, Tyrone Township and Walker branches began using the new weeding procedures, meaning all branches within the KDL system are now up to speed on Circulation Moonshot's newly established weeding expectations: weeding by condition upon check-in and weeding via the daily paging report based on criteria the project team identified. Branches will be compiling initial weeding statistics until mid-May. Additionally, measures for accountability are being developed and implemented. A roll-out of specific weeding reports regarding shelf allocation will begin at the end of May with Alpine Township, Caledonia Township and Cascade Township serving as pilot branches.

## Circulation Moonshot: Youth + Teen CORE Collection



**Project Lead:** Tammy Schneider  
**Status:** On track

**Approval Date:** 10.20.21  
**Due Date:** 05.31.22

All Youth and Teen CORE collection materials are now on order, many having already arrived, and Collection Services is hard at work processing and cataloging them all. A patron-facing Youth + Teen CORE brochure will be placed in all branches with an overview of all the titles that made the cut. Additionally, a chart with Common Sense Media's ratings and comments has been created to help staff assist patrons who are concerned about content. Webmaster Remington Steed is currently putting the final touches on the CORE webpage and MarCom is promoting the new offering via social media posts and a feature in the Summer Kaleidoscope. This project is set to be completed on or before the target date of June 1, just in time for Summer Wonder.

## Curbside Texting + Interactive Voice Response (IVR)



**Project Lead:** Morgan Hanks  
**Status:** At Risk - Timeline

**Approval Date:** 10.20.21  
**Due Date:** *new due date 06.15.22*

Curbside Texting and Interactive Voice Response (IVR) went live at Cascade on Monday, April 18 with only a few "bumps in the road" needing attention. As of this report, all bugs have been fixed and everything is working as it should. A Curbside Texting marketing push is set for the coming weeks. In the meantime, the team looks forward to talking about possible post-pilot interest.

## Data Dashboard Phase 1



**Project Lead:** Scott Ninemeier + Sheri Glon  
**Status:** On track

**Approval Date:** 03.02.22  
**Due Date:** 08.31.22

The Data Dashboard team has now entered the "heavy lifting" portion of the project. Over the last two meetings, the team has identified six Key Performance Indicators that will be on the Operational Data Dashboard. This dashboard will set the template for what can and cannot be done using BlueCloud Analytics. The next series of meetings will include a deep dive into each KPI to consider what information needs to be included on the dashboard, how to best display the information and, most importantly, how to get the information. The first metric will be built out in BlueCloud Analytics this month, which will give us a better idea of what is needed to bring this project in on time.

## EDI Collection Audit / Tagging (Phase 2)



**Project Lead:** Tammy Schneider  
**Status:** On track

**Approval Date:** 03.24.21  
**Due Date:** 12.31.22

Tagging of the Adult Nonfiction collection is nearly complete. Collection Development Librarian Marie Mulder has delegated tasks regarding tags on the Juvenile Non-Fiction collection, which the task and research board members are hard at work completing. Several project team members have joined since this project's inception, replacing departing members, which should expedite the process toward completion.



## Email Group Streamline + Update



**Project Lead:** Elvia Myers  
**Status:** On track

**Approval Date:** 03.02.22  
**Due Date:** 12.31.22

The project team has met several times over the last month to discuss and determine the full scope of complexity for this project. This has involved establishing a baseline understanding around email groups, distribution lists and the full Microsoft Office Suite. Right now, KDL has around 750 individual email addresses, many of them abandoned or redundant. The team has been asked to create a set of standards moving forward that will not only guide how groups and emails are created in the future, but will address how to best "clean up" the existing groups and emails in the present.

## Expungement Fair with Legal Aid of Western Michigan



**Project Lead:** Hennie Vaandrager  
**Status:** On track

**Approval Date:** 02.02.22  
**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 took place at the Center for Community Transformation on May 7 from 9:00 AM to 3:00 PM and included partner organizations NAACP, Literacy Center of West Michigan, West Michigan Works, Hispanic Center, Heart of West Michigan United Way, and Safe & Just Michigan. Beyond this event, KDL will continue working with LAWM to schedule "awareness events" at select KDL branches in future seasons.

## Hygiene Lockers



**Project Lead:** Hannah Moeggenborg  
**Status:** On track

**Approval Date:** 01.19.22  
**Due Date:** 04.30.22

Hygiene Lockers are live! The lockers, initial supplies and signage have now been shipped out to all branches. Though the team did run into a few issues concerning supply chain ordering, the team hopes that most if not all materials will have arrived at every branch by mid-May. Project Sponsor Christine Mwangi and Project Lead Hannah Moeggenborg will continue to seek partnerships with area organizations in order to fund and stock the lockers for the long-term.

