

KENT DISTRICT
LIBRARY



OCTOBER 2022 BOARD OF TRUSTEES PACKET

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BOARD OF TRUSTEES

Meeting Agenda

LOCATION

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

DATE & TIME

Thursday, October 27, 2022, at 4:30 PM.

1. CALL TO ORDER

2. PLEDGE OF ALLEGIANCE

3. CONSENT AGENDA*

- A. Approval of Agenda
- B. Approval of Minutes: September 22, 2022
- C. Lakeland Library Cooperative Report: September 8, 2022
- D. Request: Amy Van Andel Library to remain open on Friday, December 2, 2022, to accommodate Tinsel Treats and Trolleys.

4. LIAISON REPRESENTATIVE COMMENTS

5. PUBLIC COMMENTS**

6. FINANCE REPORTS – September 2022*

7. DIRECTOR'S REPORT – September 2022

8. NEW BUSINESS

- A. Executive Director's Evaluation Process
- B. 2023 KDL Board of Trustees Schedule Amendment*
- C. 2021- 2023 Strategic Plan Third Quarter Review
- D. 2023 Strategic Initiatives

9. LIAISON REPRESENTATIVE COMMENTS

10. PUBLIC COMMENTS**

11. BOARD MEMBER COMMENTS

12. MEETING DATES

Next Regular Meeting + Budget Approval: Thursday, November 17, 2022 – KDL Service + Meeting Center, 7:00 PM or via teleconference

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."

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BOARD OF TRUSTEES Meeting Minutes

LOCATION

Kent District Library Wyoming Branch, 3350 Michael Street SE and via teleconference.

DATE + TIME

Thursday, September 22, 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, Anjie Gleisner, Sheri Glon (teleconference), Randy Goble, Kim Lindsay, Brian Mortimore, Elvia Myers, Christine Mwangi (teleconference), Karen Small, Lance Werner and Emily Whalen (teleconference).

GUESTS PRESENT: Judy Barszcz, Katherine Glardon, Leann Platschorre and Alan Traxler.

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: August 18, 2022.
- C. Lakeland Library Cooperative Report: August 11, 2022

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

Support: Supported by Ms. Gilreath-Watts.

RESULT: Motion carried.

4. REGIONAL MANAGER UPDATE – WYOMING + KELLOGGSVILLE

Regional Manager I Anjie Gleisner gave the following update to the Board of Trustees:

- The Wyoming and Kelloggsville Branches will receive upgrades to the Wonderknook spaces in the near future. Wyoming Youth Branch Librarian Abby Black has been a driving force in this project and is excited about its completion.
- The Wyoming Branch will be making changes to the quiet reading room area. The City of Wyoming is removing excess shelving to install modular furniture to make the space more flexible and usable for fireside programming. The building will also be getting new carpeting by the end of 2022.

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- The Wyoming Branch had a very successful Summer Wonder program with almost 1K participants. The Paint and Pop Program was so popular, it had a waiting list.
- Branch Librarian Mara Deckinga has begun outreach to the Wyoming Senior Center and is working on reviving the book discussion group. In partnership with Spectrum Health, the Senior life Transitions program will run in September and October.
- Branch Librarian Clare O'Tsuji was recently promoted to Branch Outreach Programming Specialist at the Kentwood Branch. Branch Librarian Abby Black presented to librarians in KDL about the restorative practices she uses in her Mother's Support group at the Wyoming Branch.
- At the Wyoming Branch, Collection Services Assistant Mara Deckinga was promoted to Branch Librarian with a focus on Senior outreach, and Assistant Branch Librarian Annie Parada was promoted to Branch Librarian with a general focus.
- The Kelloggsville Branch had 2 paid teen internship positions this year. Additionally, Assistant Branch Librarian Mariely Velasquez was promoted to Branch Librarian with an area of focus of English as a Second Language for Outreach and Programming.

5. LIAISON REPRESENTATIVE COMMENTS** – None.

6. PUBLIC COMMENTS** – None.

7. FINANCE REPORTS – August 2022*

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

- KDL cash position is \$19.7 M vs. \$21.5M at this same time last year; the investment portfolio value is down roughly \$400K compared to last year.
- Total revenue is \$25.6M. Budgeted revenues are 92% collected. Remaining revenue will be collected in the next few months.
- Total expenditures amount to \$19M. KDL is 61% through the budgeted fiscal year, putting these numbers right on track.
- Significant checks this month include:
 - Priority Health, \$121,723.41 – employee health insurance
 - IP Consulting, \$65,203.63 – COLO data center monthly charge
 - Everstream Holding, \$55,606.84 – KDL systemwide fiber

Motion: Ms. Bruursema moved to receive and file the August 2022 finance reports as presented.

Support: Supported by Mr. Erlewein.

RESULT: Motion carried.

8. DIRECTOR'S REPORT – August 2022

Executive Director Lance Werner shared that the training he is providing regarding book challenges has been well received. Mr. Werner has had the opportunity to talk with a group of directors at ULC, a library group in northern Michigan, and over 100 librarians in Indiana. As

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book challenges continue to be at the forefront of public discourse, it is critical that KDL work to defend the civil rights granted to all peoples under the Constitution.

The Board asked questions of staff and staff responded.

9. NEW BUSINESS

- A. 2022 Board of Trustees Schedule Amendment*
- B. 2022 Planned System Closing Schedule Amendment*
- C. 2023 Board of Trustees Schedule*
- D. 2022 Planned System Closing Schedule*

Motion: Mr. Dykhuis moved to approve 2022 Board of Trustees Schedule Amendment, 2022 Planned System Closing Amendment, 2023 Board of Trustees Schedule and 2023 Planned System Closing Schedule as presented.

Support: Supported by Ms. Weller.

RESULT: Motion carried.

10. LIAISON REPRESENTATIVE COMMENTS – None.

11. PUBLIC COMMENTS** –

12. BOARD MEMBER COMMENTS

Ms. Bruursema – Ms. Bruursema attended the Literary Libations Gala and stated that it was the best one yet. She had a meeting with Gaines/Kentwood Regional Manager I Kiosha Jeltema and is impressed with the amazing job Kiosha is doing at the branches.

Mr. Erlewein – Mr. Erlewein used to live in Wyoming, so visiting the Wyoming Branch brings back memories. He attended the Literary Libations Gala and says it was awesome. He states that Library Camp was a success and hopes to have many KDL candidates in 2030!

Mr. Dykhuis – Mr. Dykhuis shared that the Wyoming Branch has always been one of his favorite locations. In the past, he would bring his children to the playspace and also participated in literacy tutoring. Mr. Dykhuis also wished Nicole Lintemuth a happy birthday and congratulated her on being a Board Member for almost a year.

Ms. Gilreath-Watts – Ms. Gilreath-Watts is excited to be at the Wyoming Branch for the Board of Trustees Meeting. She loves that the Wyoming Branch is so welcoming and inviting to the diverse community that it serves. Ms. Gilreath Watts was also impressed with the Literary Libations Gala and especially enjoyed the VIP Lounge, which allowed her to brag about KDL to vendors and others. She encouraged everyone to enjoy National Hispanic Heritage Month by reading a book by various authors.

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Ms. Lintemuth – Ms. Lintemuth reminded everyone that it is National Hispanic Month and Banned Book Awareness Week. Recently, she attended the City of Lowell as part of KDL's Annual Community Report and was pleased with the reception.

Mr. Myers – Chair Myers recently attended a four-day Michigan Association of Public Employee Retirement (MAPERS) Conference, where he found his work as a KDL Pension Board Member to be especially valuable.

Mr. Noreen – Earlier in September, Mr. Noreen attended the KDL's Annual Community Report presentation at Lowell Township, along with Director of Library Operations Jennifer DeVault and Regional Manager I Liz Knapp, and felt that it went really well. Additionally, he enjoyed talking with vendors and authors prior to the Literary Libations Gala and was impressed with the amount of networking that went into the event. Lastly, he advised Regional Manager I Anjie Gleisner to connect with Boy Scouts of America regarding an outdoor eco-project at the Wyoming Branch.

Ms. Weller – Ms. Weller wanted to thank everyone who contributed to the success of the Annual Literary Libations Gala, especially Director of Fund Development Christine Mwangi. She also congratulated Director of Engagement Randy Goble for his five years of service at KDL and Director of Fund Development Christine Mwangi and Executive Assistant Elvia Myers for their two years of Service.

13. MEETING DATES

Regular Meeting followed directly by Budget Work Session: Thursday, October 27, 2022 – Kent District Library Service + Meeting Center and via teleconference, 4:30 PM.

14. ADJOURNMENT

Motion: Ms. Weller moved for adjournment at 5:11.

Support: Supported by Ms. Lintemuth.

RESULT: Motion carried.



ADMINISTRATIVE APPROVAL FOR DISTRIBUTION

**LAKELAND LIBRARY COOPERATIVE
BOARD MINUTES – Unofficial
Thursday, September 8, 2022, at 9:30 a.m.
Kent District Library Service Center**

Present: Dale Parus, Karen McKinnon, John McNaughton, Diane Kooiker, Shirley Bruursema, Peggy Hemerling, Lance Werner

Absent: Maggie McKeithan, Ron Suszek

Staff Present: Carol Dawe, Sheryl VanderWagen, Amber McLain, Jeff Lezman

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:30 a.m. by Dale Parus. There were 22 additional participants.
- 2) **APPROVAL OF AGENDA:** Lance Werner moved, supported by Karen McKinnon, to approve the agenda as presented - *motion carried*.
- 3) **QUESTIONS FROM MEMBERS:** None
- 4) **PUBLIC COMMENTS:** None
- 5) **APPROVAL OF MINUTES:** Shirley Bruursema moved, supported by Lance Werner, to approve the board minutes from August 11, 2022, as presented – *motion carried*.
- 6) **FINANCIAL REPORT:**
 - a) August Financials and Check Register: Motion by Peggy Hemerling, supported by John McNaughton to approve the August financial report and check register as presented – *motion carried*.
- 7) **PRESIDENT’S REPORT:** None
- 8) **COOPERATIVE DIRECTOR’S REPORT:** Carol Dawe pointed out her written report. There were no additional questions. Carol discussed an article from a recent edition of the Harvard Business Review on dealing with turbulent times. She noted that in light of the Strategic Planning process, there is nothing wrong with “pie in the sky” ideas and in fact they are necessary for the process, and it is necessary to have these ideas expressed so that we have them in our back pockets and can easily introduce them at an appropriate time.
- 9) **COMMITTEE REPORTS**
 - a) Advisory Council Official Minutes – July 14, 2022, included in the packet for information
- 10) **NEW BUSINESS**
 - a) Elections Discussion – The Advisory Council elections will take place as specified in the new Plan of Service and Bylaws which the board will act on later in this meeting.
 - b) Membership Inquiry – The Benton Harbor Public Library has expressed an interest in joining Lakeland. Carol has had an initial meeting with their director. They are interested in joining the Lakeland Overdrive group, continuing education opportunities and advocacy. They have their own ILS and are not interested in delivery, they use RIDES. The board had several questions but agreed that staff should proceed with looking at membership requirements as set out in the Plan of Service and Bylaws, meeting with the Lakeland Overdrive group and to continue investigation of the feasibility. Carol and their director will continue the investigation and bring forward an action plan for both Lakeland and the library board for an upcoming meeting.
 - c) FY2021-2022 End of Year Budget Amendments – Motion by Lance Werner, supported by John McNaughton to approve the FY2021-2022 End of Year Budget Amendment #2 and the FY2021-2022 Pass Through Budget Amendment as presented – *motion carried*
 - d) FY2022-2023 Budgets – Motion by Lance Werner, supported by Karen McKinnon to approve the FY2022-2023 Budget package as presented – *motion carried*
 - e) Plan of Service Draft – The proposed Plan of Service was presented complete with the proposed Bylaws in Appendix B. There are also a few typos and minor changes to correct.

Motion by Lance Werner, supported by Peggy Hemerling to approve the Plan of Service as corrected – *motion carried*

11) PUBLIC COMMENT:

Matt Lubbers-Moore (SF) commented in regard to the Benton Harbor Public Library that their collection is quite outdated and may account for at least part of their low circulation numbers.

Kamey Howe (EC) thanked Sheryl VanderWagen for working out a situation where one of their patron records was updated accidentally by another library. The Cedar Springs patron record was able to be corrected without causing an issue with their patron. VanderWagen noted that the correction involved working with KDL Patron Services staff and she thanked them for their assistance.

Amy Stockwell (NW) asked whether the Benton Harbor situation could be resolved by adding the Southwest Cooperative to the Overdrive sharing project. Carol noted that Southwest would likely be one of the last groups to be added to Overdrive sharing so the timing would be off since Overdrive determines how the groups are added.

Stefanie Reed (MG) reported that the Flat River Community Library has a new notary public service for their patrons. They have had two staff members certified as Notary Publics.

12) BOARD MEMBER COMMENT:

- a) Lance Werner reported that recently 6 members of the Kent County Board of Commissioners have asked about book banning. KDL currently has 14 applicants for vacant library board positions.
- b) Karen McKinnon reported that the Leighton Township Library recently had a visit from author, Joe Grimm through the Michigan Humanities Council. They are also planning to participate in the 150th Anniversary celebration with Moline Township.
- c) Diane Kooiker reported that Herrick District Library launched its second book vending machine in Park Township. Herrick also dropped their Fax 24 service in favor of doing a free service provided through their copy machine vendor.
- d) Peggy Hemerling reported that the Hastings Public Library received two unsolicited donations to their window replacement project in the amounts of \$8000 and \$60,000.
- e) John McNaughton reported that the Grand Rapids Public Library staff recently ratified a new union contract. Their technology audit is ongoing, and they are working with their hold lockers located in various locations.

13) NEXT MEETING: Thursday, October 13, 2022, 9:30 a.m. at Kent District Library Service Center.

14) ADJOURNMENT: Peggy Hemerling moved, supported by John McNaughton to adjourn at 10:24 a.m. – *motion carried*.

Respectfully submitted by,
Sheryl VanderWagen



September 9, 2022

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

Dear Board of Trustees:

On Friday, December 2, 2022 the Ada Business Association and the ADA Downtown Development Association will be hosting a community event called Tinsel Treats and Trolleys. This evening event will host many holiday activities including a trolley that makes stops around the downtown area.

The Amy Van Andel Library has accepted a request to be a stop for this event which runs from 5:00 - 8:00 PM. Since the Library normally closes at 5:00 PM, we are requesting to stay open until 8:00 PM on Friday December 2.

It has been coordinated with KDL programming to offer "Sled Dogs" that evening. If approved, the Sled Dogs event will take place in the outdoor courtyard and crafts will be available in the lobby. The library will remain open for normal services during the event.

We thank you for considering and believe this will provide an incredibly memorable evening in the ADA Community.

Sincerely,

A handwritten signature in black ink, appearing to read "Scott Ninemeier", is written over a light gray rectangular background.

