



BOARD OF TRUSTEES

PACKET



JANUARY 2023

DRAFT



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, January 19, 2023, at 4:30 PM.

1. CALL TO ORDER

2. PLEDGE OF ALLEGIANCE

3. INTRODUCTION OF THE NEW KDL BOARD MEMBERS

Tracy Chrenka: *Representing Region 1*

Carla Hotz: *Representing Region 5*

4. OATH OF OFFICE

5. CONSENT AGENDA*

A. Approval of Agenda

B. Approval of Minutes: December 15, 2022, Open & Closed Sessions

6. CLOSED SESSION – Executive Director Agreement*

7. FINANCE REPORTS – December 2022*

8. DIRECTOR’S REPORT – December 2022

9. NEW BUSINESS

A. Conflict of Interest Statements and Board Code of Ethics

B. 2023 Credit Card Agreement

C. Policy Manual Review: Section 6.14.1*

*First Reading**

D. KDL Millage Timeline

E. 4th Quarter Strategic Plan Update

F. Executive Director’s Evaluation*

10. LIAISON REPRESENTATIVE COMMENTS

11. PUBLIC COMMENTS**

12. BOARD MEMBER COMMENTS

13. MEETING DATES

Next Regular Meeting: Thursday, February 16, 2023 – KDL Service and Meeting Center, 4:30 PM

14. 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.”*



**BOARD OF TRUSTEES
OATH OF OFFICE**

STATE OF MICHIGAN
COUNTY OF KENT

I do solemnly swear (or affirm) that I will support the Constitution of the United States and the Constitution of this state, and that I will faithfully discharge the duties of the office Library Board Trustee for the Kent District, Kent County, Michigan, according to the best of my ability.

Signature

Date

Printed Name

LOCATION

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

DATE + TIME

Thursday, December 15, 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: Bastion Bowman, Lulu Brown, Jaci Cooper, Angela Culp (teleconference), Jennifer DeVault, Randy Goble, Kelaine Mish, Elvia Myers, Karen Small, Ashley Smolinski, Kurt Stevens, Brian Mortimore, Laura Youells, Lance Werner and Emily Whalen (teleconference).

GUESTS PRESENT: None.

1. CALL TO ORDER

Chair Myers called the meeting to order at 4:30 PM.

2. PLEDGE OF ALLEGIANCE**3. CONSENT AGENDA***

A. Approval of Agenda

B. Approval of Minutes: November 17, 2022

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

Support: Supported by Ms. Bruursema.

RESULT: Motion carried.

4. FINANCE REPORTS – November 2022*

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

- Cash is at \$14M as compared to \$15.2 M at the same time last year.
- Revenue is \$27.5M or roughly 99% of the amount budgeted for the year.
- Expenditure is \$27.5M or 83% of the amount budgeted for the year.
- The three largest checks were to Overdrive for \$252,638 for final deposit for annual electronic materials, to Siridynix for \$139,814 for ILS fees from October 2022-September 2023 and to Priority Health for \$123,476 for employee health benefits for November 2022.
- The Board asked questions and the Finance Manager responded.

Motion: Mr. Noreen moved to receive and file the November 2022 finance reports as presented.

Support: Supported by Mr. Dykhuis.

RESULT: Motion carried.

5. DIRECTOR'S REPORT – November 2022

- Executive Director Lance Werner shared that Kent District Library will be piloting eSports in the coming year.
- He has also been deepening KDL's relationship with Cedar Springs Library.
- Director of Library Services Jennifer DeVault introduced NEW Caledonia/Cascade Branche Managers: Regional Manager I Lulu Brown and Regional Manager II Ashley Smolinski. Ms. Brown states that since the day she started at KDL she has felt the welcoming environment and is excited to grow professionally within the organization. Ms. Smolinski is a former third-grade teacher turned librarian and shared her fond memories of her start at KDL and her passion for the organization.

6. NEW BUSINESS.

A. 2022 KDL Year in Review

Executive Assistant Elvia Myers shared the 2022 KDL Year in Review Presentation as a reflection of the amazing impact KDL has made in the community.

B. Policy Manual – Section 6: Personnel – *First Reading**

Human Resources and Organizational Development Manager Brian Mortimore discussed minor changes to the Policy Manual.

Motion: Ms. Weller moved to approve the Policy Manual – Section 6: Personnel as presented.

Support: Supported by Mr. Noreen.

C. Issue Analysis: Live Scanning Wand*

Director of IT Kurt Stevens introduced Regional Manager II Karen Small to present on the Live Scanning Wand. Ms. Small presented important features of the Live Scanning Wands and all that they will be able to accomplish for the KDL Branches.

The Board ask questions and the staff respond.

Motion: Mr. Dykhuis moved to approve the Issue Analysis: Live Scanning Wand as presented.

Support: Supported by Ms. Weller.

D. Resolution: Second Budget Amendment*

Motion: Mr. Erlewein moved to approve the proposed Second Budget Amendment as presented.

Support: Supported by Ms. Lintemuth.

Ms. Bruursema – Yes

Mr. Dykhuis – Yes

Mr. Erlewein – Yes

Ms. Gilreath-Watts – Yes

Mr. Myers – Yes

Mr. Noreen – Yes

Ms. Weller – Yes

Ms. Lintemuth – Yes

RESULT: Motion Carried 8-0.

E. 2023 Election of Officers*

Motion: Ms. Weller moved to appoint Mr. Andrew Erlewein as KDL Board of Trustees Chair, Ms. Sheri Gilreath-Watts as Vice-Chair, Mr. Peter Dykhuis as Treasurer and Ms. Nicole Lintemuth as Secretary for the 2023 calendar year.

Support: Supported by Ms. Lintemuth.

RESULT: Motion carried.

F. 2023 Trustee Board Assignments*

Chair Myers initiated the annual trustee board assignment discussion to give trustees the opportunity to express their desire to depart or join an advisory or Lakeland Library Cooperative Board.

Motion: Ms. Weller moved to reappoint Ms. Weller & Ms. Bruursema to serve as KDL Board representatives on the 2023 KDL Alliance of Friends, to reappoint Mr. Myers and Mr. Erlewein to serve as KDL Board representatives on the 2023 KDL Pension Board, and to reappoint Ms. Bruursema to serve as a KDL Board representative on the 2023 Lakeland Library Cooperative Board.

Support: Supported by Ms. Gilreath-Watts.

RESULT: Motion carried.

7. LIASON REPRESENTATIVE COMMENTS – None.

8. **PUBLIC COMMENTS**** – Chair Myers gave a reminder regarding Public Comments Bylaws: Public Comments will be accepted at every KDL Board meeting as a regular agenda item. Each individual speaking during Public Comment shall be asked to identify themselves with their name and address before speaking. Public Comments will be conducted according to KDL Bylaw Article VII Item 7.1.3, limiting the length of time devoted to an individual or group as well as subject matter: “Public comments will be limited to 3 minutes per person or group and 15 minutes per subject.”

9. BOARD MEMBER COMMENTS

Ms. Bruursema – Ms. Bruursema shared that she visited and brought baked goods to her libraries to celebrate the holiday season. She is going to miss the ambience that Mr. Noreen brings to the Board and wishes him all the best in his endeavors.

Mr. Erlewein – Mr. Erlewein is looking forward to his new assignment as the KDL Board of Trustees Chair for 2023 and thanked the Board for the appointment.

Mr. Dykhuis – Mr. Dykhuis shares his gratitude for having the extra time to spend at the Byron Township Branch and was able to see the pleasant reminder of how a library can be a community center for its patrons.

Ms. Gilreath-Watts – Ms. Gilreath-Watts shared that she is going to miss Mr. Noreen and that she has appreciated his passion for and impact on his community. Ms. Gilreath-Watts appreciates the 2022 Year in Review and celebrates the staff at Wyoming Branch and their tremendous footprint that they have in KDL. For those who celebrate, she wishes everyone a Merry Christmas, Happy Hannukah and Happy Kwanzaa.

Mr. Myers – Mr. Myers shared the adventure he took with the KDL Bookmobile at Godfrey Lee Early Childhood Center and presented Mr. Noreen with a trophy for his 5 years as a KDL Board of Trustees member and 2 books that will be in circulation at the Nelson Branch.

Ms. Lintemuth - Ms. Lintemuth is sad to see Mr. Noreen go but she is excited to not be the newest member of the board.

Mr. Noreen – Mr. Noreen thanked the KDL Staff and Leadership Team and the KDL Board of Trustees for the five amazing years as part of the organization. He will miss everyone tremendously. He promised not to be a stranger and will be back to visit.

Ms. Weller – Ms. Weller is going to miss Mr. Noreen and is excited for the Board of Trustees Assignment for 2023. She wishes everyone a Merry Christmas and Happy New Year.

10. MEETING DATES

Regular Meeting: Thursday, January 19, 2023 – Kent District Library Service and Meeting Center or via teleconference, 4:30 PM.

11. CLOSED SESSION – Executive Director’s Performance Evaluation

Motion: Mr. Noreen moved at 5:40PM to meet in a closed session pursuant to section 8(a) of the Open Meeting Act for the purpose of conducting the Executive Director’s performance evaluation.

Support: Supported by Ms. Weller.

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

RESULT: Motion Carried 8-0.

Motion: Mr. Dykhuis moved to adjourn the closed session and resume the Regular Board Meeting at 8:12 PM.

Support: Supported by Mr. Erlewein.