## iVox App



**Project Lead:** Tammy Schneider  
**Status:** Completed

**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. All frontline staff completed a training checklist to familiarize themselves with the new service. Library Ideas, the iVox vendor, has also provided stickers for promoting the iVox App, which will be affixed to all Vox Books and Wonderbooks within the collection. Project team members Kevin Kammeraad and Sydney Khouri 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

The KDL App is now available in Apple's App Store and Google Play Store! Interested users can find it by searching for "Kent District Library" via their device of choice. A direct link to the app is also available by visiting [kdl.org/app](http://kdl.org/app). Public promotion begins Monday, May 9 via the KDL website, social media and Bookmobile handouts, an email campaign and targeted receipts. Additionally, promotional buttons will be delivered to all branches for frontline staff to wear. Our ultimate goal is to have 1,000 active users by June 9 and 3,600 active users by the end of 2022.

## KDL Way Service Vision + Training



**Project Lead:** Jennifer DeVault + Lulu Brown  
**Status:** On track

**Approval Date:** 03.02.22  
**Due Date:** 11.15.22

As this project officially kicks off and gets under way, every branch has been asked to identify one or two "KDL Way Champions" among their branch staff. These are employees who already embody KDL's Core Values and who can act as "cheerleaders" amongst their colleagues, to spur others on toward excellent customer service. In addition to the project team, these champions will also attend project meetings and will report information and expectations back to their branch, introduce new customer service concepts in huddles and provide general encouragement throughout the cultural shift.

## 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*

As the Finance Department prepares to roll out new communications concerning Staples purchases at the start of May, the hope is that successful implementation of these new processes will organically lead into similar implementation of new processes for Amazon as well. Additionally, Finance will also be presenting a "decision tree" and a revised branch purchasing process at an upcoming All Managers Meeting in May.

## Systemwide WonderKnook Refresh



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

**Approval Date:** 09.23.21  
**Due Date:** 11.30.22

All branches and facilities have now signed off on the designs and installation plans for the Wonderknook pieces and TMC has started production on standard pieces such as kitchens, play tables, stools and chairs. Staff are extremely excited with the designs and some Friends groups are even donating money to get a few extra pieces. The final TMC renderings will be presented at the May KDL Board of Trustees meeting.

## Traveling Exhibits



**Project Lead:** Brad Baker  
**Status:** On track

**Approval Date:** 12.29.21  
**Due Date:** 04.30.22

At the beginning of May, the traveling exhibit of Pam VanderPloeg's work was at last transferred over to the Kentwood Branch for display. Regional Manager Cheryl Cammenga recommended this be done sooner rather than later as it was a good opportunity to share the display with interested area teachers. The project team is hard at work brainstorming how these displays may be adapted for future exhibits, including student artwork and other partnerships. As of now, the plan is to coordinate display with StorySTROLL programming in the fall, which will also align nicely with ArtPrize traffic.

## BUILDING PROJECTS

### Krause Memorial



**Project Lead:** Jennifer German  
**Status:** N/A

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

Plans for a Krause Memorial Branch expansion project are now moving forward! The City of Rockford, along with the Algoma, Cannon and Courtland Townships have started planning a robust fundraising campaign and Contractor ProgressiveAE is developing new renderings and preliminary plans. Rockford City Manager Thad Beard would like to have the expansion project completed and open to the public in three years. Director of Branch Operations Jennifer DeVault and Regional Manager Jennifer German met with the architect in late April.

### Service + Meeting Center



**Project Lead:** Missy Lancaster  
**Status:** On track

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

Construction has officially finished at the Service Center! Though the Bruursema Board Room, HR Conference Room, Learning Lab and Corner Conference Room are awaiting delivery of furniture and an exact installation date is yet unknown, Project Lead Missy Lancaster remains hopeful that items will arrive in the next few months. The process has been long and an inconvenient at times, but seeing the finished spaces and beautiful lobby mural have made it all worth it.

### Tyrone Township



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

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

The Township has decided to pause on the new building project at this time due to high construction prices. In the meantime, they are instead focusing efforts on needed updates to the current building, including ADA-compliant power door operators for accessibility and updating lighting and restrooms.

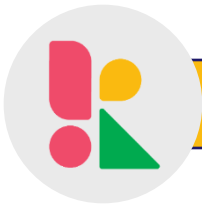
### Walker



**Project Lead:** Craig Buno  
**Status:** N/A

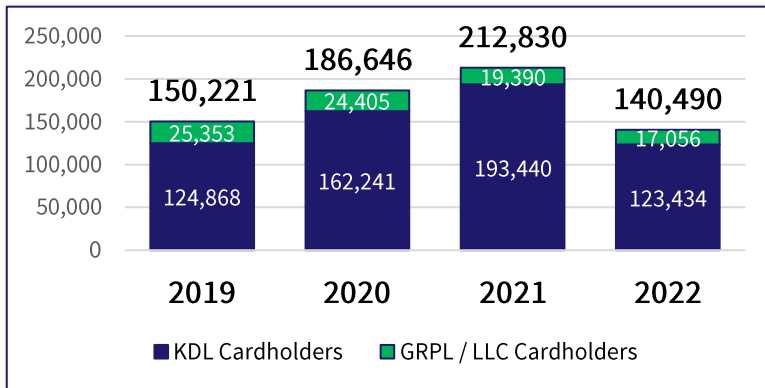
**Approval Date:** N/A  
**Due Date:** N/A

The City of Walker Engineer Scott Connors has begun to reach out to contacts and discuss options about adding on and expansion of the current library building. The city is then preparing an RFP.