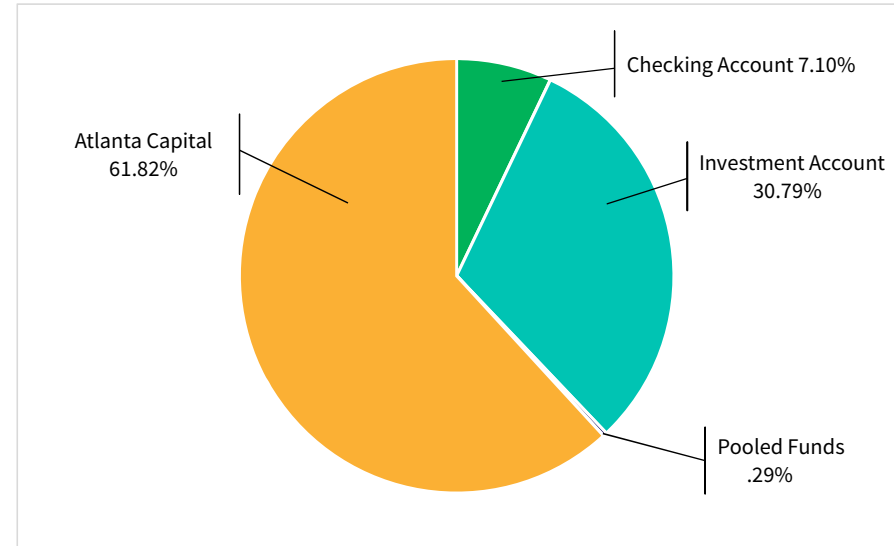
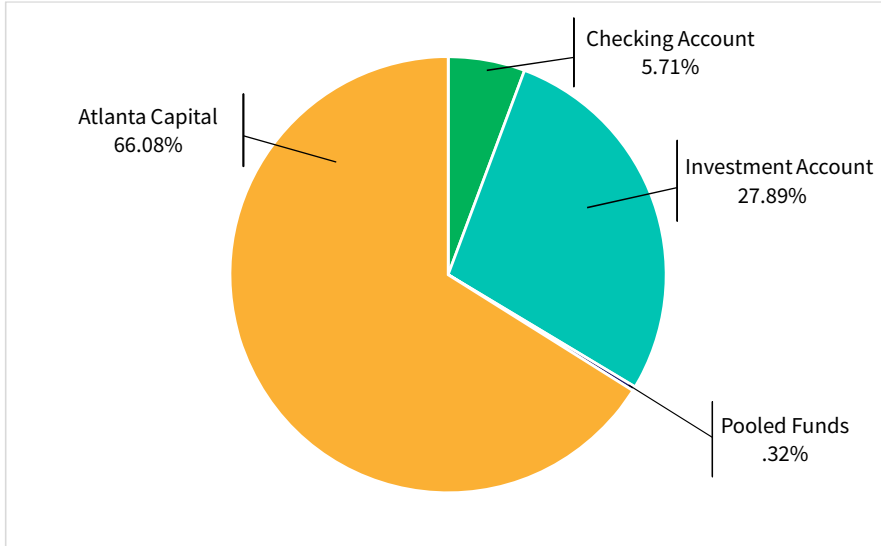
Scott Ninemeier

East Grand Rapids Branch and Amy Van Andel Library | Regional Manager I

cc: Lance Werner, KDL Executive Director



Monthly Cash Position Per Bank Month ended September 30



2022		
Account	Rate	Amount
Huntington Checking Account	0.100%	\$989,841.61
Huntington Investment Account	1.004%	\$4,837,386.89
*Kent County Pooled Funds	1.318%	\$56,058.07
Atlanta Capital Investments		\$11,463,282.00
		<u>\$17,346,568.57</u>

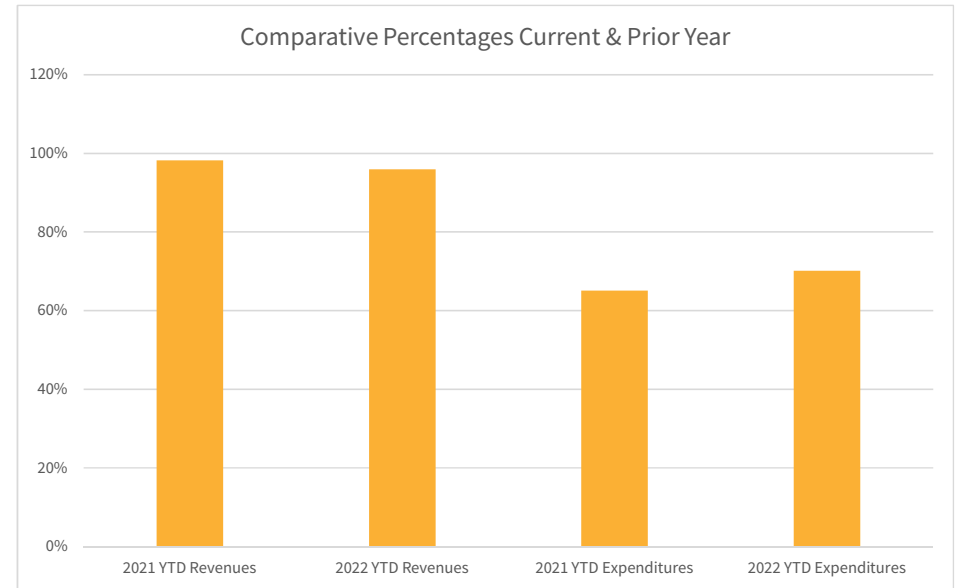
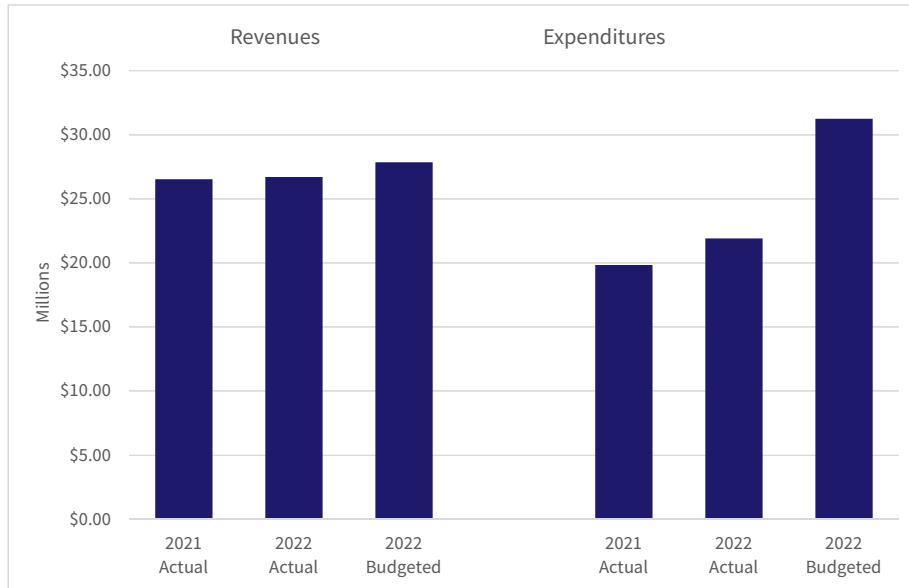
2021		
Account	Rate	Amount
Huntington Checking Account	0.000%	\$1,373,343.87
Huntington Investment Account	0.009%	\$5,952,314.23
*Kent County Pooled Funds	0.722%	\$55,796.34
Atlanta Capital Investments		\$11,951,384.00
		<u>\$19,332,838.44</u>

* Includes Trust Pooled fund balances

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



Monthly Revenues and Expenditures Month ended September 30



Budget to Actual with Prior Year Comparison		
Revenues		
2021 Actual	\$	26,552,845
2022 Actual	\$	26,730,568
2022 Budgeted	\$	27,862,051
Expenditures		
2021 Actual	\$	19,846,648
2022 Actual	\$	21,921,467
2022 Budgeted	\$	31,255,897

Comparative Percentages Current & Prior Year	
Account	Amount
2021 YTD Revenues	98.3%
2022 YTD Revenues	95.9%
2021 YTD Expenditures	65.1%
2022 YTD Expenditures	70.1%

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 9/1/2022 Through 9/30/2022
(In Whole Numbers)

	YTD Actual	2022 Amended Budget	2022 Amended Budget to Actual Variance	Percent Remaining
Revenues				
Property Taxes	25,011,778	25,043,883	(32,105)	(0)%
Penal Fines	631,033	550,000	81,033	15 %
Charges for Services	33,812	35,000	(1,188)	(3)%
Interest Income	(423,223)	(340,000)	(83,223)	24 %
Public Donations	255,535	275,000	(19,465)	(7)%
Other Revenue	671,708	1,374,095	(702,387)	(51)%
State Sources	549,925	924,073	(374,148)	(40)%
Total Revenues	26,730,568	27,862,051	(1,131,483)	(4)%
Expenditures				
Salaries and Wages	9,921,092	13,219,957	3,298,865	25 %
Employee Benefits	2,592,055	3,644,067	1,052,012	29 %
Collections - Digital	2,208,266	2,399,083	190,817	8 %
Collections - Physical	1,691,179	2,383,793	692,614	29 %
Supplies	414,185	793,654	379,469	48 %
Contractual and Professional Services	1,279,040	2,049,005	769,965	38 %
Programming and Outreach	234,651	425,045	190,394	45 %
Maintenance and Utilities	1,975,505	2,993,439	1,017,934	34 %
Staff Development	209,464	304,746	95,282	31 %
Board Development	13,816	17,000	3,184	19 %
Other Expenditures	604,339	956,845	352,506	37 %
Capital Outlay	777,874	2,069,263	1,291,389	62 %
Total Expenditures	21,921,467	31,255,897	9,334,430	30 %
Excess Revenue Over (Under) Expenditures	4,809,100	(3,393,846)	8,202,947	(242)%

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 9/1/2022 Through 9/30/2022
(In Whole Numbers)

	YTD Ending September 30, 2021	YTD Ending September 30, 2022	Total Variance
Revenues			
Property Taxes	24,186,370	25,011,778	825,409
Penal Fines	591,227	631,033	39,805
Charges for Services	35,777	33,812	(1,965)
Interest Income	41,825	(423,223)	(465,048)
Public Donations	207,629	255,535	47,906
Other Revenue	1,030,735	671,708	(359,027)
State Sources	459,282	549,925	90,643
Total Revenues	26,552,845	26,730,568	177,723
Expenditures			
Salaries and Wages	8,726,049	9,921,092	1,195,044
Employee Benefits	2,560,721	2,592,055	31,334
Collections - Digital	1,715,083	2,208,266	493,183
Collections - Physical	1,613,538	1,691,179	77,641
Supplies	427,185	414,185	(13,000)
Contractual and Professional Services	1,020,728	1,279,040	258,312
Programming and Outreach	96,054	234,651	138,597
Maintenance and Utilities	1,969,140	1,975,505	6,365
Staff Development	47,891	209,464	161,573
Board Development	0	13,816	13,816
Other Expenditures	597,756	604,339	6,583
Capital Outlay	1,072,503	777,874	(294,629)
Total Expenditures	19,846,648	21,921,467	2,074,819
Excess Revenue Over (Under) Expenditures	6,706,197	4,809,100	(1,897,096)

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 9/1/2022 Through 9/30/2022
(In Whole Numbers)

	Current Month	2022 YTD	2022 Amended Budget	2022 Amended Budget to Actual Variance	Percent Remaining
Revenues					
Property Taxes					
4402 Current property taxes	830	24,760,763	24,785,883	(25,120)	(0)%
4412 Delinquent personal property taxes	517	12,801	10,000	2,801	28 %
4432 DNR - PILT	8,783	36,610	33,000	3,610	11 %
4437 Industrial facilities taxes	0	201,604	215,000	(13,396)	(6)%
Total Property Taxes	10,129	25,011,778	25,043,883	(32,105)	(0)%
Penal Fines					
4581 Penal fines	631,033	631,033	550,000	81,033	15 %
Total Penal Fines	631,033	631,033	550,000	81,033	15 %
Charges for Services					
4660 Other Patron Fees	29	1,157	35,000	(33,843)	(97)%
4685 Materials replacement charges	4,931	32,655	0	32,655	0 %
Total Charges for Services	4,961	33,812	35,000	(1,188)	(3)%
Interest Income					
4664 Interest Earned on Restricted Investments	51	143	0	143	0 %
4665 Interest earned on deposits and investments	(100,054)	(426,436)	(340,000)	(86,436)	25 %
4666 Interest Earned - Property Taxes	178	3,070	0	3,070	0 %
Total Interest Income	(99,826)	(423,223)	(340,000)	(83,223)	24 %
Public Donations					
4673 Restricted donations	76,967	248,187	0	248,187	0 %
4674 Unrestricted donations	568	7,348	275,000	(267,652)	(97)%
Total Public Donations	77,535	255,535	275,000	(19,465)	(7)%
Other Revenue					
4502 Universal Service Fund - eRate	407,000	407,000	1,132,595	(725,595)	(64)%
4667 Building rental	0	275	0	275	0 %
4668 Royalties	153	2,458	0	2,458	0 %
4686 Sale of Equipment	0	780	0	780	0 %
4688 Miscellaneous	308	1,755	4,500	(2,745)	(61)%
4695 Health Insurance Plan Experience Rebate	21,638	259,441	237,000	22,441	9 %
Total Other Revenue	429,098	671,708	1,374,095	(702,387)	(51)%
State Sources					
4540 State Aid	0	431,652	413,000	18,652	5 %
4541 State aid - LBPH/TBBC	0	41,072	41,073	(1)	(0)%
4548 Renaissance Zone reimbursement	76,857	76,857	70,000	6,857	10 %
4549 Personal Property tax reimbursement	0	344	400,000	(399,656)	(100)%
Total State Sources	76,857	549,925	924,073	(374,148)	(40)%
Total Revenues	1,129,788	26,730,568	27,862,051	(1,131,483)	(4)%
Expenditures					
Salaries and Wages					
5700 Board Stipend	210	2,310	3,900	1,590	41 %
5706 Extra duty stipends	200	2,500	0	(2,500)	0 %
5713 Salary & Wages	1,536,858	9,916,282	13,216,057	3,299,775	25 %
Total Salaries and Wages	1,537,268	9,921,092	13,219,957	3,298,865	25 %
Employee Benefits					

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 9/1/2022 Through 9/30/2022
(In Whole Numbers)