12. EXECUTIVE DIRECTOR’S ANNUAL PERFORMANCE

Chair Myers noted that the KDL Board discussed Executive Director Werner’s proposed salary increase for 2023 and, at the request of the Executive Director, will review the Executive Director Employment Agreement on January 19, 2023.

Motion: Ms. Lintemuth moved to approve the Executive Director’s salary increase for 2023.

Support: Supported by Ms. Gilreath-Watts.
Motion: Motion carried.

13. ADJOURNMENT

Motion: Ms. Weller moved for adjournment at 8:40 PM.

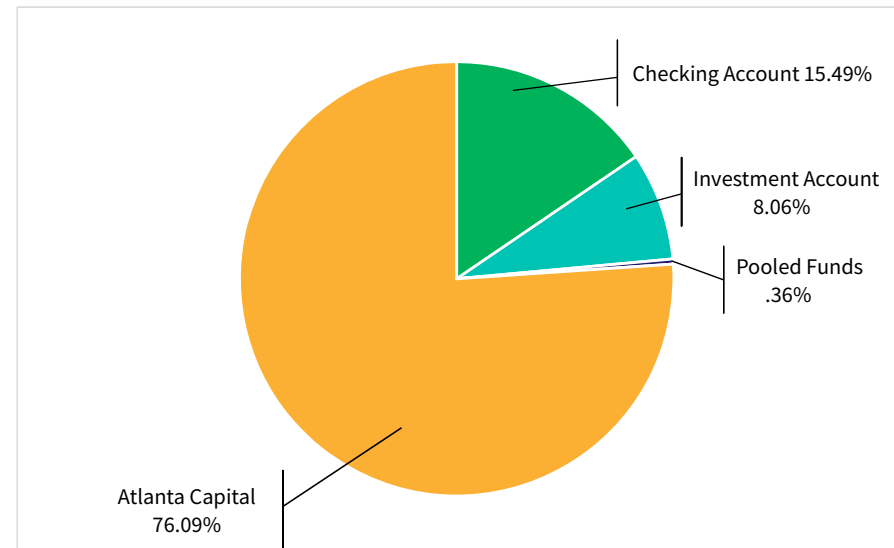
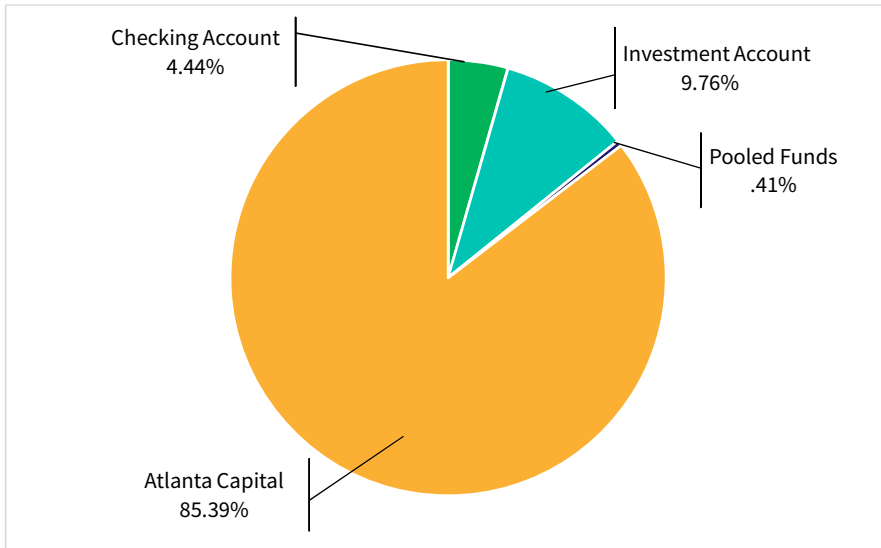
Support: Supported by Ms. Lintemuth.

RESULT: Motion carried.

Lance Werner, KDL Executive Director



Monthly Cash Position Per Bank Month ended December 31



2022		
Account	Rate	Amount
Huntington Checking Account	0.100%	\$599,818.48
Huntington Investment Account	1.004%	\$1,318,414.03
*Kent County Pooled Funds	1.832%	\$56,282.25
Atlanta Capital Investments		\$11,539,654.00
		<u>\$13,514,168.76</u>

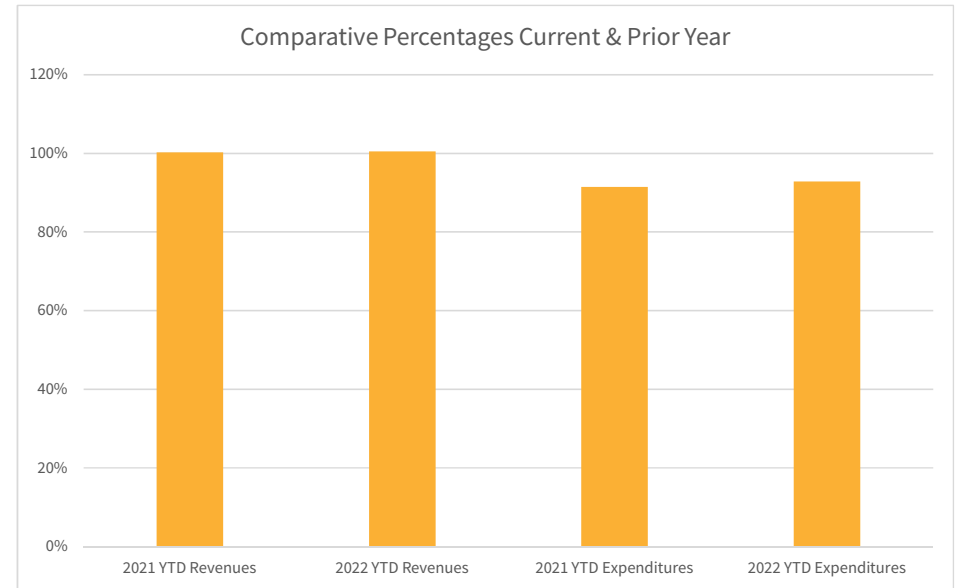
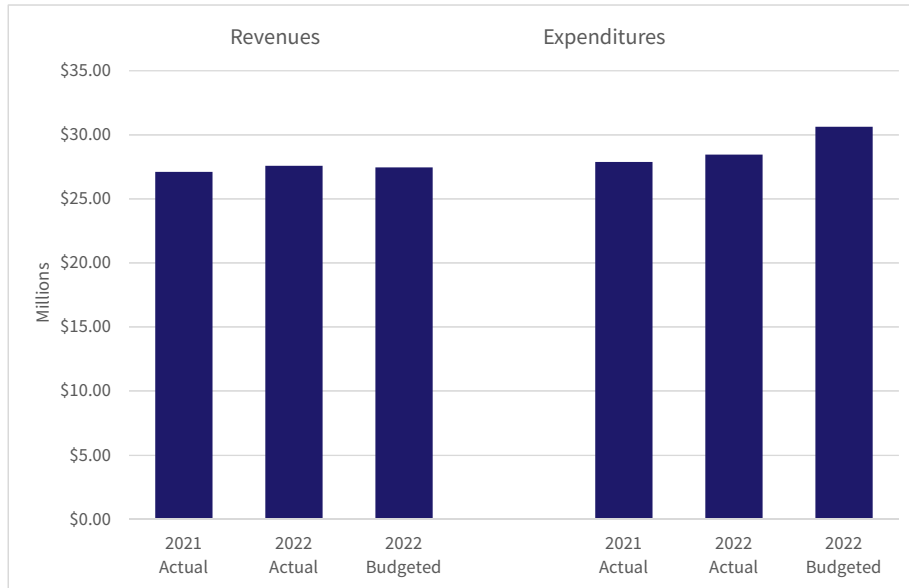
2021		
Account	Rate	Amount
Huntington Checking Account	0.000%	\$2,422,573.14
Huntington Investment Account	0.010%	\$1,260,709.67
*Kent County Pooled Funds	0.631%	\$55,888.54
Atlanta Capital Investments		\$11,898,823.00
		<u>\$15,637,994.35</u>

* Includes Trust Pooled fund balances

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



Monthly Revenues and Expenditures Month ended December 31



Budget to Actual with Prior Year Comparison		
Revenues		
2021 Actual	\$	27,107,527
2022 Actual	\$	27,598,064
2022 Budgeted	\$	27,462,051
Expenditures		
2021 Actual	\$	27,885,827
2022 Actual	\$	28,470,343
2022 Budgeted	\$	30,648,786

Comparative Percentages Current & Prior Year	
Account	Amount
2021 YTD Revenues	100.3%
2022 YTD Revenues	100.5%
2021 YTD Expenditures	91.5%
2022 YTD Expenditures	92.9%

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 12/1/2022 Through 12/31/2022
(In Whole Numbers)