# APRIL 2022 STATISTICAL SUMMARY

## Active Patrons:



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.

## 2,015 Accounts Added in April:

- 1,735 New KDL Cardholders
- 188 New GRPL Cardholders
- 92 New LLC Cardholders

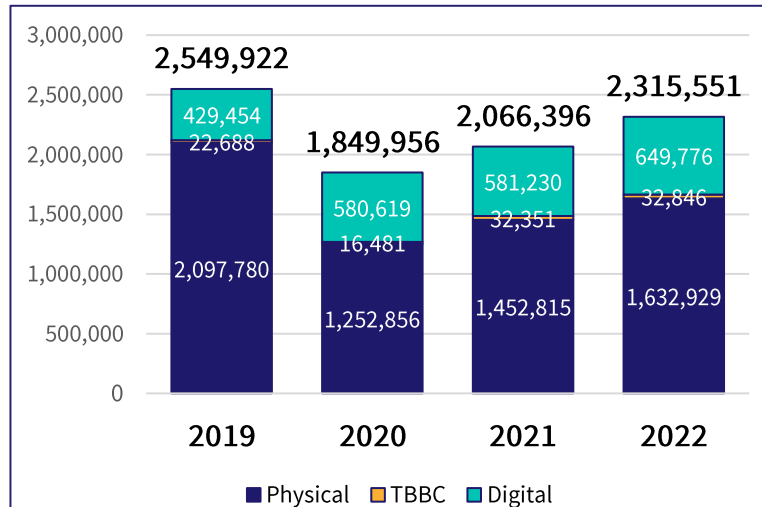
Note: In 2020, Library Card Challenge accounts were added to the KDL cardholder total when that program ended, and formerly expired accounts were reactivated through summer 2021 to more easily access digital resources. These accounts have now expired again.

## Comparing to Previous Timeframes:

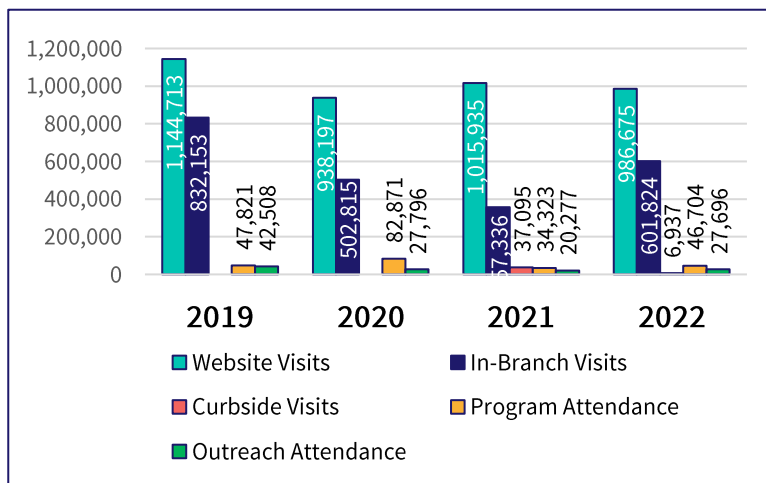
- **Physical Checkouts:** Down 13% from last month; Up 3% from 2021; Down 23% from 2019
- **Digital Checkouts:** Down 9% from last month; Up 13% from 2021; Up 53% from 2019
- **Visitor Count:** Down 8% from last month; Up 52% from 2021; Down 27% from 2019
- **Program Attendees:** Down 14% from last month; Up 214% from 2021; Down 1% from 2019

(See following page for more details)

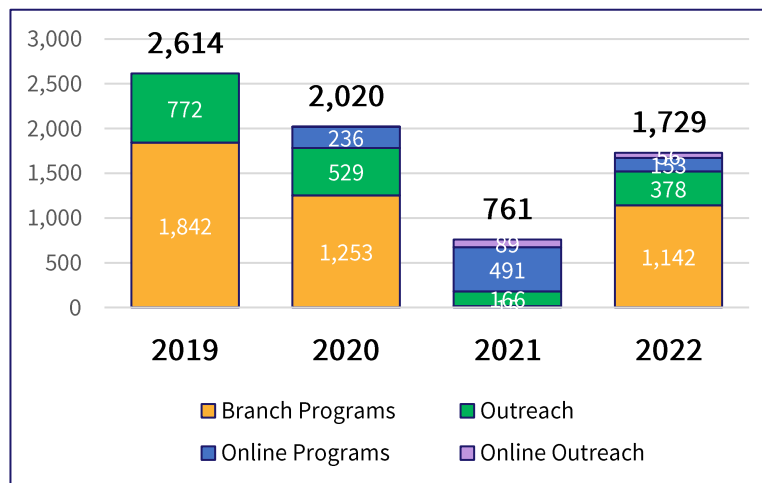
## Circulation YTD:



## People Served YTD:



## Number of Events YTD:

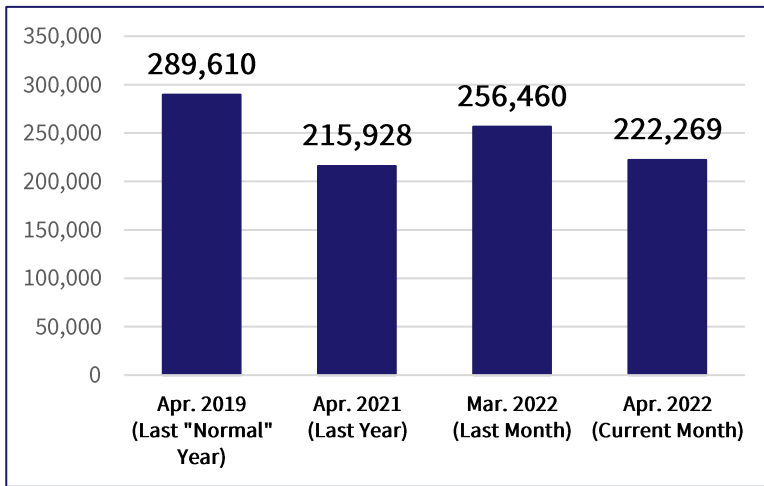




## APRIL 2022 STATISTICS IN-DEPTH

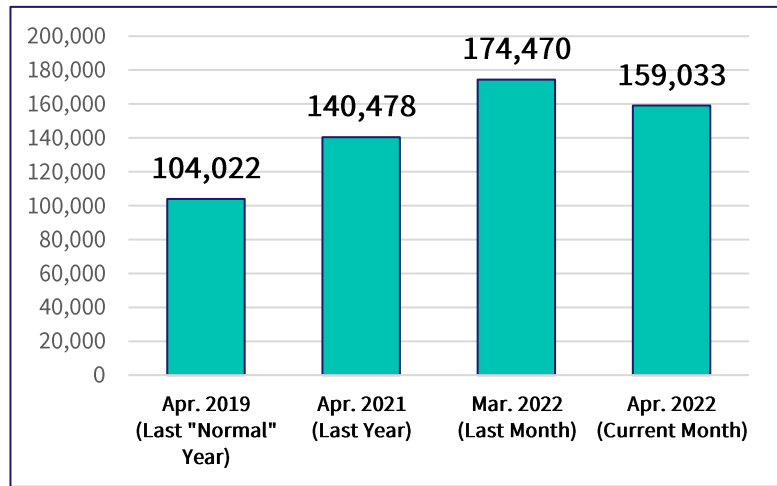
How have our basic statistics changed month-to-month and when compared to last year (2021), and compared to the last "normal" year of 2019?

### Physical Items Checked Out:



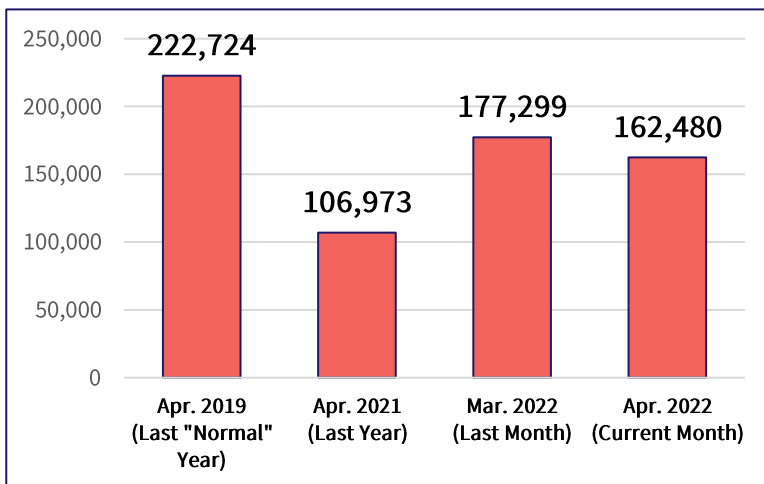
Physical checkouts are **down 13%** from last month, **up 3%** from the same month last year, and **down 23%** compared to the same month in 2019.

### Digital Items Checked Out:



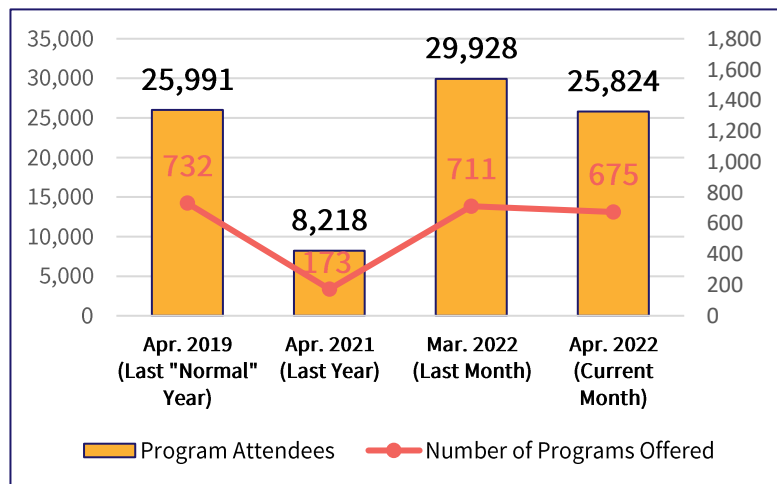
Digital checkouts are **down 9%** from last month, **up 13%** from the same month last year, and **up 53%** compared to the same month in 2019.