		Current Month	2022 YTD	2022 Amended Budget	2022 Amended Budget to Actual Variance	Percent Remaining
5709	FICA	112,330	733,745	1,011,028	277,284	27 %
5716	Defined Benefit Pension Plan Expenditures	0	0	82,515	82,515	100 %
5717	Defined Contribution Pension Plan Contributions	60,756	416,349	735,358	319,009	43 %
5718	Employee Health Benefits	114,884	1,014,797	1,310,065	295,268	23 %
5720	HSA/Flex	1,333	368,300	366,201	(2,099)	(1)%
5724	Life Insurance	0	24,922	31,000	6,078	20 %
5730	Other Employee Benefits	(5,097)	34,675	107,900	73,225	68 %
5842	Unemployment Claims	0	(732)	0	732	0 %
	Total Employee Benefits	284,207	2,592,055	3,644,067	1,052,012	29 %
	Collections - Digital					
5785	Cloud Library/OverDrive	235,000	1,405,000	1,540,000	135,000	9 %
5786	Hoopla	162,000	482,500	500,000	17,500	4 %
5787	Digital Collection	0	132,800	136,145	3,345	2 %
5788	Miscellaneous Electronic Access	0	187,966	222,938	34,972	16 %
	Total Collections - Digital	397,000	2,208,266	2,399,083	190,817	8 %
	Collections - Physical					
5791	Subscriptions	187	86,574	80,040	(6,534)	(8)%
5815	KDL Cruisers	4,000	12,000	9,228	(2,772)	(30)%
5871	Branch Local Materials - Restricted Donation Expenditures	706	6,129	10,725	4,596	43 %
5982	Collection Materials - Depreciable	141,265	1,040,336	1,368,300	327,964	24 %
5983	CD/DVD Collection Materials - Non-Depreciable	41,282	256,994	408,500	151,506	37 %
5984	Beyond Books Collection - Non-Depreciable	34,887	289,146	507,000	217,854	43 %
	Total Collections - Physical	222,327	1,691,179	2,383,793	692,614	29 %
	Supplies					
5750	Collection Processing & AV Supplies	11,900	77,554	108,949	31,395	29 %
5751	Supplies	9,914	87,046	156,854	69,808	45 %
5760	Technology & Accessories <\$1000	1,326	14,906	137,971	123,065	89 %
5764	KDL Staff Event, Supplies & Awards	3,108	10,476	59,430	48,954	82 %
5768	Promotions Supplies	0	6,829	39,150	32,321	83 %
5770	Other Awards/Prizes	7,499	140,755	183,850	43,095	23 %
5790	Books (not for circulation)	0	15,982	30,650	14,668	48 %
5851	Mail/Postage	864	4,654	35,810	31,156	87 %
5900	Copier/Printer Overage Charges	8,533	55,983	40,990	(14,993)	(37)%
	Total Supplies	43,143	414,185	793,654	379,469	48 %
	Contractual and Professional Services					
5792	Software	7,690	368,393	737,896	369,503	50 %
5801	Professional & Other Contracted Services	42,416	518,696	745,180	226,484	30 %
5813	Delivery Services	8,115	101,477	162,167	60,690	37 %
5814	Security Services	6,470	47,009	60,445	13,436	22 %
5817	Lakeland Library Co-op services	0	4,580	6,107	1,527	25 %
5825	KDL Staff Event Services	0	2,160	850	(1,310)	(154)%
5827	Catering	18,675	21,845	43,675	21,830	50 %
5836	Employee & Partner Care (Flowers, Etc)	0	399	4,300	3,901	91 %
5890	ILS Fees	0	102,102	147,300	45,198	31 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 9/1/2022 Through 9/30/2022
(In Whole Numbers)

	Current Month	2022 YTD	2022 Amended Budget	2022 Amended Budget to Actual Variance	Percent Remaining
5891 Licenses and Fees	12,400	112,379	141,085	28,706	20 %
Total Contractual and Professional Services	95,766	1,279,040	2,049,005	769,965	38 %
Programming and Outreach					
5795 Programming & Outreach Supplies	7,823	43,240	157,275	114,035	73 %
5865 Programming Services	2,855	16,720	47,740	31,020	65 %
5885 Speakers/Performers	6,497	174,691	220,030	45,339	21 %
Total Programming and Outreach	17,176	234,651	425,045	190,394	45 %
Maintenance and Utilities					
5810 IT COLO Infrastructure Services	0	526,889	836,750	309,861	37 %
5822 Maintenance Contracts	735	9,151	23,250	14,099	61 %
5848 Mobile Hotspots	18,265	117,006	196,086	79,080	40 %
5849 Cell Phones/ Stipends	2,383	18,505	28,275	9,770	35 %
5850 Telephones	2,356	34,391	37,180	2,789	8 %
5852 Internet/Telecomm Services	2,315	507,494	750,000	242,506	32 %
5919 Waste Disposal	480	4,118	6,610	2,492	38 %
5920 Utilities	5,412	42,194	75,500	33,306	44 %
5925 Lawncare & Snowplowing	0	15,588	28,500	12,912	45 %
5928 Branch Maintenance Fees	0	370,641	482,068	111,427	23 %
5930 Repairs & Maintenance	2,027	21,080	113,470	92,390	81 %
5933 Software & IT Hardware Maintenance Agreements	563	97,369	189,750	92,381	49 %
5940 Rentals & Leases	4,225	211,079	226,000	14,921	7 %
Total Maintenance and Utilities	38,760	1,975,505	2,993,439	1,017,934	34 %
Staff Development					
5910 Staff Development & Conferences	24,765	209,464	304,746	95,282	31 %
Total Staff Development	24,765	209,464	304,746	95,282	31 %
Board Development					
5908 Board Development	0	13,816	17,000	3,184	19 %
Total Board Development	0	13,816	17,000	3,184	19 %
Other Expenditures					
5759 Gas, Oil, Grease	491	3,391	8,720	5,329	61 %
5860 Parking	88	507	4,085	3,578	88 %
5861 Mileage Reimbursement	4,173	25,569	65,734	40,165	61 %
5870 Branch Local Misc - Restricted Donation Expenditures	5,697	69,165	219,705	150,540	69 %
5873 Website	3,422	161,889	156,400	(5,489)	(4)%
5875 Advertising	2,538	89,786	109,725	19,939	18 %
5901 Outsourced Printing & Publishing	4,507	41,932	61,500	19,568	32 %
5906 Promotions/Marketing	3,315	18,819	19,355	536	3 %
5907 Sponsorships/Donations	0	9,300	17,495	8,195	47 %
5935 Insurance	0	105,730	97,911	(7,819)	(8)%
5939 Workers Compensation Insurance	0	35,369	41,000	5,631	14 %
5955 Miscellaneous	6,505	25,290	90,815	65,525	72 %
5959 Sales Taxes	1	5	1,000	995	100 %
5964 Property Tax Reimbursement	933	13,994	60,000	46,006	77 %
5965 MEL Return Items	420	3,594	3,400	(194)	(6)%
Total Other Expenditures	32,089	604,339	956,845	352,506	37 %
Capital Outlay					
5973 Land Improvements - Non-Depreciable	0	1,110	0	(1,110)	0 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 9/1/2022 Through 9/30/2022
(In Whole Numbers)

		Current Month	2022 YTD	2022 Amended Budget	2022 Amended Budget to Actual Variance	Percent Remaining
5974	Land Improvements - Depreciable	0	203,060	212,000	8,940	4 %
5976	Building Improvements - Depreciable	0	100,914	145,500	44,586	31 %
5977	Technology - Non-Depreciable (\$1000-4999)	2,332	225,753	756,400	530,647	70 %
5979	Equipment/Furniture - Non-Depreciable (\$0-4999)	74,015	189,927	400,482	210,555	53 %
5980	Equipment/Furniture - Depreciable (\$5000+)	0	57,110	554,880	497,770	90 %
	Total Capital Outlay	<u>76,347</u>	<u>777,874</u>	<u>2,069,263</u>	<u>1,291,389</u>	<u>62 %</u>
	Total Expenditures	<u>2,768,848</u>	<u>21,921,467</u>	<u>31,255,897</u>	<u>9,334,430</u>	<u>30 %</u>
	Excess Revenue Over (Under) Expenditures	<u>(1,639,060)</u>	<u>4,809,100</u>	<u>(3,393,846)</u>	<u>8,202,947</u>	<u>(242)%</u>

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 9/1/2022 Through 9/30/2022

Check Number	Vendor Name	Check Amount	Check Date
85194	Overdrive, Inc	235,180.50	9/21/2022
85097	Midwest Tape LLC	164,329.88	9/7/2022
AP-222300000619	Priority Health	117,222.02	9/2/2022
85161	Interphase Office Interiors, Inc.	70,237.44	9/21/2022
85087	IP Consulting, Inc.	58,669.91	9/7/2022
85080	Everstream Holding LLC- Michigan	55,606.83	9/7/2022
AP-9914768310	Verizon Wireless - MiFy Routers & Cell phones	29,608.97	9/23/2022
85147	Gallup, Inc.	14,155.00	9/21/2022
85214	Submittable	13,687.60	9/21/2022
AP-222270032056	Priority Health	13,446.22	9/1/2022
AP-August 2022	American Heritage Life Insurance Company / Allstate Benefits	13,293.75	9/12/2022
85202	Rehmann LLC / Rehmann Technology Solutions, LLC	13,000.00	9/21/2022
85075	DK Security	11,702.50	9/7/2022
85189	Midwest Tape LLC	11,591.42	9/21/2022
AP-9913101926	Verizon Wireless - MiFy Routers & Cell phones	8,478.73	9/1/2022
85185	Michigan Office Solutions (MOS)	8,392.50	9/21/2022
85134	Comerica Bank	8,260.95	9/21/2022
85074	Comerica Bank	8,128.39	9/7/2022
85144	Findaway World, Llc	8,061.81	9/21/2022
85073	City Of Rockford	8,000.00	9/7/2022
AP-9913126624	Verizon Wireless - MiFy Routers & Cell phones	7,670.13	9/1/2022
85124	Baker & Taylor	6,394.33	9/21/2022
85206	Same Day Delivery, Inc	5,951.00	9/21/2022
85065	Baker & Taylor	5,432.61	9/7/2022
85104	Same Day Delivery, Inc	5,410.00	9/7/2022
85103	RNL Graphics Solutions, LLC	5,342.75	9/7/2022
85222	World Affairs Council Of Western Michigan	5,000.00	9/21/2022
AP-03794614	Paycor, Inc.	4,242.96	9/15/2022
85160	Holland Litho Printing Services	4,177.23	9/21/2022
85215	Thomas Klise/Crimson Multimedia	4,085.00	9/21/2022
85190	Modern Makers Home and Bath Provisions	4,000.00	9/21/2022
85149	Governmental Consultant Services Inc.	4,000.00	9/21/2022
85150	GR Bikes, LLC	4,000.00	9/21/2022
AP-207058201339	Consumers Energy	3,933.13	9/1/2022
85107	Thomas Klise/Crimson Multimedia	3,880.00	9/7/2022
85094	Library Ideas, Llc	3,751.80	9/7/2022
85092	Kalamazoo Sanitary Supply / KSS Enterprises	3,571.32	9/7/2022
85203	RNL Graphics Solutions, LLC	3,537.87	9/21/2022
85170	Juan Fernandez	3,500.00	9/21/2022
AP-Sept 2022	PLIC - SBD Grand Island	3,366.52	9/1/2022
85112	Xerox Financial Services LLC	2,904.22	9/7/2022
AP-254762	TelNet Worldwide, Inc.	2,355.51	9/23/2022
85138	DK Security	2,305.00	9/21/2022
85216	UAW Local 2600	2,202.40	9/21/2022
85146	Cengage Learning	2,094.99	9/21/2022
85108	UAW Local 2600	2,079.48	9/7/2022
AP-9913263241	Verizon Wireless - MiFy Routers & Cell phones	1,843.39	9/1/2022
85221	White Mitten Movers LLC	1,805.00	9/21/2022
AP-569560	123.Net, Inc	1,724.00	9/9/2022
85210	Solarwinds	1,690.00	9/21/2022
85070	Central Michigan Paper	1,671.40	9/7/2022

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 9/1/2022 Through 9/30/2022

Check Number	Vendor Name	Check Amount	Check Date
85133	Central Michigan Paper	1,649.00	9/21/2022
85109	Uline Shipping Supply Specialists	1,611.08	9/7/2022
85139	El Vocero	1,550.00	9/21/2022
85217	Uline Shipping Supply Specialists	1,524.76	9/21/2022
85118	Advanced Benefit Solutions, Inc / 44 North	1,489.00	9/21/2022
AP-201274543347	Consumers Energy	1,432.92	9/7/2022
85127	Black River Outfitters - USA, LLC	1,400.00	9/21/2022
85178	Legal Shield	1,389.75	9/21/2022
85223	World Book, Inc.	1,350.00	9/21/2022
85093	Kent County Treasurer-Mi Tax Tribunal Refunds	1,342.15	9/7/2022
85152	Grand Rapids Building Services	1,262.00	9/21/2022
85082	Cengage Learning	1,254.77	9/7/2022
85172	Kalamazoo Sanitary Supply / KSS Enterprises	1,241.34	9/21/2022
85145	Foster, Swift, Collins & Smith, P.C.	1,237.50	9/21/2022
85066	Blackstone Audio Inc	1,168.62	9/7/2022
85218	Unique	1,115.46	9/21/2022
85213	Staples Business Advantage	1,100.65	9/21/2022
85148	Glasmiri Jaglowski	1,000.00	9/21/2022
85181	Literacy Center of West Michigan	1,000.00	9/21/2022
85088	Jennifer Chiaverini	1,000.00	9/7/2022
85205	Sabopr	960.70	9/21/2022
85174	Kent County Treasurer-Mi Tax Tribunal Refunds	933.06	9/21/2022
85191	Nationwide	892.38	9/21/2022
85099	Pam Spring Advertising, Llc	855.00	9/7/2022
85130	Building Synergy, LLC	850.00	9/21/2022
85195	Pam Spring Advertising, Llc	807.00	9/21/2022
AP-0004372775	Delta Dental Of Michigan	782.32	9/12/2022
85166	Jordan Hamilton	750.00	9/21/2022
85081	Findaway World, Llc	730.53	9/7/2022
85060	All Season Lawn Care	726.75	9/7/2022
85105	Staples Business Advantage	720.34	9/7/2022
85153	Grand Rapids Area Chamber Of Commerce	700.00	9/21/2022
85158	Heyboer & Bolt, Inc.	684.00	9/21/2022
85129	The Lillie Labor Law Firm P.C.	617.50	9/21/2022
AP-03814878	Paycor, Inc.	608.00	9/29/2022
AP-03735051	Paycor, Inc.	590.00	9/1/2022
85100	People Driven Technology Inc.	578.75	9/7/2022
85132	Center Point Publishing	544.11	9/21/2022
85198	Performance Assessment Network	540.00	9/21/2022
85125	Bayscan Technologies	510.88	9/21/2022
85061	Angeline Boulley	500.00	9/7/2022
85113	Angeline Boulley	500.00	9/13/2022
85062	Anthony Almojera	500.00	9/7/2022
85077	El Vocero	500.00	9/7/2022
85162	Jennifer Chiaverini	500.00	9/21/2022
85090	John Searles III	500.00	9/7/2022
85114	John Searles III	500.00	9/13/2022
AP-2497474	Arrowaste	479.64	9/16/2022
85116	Absopure Water Company	457.00	9/21/2022
85117	Adrianna Triche	448.50	9/21/2022
85183	Mariely Velazquez	448.50	9/21/2022
85204	Robbins Lock Shop Inc	365.00	9/21/2022
85111	Wolverine Printing Company	357.50	9/7/2022