	YTD Actual	2022 Amended Budget	2022 Amended Budget to Actual Variance	Percent Remaining
Revenues				
Property Taxes	25,014,471	25,043,883	(29,412)	(0)%
Penal Fines	631,033	550,000	81,033	15 %
Charges for Services	43,895	35,000	8,895	25 %
Interest Income	(340,485)	(340,000)	(485)	0 %
Public Donations	358,000	275,000	83,000	30 %
Other Revenue	818,976	974,095	(155,119)	(16)%
State Sources	1,072,173	924,073	148,100	16 %
Total Revenues	27,598,064	27,462,051	136,013	0 %
Expenditures				
Salaries and Wages	13,515,207	13,619,957	104,750	1 %
Employee Benefits	3,374,263	3,644,067	269,804	7 %
Collections - Digital	2,364,664	2,399,083	34,419	1 %
Collections - Physical	2,179,388	2,383,793	204,405	9 %
Supplies	569,744	793,654	223,910	28 %
Contractual and Professional Services	1,569,570	1,869,005	299,435	16 %
Programming and Outreach	304,127	425,045	120,918	28 %
Maintenance and Utilities	2,625,949	2,893,439	267,490	9 %
Staff Development	241,593	301,746	60,153	20 %
Board Development	13,816	17,000	3,184	19 %
Other Expenditures	721,700	956,845	235,145	25 %
Capital Outlay	990,321	1,345,152	354,830	26 %
Total Expenditures	28,470,343	30,648,786	2,178,444	7 %
Excess Revenue Over (Under) Expenditures	(872,279)	(3,186,735)	2,314,456	(73)%

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 12/1/2022 Through 12/31/2022
(In Whole Numbers)

	YTD Ending December 31, 2021	YTD Ending December 31, 2022	Total Variance
Revenues			
Property Taxes	24,202,638	25,014,471	811,833
Penal Fines	591,227	631,033	39,805
Charges for Services	45,925	43,895	(2,029)
Interest Income	(9,125)	(340,485)	(331,360)
Public Donations	300,387	358,000	57,614
Other Revenue	983,086	818,976	(164,110)
State Sources	929,188	1,072,173	142,985
Transfers In	64,201	0	(64,201)
Total Revenues	27,107,527	27,598,064	490,537
Expenditures			
Salaries and Wages	12,684,943	13,515,207	830,264
Employee Benefits	3,398,109	3,374,263	(23,846)
Collections - Digital	2,288,884	2,364,664	75,781
Collections - Physical	2,226,203	2,179,388	(46,816)
Supplies	583,429	569,744	(13,684)
Contractual and Professional Services	1,541,821	1,569,570	27,749
Programming and Outreach	139,810	304,127	164,317
Maintenance and Utilities	2,559,836	2,625,949	66,113
Staff Development	83,281	241,593	158,312
Board Development	0	13,816	13,816
Other Expenditures	719,145	721,700	2,555
Capital Outlay	1,660,366	990,321	(670,045)
Total Expenditures	27,885,827	28,470,343	584,516
Excess Revenue Over (Under) Expenditures	(778,300)	(872,279)	(93,979)

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 12/1/2022 Through 12/31/2022
(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	1,708	24,762,949	24,785,883	(22,934)	(0)%
4412 Delinquent personal property taxes	(97)	12,982	10,000	2,982	30 %
4432 DNR - PILT	0	36,937	33,000	3,937	12 %
4437 Industrial facilities taxes	0	201,604	215,000	(13,396)	(6)%
Total Property Taxes	1,611	25,014,471	25,043,883	(29,412)	(0)%
Penal Fines					
4581 Penal fines	0	631,033	550,000	81,033	15 %
Total Penal Fines	0	631,033	550,000	81,033	15 %
Charges for Services					
4660 Other Patron Fees	350	1,588	35,000	(33,412)	(95)%
4685 Materials replacement charges	2,686	42,307	0	42,307	0 %
Total Charges for Services	3,036	43,895	35,000	8,895	25 %
Interest Income					
4664 Interest Earned on Restricted Investments	88	367	0	367	0 %
4665 Interest earned on deposits and investments	37,802	(344,149)	(340,000)	(4,149)	1 %
4666 Interest Earned - Property Taxes	131	3,297	0	3,297	0 %
Total Interest Income	38,021	(340,485)	(340,000)	(485)	0 %
Public Donations					
4673 Restricted donations	24,884	323,801	0	323,801	0 %
4674 Unrestricted donations	20,255	34,200	275,000	(240,800)	(88)%
Total Public Donations	45,139	358,000	275,000	83,000	30 %
Other Revenue					
4502 Universal Service Fund - eRate	0	522,362	732,595	(210,233)	(29)%
4651 Admission/Entry fees	3,736	3,726	0	3,726	0 %
4667 Building rental	0	275	0	275	0 %
4668 Royalties	135	3,742	0	3,742	0 %
4686 Sale of Equipment	50	915	0	915	0 %
4688 Miscellaneous	166	2,334	4,500	(2,166)	(48)%
4695 Health Insurance Plan Experience Rebate	0	285,623	237,000	48,623	21 %
Total Other Revenue	4,087	818,976	974,095	(155,119)	(16)%
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	0	76,857	70,000	6,857	10 %
4549 Personal Property tax reimbursement	0	522,592	400,000	122,592	31 %
Total State Sources	0	1,072,173	924,073	148,100	16 %
Total Revenues	91,895	27,598,064	27,462,051	136,013	0 %
Expenditures					
Salaries and Wages					
5700 Board Stipend	330	3,120	3,900	780	20 %
5706 Extra duty stipends	1,350	4,950	0	(4,950)	0 %
5713 Salary & Wages	1,554,852	13,507,137	13,616,057	108,920	1 %
Total Salaries and Wages	1,556,532	13,515,207	13,619,957	104,750	1 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 12/1/2022 Through 12/31/2022
(In Whole Numbers)

	Current Month	2022 YTD	2022 Amended Budget	2022 Amended Budget to Actual Variance	Percent Remaining
Employee Benefits					
5709 FICA	115,972	998,095	1,011,028	12,933	1 %
5716 Defined Benefit Pension Plan Expenditures	0	0	82,515	82,515	100 %
5717 Defined Contribution Pension Plan Contributions	81,340	577,203	735,358	158,155	22 %
5718 Employee Health Benefits	126,489	1,358,746	1,310,065	(48,681)	(4)%
5720 HSA/Flex	0	369,543	366,201	(3,342)	(1)%
5724 Life Insurance	3,293	34,803	31,000	(3,803)	(12)%
5725 Additional Life Insurance	219	219	0	(219)	0 %
5730 Other Employee Benefits	(182)	36,386	107,900	71,514	66 %
5842 Unemployment Claims	0	(732)	0	732	0 %
Total Employee Benefits	327,131	3,374,263	3,644,067	269,804	7 %
Collections - Digital					
5785 Cloud Library/OverDrive	0	1,540,000	1,540,000	0	0 %
5786 Hoopla	0	500,000	500,000	0	0 %
5787 Digital Collection	572	133,659	136,145	2,487	2 %
5788 Miscellaneous Electronic Access	0	191,006	222,938	31,932	14 %
Total Collections - Digital	572	2,364,664	2,399,083	34,419	1 %
Collections - Physical					
5791 Subscriptions	1,325	88,792	80,040	(8,752)	(11)%
5815 KDL Cruisers	0	12,000	9,228	(2,772)	(30)%
5871 Branch Local Materials - Restricted Donation Expenditures	12	6,922	10,725	3,803	35 %
5982 Collection Materials - Depreciable	58,039	1,308,378	1,368,300	59,922	4 %
5983 CD/DVD Collection Materials - Non-Depreciable	48,482	371,847	408,500	36,653	9 %
5984 Beyond Books Collection - Non-Depreciable	1,308	391,449	507,000	115,551	23 %
Total Collections - Physical	109,166	2,179,388	2,383,793	204,405	9 %
Supplies					
5750 Collection Processing & AV Supplies	4,632	98,651	108,949	10,298	9 %
5751 Supplies	8,950	123,359	156,854	33,495	21 %
5760 Technology & Accessories <\$1000	1,298	25,521	97,971	72,450	74 %
5764 KDL Staff Event, Supplies & Awards	5,403	48,241	59,430	11,189	19 %
5768 Promotions Supplies	11,276	18,373	39,150	20,777	53 %
5770 Other Awards/Prizes	284	147,137	183,850	36,713	20 %
5790 Books (not for circulation)	0	20,295	30,650	10,355	34 %
5851 Mail/Postage	4,526	9,601	35,810	26,209	73 %
5900 Copier/Printer Overage Charges	7,645	78,566	80,990	2,424	3 %
Total Supplies	44,014	569,744	793,654	223,910	28 %
Contractual and Professional Services					
5792 Software	7,065	400,607	557,896	157,289	28 %
5801 Professional & Other Contracted Services	22,163	642,985	745,180	102,195	14 %
5811 IT Contracted Services	0	1,560	0	(1,560)	0 %
5813 Delivery Services	12,600	142,492	162,167	19,675	12 %
5814 Security Services	5,180	60,091	60,445	354	1 %
5817 Lakeland Library Co-op services	0	6,187	6,107	(80)	(1)%
5825 KDL Staff Event Services	0	2,160	850	(1,310)	(154)%

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 12/1/2022 Through 12/31/2022
(In Whole Numbers)