### Visitor Count:



Branch visitors are **down 8%** from last month, **up 52%** from the same month last year, and **down 27%** compared to the same month in 2019.

### Programs:



Program attendance is **down 14%** from last month, **up 214%** from the same month last year, and **down just 1%** compared to the same month in 2019.



## MOST POPULAR TITLES LAST MONTH

Click on each title for a link to the catalog

### All Physical Items (Most Checkouts):

<u>Title</u>	<u>Checkouts</u>
1. KDL Wifi Mobile Hotspot	247
2. <i>Wish You Were Here</i> by Jodi Picoult	131
3. <i>The Judge's List</i> by John Grisham	128
4. <i>Run, Rose, Run</i> by Dolly Parton and James Patterson	127
5. <i>The Recovery Agent</i> by Janet Evanovich	121
6. <i>Mercy</i> by David Baldacci	110
7. <i>Game On: Tempting Twenty-Eight</i> by Janet Evanovich	105
8. <i>Steal</i> by James Patterson	100
<i>The Dark Hours</i> by Michael Connelly	100
10. <i>The Last Thing He Told Me</i> by Laura Dave	99

### All Physical Items (Most Holds):

<u>Title</u>	<u>Holds</u>
1. <i>Verity</i> by Colleen Hoover	154
2. <i>Spider-Man: No Way Home</i> Blu-ray	150
3. <i>Reminders of Him</i> by Colleen Hoover	144
4. <i>Kirby and the Forgotten Land</i> Nintendo Switch video game	137
5. <i>Spider-Man: No Way Home</i> DVD	150
6. <i>Run, Rose, Run</i> by Dolly Parton and James Patterson	134
7. <i>The Paris Apartment</i> by Lucy Foley	126
8. <i>Dream Town</i> by David Baldacci	121
9. <i>The Diamond Eye</i> by Kate Quinn	106
10. <i>The Seven Husbands of Evelyn Hugo</i>	105

### OverDrive Items (Most Checkouts):

<u>Title</u>	<u>Checkouts</u>
1. <i>The Maid</i> by Nita Prose	257
2. <i>The Maid</i> by Nita Prose (audio)	235
3. <i>The Lincoln Highway</i> by Amor Towles	222
4. <i>Where the Crawdads Sing</i> by Delia Owens (audio)	175
5. <i>Atomic Habits</i> by James Clear (audio)	168
6. <i>Atlas of the Heart</i> by Brené Brown (audio)	159
7. <i>The Lincoln Highway</i> by Amor Towles (audio)	222
8. <i>The Midnight Library</i> by Matt Haig	150
9. <i>Where the Crawdads Sing</i> by Delia Owens	143
10. <i>The Four Winds</i> by Kristin Hannah	142

### OverDrive Items (Most Holds):

<u>Title</u>	<u>Holds</u>
1. <i>Verity</i> by Colleen Hoover	516
2. <i>The Seven Husbands of Evelyn Hugo</i> by Taylor Jenkins Reid	487
3. <i>The Last Thing He Told Me</i> by Laura Dave	462
4. <i>It Ends with Us</i> by Colleen Hoover	374
5. <i>Wish You Were Here</i> by Jodi Picoult	359
6. <i>The Paris Apartment</i> by Lucy Foley	289
7. <i>The Seven Husbands of Evelyn Hugo</i> by Taylor Jenkins Reid (audio)	283
8. <i>The Judge's List</i> by John Grisham	254
9. <i>Run, Rose, Run</i> by Dolly Parton and James Patterson	239
10. <i>The Paris Apartment</i> by Lucy Foley (audio)	235

NEW HIRES	POSITION	EFFECTIVE
Stephanie Groen	Shelver – Wyoming	April 25
Rebecca Behrens	Shelver – Plainfield	April 25
Mae Fletcher	Shelver – Wyoming	April 25
Oryan Hammond	Shelver – Krause Memorial	May 2
Kiley Pawneshing	Assistant Branch Librarian – Kentwood	May 11
Sarah Foster	Collection Services Assistant – Service Center	June 8

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Josh Mosey	Assistant Branch Librarian – Caledonia	Digital Marketing Strategist – Marketing/Communications	May 9
Christine Hekman	Branch Librarian – Grandville	Branch Librarian – Kentwood	May 16
Anne Schroeder	Assistant Branch Librarian – Krause Memorial	Assistant Branch Librarian Sub	June 3