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 9/1/2022 Through 9/30/2022

Check Number	Vendor Name	Check Amount	Check Date
85171	Julie Ralston	355.50	9/21/2022
85098	Overdrive, Inc	348.00	9/7/2022
85199	Presidio Networked Solutions Group, LLC	340.00	9/21/2022
85197	Penworthy Co.	339.20	9/21/2022
85193	Noordyk Business Equipment	314.59	9/21/2022
85169	Joyanne Huston-Swanson	310.50	9/21/2022
85076	Edc Educational Services	301.74	9/7/2022
85208	Sarah Ryder / The Hammock LLC	300.00	9/21/2022
85143	FedEx Freight	295.02	9/21/2022
85154	Greg Lewis	265.50	9/21/2022
85155	Hannah Moulds	265.50	9/21/2022
85135	Crystal Logan-Syrewicze	265.50	9/21/2022
85136	Dave Fletcher	265.50	9/21/2022
85120	Aislynn Wallace	265.50	9/21/2022
85173	Kathy Cheney	265.50	9/21/2022
85175	Kiosha Jeltama	265.50	9/21/2022
85167	Joshua Bernstein	265.50	9/21/2022
85168	Joshua Mosey	265.50	9/21/2022
85157	Hennie Vaandrager	265.50	9/21/2022
85164	Jocelyn Yost	265.50	9/21/2022
85196	Penni Zurgable	265.50	9/21/2022
85200	Rachel Williams	265.50	9/21/2022
85201	Randall Goble	265.50	9/21/2022
85084	Grand Rapids Pride Center	250.00	9/7/2022
AP-SepQgiv2022	Qgiv Inc.	229.00	9/20/2022
AP-2911282-0822	Comcast Cable	223.90	9/9/2022
85159	Hispanic Center of Western Michigan	220.00	9/21/2022
85128	Blackstone Audio Inc	217.96	9/21/2022
AP-015397	Medtipster.com, LLC.	212.25	9/20/2022
85140	ClearStar, Inc.	210.00	9/21/2022
85207	Sara Magnuson	206.50	9/21/2022
85180	Lindenmeyr Munroe	200.75	9/21/2022
85095	Lindenmeyr Munroe	198.19	9/7/2022
85209	Schepers, Inc.	197.00	9/21/2022
85091	K & S Plumbing Co., Inc.	189.16	9/7/2022
85083	Gaslight Village Business Association	175.00	9/7/2022
85184	Max Lockwood	150.00	9/21/2022
85137	Deaf & Hard of Hearing Services	146.03	9/21/2022
85165	John Searles III	144.06	9/21/2022
85072	City Of Kentwood Treasurer	134.07	9/7/2022
85151	Grainger	133.97	9/21/2022
AP-0021585-0922	Comcast Cable	126.90	9/26/2022
85182	Madelyn Besaw	121.62	9/21/2022
85079	Everlasting Green Plantscape LLC	120.00	9/7/2022
85179	Howard Christensen Nature Center	100.00	9/21/2022
85220	Vital Records Holdings, LLC / VRC Companies, LLC	99.73	9/21/2022
AP-2511605	TASC	94.19	9/27/2022
85078	ClearStar, Inc.	90.00	9/7/2022
AP-9912471438A	Verizon Wireless - MiFy Routers & Cell phones	83.10	9/6/2022
85141	Erik Samuelsson	80.00	9/21/2022
85126	Bella Eerkes	79.99	9/21/2022
85122	Anthony Almojera	77.94	9/21/2022

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 9/1/2022 Through 9/30/2022

Check Number	Vendor Name	Check Amount	Check Date
85119	Advanced Ecosystems / FishGuy	75.00	9/21/2022
85110	Vanguard Fire & Security Systems Inc	59.88	9/7/2022
85163	Jennifer Savage-Dura	53.70	9/21/2022
85069	Center Point Publishing	46.74	9/7/2022
AP-2036757-0822	Dte Energy	46.38	9/1/2022
85177	Lauren Hagerman Tekelly	36.65	9/21/2022
85106	Terri Lauer	36.00	9/7/2022
85156	Heart Of West Michigan United Way	33.00	9/21/2022
85176	Laura Petroskey	30.98	9/21/2022
85121	Amantha Bush	29.00	9/21/2022
85085	Hart Area Public Library	28.00	9/7/2022
85086	Heart Of West Michigan United Way	28.00	9/7/2022
85101	Renee Pattison	28.00	9/7/2022
85219	Vanessa Walstra	19.94	9/21/2022
85067	Brenda Byle	18.99	9/7/2022
85211	Stanley Gustafson	17.95	9/21/2022
85102	Township of Richland - Richland Township Library	17.00	9/7/2022
85063	April Knapp	16.00	9/7/2022
85142	Esther Vanhaisma	14.99	9/21/2022
85192	NHU-KHANH PHUOC NGUYEN	14.99	9/21/2022
85131	Canton Public Library	13.99	9/21/2022
85068	Capital Area District Libraries	13.99	9/7/2022
85089	Jennifer Zeilbeck	12.68	9/7/2022
85071	Charles Grayson	6.05	9/7/2022
Report Total		1,043,363.68	

Director's Report

EAST GRAND RAPIDS BRANCH + AMY VAN ANDEL LIBRARY

The East Grand Rapids and Ada Communities are both very active in the Fall. The Amy VanAndel Library doesn't participate in the Homecoming Parade, but is very involved with local fall festivals for families. On October 7, the Amy Van Andel Library helped with the Ada Fall Fest. Branch Librarian Liz Wierenga and Branch Outreach and Programming Specialist Monica Walen performed story time at the Ada Historical Museum, which was one of many attractions throughout downtown. On October 28, the Amy Van Andel Library will be represented at the Pumpkin Prowl handing out candy at Legacy Park.

In East Grand Rapids the Gaslight Village Business Association will be hosting a Frightful Friday family event on October 28, 2022 from 3:00 – 6:00 PM. The Friends of the Library are sponsoring 150+ mini pumpkins for the children to paint. Branch Librarians Sarah Yoder and Holly Goulet will be coordinating this effort. It's always fun seeing the patrons out in the Community!



GAINES + KENTWOOD

Fall is a wonderful time at the Gaines Township and Kentwood Branches. A regular favorite is Fall Fest which took place on September 24th at the Gaines Township Branch and on October 8th at the Kentwood Branch. Many young patrons participated in autumn crafts and games, which made for a time of great family fun!

This Fall the Kentwood Branch participated in the East Kentwood High School Homecoming Festival which took place on September 16th. The branch was honored to be invited by the school's student council. This was a first-time event for the branch and it was a success, as many students interacted with Kentwood staff. Yoga Storytime is a new program for the Kentwood Branch this Fall. Participation has steadily increased, and this program is a hit with young patrons and their families.

The Gaines Township branch participated in the Gaines Heritage Festival on October 8th. The branch offered a craft at the event that young attendees enjoyed participating in. This was a great opportunity to represent the library as community members perused crafts and offerings at the farmer's market.

KELLOGGSVILLE + WYOMING

Fall brings a lot of excitement to the teams at the Wyoming and Kelloggsville Branches. For the Kelloggsville Branch, fall brings the return of the Kelloggsville High School and Middle School students. While many branches see an increase in foot traffic during the summertime, the Kelloggsville Branch is at its busiest during the school year. It is common to have 50 teenagers enjoying the main floor of the library after school each day. Staff members look forward to seeing the return of familiar faces at weekly Teen Zone programs. Classes from other schools in the district begin to visit the library regularly again, and librarians look forward to attending Rocket Registration each fall to promote library services and encourage students to register for library cards.

At the Wyoming Branch, Branch Librarians take a brief break from Storytime programming during August. There is always a sense of new beginnings and a freshness to the daily Storytimes when they begin again in September. The Branch Librarian team at Wyoming Branch enjoys reconnecting with teachers and school administrators while sharing information at Collaborative Summer Library Program (CSLP) meetings arranged by the Kent Intermediate School District.



KRAUSE MEMORIAL, NELSON + SPENCER

Shorter days and crisp autumn air mark the return to autumn and turn the staff's thoughts to fall programming. A perennial fall favorite program for patrons and staff at the Krause, Nelson, and Spencer branches is 'Fall Fest', where families can gather together for fall-themed crafts, games, and activities. This program always gets people in the 'fall spirit'!

The staff at the Krause, Nelson, and Spencer Branches look forward to participating in community Trunk or Treat events every year. It's great to have KDL out and about, participating in the community. Residents of all ages are always excited to see 'their library' at these events. The staff often have the support of the local Friends groups---in the form of candy to hand out, or even Friends members attending the Trunk or Treat in costumes to help hand out the treats.

The Krause Memorial Branch has a new event opportunity this year: 'Howl-o-ween,' a dog trick or treat event at Rockford businesses organized by local pet store, Fido + Stitch. Participants and their dogs will visit area business for doggie treats. Their 'passports' will be stamped at each location and they will be entered into a drawing for a prize basket. Krause was able to donate some KDL swag to the Howl-o-ween prize basket. The staff are eager to see how many furry trick-or-treaters they see at the Krause Memorial Branch!



PROGRAMMING

September brought a return to the regular programming, and this is the first season (outside of summer) that KDL is completely back to a full programming roster post-COVID. Compared to September 2021, KDL offered 56% more programs and had an increase of 81% in attendance.

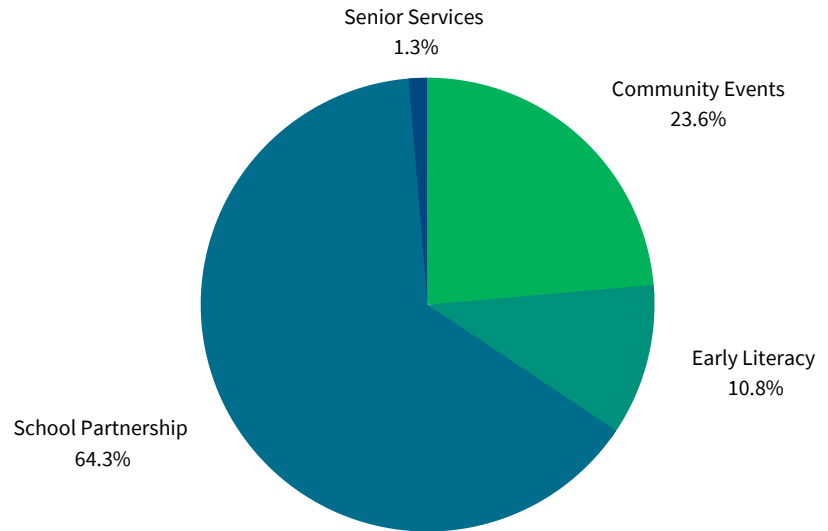
In September, KDL launched ASL (American Sign Language) Storytime at the Cascade Township Branch in partnership with Deaf and Hard of Hearing Services (D&HHS). Branch Outreach and Programming Specialist Ashley Smolinski is working closely with D&HHS to create an early literacy experience for families that is both Deaf-friendly as well as educational for all who attend. Ashley says, "We decided that one of the ways we could increase accessibility would be to create an ASL Storytime together. By using the expertise of KDL and D&HHS, we were able to create something unique, designed for all families including Deaf families." This is a proud moment for KDL as the system looks at making its exceptional bread & butter programs accessible to more patrons. The hope is to take the success of this program and use it as a springboard to offer other bilingual Storytimes that are reflective of KDL's wonderfully diverse communities. Currently, there are plans to start a Spanish Storytime at the Wyoming Branch in Spring 2023. This series was also featured on WZZM 13 News.

The East Grand Rapids Branch debuted the first monthly Bingo program for adult patrons. Led by Branch Librarian Kaitlin DeKruyter, it was a huge hit for everyone involved. The staff are especially grateful to the Friends of the East Grand Rapids Branch, who donated the book sale coupons that were used as prizes. In another fun partnership, East Grand Rapids celebrated the start of the fall Storytime season with a collaboration with the local Fresh Thyme Market grocery store. Fresh Thyme provided healthy snacks for attendees, as well as stickers and tote bags for patrons who completed the branch seek-and-find.

At the Amy Van Andel Library, staff started off the school year with a KDL Lab program in the series. Participants were able to build spinning, screaming, flashing robots using the popular "Cubelets" set. This was the first time offering KDL Lab events outside of the summer season, and we were thrilled with the positive response from our young patrons as they visited the library after school.

KDL is offering a variety of adult presenters, including a program called "Tiny Gardens Succulent Bar." A staff member at the Krause Memorial Branch shared this story: We had 15 attendees. One of them saw the description "Learn expert step-by-step instruction on creating and caring for your own tiny succulent garden" and literally took that to heart and brought her struggling succulents TO the program for expert help. They were from her mother's funeral, and she was having a very difficult time trying to get them healthy. Not only did Amy, our presenter, not bat an eye at this odd turn of events, but she took the time to examine, trim and repot some of the plants, sharing expert advice on how to best keep them thriving. It was so valuable to our patron. Everyone had a great time and was so impressed with the content and the kindness.

OUTREACH



BOOKMOBILE

09/06/22 BKM @Kent City Headstart
 09/07/22 BKM @ Ideal Park CRC Food dist
 09/08/22 BKM@GDV K Openhouse
 09/10/22 BKM @ Wimee Show Animation Short
 09/12/22 COM/ENG & BOPS meeting
 09/12/22 BKM @ La Escuelita Preschool
 09/13/22 BKM @ GFL Community Visit
 09/14/22 ENTF Food & Nutrition Coalition meeting
 09/14/22 Godfrey-Lee Elem CSLT meeting
 09/14/22 BKM TEAM @ Bridgeway School
 09/15/22 SAMRC meeting
 09/15/22 Tamarisk Apartment Community Visit
 09/16/22 MASP/ELO community meeting
 09/17/22 BKM @ALTO Harvest Festival & Car Show
 09/17/22 Books, Blocks & Balls Sparta
 09/20/22 BKM @ Kent City Headstart
 09/20/22 BKM @ GFL Community Visit
 09/21/22 Parkview CSLT meeting
 09/22/22 GRM Piggy & Elephant Meet & Greet
 09/26/22 BKM @ La Escuelita Preschool
 09/26/22 BKM @ Parkview Elem Food distribution
 09/27/22 BKM @ GFL Community Visit
 09/28/22 BKM @ Explorer Elementary
 09/28/22 BKM @ Bridgeway School
 09/30/22 BKM/OUT Team Paradigm discussion

The bookmobile project partners with community organizations to reach patrons facing access or service barriers. In terms of age group, the team gives priority to pre-school projects but visits happen at a variety of sites with individuals of all ages. It intentionally chooses a geographically disperse footprint to make sure all patrons have the opportunity to become BKM users.



The KDL Bookmobile participates in the Alto Harvest Festival and Car Show 2023

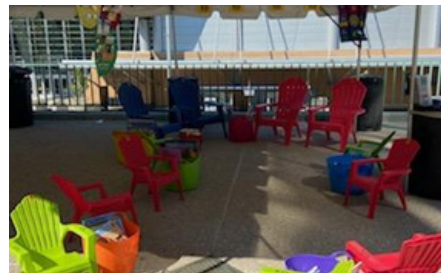


KDL LITTLE FREE LIBRARY

Thanks to the work of Volunteer Coordinator Deb Schutz, the KDL Free Library project has seen an increase in interest and volunteer sign up. This helped re-initiate conversations with The Rapid and also support sites such as Kent County Juvenile Detention with the needs and ideas. The KDL LFL also continue to provide materials to Reflexions Salon, the Gerald Ford International Airport and Bethany Bridgeway.

FREE LIBRARY POP-UPS

The Mexican Festival was the first site for this idea. For three days, KDL offered a space to seat, relax and read a book. The materials were free for the taking and were in the Spanish language.



TAMARISK APARTMENTS

A successful partnership is one where there is a stakeholder who serves as boots in the ground, helping KDL understand where and how to serve the constituents. In this case with the Tamarisk Apartments, a residential community for senior adults. KDL is grateful for this learning opportunity and for the work that is put in every visit.



BOOKS FOR BABIES

The Books for Babies project was highlighted as part of the Literary Libations Gala, which is KDL's main fundraiser. This meant that KDL had the opportunity to visit multiple partners and amplify the voices about the role that literacy plays in the development of families with little ones.



CONCERTS FOR THE COMMUNITY

KDL coordinated with 14 local service organizations to enable 530 individuals, who would not otherwise be able to attend, to enjoy the world-class music and social experience of the Summer Concert Series. KDL also worked with Hope Network to provide transportation services to and from the events. This completes the first of this three-year project.

PUERTAS ABIERTAS

On the month of September KDL has the opportunity to shine together with Puertas Abiertas, as Puertas Abiertas Executive Director, Andrea Inostroza, was nominated for the Athena Awards. The group requested that KDL had presence in the event with partners of La Fuente Consulting.



PARADIGM REACH- SESSION 5

As part of the Paradigm Reach training, the Outreach team had the opportunity to visit and listen to two community partners who are immersed in working with communities that are a focus on. Stephanie Gouda from GROW your Business and Dorwin Gray, who retired last year from Network180 after 36 years of service shared with their learnings, wisdom and friendship. It was amazing!