		Current Month	2022 YTD	2022 Amended Budget	2022 Amended Budget to Actual Variance	Percent Remaining
5827	Catering	1,106	26,416	43,675	17,259	40 %
5836	Employee & Partner Care (Flowers, Etc)	0	699	4,300	3,601	84 %
5890	ILS Fees	0	137,055	147,300	10,245	7 %
5891	Licenses and Fees	12,021	149,318	141,085	(8,233)	(6)%
	Total Contractual and Professional Services	60,135	1,569,570	1,869,005	299,435	16 %
	Programming and Outreach					
5795	Programming & Outreach Supplies	7,622	60,547	157,275	96,728	62 %
5865	Programming Services	2,503	41,438	47,740	6,302	13 %
5885	Speakers/Performers	12,550	202,143	220,030	17,887	8 %
	Total Programming and Outreach	22,675	304,127	425,045	120,918	28 %
	Maintenance and Utilities					
5810	IT COLO Infrastructure Services	58,670	702,899	736,750	33,851	5 %
5822	Maintenance Contracts	0	9,151	23,250	14,099	61 %
5848	Mobile Hotspots	43,888	230,144	196,086	(34,058)	(17)%
5849	Cell Phones/ Stipends	2,049	24,658	28,275	3,617	13 %
5850	Telephones	2,422	41,575	37,180	(4,395)	(12)%
5852	Internet/Telecomm Services	56,440	676,815	750,000	73,185	10 %
5919	Waste Disposal	2,130	7,212	6,610	(602)	(9)%
5920	Utilities	5,156	59,046	75,500	16,454	22 %
5925	Lawn care & Snowplowing	4,300	21,062	28,500	7,438	26 %
5928	Branch Maintenance Fees	0	494,188	482,068	(12,120)	(3)%
5930	Repairs & Maintenance	4,028	27,716	113,470	85,754	76 %
5933	Software & IT Hardware Maintenance Agreements	8,244	105,613	189,750	84,137	44 %
5940	Rentals & Leases	4,787	225,870	226,000	130	0 %
	Total Maintenance and Utilities	192,113	2,625,949	2,893,439	267,490	9 %
	Staff Development					
5910	Staff Development & Conferences	12,972	241,593	301,746	60,153	20 %
	Total Staff Development	12,972	241,593	301,746	60,153	20 %
	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	353	4,697	8,720	4,023	46 %
5860	Parking	13	630	4,085	3,455	85 %
5861	Mileage Reimbursement	3,831	36,366	65,734	29,368	45 %
5870	Branch Local Misc - Restricted Donation Expenditures	4,826	117,129	219,705	102,576	47 %
5873	Website	0	152,645	156,400	3,755	2 %
5875	Advertising	3,180	99,535	109,725	10,190	9 %
5901	Outsourced Printing & Publishing	9,440	53,035	61,500	8,465	14 %
5906	Promotions/Marketing	296	29,852	19,355	(10,497)	(54)%
5907	Sponsorships/Donations	0	19,300	17,495	(1,805)	(10)%
5915	Memberships, Dues & Fees	78	78	0	(78)	0 %
5935	Insurance	18	105,748	97,911	(7,837)	(8)%
5939	Workers Compensation Insurance	0	35,369	41,000	5,631	14 %
5955	Miscellaneous	4,872	40,002	90,815	50,813	56 %
5959	Sales Taxes	(23)	(151)	1,000	1,151	115 %
5964	Property Tax Reimbursement	9,247	23,324	60,000	36,676	61 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 12/1/2022 Through 12/31/2022
(In Whole Numbers)

	Current Month	2022 YTD	2022 Amended Budget	2022 Amended Budget to Actual Variance	Percent Remaining
5965 MEL Return Items	246	4,141	3,400	(741)	(22)%
Total Other Expenditures	36,378	721,700	956,845	235,145	25 %
Capital Outlay					
5973 Land Improvements - Non-Depreciable	0	1,110	0	(1,110)	0 %
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)	87,000	348,977	456,400	107,423	24 %
5979 Equipment/Furniture - Non-Depreciable (\$0-4999)	7,087	211,416	400,482	189,066	47 %
5980 Equipment/Furniture - Depreciable (\$5000+)	67,733	124,844	130,769	5,926	5 %
Total Capital Outlay	161,820	990,321	1,345,152	354,830	26 %
Total Expenditures	2,523,509	28,470,343	30,648,786	2,178,444	7 %
Excess Revenue Over (Under) Expenditures	(2,431,615)	(872,279)	(3,186,735)	2,314,456	(73)%

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 12/1/2022 Through 12/31/2022

Check Number	Vendor Name	Check Amount	Check Date
85686	Lake Michigan Credit Union	365,600.00	12/28/2022
AP-223220000668	Priority Health	120,681.32	12/2/2022
85649	TMC Furniture, Inc.	65,889.00	12/13/2022
85611	IP Consulting, Inc.	60,229.91	12/13/2022
85600	Everstream Holding LLC- Michigan	54,365.50	12/13/2022
AP-9920188125	Verizon Wireless - MiFy Routers & Cell phones	35,092.73	12/2/2022
85694	Midwest Tape LLC	26,003.17	12/28/2022
AP-Dec 2022	American Heritage Life Insurance Company / Allstate Benefits	13,357.78	12/30/2022
AP-Sept 2022	American Heritage Life Insurance Company / Allstate Benefits	13,337.94	12/21/2022
AP-Nov 2022	American Heritage Life Insurance Company / Allstate Benefits	13,243.04	12/30/2022
AP-223190001050	Priority Health	12,817.06	12/1/2022
85648	Thomas Klise/Crimson Multimedia	10,825.00	12/13/2022
85713	Urban Libraries Council	10,500.00	12/28/2022
85643	Same Day Delivery, Inc	10,500.00	12/13/2022
85701	RNL Graphics Solutions, LLC	8,992.14	12/28/2022
85665	Rooftop Reindeer	8,800.00	12/28/2022
85609	Holland Litho Printing Services	8,753.52	12/13/2022
85629	Midwest Tape LLC	8,660.63	12/13/2022
85589	Comerica Bank	7,798.65	12/13/2022
AP-9920213406	Verizon Wireless - MiFy Routers & Cell phones	7,560.09	12/2/2022
85594	Demco, Inc	5,156.34	12/13/2022
85661	BookPage	5,040.00	12/28/2022
85719	John W. Covington / DBA The Jon Covington Group	4,930.00	12/28/2022
85641	RNL Graphics Solutions, LLC	4,569.33	12/13/2022
85584	Baker & Taylor	4,419.38	12/13/2022
AP-04038963	Paycor, Inc.	4,341.27	12/8/2022
85695	Modern Makers Home and Bath Provisions	4,120.00	12/28/2022
85669	Findaway World, Llc	4,060.29	12/28/2022
85604	Governmental Consultant Services Inc.	4,000.00	12/13/2022
85660	Bmi	3,903.00	12/28/2022
85653	World Book, Inc.	3,597.00	12/13/2022
85595	Dymaxion Research Ltd	3,408.00	12/13/2022
85620	Library Ideas, Llc	3,388.14	12/13/2022
AP-Dec 2022	PLIC - SBD Grand Island	3,293.43	12/1/2022
AP-207146879221	Consumers Energy	3,034.30	12/2/2022
85654	Xerox Financial Services LLC	2,904.22	12/13/2022
85710	Troost Service Company	2,900.00	12/28/2022
85711	Tun-Dra Kennels	2,700.00	12/28/2022
85708	Thomas Klise/Crimson Multimedia	2,530.00	12/28/2022
85615	HP3 LLC / JW Marriott Grand Rapids	2,500.00	12/13/2022
85712	Unique	2,495.00	12/28/2022
AP-260376	TelNet Worldwide, Inc.	2,421.77	12/23/2022
85667	Demco, Inc	2,361.97	12/28/2022
85582	All Season Lawn Care	2,277.75	12/13/2022
85657	Baker & Taylor	2,132.36	12/28/2022
85650	UAW Local 2600	2,017.66	12/13/2022
AP-9920353974	Verizon Wireless - MiFy Routers & Cell phones	1,801.22	12/2/2022
AP-581729	123.Net, Inc	1,724.00	12/9/2022
85678	Interphase Office Interiors, Inc.	1,685.80	12/28/2022

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 12/1/2022 Through 12/31/2022