OPEN POSITIONS	TYPE
Shelver – Cascade	Part-time
Assistant Branch Librarian – East Grand Rapids	Part-time
Branch Librarian – Amy Van Andel / Ada	Full-time
Regional Manager I – Kentwood/Gaines Township	Full-time
Volunteer Coordinator	Full-time
Branch Librarian – Grandville	Part-time
Assistant Branch Librarian – Krause Memorial	Part-time
Assistant Branch Librarian – Caledonia	Part-time
Branch Librarian – Englehardt	Part-time
Branch Librarian – Gaines Township	Part-time
Branch Librarian – Kentwood	Part-time
Seasonal Library Interns (19 positions)	Temporary
Assistant Branch Librarian – East Grand Rapids	Part-time
Assistant Branch Librarian – Grandville	Part-time
Branch Librarian – Kentwood (2 positions)	Part-time

DEPARTURES	POSITION	EFFECTIVE
Kate Cousins	Assistant Branch Librarian - Cascade	May 13
Shannon O'Rourke Kasali	Branch Librarian - Kentwood	June 1
Lynda Austin	Branch Librarian - Englehardt	June 4
Catherine Campbell	Assistant Branch Librarian - Grandville	June 6

EMPLOYEE ANNIVERSARIES (JUNE)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Kris Vogelar	Grandville	37 years
Karen Small	Wyoming/Kelloggsville	36 years
Tisha Wells	Gaines Township	34 years
Kathy Potts	Walker	31 years
Jocelyn Yost	Grandville	28 years
Connie Wheat	Krause Memorial	22 years
Lynne Eder	Walker	17 years
Deb Den Herder	Cascade	15 years
Amy Waite	Krause Memorial	14 years
Shannon Vanderhyde	Krause Memorial	11 years
Linda Pyne	Nelson Township/Sand Lake	10 years
Adam Flynn	Cascade	8 years
Liz Knapp	Alpine/Tyrone Township/Walker	8 years
Paula Wright	Comstock Park	6 years
Catherine Gutowski	Alto	5 years
Leigh Verburg	Comstock Park	5 years
Brad Baker	Marketing/Communications	4 years
Julie Gillich	Byron Township	4 years
Heather Blake	Grandville	3 years
Alyssa Coe	Plainfield	3 years
Tabitha Schaub	Wyoming	3 years
Sarah Johnston	Patron Services	2 years
Rebecca Avella	Walker	1 year
Brandy Boyington	Sub Pool	1 year
Sandy Feutz	Plainfield	1 year
Rachel Minor	Wyoming	1 year





## BOARD OF TRUSTEES ATTENDANCE - 2022

	SHIRLEY BRURSEMA	ANDREW ERLEWEIN	PETER DYKHUIS	SHERI GILREATH- WATTS	NICOLE LINTEMUTH	CHARLES MYERS	TOM NOREEN	PENNY WELLER
January 20, 2022	X	X	X	X	X	X	X	X
February 17, 2022	X	X	X	X	X	X*	X	X
March 17, 2022	X	X	X	X	X	X	X	X
April 21, 2022	X	X	X	X	X	X	X	X
May 19, 2022								
June 16, 2022								
July 21, 2022								
August 18, 2022								
September 22, 2022								
October 13, 2022								
October 27, 2022								
November 17, 2022								
December 15, 2022								

\*BOARD PARTICIPATION VIA TELECONFERENCE

TRUSTEE NAME	MEETING DATE		TRUSTEE NAME	MEETING DATE

Kent  
District  
Library



# POLICY MANUAL

Section 4: Patron Behavior edits

## TABLE OF CONTENTS

[SECTION 1: Collection + Reference](#)

[SECTION 2: Circulation](#)

[SECTION 3: Facilities + Operations](#)

[SECTION 4: Patron Behavior](#)

[SECTION 5: Budget + Finance](#)

[SECTION 6: Personnel](#)

[APPENDIX](#)

# 4

## PATRON BEHAVIOR

### 4.1: [Safety + Personal Behavior](#)

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

## PATRON BEHAVIOR , cont.

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

#### 4.2.1 [Copyright Policy](#)

### 4.3: [Acceptable Technology Use](#)

#### 4.3.1 [Photography + Videography Policy](#) \*\*\*\*\*EDITS\*\*\*\*\*

#### 4.3.2 [Social Networking Policy](#)

#### \*[Acceptable Use Policy](#)

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

### 4.5: [Right of Appeal](#)

## **KDL POLICY 4.1**

### **SAFETY + PERSONAL BEHAVIOR**

LAST REVISED 10.25.18

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

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

## **KDL POLICY 4.1.1**

### **VIOLATIONS OF LAW**

LAST REVISED 10.25.18

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

## **KDL POLICY 4.1.2**

### **WEAPONS**

LAST REVISED 10.25.18

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

## **KDL POLICY 4.1.3**

### **DRUGS, ALCOHOL + SMOKING**

LAST REVISED 10.25.18

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

Persons noticeably under the influence of any controlled substance or alcoholic or intoxicating liquor are not allowed on Library property.