GRATITUDE STORIES

Cascade Branch

From a Patron Family Member that lives in California:

She was taking care of an elderly mother who struggled with walking and an elderly father who has dementia.

While at our Cascade library, she was worrying out loud about needing him to go to the bathroom and that she didn't want an accident. I was able to let her know that we were prepared as a library and had a hygiene locker with adult supplies if she needed anything for him.

Her look of relief was instant. She thanked me possibly 4 times during their time in the library for thinking about people like her parents and how to help them if they needed it. It was a really warm and human interaction that I was grateful to you for. Thank you for the work it took to get this off the ground and the compassion behind a project like this. There were no accidents, but there was so much gratefulness that I knew you'd appreciate knowing how much you meant to her.

Gaines Branch

Note from Patron Melissa L.:

I wanted to take this opportunity to let you know what a treasure the Gaines Township Library and her staff are. My husband and I have lived in Cutlerville for our entire marriage. (27 yrs) In our early poverty years, the library was my favorite resource for entertainment and the hard work of studying for nursing school. I've read so many wonderful books, watched delightful movies and grown fond of new genres of music afforded me by a library card. It's more than a library card though, it's a passport to many worlds, that anyone can afford.

The staff at Gaines Township have helped me with many issues, usually technology related. I've witnessed them treat others with customer service that is almost a lost art. They are always smiling, friendly and extremely knowledgeable. Most recently my interactions with Beth and Kathleen were phenomenal. Is this a good time to ask you to give them a pay raise?

In all seriousness, I just wanted you and the staff at Gaines Township to know what a treasure they are. I'm thankful for my library, the services it offers and the helpful and kind staff.

Patron Service Department

A phone call from Patron:

Because of my and my husband's age, we have been using both online and curbside services. You are FABULOUS for making these so readily available during the pandemic. For us, the pandemic continues despite the rest of the population and the government acting like it is over because it is still continuing for us! Over a million people have died and our society continues as if nothing is wrong. We are very grateful for KDL!

Human Resources

A note from a former employee:

"I know you normally get people wanting to vent to you about the problems they see here, but I wanted to take a moment to share how great things are. This is a great library. I've worked at nine different libraries/schools throughout my career - KDL is not afraid to take on change head on (like the staffing model). You're not afraid to lean into the joy of something whereas so many others are focused on leaning into the fear/pain. We have great benefits, I feel supported. I've had amazing supervisors throughout my time here. I even used our concept of Kindness, Empathy, and Love in my interview and it helped convey my philosophy and how I work."

Katie Kudos

WINNERS FOR SEPTEMBER 2022

REILLY BRADY

SERVICE CENTER

NOMINATED BY SHAUNNA MARTZ

HELPFUL

BECAUSE ..."Reilly is so reliable and kind. He is always willing to help even on a crunch and always comes through! Thank you, Reilly!"

BRITTANY ZUEHLKE

WALKER

NOMINATED BY LIZ KNAPP

HELPFUL

BECAUSE..."Our Branch Librarian Generalist position at the Walker branch is currently open. Brittany, Michelle, and Julie have all stepped up to help fill in the gaps while we are hiring for the position. Most recently, Brittany, Julie, and Chellea all pitched in to change the adult displays for September. Thank you all!"

AND

COURAGEOUS

BECAUSE ... "Brittany found a mysterious stain on a patron's chair, spot-cleaned it, and moved it into the back. She volunteered herself for a less-than-pleasant task, so that her teammates didn't have to do it. This saved an unsuspecting patron from an unpleasant surprise. Thank you, Brittany!"



DEBORAH LILLY

CASCADE TOWNSHIP

NOMINATED BY AUDREY SEARLES

COURAGEOUS

BECAUSE..."Deb took the initiative to collect a large book donation that came through the book drop this morning even though the donations were damaged, dirty, and a little moldy. Thank you, Deb, for tackling that mess!"

AND

NOMINATED BY LULU BROWN

HELPFUL

BECAUSE ... "Thank you for tackling updating our branch safety information and tornado tubs! You are a great trainer. You continue to inspire so many great updates on how to onboard and train. I look forward to whatever project you come up with next."

AND

BECAUSE ..."Thank you for helping to mentor the new shelvers in the workroom last week. I know that each new shelper will receive the best workroom training because they are training with one of the best teams. We are getting sooo much better at onboarding because of your efforts and the feedback you provide."

Upcoming Meetings + Dates of Interest

Upcoming Meetings

Regular Board Meeting +
Budget Hearing

Thursday, November 17, 2022

7:00 PM

KDL Service + Meeting Center

Regular Board Meeting +
Executive Director Evaluation

Thursday, December 15, 2022

4:30 PM

KDL Service + Meeting Center

Regular Board Meeting

Thursday, January 19, 2023

4:30 PM

KDL Service + Meeting Center

Dates of Interest

KDL Pension Meeting

November 18, 2022

1:00 PM

KDL Service + Meeting Center





MONTHLY PROJECT REPORT

SEPTEMBER 2022

- 0 New projects approved
- 17 Projects in approval queue
- 0 Declined



- On Time 11
- Late (At Risk) 6
- Completed since 01/22 9

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

Annual Pet Calendar

- Project Lead: Christine Mwangi
- Status: On track

Approval Date: 08.03.22
Due Date: 10.31.22

The pet photo contest received a slew of adorable entries and lots of engagement online, but the votes have been tallied, the winning pets have been chosen, the calendar itself has been created, and the finished design has been sent to the printer. The project team remains ecstatic about how well this continues to come together and plans to begin calendar distribution to all branches beginning in early November. Patrons are encouraged to give a \$20 donation in exchange for one to keep. To further offset costs, the team is pleased to report that Logan's Alley has also agreed to donate \$1,000 in support of the effort.

Books for Newborns

- Project Lead: Sara Proaño
- Status: On track

Approval Date: 04.27.22
Due Date: 10.31.22

All books have now been delivered to participating partners (unless otherwise scheduled) and partner evaluations are expected to be received by end of month. Feedback gathered from these evaluations will inform the project team on what worked well and what needs to change in upcoming years for the program to be maintained. At the Literary Libations Gala in September, a video feature of the service played for all potential donors in attendance. Though more support is hoped to be garnered via donation in the future, this project was included as part of 2023 budget planning.

Circulation Moonshot: Collection Purchasing Philosophy

- Project Lead: Liz Guarino-Kozlowicz
- Status: At Risk - Timeline

Approval Date: 02.02.22
Due Date: new due date 09.30.22

Over the past few months, the team has worked tirelessly on developing talking points for staff regarding KDL's popular materials collection, as well as on creating internal training videos and procedures for staff understanding. Training officially rolled out to staff as of October 19. Thanks to Webmaster Remington Steed, a new informational Collection Development webpage has also been added to the KDL website.

Circulation Moonshot: Displays + Merchandising



Project Lead: Jared Seigel + Shelby Toren
Status: At Risk - Timeline

Approval Date: 06.30.21
Due Date: *new due date 12.31.22*

Project Leads Shelby Toren and Jared Seigel have concluded monthly branch check-ins. The project team is satisfied with how merchandising concepts have been implemented across all branches and feel confident in each branch's ability to continue experimenting with new methods for highlighting the collection and increasing circulation. "Circulation Moonshot Branch Champions" will meet in November to give final thoughts and feedback and to give clarity on how to operationalize merchandising principles and how to strengthen communication between collection development and merchandising.

Circulation Moonshot: Weeding Standards



Project Lead: Liz Guarino-Kozlowicz
Status: At Risk - Timeline

Approval Date: 06.30.21
Due Date: *new due date 10.31.22*

Systems Librarian Analyst Rochelle Ball continues to test the newly customized weeding report for inconsistencies and send feedback to SirsiDynix. Rochelle will continue to monitor and record hold number placed on branch discard accounts, for review with the project team. In the meantime, this project is expected to close out shortly before the October 31 deadline.

Concerts for the Community



Project Lead: Randy Goble
Status: At Risk - Timeline

Approval Date: 04.27.22
Due Date: *new due date 10.31.22*

On September 30, the project team successfully debriefed with the Steve & Amy Van Andel Foundation and Frederik Meijer Gardens regarding the successes and opportunities of the 2022 Summer Concert Series. Celebrated amongst the successes was the participation of 14 local service organizations to send approximately 530 qualifying individuals to enjoy a world-class music and social experience at the Frederik Meijer Gardens, as well as Hope Network's generosity in providing transportation services to and from the events. All partners agree that this first-of-its-kind initiative has been a success on all accounts, and they look forward to the next two years of this three-year commitment.

Data Dashboard Phase 1



Project Lead: Scott Ninemeier + Sheri Glon
Status: At Risk - Timeline

Approval Date: 03.02.22
Due Date: *new due date 11.15.22*

The Data Dashboard has now been operational for over a month, and with no significant problems. At one point, the project team was concerned that software lag might be an issue since so many users may have to access data at once, but this has yet to be a problem. Project Sponsor Jaci Cooper and Project Co-Lead Sheri Glon did an excellent job of providing in-person, hands-on training for each Regional Managers after the Regional Managers were given an overview at the August summit. Regional Managers are now able to complete their Quarter 3 Reports in the month of October. The team is ready and eager to receive feedback on their experience and identify any additional need for training or changes as this project wraps up. A Communication Bulletin will soon be sent out, alerting all KDL to how data collection and reporting has now improved as a result of this dashboard.

EDI Collection Audit / Tagging (Phase 2)



Project Lead: Tammy Schneider

Status: On track

Approval Date: 03.24.21

Due Date: 12.31.22

Now that the collection is completely tagged, the team is focusing on proper staff training. A new SharePoint page highlighting the benefits and steps included is in the works and will soon be shared with staff, and an in-depth training is forthcoming. After staff have been fully trained, Webmaster Remington Steed will also be creating a webpage for patron use.

Email Group Streamline + Update



Project Lead: Elvia Myers

Status: On track

Approval Date: 03.02.22

Due Date: 12.31.22

With standardized naming conventions and other guidelines set and being reviewed by KDL Leadership, the team is now hard at work creating flowcharts and other training materials to assist staff in understanding and adopting the new best practices into their general mode of operations, particularly when utilizing planner, creating SharePoint pages, or searching for a distribution list. Once completed, the team will strategize on training and implementation for the entire organization.

Expungement Fair with Legal Aid of Western Michigan



Project Lead: Hennie Vaandrager

Status: At risk- Timeline

Approval Date: 02.02.22

Due Date: *new due date of 11.15.22*

Two Expungement programs in partnership with Legal Aid of Western Michigan, titled "Understanding Expungement: Can 'Clean Slate' Laws Help You?", took place at the Englehardt Branch and Wyoming Branch on September 14 and October 13, respectively. Unfortunately, turnout for both events was relatively low, leaving the project team to consider whether there might be a residual stigma around this particular type of program that might prevent participation. Though only three persons showed up to the Wyoming session on October 13, the Legal Aid lawyers did report that the participants were engaged and excited about the program, asking many great questions. However, as the project wraps up on further deliverables and other metrics, these low participation numbers will be something to consider when it comes to the future of this type of offering.

KDL Online Store



Project Lead: Dhanya Ravi

Status: On track

Approval Date: 06.22.22

Due Date: 10.31.22

As this project heads into its final few weeks, the team is hard at work finalizing design and inventory and nailing down order fulfillment details. On-hand inventory continues to arrive at the Service Center, such as character and literary-themed socks, pencil pouches, jewelry, baby gifts and other novelty items. The site has since been set up with all inventory and site specs optimized according to Google's "Get Found" tips. Though the due date for this project is just around the corner, this project will be going past the October 31 deadline in order to set a launch date and strategize the most effective marketing push before the holidays.

KDL Way Service Vision + Training



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

At ALL STAFF on October 3, the project team debuted 27 newly refreshed KDL fundamentals in several workshop-style training sessions led by Culturewise representatives. These "new" fundamentals re-enforce how KDL can be "an indispensable community resource" that "exists to further all people" and introduced a new service concept called "Go Further." Although staff were able to engage with and discuss all 27 fundamentals during the allotted training time, KDL plans to fully integrate them into culture and practice by focusing on each fundamental one by one, week by week, until each one has been visited. Once complete, the cycle will begin anew. With 27 fundamentals to work on, this means that KDL is set to completely train on and refresh each fundamental, such as "do the right thing, always," "be inclusive," and "own your work-life balance," approximately twice every year.

Library Relationship Management (CRM)



Project Lead: Hannah Lewis **Approval Date:** 08.17.22
Status: On track **Due Date:** 12.31.22

This project officially kicked off on October 6. A little later than intended due to unforeseen circumstances, the team members are off and running to ensure all goals and deliverables are completed by year-end. To ensure all stakeholders have an equal chance to have their wants and needs considered throughout the process, the team's first task will be to craft a master checklist of the features and outcomes an ideal software solution will provide. Ultimately, any chosen CRM solution will primarily facilitate a better working relationship between KDL and community partners.

New Cardholder Onboarding



Project Lead: Morgan Hanks **Approval Date:** 04.27.22
Status: On track **Due Date:** 11.15.22

Training on this initiative officially rolled out to staff on October 12, meaning this project is in the final stages of checking off deliverables. The team had a great time narrowing down 14 patron categories. As of now, these are: Preparing to Read; Music; Movies; Writing; Language & Travel; History & Genealogy; Business & Legal; Local Culture; Lifelong Learning; Outdoors & Gardening; Teaching; All-Star Readers; Games & Gaming; and DIY: Arts, Crafts, Homes & Auto. Additionally, the team is creating marketing materials to highlight the amazing resources and service/program offerings related to each. By now, all branches have also received their very own new cardholder welcome kit, including a prize wheel and other goodies (temporary tattoos, book recommendations, reading lights, stickers). Now, every new cardholder will not only have a chance to spin a wheel to win a small prize but will receive a personal tour of the branch and a tailored welcome kit based on their identified interests as well. With all of these new attractions in place, signing up for a new library card will now be a more fun, informative, celebratory and, more importantly, memorable experience than ever before.

Rehmann - Finance Department Audit



Project Lead: Kim Lindsay **Approval Date:** 11.02.20
Status: Complete **Due Date:** *new due date 7.15.23*

In response to the ever-evolving needs of KDL and the Finance department, the Leadership Team in cooperation with Rehmann recently re-evaluated future goals and needs and determined that any remaining or outstanding processes and deliverables will be cancelled. Such deliverables included moving to a PO ordering "punch out" system in Microix, which was tested with Staples. This proved to be more cumbersome and didn't create the efficiencies for staff that were hoped for. Significant changes were instated during this project, however, the most significant being the transition to per diem checks for conferences rather than tracking individual receipts. With all deliverables now technically met, this project is considered complete.

Spectrum Health Educational Sessions



Project Lead: Hennie Vaandrager
Status: On track

Approval Date: 07.20.22
Due Date: 11.15.22

In the month of September and after much planning, the library, in partnership with Spectrum Health, officially launched all three of its planned mental health and wellness series: Senior Life Transitions at the Wyoming Branch, Caregiver Support at the Kentwood Branch, and Parenting Adolescents at the Nelson Township Branch. These sessions are set to run on a weekly basis through mid-October, after which the project team will consider both patron surveys and staff feedback to evaluate successes and opportunities. So far, attendance is reported to be low but steady, with many of the attendees finding value and support in the topics discussed.