Check Number	Vendor Name	Check Amount	Check Date
85687	Pre-Paid Legal Services, Inc.	1,671.90	12/28/2022
85637	Pam Spring Advertising, LLC	1,662.00	12/13/2022
85588	Chelsea Holley	1,650.00	12/13/2022
85658	Bibliotheca, LLC	1,573.95	12/28/2022
85679	IP Consulting, Inc.	1,560.00	12/28/2022
85685	KnowBe4, Inc.	1,505.25	12/28/2022
85631	Lifeworks (US) LTD.	1,416.45	12/13/2022
85673	Grand Rapids Building Services	1,262.00	12/28/2022
AP-205546164187	Consumers Energy	1,241.19	12/8/2022
85651	Unique	1,172.17	12/13/2022
85645	Staples Business Advantage	1,074.50	12/13/2022
85634	Nationwide Trust Company, FSB	1,000.00	12/13/2022
85590	Comprenew	968.90	12/13/2022
85586	The Lillie Labor Law Firm P.C.	942.50	12/13/2022
85633	Nationwide	934.52	12/13/2022
85621	Lindenmeyr Munroe	913.80	12/13/2022
AP-2036757-1122	Dte Energy	880.24	12/1/2022
85671	Cengage Learning	845.36	12/28/2022
85585	Blackstone Audio Inc	817.99	12/13/2022
85718	Xerox Financial Services LLC	815.64	12/28/2022
85674	Grand Rapids Area Chamber Of Commerce	750.00	12/28/2022
85705	Staples Business Advantage	730.38	12/28/2022
85684	KJ Catering, LLC	708.00	12/28/2022
AP-Dec 2022	Delta Dental Of Michigan	701.19	12/12/2022
AP-04059167	Paycor, Inc.	699.25	12/22/2022
85700	Presidio Networked Solutions Group, LLC	680.00	12/28/2022
85664	Comprenew	675.99	12/28/2022
85706	The ScribbleBooks Company, Inc	650.00	12/28/2022
85659	Blackstone Audio Inc	634.25	12/28/2022
85716	West Michigan Center for Arts and Technology	590.90	12/28/2022
85663	Center Point Publishing	574.68	12/28/2022
85680	J.Appleseed/Creative Library Sales	539.10	12/28/2022
85602	Cengage Learning	524.64	12/13/2022
85596	El Vocero	500.00	12/13/2022
AP-2555070	Arrowaste	485.27	12/16/2022
85714	Vertigo Music	481.64	12/28/2022
85666	Deaf & Hard of Hearing Services	435.34	12/28/2022
85587	Center Point Publishing	427.86	12/13/2022
85647	The Green Buffalo	403.25	12/13/2022
85617	Kent County Treasurer-Mi Tax Tribunal Refunds	392.35	12/13/2022
85601	Findaway World, LLC	366.87	12/13/2022
85717	Wolverine Printing Company	357.50	12/28/2022
85639	Real Space LLC	344.50	12/13/2022
85662	CDW Government, Inc.	340.46	12/28/2022
85638	Performance Assessment Network	320.00	12/13/2022
85635	Nei Thuan / Eternal Coffee	300.00	12/13/2022
85597	Employee Assistance Center (EAC)	255.00	12/13/2022
85689	Lindenmeyr Munroe	238.55	12/28/2022
85605	Grainger	228.88	12/13/2022
AP-2911282-1122	Comcast Cable	223.90	12/9/2022
AP-015735	Medtipster.com, LLC.	209.55	12/16/2022
85655	Absopure Water Company	205.00	12/28/2022
85610	Huron Associates LLC	200.00	12/13/2022

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 12/1/2022 Through 12/31/2022

Check Number	Vendor Name	Check Amount	Check Date
85652	Wendy Kuzma	200.00	12/13/2022
85581	Absopure Water Company	168.00	12/13/2022
85606	Buie Costello & Co.	160.00	12/13/2022
85591	COSUGI	150.00	12/13/2022
85603	Gaslight Village Business Association	150.00	12/13/2022
85636	Northview Band Boosters	150.00	12/13/2022
85698	Overdrive, Inc	130.00	12/28/2022
AP-0021585-1222	Comcast Cable	126.90	12/27/2022
85599	Everlasting Green Plantscape LLC	120.00	12/13/2022
85642	Roberta Schwartz	120.00	12/13/2022
85715	Walgreen Co	105.00	12/28/2022
85624	Melissa Budzynski	100.00	12/13/2022
85630	MLA- Michigan Library Association	85.00	12/13/2022
AP-9919543642	Verizon Wireless - MiFy Routers & Cell phones	82.96	12/5/2022
85681	Kalamazoo Sanitary Supply / KSS Enterprises	77.63	12/28/2022
85656	Advanced Ecosystems / FishGuy	75.00	12/28/2022
85676	Holly Goulet	70.67	12/28/2022
85709	Thomas Noreen	70.01	12/28/2022
85646	Susan Erhardt	68.66	12/13/2022
85668	ClearStar, Inc.	64.80	12/28/2022
85682	Kelaine Mish	64.68	12/28/2022
85616	Kalamazoo College	60.00	12/13/2022
85618	Kourtney Kramo	60.00	12/13/2022
85697	Nicole Lintemuth	57.50	12/28/2022
85675	Herrick District Library-Ho	55.00	12/28/2022
85703	Shirley Bruursema	50.00	12/28/2022
85702	Sheri Gilreath-Watts	48.75	12/28/2022
AP-AE11-17-22	Andrew Erlewein	48.75	12/29/2022
AP-AE12-15-22	Andrew Erlewein	48.75	12/29/2022
85699	Peter Dykhuis	46.25	12/28/2022
85608	Hispanic Center of Western Michigan	45.00	12/13/2022
85696	Nationwide Trust Company, FSB	44.31	12/28/2022
AP-CM11-17-22	Charles R. Myers	43.75	12/29/2022
AP-CM12-15-22	Charles R. Myers	43.13	12/29/2022
85683	Kelly Versluis	42.98	12/28/2022
AP-PW12-15-22	Sarah Ann Weller	38.13	12/29/2022
AP-PW11-17-22	Sarah Ann Weller	38.12	12/29/2022
85619	Leah Hansen	33.96	12/13/2022
85607	Heart Of West Michigan United Way	33.00	12/13/2022
85598	ClearStar, Inc.	32.40	12/13/2022
85640	Rebecca Maupin	28.27	12/13/2022
85625	Michelle Volkers	26.24	12/13/2022
85707	Theresa Marz	25.99	12/28/2022
85593	Dawn Heerspink	23.25	12/13/2022
85690	Mary Cook	22.79	12/28/2022
85704	St Clair County Library	22.00	12/28/2022
85672	Grainger	19.91	12/28/2022
85688	Liberty Mutual Insurance	18.00	12/28/2022
85613	Jessica Cnossen	17.99	12/13/2022
85614	Josh Monroe	17.99	12/13/2022
85677	Indian River Area Library	16.85	12/28/2022
85622	Lori Bickel	16.00	12/13/2022
85632	Myles Mix	15.49	12/13/2022

Date: 1/6/23 10:55:05 AM

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Kent District Library
Check/Voucher Register - Check Register - Board Report
From 12/1/2022 Through 12/31/2022

<u>Check Number</u>	<u>Vendor Name</u>	<u>Check Amount</u>	<u>Check Date</u>
85670	Flat River Community Library-Mg	15.00	12/28/2022
85612	isolved Benefit Services	12.87	12/13/2022
85592	David Anderson	10.34	12/13/2022
85623	Lucas Jordan	<u>5.99</u>	12/13/2022
Report Total		<u><u>999,326.43</u></u>	

Kent District Library
Check/Voucher Register - Voided Checks
From 12/1/2022 Through 12/31/2022

<u>Check Number</u>	<u>Vendor Name</u>	<u>Check Amount</u>	<u>Check Date</u>
85326	Buie Costello & Co.	(160.00)	12/2/2022
85384	DK Security	(960.00)	12/14/2022
85410	Michael Fornes / Sundown Productions	(150.00)	12/2/2022
85514	Wanda Scott & Associates	<u>(6,000.00)</u>	12/12/2022
Report Total		<u><u>(7,270.00)</u></u>	

Director's Report

December 2022

Alpine, Tyrone + Walker

At the Alpine Branch, librarians are looking forward to the Meet the Sled Dogs program. During this fun outdoor program, kids meet the sled dogs from Tun-Dra kennels and have the chance to ask questions about mushing, the Iditarod, and more. Branch Librarian Anne Bartsch (pictured) had a wonderful time last year and is looking forward to the Alpine Branch hosting the program again on February 18th, 2023 at 10:00 AM.

At the Tyrone Township Branch, 2023 will be the first year with an in-branch programming space. Branch Librarians Caleb Perkins and Katie Mitchell are excited to use the new space for Storytime, Teen Zones, and more. In late December, Katie and Caleb began to use the new space for informal Teen Zones Tuesdays through Fridays after school. The new space has been wonderful and has made the library more welcoming for patrons of all ages. The teens and tweens have had a great time playing games and making crafts in the new programming space, and the rest of the library is less crowded during after-hours so that adults and families with young children can browse and play.

At the Walker Branch, Countdown to Happy Noon Year is a favorite program. During this program, held on December 31st, 2022 starting at 11:30 AM, kids ring in the new year with a countdown, noisemakers, crafts and fun – at noon instead of midnight so kids can enjoy the festivities without staying up past their bedtime.



Caledonia + Cascade

In 2023, the Cascade and Caledonia Branches will build on the increased visitor counts from 2022. Regional Manager 1 Lulu Brown and Regional Manager 2 Ashley Smolinski are developing an action plan to help team members build stronger connections with patrons. Lulu and Ashley are excited to continue evaluating technology that can help staff process materials quicker to reinvest that time into customer service and materials advisory.

At the Caledonia Branch, the team is focusing on strengthening connections to the community through strategic outreach and inclusive programming. In April 2023 the Community Green Park located in front of the Caledonia Branch will open the splash pad that was built in November 2022. Branch librarians are starting to plan out ways to engage with potential first-time library users the splash pad will attract. Branch Librarian Alyson Cryderman had a returning family with an infant that uses sign language to communicate. Whenever the baby sees Alyson in the branch, she signs the word “more” to her parents and they communicated that she wants Babytime to be every day.

The patrons are enjoying the new Wondernook play space and new toys in the STEAM Zone. Staff have received many compliments from patrons about having a safe space to play and learn. The first Storytime of the year had 67 people in attendance and the team is excited to return to regular programming!

At the Cascade Branch, the team is looking forward to creating an engaging outdoor space with the support of the Friends of the library and other donors. The program the team was most proud of this winter was the December 6th Reindeer Night. Branch Librarians Dave Palma, Ashley Geglio, and Aislynn Wallace created a station-based program that brought in a crowd of 1100! Assistant Branch Librarians Talea Fournier, Jessica Hannah, Tricia van Zelst, Scott Small and Dan Morris dressed in festive attire and helped greet patrons as they explored the teen craft holiday expo, holiday music from local artists, hot cocoa provided by Fresh Thyme and even time with local firefighters dressed as Santa and his helpers! This season, the team is excited to curate books for busy parents/caregivers by bringing checkout directly into Storytimes through the Bookshelf Mobile provided by the Friends of the Library!