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

#### **KDL POLICY 4.1.4**

##### **ANIMALS**

LAST REVISED 6.14.19

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

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

#### **KDL POLICY 4.1.5**

##### **PERSONAL PROPERTY**

LAST REVISED 10.25.18

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

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

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

#### **KDL POLICY 4.1.6**

##### **BLOCKING OF AISLES, DOORS + ENTRANCES**

LAST REVISED 6.14.19

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

#### **KDL POLICY 4.1.7**

##### **STAFF-ONLY AREAS**

LAST REVISED 6.14.19

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

#### **KDL POLICY 4.1.8**

##### **INTERFERENCE WITH STAFF**

LAST REVISED 10.25.18

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

#### **KDL POLICY 4.1.9**

##### **UNAUTHORIZED USE**

LAST REVISED 6.14.19

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



## **KDL POLICY 4.1.10**

### **CONSIDERATE USE**

LAST REVISED 10.25.18

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

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

## **KDL POLICY 4.1.11**

### **NOISE**

LAST REVISED 10.25.18

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

## **KDL POLICY 4.1.12**

### **ODOR**

LAST REVISED 10.25.18

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

## **KDL POLICY 4.1.13**

### **BODILY FLUIDS + WASTE**

New 3.18.2021

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

#### **KDL POLICY 4.1.14**

##### **FOOD + DRINK**

LAST REVISED 10.25.18

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

#### **KDL POLICY 4.1.15**

##### **RESTROOMS**

LAST REVISED 10.25.18

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

#### **KDL POLICY 4.1.16**

##### **DRESS CODE**

LAST REVISED 10.25.18

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

#### **KDL POLICY 4.1.17**

##### **HARRASSMENT**

LAST REVISED 10.25.18

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

#### **KDL POLICY 4.1.18**

##### **IDENTIFICATION**

LAST REVISED 10.25.18

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

#### **KDL POLICY 4.1.19**

##### **RECREATIONAL EQUIPMENT + PERSONAL TRANSPORT DEVICES**

LAST REVISED 10.25.18

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

#### **KDL POLICY 4.1.20**

##### **PANHANDLING, SOLICITATION + SELLING**

LAST REVISED 6.14.19

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

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

## **KDL POLICY 4.1.21**

### **CAMPAIGNING, PETITIONING, INTERVIEWING, ETC.**

LAST REVISED 10.25.18

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

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

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

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

## **KDL POLICY 4.1.22**

### **CHILDREN IN THE LIBRARY**

LAST REVISED 10.25.18

#### **Use by Children**

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

#### **Rules and Regulations Regarding Children**

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

#### **Contact of Parent or Guardian**

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

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

**Unattended Children at Closing**

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

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

## KDL POLICY 4.1.23

### FACE MASK REQUIREMENT DURING PANDEMIC

LAST REVISED 5.20.21

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

Formatted: Font: Bold, Condensed by 0.05 pt

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

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

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

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



## LIBRARY PATRON RESPONSIBILITIES

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

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

*\*Service and therapy animals are permitted*

- Offensive odor, including, but not limited to odor due to poor personal hygiene or overpowering perfume or cologne, that causes a nuisance is not allowed.
- In support of the health and safety of all those who enter the library as defined by MDHSS, all patrons and staff (except those exempted as defined by federal, state and local orders) must wear mask\* covering their nose and mouth while inside any KDL location (unless the patron is unable medically to tolerate a face covering). Disposable face masks will be provided for those who do not have their own.

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



## **KDL POLICY 4.2**

### **USE + PRESERVATION OF LIBRARY MATERIALS + PROPERTY**

LAST REVISED 10.25.18

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

## **KDL POLICY 4.2.1**

### **COPYRIGHT POLICY**

LAST REVISED 10.25.18

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

## **KDL POLICY 4.3**

### **ACCEPTABLE TECHNOLOGY USE**

LAST REVISED 5.20.21

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

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

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

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

#### **Filtering**

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

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

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

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

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

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

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

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

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

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

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

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

#### **Violations**

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

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

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

#### **Time and Other Limits**

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

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

#### **Precautions**

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

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

### **KDL POLICY 4.3.1**

#### **PHOTOGRAPHY + RECORDING POLICY**

LAST REVISED 01.21.22.

The Kent District Library permits photography and other forms of recording (videography, filming, audio, etc.) under the conditions listed below to the extent that it does not interfere with the operations, programs and activities of the Library.

1. Casual amateur photography and other forms of recording are permitted for patrons and visitors provided it does not interfere with the operations of the Library or individuals using the Library and not capture any identifiable likenesses of individuals without their permission. Photographers are responsible for securing the necessary releases.

~~2.~~ Anyone photographing or recording with the library must respect other patrons and employees. Do not annoy or harass other persons, engage in loud or disruptive conduct or cause a public disturbance (See Library Patron Responsibilities which detailed in Section 4.2).

~~3-2.~~ No commercial, media photography or recording may occur in Library facilities without prior written permission.

~~4.~~ Photos, videos and recording from public programs and events held in Library facilities and spaces may be used in the Library's website and publications or for promotional purposes. The full names or any personal identifying information of photographed subjects will not be used to ensure the privacy of all individuals without express written approval from the subject, or if a minor, the parent or legal guardian.

~~5-3.~~ Permission may be revoked at any time if the photographer or person recording fails to comply with the terms of this policy or other rules and regulations of the Library.