Systemwide WonderKnook Refresh



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

Approval Date: 09.23.21
Due Date: 11.30.22

As of this report, a total of three custom pieces have been happily installed in their new designated Wonderknook spaces. These are: a Rockford dam replica at Krause Memorial, a covered bridge at Amy Van Andel Library, and another bridge (complete with slide) at Wyoming. Staff and patrons alike have shared in the excitement of watching the new pieces arrive, but the most excited of all are the littlest KDL guests who are now enjoying the new playspaces. All three locations still have more pieces yet to arrive, but it is exciting to see the custom pieces finished and installed. The Wonderknook "passport," coloring book (sponsored by Apple Tree / Gilden Woods daycare) crayons and (staff) promotional T-Shirts have all been finalized and will be ready in time for the grand opening (that is, completion) of all the playspaces. Special thanks to the Plainfield, East Grand Rapids and Grandville Friends of the Library for approving and funding extra Wonderknook pieces at each of their branches. Byron Center will also be getting a few extra pieces thanks to book sale funding. What a great way to give back to KDL patrons!



*On the left: Jennifer German, Jaci Cooper and Lance Werner horse around on the Rockford Dam.
On the right: The installation crew takes a well-deserved respite in their beautiful creation.*



BUILDING PROJECTS

Krause Memorial (Rockford)

● **Project Lead:** Jennifer German **Approval Date:** N/A
Status: N/A **Due Date:** N/A

Rockford's Capital Campaign Committee continues to work with The Breton Group on pre-campaign preparations. With the help of Randy Goble and KDL's MarCom Department, a case for support has been created that tells the story of why a Krause Memorial Library expansion is needed.

Tyrone Township

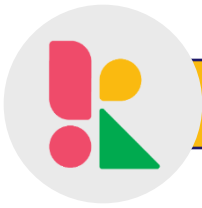
○ **Project Lead:** Craig Buno **Approval Date:** N/A
Status: N/A **Due Date:** N/A

No update at this time.

Walker

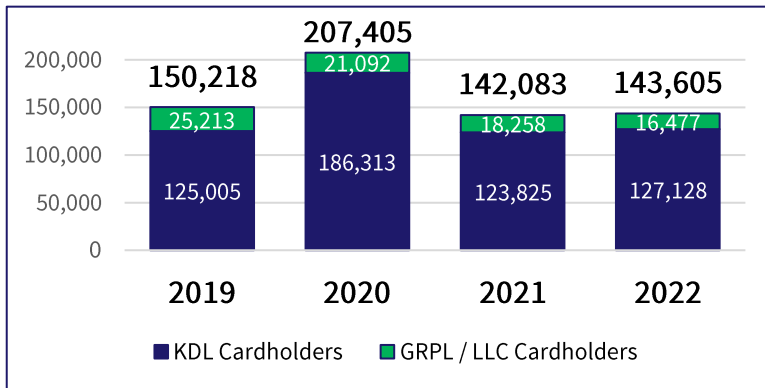
● **Project Lead:** Craig Buno **Approval Date:** N/A
Status: N/A **Due Date:** N/A

The City Engineer presented a proposal for RFP to the City of Walker Building Committee this past month, to which they agreed. As such, staff for the city will begin revising the document to bring back to the committee at a future date (yet to be determined) before sending out for bids.



SEPTEMBER 2022 STATISTICAL SUMMARY

Active Patrons:



2,122 Accounts Added in September:

- 1,859 New KDL Cardholders
- 177 New GRPL Cardholders
- 86 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.

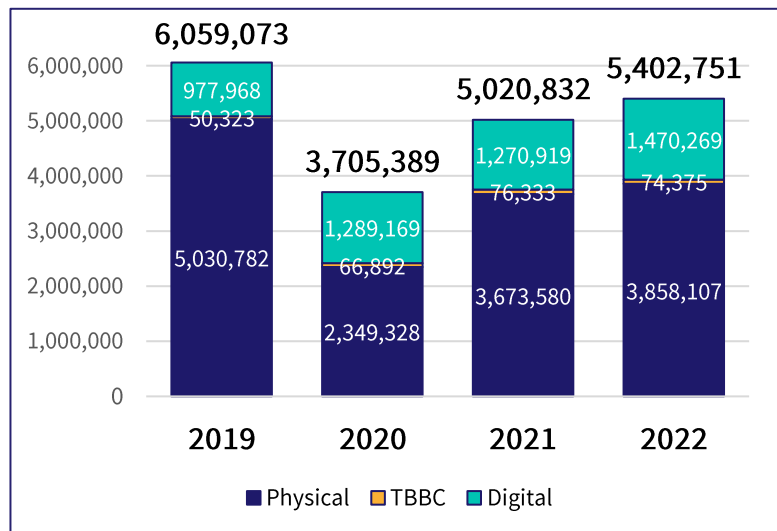
Note: Branches were closed March 13 – August 4, 2020 and November 16, 2020 – January 18, 2021 due to COVID-19. Curbside service began June 15, 2020. Limited in-branch hours were offered August 5 – September 20, 2020.

Comparing to Previous Timeframes:

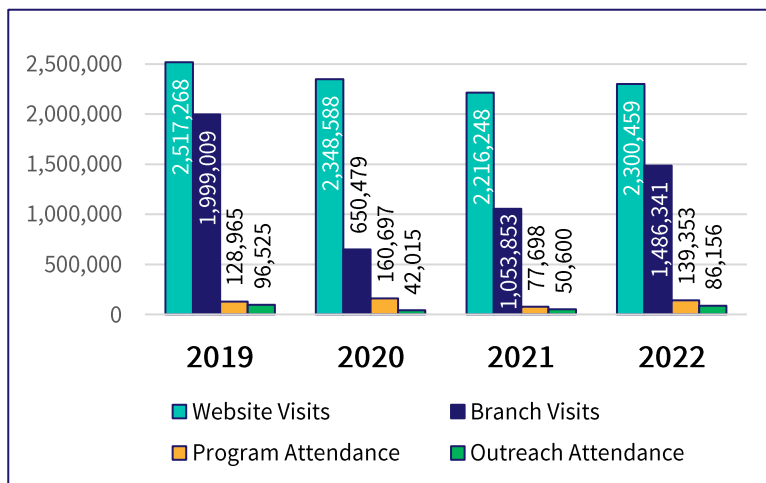
- **Physical Checkouts:** Down 15% from last month; Down 0.3% from 2021; Down 21% from 2019
- **Digital Checkouts:** Down 6% from last month; Up 22% from 2021; Up 49% from 2019
- **Visitor Count:** Down 12% from last month; Up 19% from 2021; Down 20% from 2019
- **Program Attendees:** Up 13% from last month; Up 71% from 2021; Up 43% from 2019

(See following page for more details)

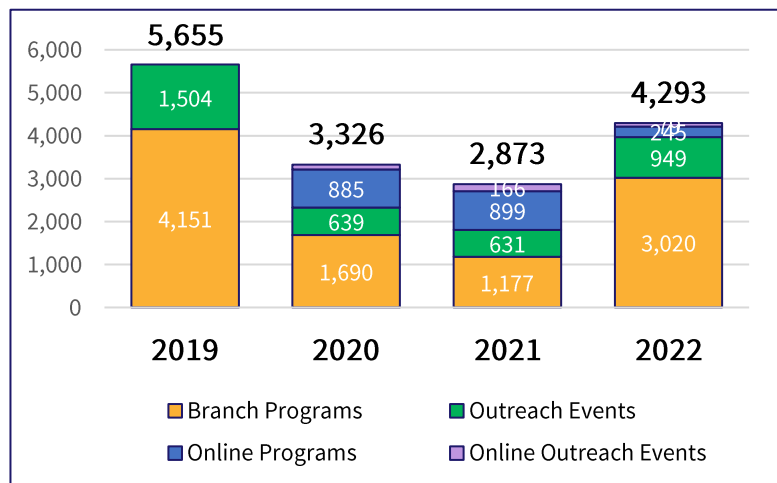
Circulation YTD:



People Served YTD:



Number of Events YTD:

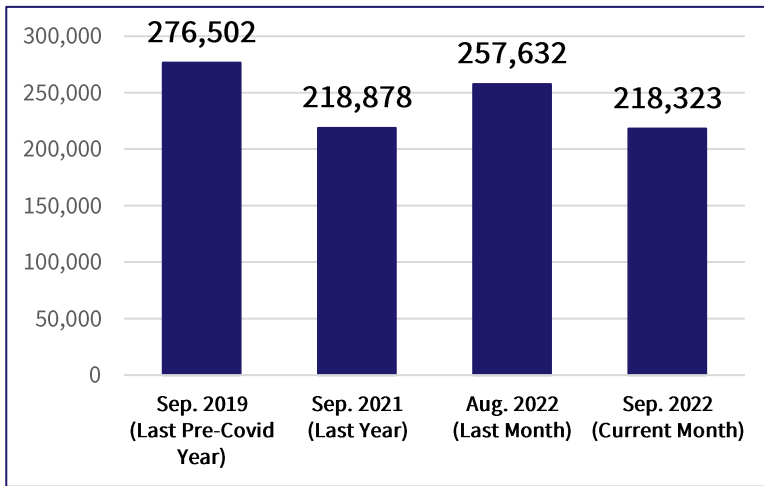




SEPTEMBER 2022 STATISTICS IN-DEPTH

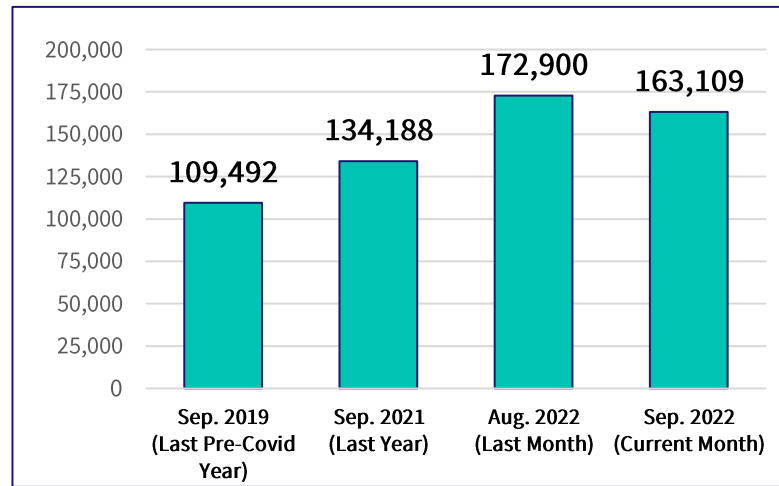
How have our basic statistics changed month-to-month and when compared to last year (2021), and compared to the last pre-COVID year of 2019?

Physical Items Checked Out:



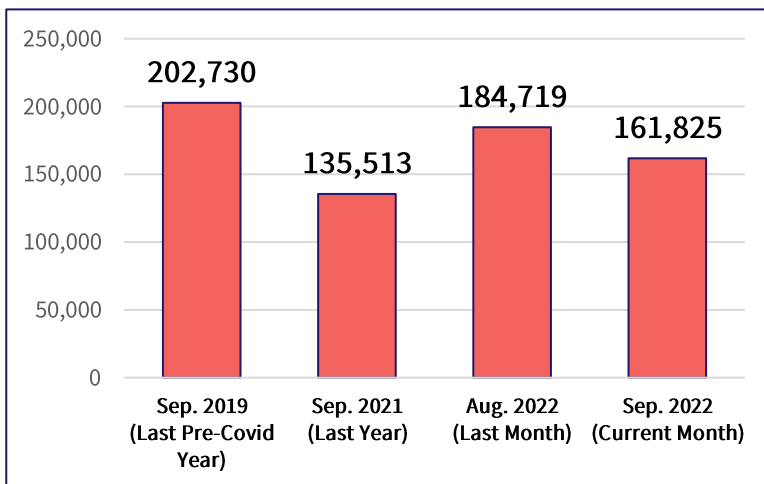
Physical checkouts are **down 15%** from last month, **down 0.3%** from the same month last year, and **down 21%** compared to the same month in 2019.

Digital Items Checked Out:



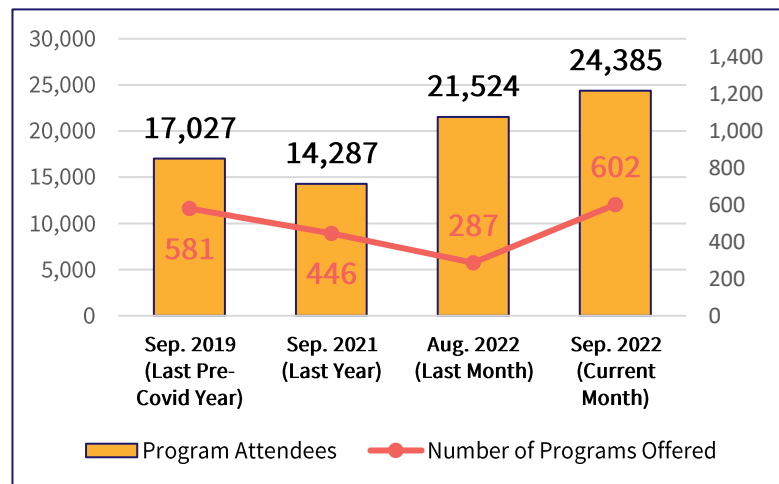
Digital checkouts are **down 6%** from last month, **up 22%** from the same month last year, and **up 49%** compared to the same month in 2019.

Visitor Count:



Branch visitors are **down 12%** from last month, **up 19%** from the same month last year, and **down 20%** compared to the same month in 2019.