Comstock Park + Plainfield

Both the Comstock Park Community and the branch staff will miss branch librarian Leigh Verburg following her promotion to Branch Outreach and Programming Specialist at the Cascade and Caledonia branches.

Filling Leigh's large story-time shoes will be a new full-time librarian from the Plainfield Branch, David Fletcher (Fletch). In addition to Fletch, The Comstock Park Branch will start 2023 with a fabulous new firetruck in the WonderKnook because the library is a former fire station building. (Both pictured below)

The Plainfield Branch will miss Fletch but looks forward to hiring a new part-time librarian. Plainfield staff also eagerly anticipate the arrival of their own WonderKnook furniture. The hard-working and award-winning Friends of the Plainfield Library have donated a significant amount of money to augment the furniture that KDL has purchased for the WonderKnook. Staff look forward to a completely new look and feel in the children's area of the library. For now, the kiddos (And leadership team!) at Plainfield are loving tapping on the new drums that the Friends provided.



Featured Department Patron Services

What a fun and busy year 2022 was for the Patron Services Department! The 11 Patron Service Librarians answered 82,265 calls, 33,124 patron e-mails, and 687 chats. Overall, this was 116,076 patron relationship-building opportunities.

The Patron Services department has proved to be a tenacious bunch. A patron recently said to a Patron Services Librarian "You guys are the best. I seem to always order books that few want to read and you folks almost become archaeologists in your attempts to find them!! Thanks!!!"

The Talking Book and Braille Center was relocated to the Service Center where it was previously located at the Wyoming branch. Patron Service Librarians began to process Talking Book and Braille applications, material requests, and other Talking Book and Braille troubleshooting issues.

Looking forward to 2023, the Patron Services Department is expanding chat services beyond the normal hours of operation to better assist patrons using the website or needing assistance during non-traditional hours. Chat will be supported until 12:00 am EST using a third-party system.

In 2023, the Patron Services Department will also be focusing on translation services to better assist non-English-speaking community members.

Additionally, one of the department's goal's this year is to find ways to build meaningful relationships with our virtual users. There are several KDL patrons who register for a card at home and begin using eBooks, eAudiobooks, Kanopy, and other digital resources right away without ever coming to a branch. The goal is to make them feel just as welcome and informed as if they had signed up for a card in a branch.



Katie Kudos

December 2022

Audrey Barker Caledonia Township

Nominated by Leigh Verburg

Courageous

"Audrey has taken up the challenge of supporting the Caledonia High School teachers and students with books. She is passionate about helping them get what they need. She has created many lifelong readers, I am sure. You are amazing, Audrey!"

Nominated by Alyson Cryderman

Helpful

"Thank you for all of your help with getting ready for the Gingerbread Lane ... from making houses to sorting candy! You helped make this program shine!"

Nominated by Emily Dao

Authentic

"Audrey did a fantastic job of turning our lobby into a whimsical winter wonderland. We have received so many positive comments - thanks to her creativity and hard work! Thank you for spreading the magic of the season!!"

Mara Deckinga Wyoming Branch

Nominated by Leigh Verburg

Nominated by Liesl DeJonge

Inclusive

"Mara always goes above and beyond when working with patrons. She is always willing to leave the desk to show someone around, walk them through a piece of technology, and is always giving extra information about the library to the patrons she is working with. She lets them know about our resources that are relevant to their needs after the interaction is complete."

Christne Page Nelson | Sand Lake Township

Nominated by Jaci Cooper

Helpful

"Thank you both for greeting the play space vendor and for helping to guide them through the installation. Thank you also for the awesome photos of the little blue truck and the updates on how it went!"



Upcoming Meetings + Dates of Interest

Upcoming Meetings

Regular Board Meeting
Thursday, February 16, 2023
4:30 PM
KDL Service + Meeting Center

Regular Board Meeting
Thursday, March 16, 2023
4:30 PM
KDL Amy Van Andel Library

Regular Board Meeting
Thursday, April 20, 2023
KDL Service + Meeting Center

Dates of Interest

KDL Pension Meeting
February 15, 2023
1:00 PM
KDL Service + Meeting Center





MONTHLY PROJECT REPORT

**DECEMBER
2022**

0 New projects approved

14 In approval queue

0 Declined

9

Active Approved
Projects

	On Time	6
	Late (At Risk)	3
	Paused	0
	Completed since 01/22	19

1,000 Books Before Kindergarten (1KB4K) Revamp



Project Lead: Dawn Heerspink
Status: On track

Approval Date: 11.23.22
Due Date: 09.30.23

The team is off and running with project tasks. Thus far, team members have decided to pursue a "Native Woodland Animals of Michigan" theme for the revamp. Other key components of the project that the team looks forward to tackling: 1. Establishing a digital tracking option through Beanstack, which will make tracking and recording more convenient for busy caregivers and also create further simplicity and more accurate data collection for staff. 2. Reformatting the paper tracking option into a keepsake booklet, complete with early literacy information endorsed by Kent County Success Basics and full-color animal stickers. 3. Offering a higher quality bookbag with updated KDL colors and branding for program completers.

Annual Pet Calendar



Project Lead: Randy Goble
Status: Complete

Approval Date: 08.03.22
Due Date: *new due date of 01.15.23*

The pet calendar project was a lot of fun and brought happiness to many people around Kent County, raising an approximate total of \$2,000 for the library. As a final push to clear inventory, the suggested donation level for the calendar has been reduced to just \$5 until the end of January. As of now, all associated deliverables for the project have been satisfied, though the team is not planning on pursuing additional calendar contests for 2024 and beyond.

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*

The merchandising manual has been finalized and, with merchandising concepts fully operationalized, the Circulation Advisory Group has been officially dissolved. Project Leads Jared Seigel and Shelby Toren are now working with Training Manager Trish Reid to finalize procedures and materials for new staff and Merchandising Champions, after which this project will be ready to close.

EDI Collection Audit / Tagging (Phase 2)



Project Lead: Tammy Schneider

Status: On track

Approval Date: 03.24.21

Due Date: 03.31.23

Staff training was completed in December thanks to Librarians Taylor Rhoades, Katie Mitchell, Marie Mulder and Training Manager Trish Reid. In the meantime, the team will survey staff on project rollout successes and opportunities before preparing for closeout.

Email Group Streamline + Update



Project Lead: Elvia Myers

Status: On track

Approval Date: 03.02.22

Due Date: *new due date of 03.31.23*

The project team is currently doing a final review of flowcharts and procedures, as well as training and onboarding materials, with a complete rollout to staff expected to begin at the end of January.

KDL Way Service Vision + Training



Project Lead: Jennifer DeVault + Lulu Brown

Status: At Risk - Timeline and Scope

Approval Date: 03.02.22

Due Date: *new due date of 03.31.23*

The team has met several times to make updates to new policies, procedures and updated KDL Way documents. As stated previously 27 new fundamentals have been rolled out to staff, with special emphasis placed on KDL's main goal to "Go Further with Service." All managers will have special access to an app that offers a range of scenarios specific to each and every fundamental. Once this is fully in place, the project will be ready to close out.

Library Ambassador Program Pilot



Project Lead: Deb Schultz

Status: On track

Approval Date: 10.26.22

Due Date: 02.28.23

With the project in full swing, the team has thus far determined that the four main Ambassador Groups will be: the Docent, the Friends of the Library, the Secret Shopper and the Social Media Contributor. Landing pages have already been created in VolunteerHub so that Ambassadors can view events. Training materials are currently being developed and will engage ten Ambassadors in the KDL Way and service expectations, introduce and define each of the four groups and provide VolunteerHub training.

Library Relationship Management (CRM)



Project Lead: Hannah Lewis

Status: On track

Approval Date: 08.17.22

Due Date: 03.31.23

With the Customer Relationship Management (CRM) support search ongoing, introductory meetings and demos have already taken place with LibConnect, Zoho, Microsoft Dynamics, Salesforce and Capsule. Zoho, Dynamics and Salesforce all have non-profit discounts available, which the team is actively investigating.

Picture Book CORE Collection

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

Approval Date: 11.23.22
Due Date: 05.31.23

The team began the project with a kickoff meeting on December 19 wherein they discussed the process for selecting the 100 collection titles. Team members were asked to add potential titles to a shared spreadsheet. At a meeting on January 4, the fun part began: Discussing the merits of each and every one of the proposed titles. The team will continue to meet on a biweekly basis until this list is finalized, after which books will be ordered, catalogued, stickered and sent off to branches.

Systemwide WonderKnook Refresh

● **Project Lead:** Missy Lancaster
Status: At Risk - Timeline

Approval Date: 09.23.21
Due Date: *new due date of 03.31.23*

Many items have been installed in the last month, including: playtables at Grandville, Cascade, Amy Van Andel Library, Byron and Walker; play kitchens at Comstock Park, East Grand Rapids, Caledonia and Tyrone; and a tractor at Tyrone. More items will be arriving throughout January and on into February. The project team is working closely with the Marketing + Communications department to plan for proper celebrations and festivities once the pieces have all arrived. Keep your eyes peeled for something like a fun little ribbon cutting, coming your way soon.