**Commented [RG1]:** Our attorney advises that we return to obtaining written consent for photography that we use for promotional purposes. A new employee policy will be written for this.

### **KDL POLICY 4.3.2**

#### **SOCIAL NETWORKING POLICY**

LAST REVISED 10.25.18

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

- Potentially libelous comments
- Obscene or racist comments
- Personal attacks, insults, or threatening language

- Plagiarized material
- Private, personal information published without consent
- Commercial promotions or spam
- Comments and/or hyperlinks unrelated to a given post, forum, or discussion

The Kent District Library reserves the right to monitor all content before it is posted and to modify or remove any messages or postings that it deems, in its sole discretion, to be abusive, defamatory, in violation of the copyright, trademark right, or other intellectual property right of any third party, or otherwise inappropriate.

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

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

## **KDL POLICY 4.4**

### **DISCIPLINARY PROCESS FOR LIBRARY FACILITIES**

LAST REVISED 6.14.19

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

#### **A. Incident Reports**

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

#### **B. Violation of the Policy – Suspension of Privileges**

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

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

#### **C. Violations that Affect Safety and Security**

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

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

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

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



## **KDL POLICY 4.5**

### **RIGHT OF APPEAL**

LAST REVISED 10.25.18

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

POLICY MANUAL



## **RESOLUTION**

### **Schools & Libraries Universal Services (eRate) for 2022-2023**

#### **MEETING INFORMATION**

A regular meeting of the Library Board (the “Board”) of the Kent District Library (the “Library”) was held at the Kent District Library – Engelhardt Branch, on May 19, 2022 at 4:30 PM.

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

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

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

#### **RESOLUTION**

With the assistance of Kellogg & Sovereign Consulting (E-Rate Advisors), KDL has filed FCC Form 471, Schools and Libraries Universal Service Program Services Ordered and Certification Form for the services and/or products as detailed in the table below titled, “E-Rate Requests, Funding Year for 07/01/2022-06/30/2023.

Be it resolved that the governing board for **Kent District Library**

1. Vote to approve or disapprove Resolution for Schools and Libraries Universal Services (E-Rate) for 2022-2023. This resolution authorizes filing of the form 471 applications for funding year 2022-2023 and the payment of the applicant’s share upon approval of funding and receipt of services.
2. Authorizes the filing of FCC Form 471, Schools and Libraries Universal Service Program Services Ordered and Certification Form for the services and/or products as detailed in the attached report, “E-Rate Requests, FY 2023”, for the fiscal year 07/01/2022-06/30/2023.
3. Authorizes payment of the applicant’s share subject to the following conditions:
  - (1) approval of funding of the discounted portion by the Schools and Libraries Division (SLD) of the Universal Service Administrative Company (USAC) and
  - (2) receipt of services during the fiscal year 07/01/2022-06/30/2023.

Application #	Pre-Discount Amount	E-Rate Amount	Applicant’s Share
211012456	\$857,551.92	\$771,796.73	\$85,755.19
Totals	\$857,551.92	\$771,796.73	\$85,755.19

**E-Rate Requests, Funding Year for 07/01/2022 - 06/30/2023**

Applicant Name: KENT DISTRICT LIBRARY

Billed Entity #: 131573

471 App #	FRN	Service Provider	SPIN	Category	Pre-Disc Amount	Disc	Requested Amount	Applicant Share
211012456	2199015419	Everstream GLC Holding Company LLC	143049465	Data Transmission And/or Internet Access	51,000.00	90%	45,900.00	5,100.00
	2199015420	Everstream GLC Holding Company LLC	143049465	Data Transmission And/or Internet Access	666,743.52	90%	600,069.17	66,674.35
	2199015423	Everstream GLC Holding Company LLC	143049465	Data Transmission And/or Internet Access	31,808.40	90%	28,627.56	3,180.84
	2199015428	IP Consulting Inc.	143044095	Data Transmission And/or Internet Access	108,000.00	90%	97,200.00	10,800.00
Totals for 471 App # 211012456:					857,551.92		771,796.73	85,755.19

The Board hereby approves and adopts the tentative Schools & Libraries Universal Services (e-rate) for 2022-2023.

THE FOREGOING RESOLUTION was adopted on a motion made by \_\_\_\_\_ and seconded by \_\_\_\_\_. Upon roll call vote, the following voted aye: \_\_\_\_\_. The following voted nay: \_\_\_\_\_. The Chair declared the motion carried and the Resolution duly adopted on the 19<sup>th</sup> of May 2022.

**RESOLUTION DECLARED ADOPTED.****CERTIFICATION**

I HEREBY CERTIFY that the foregoing is a true and complete copy of a resolution adopted by the Board of Trustees of the Kent District Library, County of Kent, Michigan, at a regular meeting held on May 19, 2022 and that said meeting was conducted and public notice of said meeting was given pursuant to and in full compliance with the Open Meetings Act, being Act 267, Public Acts of Michigan, 1976, and that the minutes of said meeting were kept and will be or have been made available as required by said Act.

Dated: May 19, 2022

---

Charles Myers, KDL Board Chair

---

Sheri Gilreath-Watts, KDL Board Secretary