Programs & Outreach:



Program & Outreach attendance is **up 13%** from last month, **up 71%** from the same month last year, and **up 43%** 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	251
2. <i>Book Lovers</i> by Emily Henry	124
<i>The Lost City</i> DVD	124
4. <i>Verity</i> by Colleen Hoover	118
5. <i>The Hotel Nantucket</i> by Elin Hilderbrand	108
6. <i>Sparring Partners</i> by John Grisham	107
7. <i>Carrie Soto Is Back</i> by Taylor Jenkins Reid	106
8. <i>Dream Town</i> by David Baldacci	99
<i>Jurassic World Dominion</i> DVD	99
10. <i>Minions: The Rise of Gru</i> DVD	97

All Physical Items (Most Holds):

<u>Title</u>	<u>Holds</u>
1. <i>I'm Glad My Mom Died</i> by Jennette McCurdy	231
2. <i>Verity</i> by Colleen Hoover	229
3. <i>Reminders of Him</i> by Colleen Hoover	226
4. KDL WiFi Mobile Hotspot	207
5. <i>Heart Bones</i> by Colleen Hoover	157
6. <i>It Ends with Us</i> by Colleen Hoover	152
7. <i>Lessons in Chemistry</i> by Bonnie Garmus	141
8. <i>Ugly Love</i> by Colleen Hoover	132
9. <i>Dreamland</i> by Nicholas Sparks	128
10. <i>Fairy Tale</i> by Stephen King	127

OverDrive Items (Most Checkouts):

<u>Title</u>	<u>Checkouts</u>
1. <i>Ugly Love</i> by Colleen Hoover (audio)	267
2. <i>Verity</i> by Colleen Hoover	221
3. <i>Girl, Forgotten</i> by Karin Slaughter (audio)	160
4. <i>The Seven Husbands of Evelyn Hugo</i> by Taylor Jenkins Reid	158
5. <i>Book Lovers</i> by Emily Henry	157
6. <i>Atomic Habits</i> by James Clear (audio)	155
7. <i>Maybe Someday</i> by Colleen Hoover (audio)	154
8. <i>The Girl In His Shadow</i> by Audrey Blake (audio)	152
9. <i>The Guest List</i> by Lucy Foley (audio)	144
10. <i>It Ends with Us</i> by Colleen Hoover	140

OverDrive Items (Most Holds):

<u>Title</u>	<u>Holds</u>
1. <i>Verity</i> by Colleen Hoover	622
2. <i>It Ends with Us</i> by Colleen Hoover	502
3. <i>I'm Glad My Mom Died</i> by Jennette McCurdy (audio)	410
4. <i>Book Lovers</i> by Emily Henry	392
5. <i>The Seven Husbands of Evelyn Hugo</i> by Taylor Jenkins Reid	386
6. <i>The Seven Husbands of Evelyn Hugo</i> by Taylor Jenkins Reid (audio)	361
7. <i>It Ends with Us</i> by Colleen Hoover (audio)	358
8. <i>Ugly Love</i> by Colleen Hoover	303
9. <i>The Hotel Nantucket</i> by Elin Hilderbrand	300
10. <i>Every Summer After</i> by Carley Fortune	269

NEW HIRES	POSITION	EFFECTIVE
Ryan Iacovone	Assistant Branch Librarian – East Grand Rapids	September 19
Molly Dixon	Shelver – Alpine/Tyrone Township	September 26
Allison Blovits	Assistant Branch Librarian – Amy Van Andel / Ada	October 17
Amber Calderon	Assistant Branch Librarian – Grandville	October 17
Amber Elder	Assistant Branch Librarian – Kentwood	October 17
Jason Entingh	Assistant Branch Librarian – Grandville/Byron Township	October 17
Cameron Holmes	Assistant Branch Librarian Sub	October 17
Catherine Jones	Assistant Branch Librarian Sub	October 17
Daniel Morris	Shelver – Cascade	October 17
Kathy Naber	Assistant Branch Librarian Sub	October 17
Victor Puhly	Shelver – Gaines Township	October 17
Katie VanOort	Assistant Branch Librarian Sub	October 17

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Abigail Lynn	Assistant Branch Librarian – East Grand Rapids	Patron Services Librarian – Service Center	October 24
Ashley Smolinski	Branch Outreach & Programming Specialist – Cascade/Caledonia	Regional Manager II – Cascade/Caledonia	October 24
Emily Dao	Assistant Branch Librarian – Caledonia	Branch Librarian – Caledonia	October 31

DEPARTURES	POSITION	EFFECTIVE
Annemarie Brenner	Shelver – Gaines Township	September 23
Ben Siebert	Sub	September 30
Barb Deyoung	Sub	October 1
Christine Mwangi	Director of Fund Development – Service Center	October 25
Meghan Martinez	Assistant Branch Librarian – East Grand Rapids	October 29
Emily Bantel	Branch Librarian – Tyrone Township	October 31
Kris Vogelaar	Branch Outreach & Programming Specialist – Gaines/Byron	January 13

OPEN POSITIONS	TYPE
Assistant Branch Librarian – Walker	Part-time
Assistant Branch Librarian – Amy Van Andel / Ada	Part-time
Branch Librarian – Kelloggsville	Full-time
Shelver – Gaines Township	Part-time
Shelver – Amy Van Andel / Ada	Part-time
Branch Librarian – Tyrone Township	Full-time
Assistant Branch Librarian – Comstock Park	Part-time
Assistant Branch Librarian – Caledonia	Part-time
Branch Outreach & Programming Specialist – Cascade/Caledonia	Full-time
Assistant Branch Librarian – East Grand Rapids (2 positions)	Part-time

EMPLOYEE ANNIVERSARIES (NOVEMBER)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Linda Byington	Byron Township	28 years
David Shaw	Plainfield	20 years
Brian Mortimore	Human Resources	19 years
Judy Pawloski	Collection Services	18 years
Shaunna Martz	East Grand Rapids	17 years
Zurina Zainal Ariffin	Cascade	15 years
Jennifer Wheaton	Building Maintenance	14 years
Kaitlin Dekruyter	East Grand Rapids	12 years
Anjie Gleisner	Wyoming/Kelloggsville	12 years
Terri Goff	Collection Services	12 years
Tricia Hetrick	Plainfield/Comstock Park	12 years
Laura Nawrot	Plainfield	9 years
Amanda Johnston	Information Technology	8 years
Jill Anderson	Wyoming	7 years
Krista Beach	Sub Pool	7 years
Jessica Nelson	Human Resources	7 years
Grahm Lawcock	Information Technology	6 years
Clare O'Tsuij	Kentwood/Gaines	6 years
Shelby Toren	Caledonia	5 years

EMPLOYEE ANNIVERSARIES (NOVEMBER)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Chloe Schmidt	Wyoming	4 years
Katie Blakeslee	Project Management Office	3 years
Dan Nguyen	Kelloggsville	3 years
Gwen Genzink	Cascade	2 years
Barb Malburg	Sub Pool	2 years
Hannah Moulds	Programming	2 years
Jennifer DeVault	Administration	1 year
Kelsey Little	Plainfield	1 year
Emily Whalen	Finance	1 year

BOARD OF TRUSTEES ATTENDANCE - 2022

	SHIRLEY BRURSEMA	ANDREW ERLEWEIN	PETER DYKHUIS	SHERI GILREATH- WATTS	NICOLE LITEMUTH	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	X	X	X	X	X	X	X	X
June 16, 2022	X	X	X	X	X	X	X	
July 21, 2022	X	X	X	X	X	X	X	X
August 18, 2022	X	X	*X	X	X	X	X	X
September 22, 2022	X	X	X	X	X	X	X	X
October 13, 2022								
October 27, 2022								
November 17, 2022								
December 15, 2022								

*BOARD PARTICIPATION VIA TELECONFERENCE

TRUSTEE NAME	MEETING DATE		TRUSTEE NAME	MEETING DATE



Executive Director's Evaluation 2022 Timeline

DATE	ACTION	RESULT
9.19.22	Distribute upward evaluation survey to Leadership Team, Regional & Department Managers, and Executive Assistant. Human Resources Generalist (Diane) to send link to HR Admin Assistant (Jennifer) to send out to Management.	KDL management members receive Executive Director upward evaluation Contact survey link via email by Human Resources Administrative Assistant.
09.30.22	Due to HR: Executive Director's upward evaluation surveys from above KDL management members.	Evaluations are received by Human Resources to compile for the Board.
10.06.22	HR Admin Assistant (Jennifer) sends link via email and instructions to online Board Survey (Form 1) to Board Members.	Board members receive the digital Board Survey (Form 1).
10.06.22	Executive Assistant (Elvia) distributes compiled management upward evaluations by USPS Board members for the October Board meeting.	Board members receive management responses for consideration in their evaluation of the Executive Director.
10.06.22	Executive Director Lance Werner distributes self-appraisal, 2022 accomplishments, and 2023 goals to Board members for the October Board meeting.	Board members receive documents from the Executive Director for consideration in their evaluation.

11.17.22	By the November Board meeting, Board members are to have completed their online Board Survey (Form 1).	HR Generalist (Diane) ensures all eight responses were submitted before exporting them to Board secretary.
11.17.22	HR Generalist (Diane) exports Board responses directly to Board Secretary (Sheri) to compile.	Board Secretary receives surveys from Board members and prepares the compiled summary.
12.5.22	The Board Secretary mails the compiled Board Summary (Form 2) directly to each Board member and sends it to the Executive Assistant (Elvia) for inclusion in the December Board packet materials. At this time, the Executive Director also receives a copy.	Board members review compiled Board summary and prepare to discuss it at the December Board meeting.
12.15.22	Executive Director's evaluation finalized during the December Board meeting.	Finalized evaluation given to Board Chair to utilize in meeting with Executive Director.
After 12.15.22	Executive Assistant (Elvia) schedules a meeting with the Board Chair to meet with the Executive Director to review evaluation.	Following review, three original signed copies of the evaluation are generated for: (1) Executive Director, (2) Chair, and (3) Executive Director's personnel file.

2023 Board of Trustees Meeting Dates

January

Thursday, January 19 at 4:30 PM
KDL Service + Meeting Center
814 West River Center Dr NE
Regular Meeting

February

Thursday, February 16 at 4:30 PM
KDL Service + Meeting Center
814 West River Center Dr NE
Regular Meeting

March

Thursday, March 16 at 4:30 PM
*KDL Amy Van Andel Library
7215 Headley Street SE
Regular Meeting

April

Thursday, April 20 at 4:30 PM
KDL Service + Meeting Center
814 West River Center Dr NE
Regular Meeting

May

Thursday, May 18 at 4:30 PM
*KDL Spencer Branch
14960 Meddler Ave
Regular Meeting

June

Thursday, June 15 at 4:30 PM
KDL Service + Meeting Center
814 West River Center Dr NE
Regular Meeting

July

Thursday, July 20 at 4:30 PM
*KDL Plainfield Branch
2650 5 Mile Rd NE
Regular Meeting

August

Thursday, August 17 at 4:30 PM
KDL Service + Meeting Center
814 West River Center Dr NE
Regular Meeting

September

Thursday, September 21 at 4:30 PM
*KDL Gaines Branch
421 68th Street SE
Regular Meeting

October

Thursday, October 12 at 4:30 PM
KDL Service + Meeting Center
814 West River Center Dr NE
Budget Work Session

October

Thursday, October 26 at 7:00 PM
KDL Service + Meeting Center
814 West River Center Dr NE
Regular Meeting

November

Thursday, November 16 at 7:00 PM
KDL Service + Meeting Center
814 West River Center Dr NE
**Regular Meeting Including
Budget Hearing**

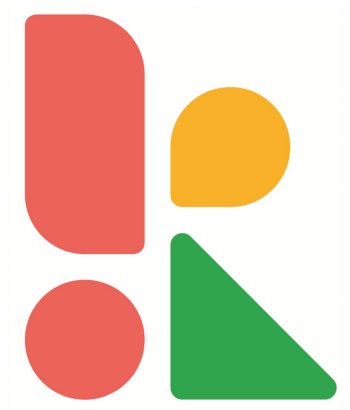
December

Thursday, December 21 at 4:30 PM
KDL Service + Meeting Center
814 West River Center Dr NE
**Regular Meeting including
Executive Director's Evaluation**



*Indicates a Branch Hosted Meeting

STRATEGIC PLAN 2021-2023



THIRD QUARTER UPDATE
2022

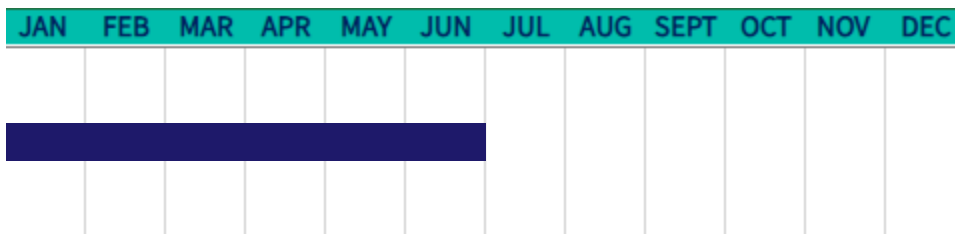


2021-2023 Strategic Goal:

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

2022 Initiative #1

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



2022 Q3 Update

On Track

Paused/Delayed

Canceled

Completed

This summer, KDL presented a variety of culturally diverse programs and presenters as part of the annual Summer Wonder programming. Of these, an especially popular event was the Native American Dancers: Marca and Reg Pettibone. Funded in part by Michigan Humanities (Affiliate of the National Endowment of the Humanities), the Native American Dancers presented at the Cascade Township and Grandville branches and educated audiences on the true native culture of dance, song and story.

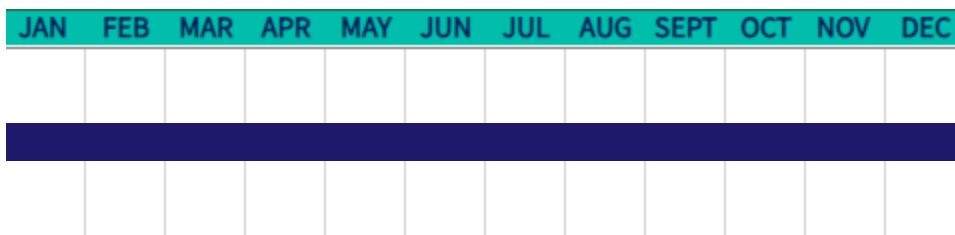
With this strategic initiative successfully completed at the end of June, KDL looks forward to expanding on this initiative throughout 2023 by continuing to build and grow relationships with this community in Kent County by listening to and learning from their experience and rich heritage.

2021-2023 Strategic Goal:

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

2022 Initiative #2

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



2022 Q3 Update

On Track

Paused/Delayed

Canceled

Completed

With Quarter 3 results now available, KDL is pleased to report continued success with this initiative in terms of employee engagement and completion. As of September 30, employee completion rates for Paradigm's fifth assigned training were at **96%**, bringing this initiative in yet again above the 88% goal (factoring in turnover and leaves of absence).

The fifth training will focus on Mental Health:

MICROLEARNINGS

- Destigmatizing Mental Health
- Understanding Age Diversity and Ageism
- Honoring the Asian American and Pacific Islander Community

RESOURCES (Documents to Read and Review)

- Reading List from Paradigm REACH

Teams were also asked to read a book or watch a movie on the topic of mental health. Many teams opted to take a book club type approach and they will be discussing the material at their upcoming November In-Services or at a separately scheduled meeting. Some titles that were chosen include: *The Body Keeps the Score* by Bessel van der Kolk, *That's Mental* by Amanda Rosenberg, *Everything Here is Beautiful* by Mira T. Lee.

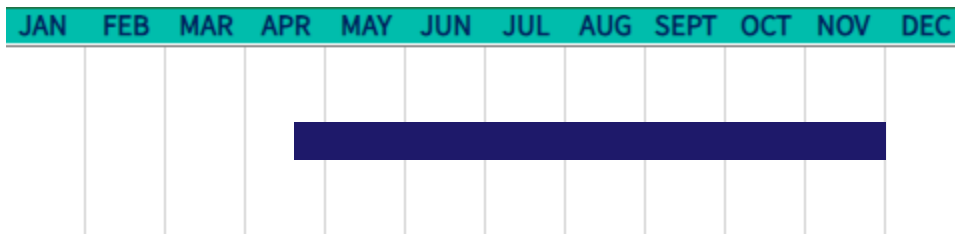
Session 6 of Paradigm REACH, the last one for 2022, launched October 5. This session focuses primarily on Hispanic and Latin Culture, to align with Hispanic Heritage month, which runs from September 15 – October 15, 2022

2021-2023 Strategic Goal:

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

2022 Initiative #3

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



2022 Q3 Update

On Track

Paused/Delayed

Canceled

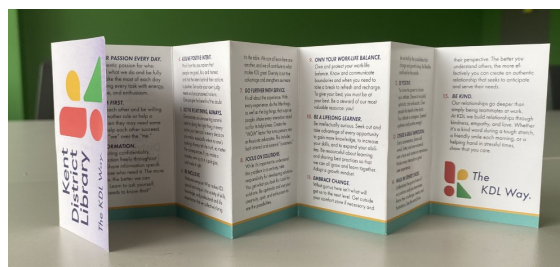
Completed

The "KDL Way Service Vision + Training and CultureWise" project launched in early March of 2022 with the goal to retire the existing staff toolkit and incorporate more consistent and integrated strategies for communicating service expectations while retaining the spirit of "The KDL Way." At All Staff on October 3, KDL's bi-annual celebratory training event at the Frederik Meijer Gardens, these newly refreshed fundamentals were presented throughout the day in several workshop-style training sessions led by Culturewise representatives. The "new" fundamentals re-enforce how KDL can be "an indispensable community resource" that "exists to further all people" and introduced a new service concept called "Go Further."