BUILDING PROJECTS

Krause Memorial (Rockford)

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

The second annual Rockford's Got Talent show took place on Saturday, January 7 and was hugely successful. Half of the proceeds (total yet to be announced) from the show will go toward the Krause Memorial Library expansion project. Fundraising Committee Chairs have since been named: Tom Rich and Bobbi Jo Blanton.

Tyrone Township

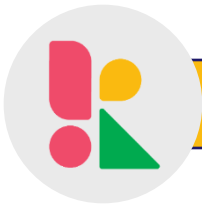
● **Project Lead:** Craig Buno **Approval Date:** N/A
Status: N/A **Due Date:** N/A

No update at this time.

Walker

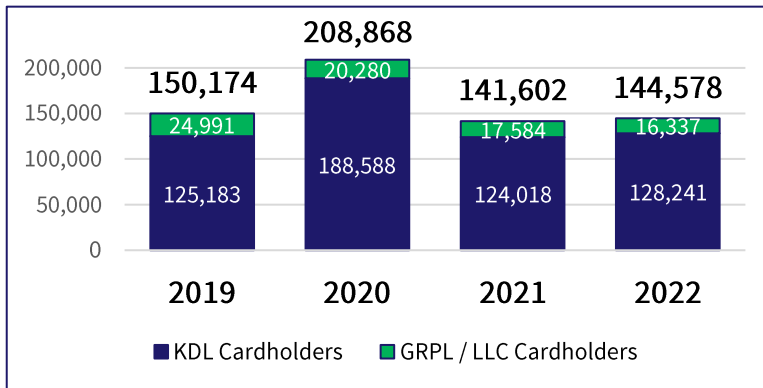
● **Project Lead:** Craig Buno **Approval Date:** N/A
Status: N/A **Due Date:** N/A

No update at this time.



DECEMBER 2022 STATISTICAL SUMMARY

Active Patrons:



1,257 Accounts Added in December:

- 1,080 New KDL Cardholders
- 125 New GRPL Cardholders
- 52 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.

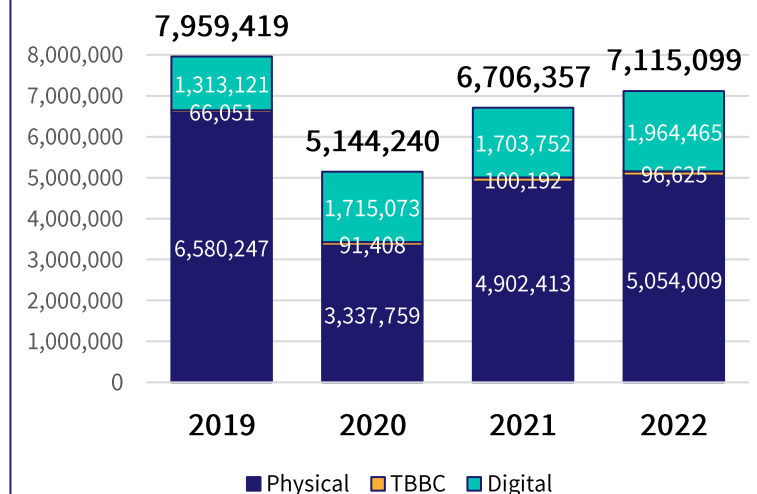
Note: Branches were closed March 13 – August 4, 2020 and November 16, 2020 – January 18, 2021 due to COVID-19. Curbside service began June 15, 2020. Limited in-branch hours were offered August 5 – September 20, 2020.

Comparing to Previous Timeframes:

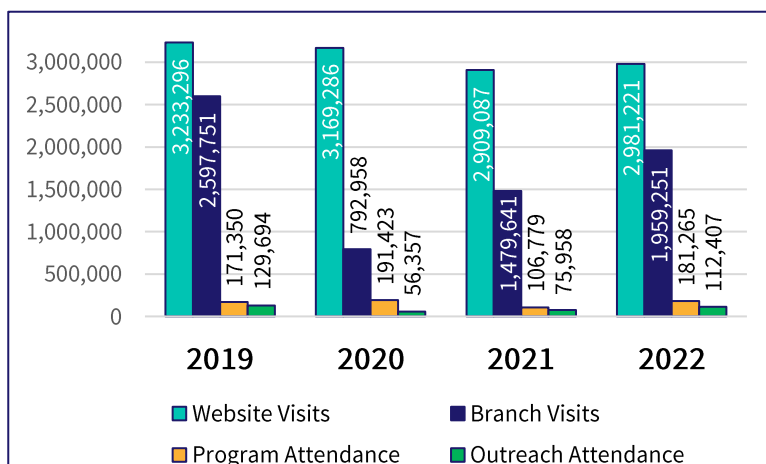
- **Physical Checkouts:** Down 2% from last month; Down 2% from 2021; Down 18% from 2019
- **Digital Checkouts:** Up 5% from last month; Up 12% from 2021; Up 47% from 2019
- **Visitor Count:** Up 1% from last month; Up 11% from 2021; Down 15% from 2019
- **Program Attendees:** Up 82% from last month; Up 61% from 2021; Down 2% from 2019

(See following page for more details)

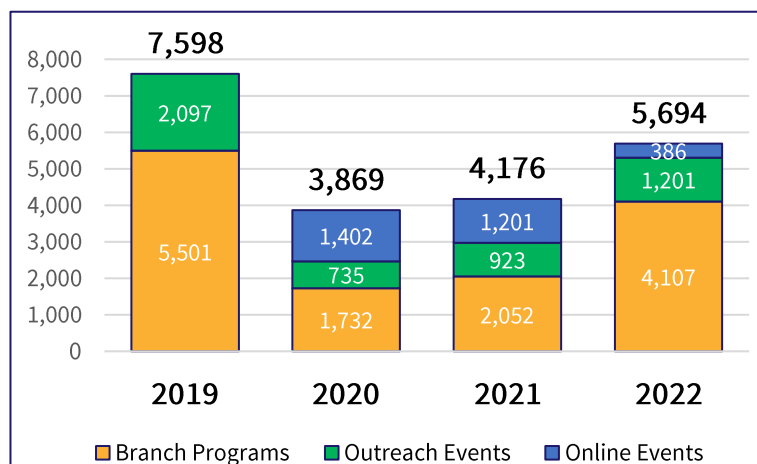
Circulation YTD:



People Served YTD:



Number of Events YTD:

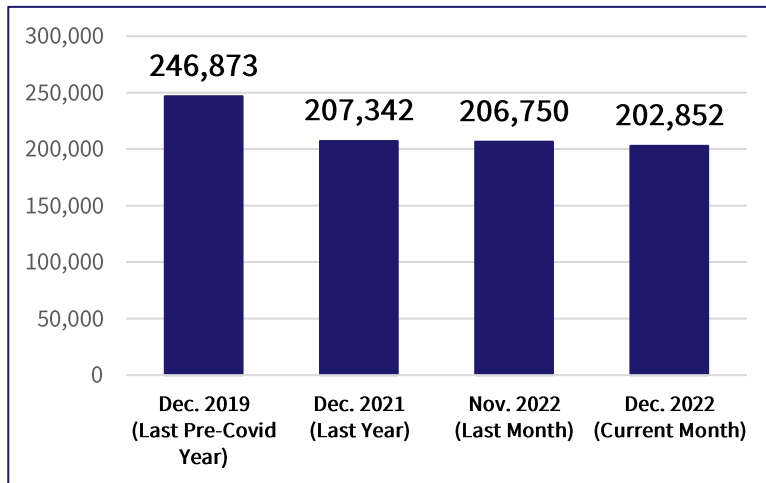




DECEMBER 2022 STATISTICS IN-DEPTH

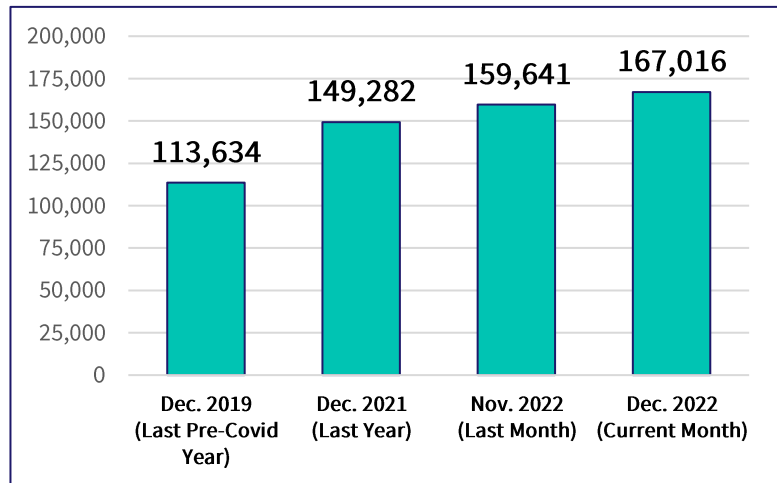
How have our basic statistics changed month-to-month and when compared to last year (2021), and compared to the last pre-COVID year of 2019?