Although staff were able to engage with and discuss all 27 fundamentals at the October 3 event, KDL plans to fully integrate them into culture and practice by focusing on each fundamental one by one, week by week, until each one has been visited. Once complete, the cycle will begin anew. With 26 fundamentals to work on, this means that KDL is set to completely train on and refresh each fundamental approximately twice a year, meaning principles will be consistently re-enforced and new hires and transfers will never be out of the loop.

The fundamentals that will be discussed throughout the next quarter include:

- ASSUME POSITIVE INTENT
- DO THE RIGHT THING, ALWAYS
- BE INCLUSIVE
- FOCUS ON SOLUTIONS
- OWN YOUR WORK-LIFE BALANCE

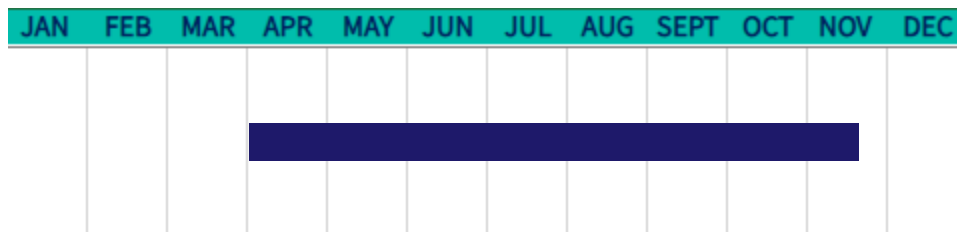


2021-2023 Strategic Goal:

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

2022 Initiative #4

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



2022 Q3 Update

On Track

Paused/Delayed

Canceled

Completed

The New Cardholder training was rolled out to staff and branches began between October 12 and 17. The project team had a fantastic time narrowing down 14 patron categories and creating marketing materials to highlight all of KDL's great resources and offerings related to each: Preparing to Read, Music, Movies, Writing, Language & Travel, History & Genealogy, Business & Legal, Local Culture, Lifelong Learning, Outdoors & Gardening, Teaching, All-Star Readers, Games & Gaming, & DIY: Arts, Drafts, Homes, Auto. A list of these linked up with more great information, can be found at kdl.org/welcome

The team also had a lot of fun picking out prize wheels and brainstorming a flexible prize sheet. Now, every new cardholder will not only have a chance to spin a wheel to will a small prize (temporary tattoos, book recommendations, reading lights, stickers) but they will also be offered a personal tour of the branch and receive a tailored welcome kit based on their identified interests.

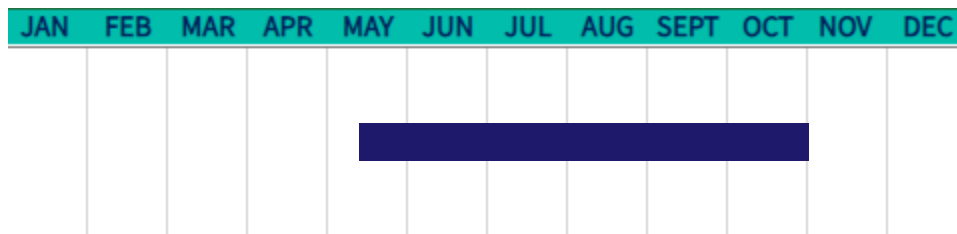
Branches will have some flexibility to change their prize sheets, but the idea is to make the card sign-up experience more fun, informative, and memorable.

2021-2023 Strategic Goal:

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

2022 Initiative #5

Partner with HealthNet West Michigan and St. Mary's Foundation to give early literature kits to new parents containing information about Kent County Success Basics, information about KDL's physical and digital resources and programs, library card applications, and a board book to help foster early relationships with the library.



2022 Q3 Update

On Track

Paused/Delayed

Canceled

Completed

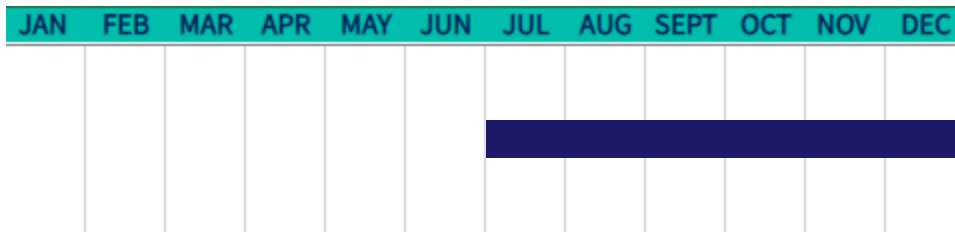
With the deadline for this initiative fast approaching, KDL is proud to report that all books have been delivered to participating partners (unless otherwise scheduled) and the project team is awaiting partner evaluations by the end of October. Feedback gathered from these evaluations will inform Outreach + Engagement on what worked well and what needs to change for the program in upcoming years. At the Literary Libations Gala in September, a video feature of the "Books for Newborns" project was played for all potential donors in attendance. Though KDL does hope to garner more support via donation, planning for 2023 has commenced and this project will be included in the future operating budget.

2021-2023 Strategic Goal:

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

2022 Initiative #6

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



2022 Q3 Update

On Track

Paused/Delayed

Canceled

Completed

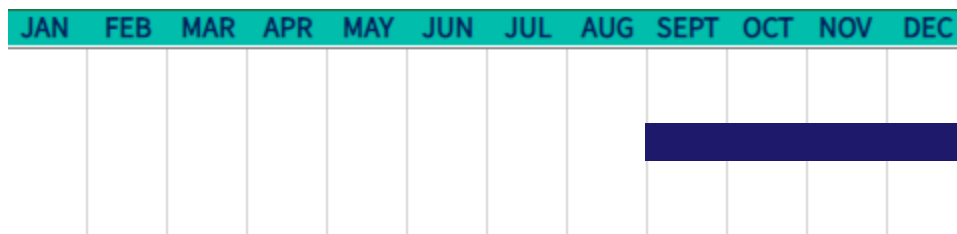
The Library Relationship Management (CRM) project officially kicked off on October 6. Though this was later than intended due to some unforeseen circumstances, the team members are off and running to ensure all goals and deliverables are completed by year-end. To ensure all stakeholders have an equal chance to have their wants and needs considered throughout the process, the team's first task will be to craft a master checklist of the features and outcomes an ideal software solution will provide. Ultimately, any chosen CRM solution will primarily facilitate a better working relationship between KDL and community partners.

2021-2023 Strategic Goal:

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

2022 Initiative #7

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



2022 Q3 Update

On Track

Paused/Delayed

Canceled

Completed

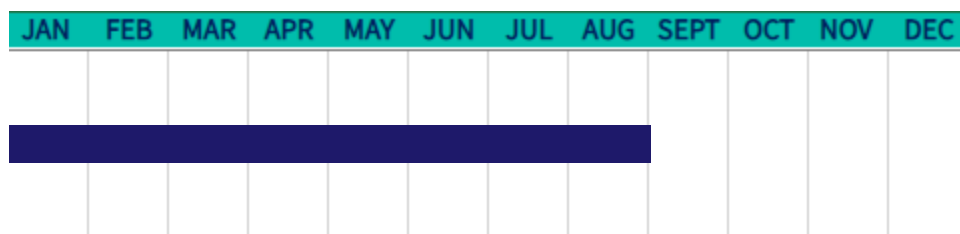
This project is in the final stages of approval through the Project Management Office, though as a strategic initiative the "approval" in this instance is more of a formality and to ensure everyone is aware of the deliverables. In the meantime, all associated deliverables have been finalized, metrics identified, and project members assigned. Once the project launches in the next few weeks, the team should have all necessary information to execute this properly and promptly. Associated deliverables include creating a patron-facing informational document along the lines of "How Can I Support My Local Library?", researching advocacy and promotions-related volunteer opportunities, adding these to KDL's existing Volunteer Hub, and better utilizing Volunteer Hub to recruit for local Friends groups within the library system.

2021-2023 Strategic Goal:

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

2022 Initiative #8

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



2022 Q3 Update

On Track

Paused/Delayed

Canceled

Completed

Though this initiative was scheduled for completion at the end of August, the project team has prioritized quality and thoroughness of training over timeline. As of this Quarterly Report, the project is set to close out in the next few weeks. Over the past few months, the team has worked tirelessly to develop talking points for staff regarding KDL's popular materials collection. Additionally, several new videos and procedures have been rolled out to staff and a new informational Collection Development webpage has been added to the KDL site.



KPI VARIANCE REPORT: BOARD

3rd Quarter 2022 (July - September)

STATUS	KPI	TARGET	ACTUAL	VARIANCE	
	Total Circulation <i>(Projected annual total)</i>	7,700,000	7,059,944	-8%	PATRON / OPERATIONAL
	Visitor Count <i>(Projected annual total)</i>	2,000,000	1,928,671	-4%	
	Net Promoter Score	85+	87.8	3%	
	Programming Attendance <i>(Quarterly in-branch, in-person total)</i>	21,150	37,176	61%	
	Engaged Cardholders	129,076	127,128	-2%	
	New Program Participation <i>(Year-to-Date)</i>	15%	4%	-11%	INNOVATION
	Tech Effectiveness <i>(Combination of new patron tickets and percentage of resolved patron tickets)</i>	16+ points	18 points	13%	
	Projects on Target	80+% on time	65%	-15%	
	Employee Turnover <i>(Projected annual total)</i>	< 15%	17.49%	2.49%	CULTURE
	Employee Engagement	Annual: N/A	Annual: N/A	Annual: N/A	
	Donations <i>(Projected annual total)</i>	\$93,403	\$83,742	-10%	FINANCIA
	Expenses <i>(Percentage through the year vs budget spent)</i>	75%	70%	5%	
	Early Literacy Program Participation <i>(Projected annual total)</i>	50,000	92,049	84%	STRATEGIC
	EDI Training <i>(Quarterly Completion Rate)</i>	88%	96%	8%	
	Reflection of Community in Collection <i>(Quarterly New Purchases with EDI Tags)</i>	18%	25%	7%	



KPI VARIANCE REPORT: BOARD

3rd Quarter 2022 (July - September)

DEFINITIONS				
KPI	DEFINITION	OWNER	TARGET RANGES	CATEGORY
Total Circulation	Number of physical checkouts + digital checkouts (YTD)	Jennifer DeVault	Green: On target or above Yellow: Less than 5% below target Red: More than 5% below target Targets based on mean of 2019 (last normal year) and 2021.	Patron/Operational
Visitor Count	Number of patrons who visit the library (YTD)	Jennifer DeVault	Green: On target or above Yellow: Less than 5% below target Red: More than 5% below target Targets based on mean of 2019 (last normal year) and 2021.	Patron/Operational
Net Promoter Score	NPS = % of Promoters - % of Detractors Patrons are asked: How likely are you to recommend KDL to others...?" and answer on a scale of 0 to 10 - "Promoters" rated 9-10 - "Detractors" rated 0-6 - "Passives" rated 7-8	Randall Goble	Green: 85 or above Yellow: 80 - 84.9 Red: Below 80 Target based on KDL's trends and peer comparisons.	Patron/Operational
Programming Attendance	Number of attendees for programs systemwide, year to date.	Randall Goble	Green: On target or above Yellow: Less than 5% below target Red: More than 5% below target Targets based on mean of 2019 (last normal year) and 2021, which calculates to roughly a 28% increase.	Patron/Operational
Collection Size	Ideal collection size calculated per branch based on shelf allocation, shelf size, and merchandising standards. Branches are then added for a systemwide total. KPI indicates if branches are weeding enough to accommodate new purchases and vice versa.	Jaci Cooper	Coming soon.	Patron/Operational
Engaged Cardholders	Total number of cardholders who have used their card in the last year (opposed to ACTIVE cardholders which is 3 years - a stat required by State Aid). This is a number that is captured at the time the data is collected rather than being a quarterly average.	Randall Goble	Green: On target or above Yellow: Less than 5% below target Red: More than 5% below target	Patron/Operational
New Program Participation	Percentage of patrons participating in new programs. (New programs = programs with proposals submitted in the previous 24 months).	Randall Goble	Green: 15% or more Yellow: 10 - 15% Red: Less than 10%	Innovation
Tech Effectiveness	A snapshot of patron-facing tickets at month end, including all new tickets opened in comparison to the number of resolved and unresolved tickets.	Kurt Stevens	Criteria 1: Number of New Patron Tickets Opened in a Month Fewer than 30: 10 points 31 - 50: 8 points 51 - 70: 5 points More than 70: 2 points Criteria 2: Percentage of Resolved Patron Tickets from Total Open Patron Tickets in a Month (Open Tickets at Previous Month's End + New Tickets from Current Month) 80% - 100%: 10 points 70% - 79%: 8 points 60% - 69%: 5 points Less than 70%: 2 points Combine points from both Criteria to score Green / Yellow / Red: Green: 16 - 20 Points Yellow: 12 - 15 Points Red: 4 - 11 Points	Innovation
Projects on Time	Percentage of total systemwide projects that are on their projected timeline.	Jaci Cooper	Green: More than 80% Yellow: 70-79.9% Red: Less than 69.9%	Innovation
Employee Turnover	Percentage of employee resignations during the last 12 months, divided by the average number of employees for that same period. Excludes retirements, transfers, and promotions.	Brian Mortimore	Green: On target (15%) or below Yellow: 15.1 - 18% Red: Less than 18% Target is for annualized projection based on historical data and peer comparison.	Culture
Employee Engagement	Average annual score from Employee Engagement survey; each question generates a numerical average (1-5). The annual employee survey consists of 24 questions (including one open-ended response) that asks employees to rank a series of statements about their workplace on a scale of 1 to 5, with 1 being strongly disagree and 5 being strongly agree.	Brian Mortimore	Green: 4 - 5 Yellow: 3.75 - 4 Red: Less than 3.75	Culture
Donations	Total dollars raised (YTD) from the direct efforts of the Fund Development Department. Excludes Friends Booksales.	Lance Werner	Green: On target or above Yellow: Less than 5% below target Red: More than 5% below target Target is based on a 20% increase from prior year and is projected quarterly.	Financial
Expenditures: Budget to Actual	The percentage of dollars remaining in the budget compared to the percentage KDL is through the fiscal year.	Lance Werner	Green: 0-2% variation Yellow: 3-5% variation Red: More than 5% variation	Financial
Early Lit Program Participation	Total number (YTD) of attendees (both children and caregivers) that participate in programs designed for patrons aged 0-5. Programs include: Summer Wonder, storytimes, branch specific programs.	Randy Goble	Green: On target or above Yellow: Less than 5% below target Red: More than 5% below target	Strategic
EDI Training	Percentage of KDL staff that have completed all modules of the assigned equity, diversity, and inclusion trainings in Paradigm on time.	Brian Mortimore	Green: On target (88%) or above Yellow: 85 - 88% Red: Below 85% Target is to get 100% of staff to complete training, but target is 88% to factor in turnover rate and extended leaves	Strategic
Reflection of Community in Collection	Percentage of new items purchased for KDL's physical book collection that are tagged in KDL's catalog using the 37 tags representing diverse perspectives. The goal is set for new purchases rather than the collection as whole.	Jaci Cooper	Green: 18% or higher Yellow: 10-17% Red: Less than 10% Targets are not industry standard; general consensus has been to "do better."	Strategic