Physical Items Checked Out:



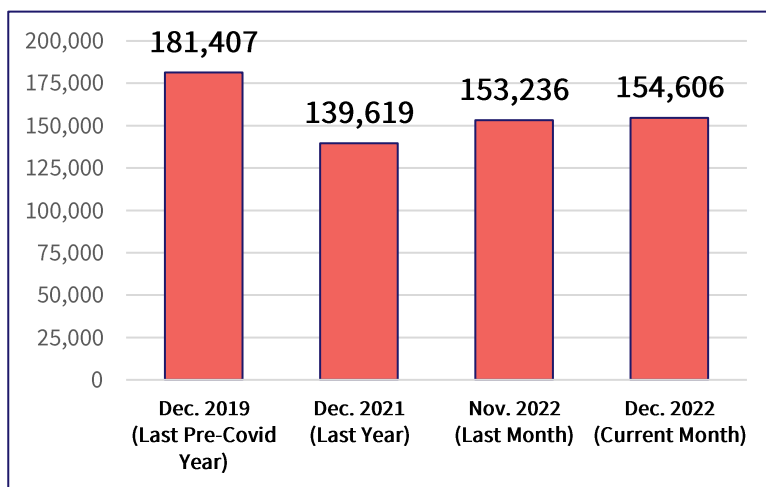
Physical checkouts are **down 2%** from last month, **down 2%** from the same month last year, and **down 18%** compared to the same month in 2019.

Digital Items Checked Out:



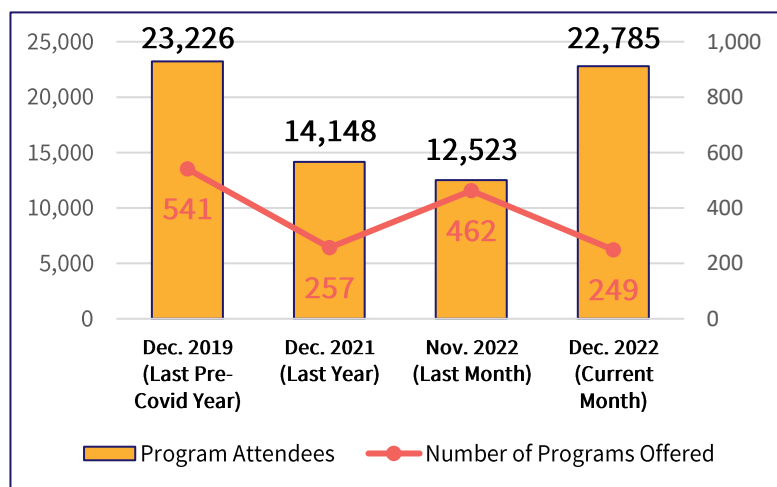
Digital checkouts are **up 5%** from last month, **up 12%** from the same month last year, and **up 47%** compared to the same month in 2019.

Visitor Count:



Branch visitors are **up 1%** from last month, **up 11%** from the same month last year, and **down 15%** compared to the same month in 2019.

Programs & Outreach:



Program & Outreach attendance is **up 82%** from last month, **up 61%** from the same month last year, and **down 2%** 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	293
2. <i>Top Gun: Maverick</i> DVD	154
3. <i>I'm Glad My Mom Died</i> by Jennette McCurdy	124
4. <i>Mad Honey</i> by Jodi Picoult	117
5. <i>It Ends with Us</i> by Colleen Hoover	107
6. <i>Book Lovers</i> by Emily Henry	106
7. <i>The Boys from Biloxi</i> by John Grisham	101
8. <i>Bullet Train</i> DVD	97
9. <i>Going Rogue: Rise and Shine</i> <i>Twenty-Nine</i> by Janet Evanovich	96
10. <i>Verity</i> by Colleen Hoover	92

All Physical Items (Most Holds):

<u>Title</u>	<u>Holds</u>
1. <i>The Boys from Biloxi</i> by John Grisham	172
2. <i>Lessons in Chemistry</i> by Bonnie Garmus	171
3. <i>It Starts with Us</i> by Colleen Hoover	160
4. <i>Mad Honey</i> by Jodi Picoult	158
5. <i>Heart Bones</i> by Colleen Hoover	142
6. <i>Friends, Lovers, and the Big Terrible Thing</i> by Matthew Perry	138
7. <i>A World of Curiosities</i> by Louise Penny	122
8. <i>Tomorrow, and Tomorrow, and Tomorrow</i> by Gabrielle Zevin	121
9. <i>Remarkably Bright Creatures</i> by Shelby Van Pelt	110
10. <i>All Your Perfects</i> by Colleen Hoover	98

OverDrive Items (Most Checkouts):

<u>Title</u>	<u>Checkouts</u>
1. <i>Verity</i> by Colleen Hoover	204
2. <i>Book Lovers</i> by Emily Henry	178
3. <i>The Last Thing He Told Me</i> by Laura Dave	174
4. <i>The Seven Husbands of Evelyn Hugo</i> by Taylor Jenkins Reid	169
5. <i>It Ends with Us</i> by Colleen Hoover	144
<i>Lovelight Farms</i> by B.K. Borison (audio)	144
<i>The Last Thing He Told Me</i> by Laura Dave (audio)	144
8. <i>Girl, Forgotten</i> by Karin Slaughter (audio)	134
9. <i>Horse</i> by Geraldine Brooks	129
10. <i>I'm Glad My Mom Died</i> by Jennette McCurdy (audio)	126

OverDrive Items (Most Holds):

<u>Title</u>	<u>Holds</u>
1. <i>It Starts with Us</i> by Colleen Hoover	693
2. <i>I'm Glad My Mom Died</i> by Jennette McCurdy (audio)	523
3. <i>Lessons in Chemistry</i> by Bonnie Garmus	484
4. <i>Mad Honey</i> by Jodi Picoult	448
5. <i>It Ends with Us</i> by Colleen Hoover	392
6. <i>The Boys from Biloxi</i> by John Grisham	390
7. <i>Lessons in Chemistry</i> by Bonnie Garmus (audio)	363
8. <i>It Starts with Us</i> by Colleen Hoover (audio)	329
9. <i>It Ends with Us</i> by Colleen Hoover (audio)	325
10. <i>Tomorrow, and Tomorrow, and Tomorrow</i> by Gabrielle Zevin	323

NEW HIRES	POSITION	EFFECTIVE
Neil Rajala	Assistant Branch Librarian - Cascade	December 12
Rachel Kaphing	Assistant Branch Librarian – East Grand Rapids	December 12
Alicia Oliver	Shelver – Wyoming	January 23

DEPARTURES	POSITION	EFFECTIVE
Abby Black	Branch Librarian – Wyoming	December 30
Jason Entingh	Assistant Branch Librarian – Byron	December 31
Audrey Searles	Assistant Branch Librarian – Cascade	January 4
Kelsea Wierenga	Assistant Branch Librarian – East Grand Rapids	January 10
Leisa Ball	Collection Services Assistant – Service Center	January 10
Mimi Martin	Assistant Branch Librarian – East Grand Rapids	January 18
Kelaine Mish	Bookmobile Operator – Service Center	January 20

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Martha Lin	Assistant Branch Librarian – Gaines Township	Branch Librarian – Gaines Township	December 12
Katie Baumann	Shelver - Kentwood	Assistant Branch Librarian – Gaines Township	December 12
Jessica Hannah	Shelver - Cascade	Collection Services Assistant – Service Center	December 26
Jordan Perkins	Assistant Branch Librarian – Comstock Park	Branch Librarian – Krause Memorial	December 26
Dave Fletcher	Branch Librarian – Plainfield	Branch Librarian – Comstock Park	January 2
Olivia Yeadon	Assistant Branch Librarian – Krause Memorial	Assistant Branch Librarian Sub	January 3
Julie Ralston	Branch Outreach & Programming Specialist – Walker/Alpine/Tyrone	Branch Outreach & Programming Specialist – Grandville/Byron	January 9
Gwen Genzink	Branch Librarian - Cascade	Assistant Branch Librarian Sub	January 14
Tina Cornwell	Assistant Branch Librarian – Nelson/Krause Memorial	Assistant Branch Librarian – Krause Memorial	January 23

OPEN POSITIONS	TYPE
Branch Outreach & Programming Specialist- Walker/Alpine/Tyrone	Full-time
Shelver – Kentwood (3 positions)	Part-time
Branch Librarian – Wyoming	Full-time
Assistant Branch Librarian – Comstock Park	Part-time
Assistant Branch Librarian – Krause Memorial	Part-time
Shelver – Cascade (2 positions)	Part-time
Assistant Branch Librarian – Grandville	Part-time
Branch Librarian – Plainfield	Part-time
Assistant Branch Librarian – Cascade	Part-time
Assistant Branch Librarian – East Grand Rapids (2 positions)	Part-time
Branch Librarian – Cascade	Part-time
Bookmobile Operator – Service Center	Full-time

EMPLOYEE ANNIVERSARIES (FEBRUARY)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Megan Versluis	Collection Services	15 years
Anna-Marie Boss	Wyoming	7 years
Tina Cornwell	Krause Memorial	7 years
Kathleen Mitchell	Tyrone Township	6 years
Gayle Poertner	Sub Pool	6 years
Emily Dao	Caledonia	2 years
Morgan Shepard	Kentwood	2 years
Liv Deliyannides	Wyoming	1 year
Nancy Dultz	Nelson Township	1 year
Anna Hesselschwerdt	Alpine Township	1 year
Courtney Van Vugt	Grandville	1 year

BOARD OF TRUSTEES ATTENDANCE - 2022

	SHIRLEY BRURSEMA	ANDREW ERLEWEIN	PETER DYKHUIS	SHERI GILREATH- WATTS	NICOLE LINTMUTH	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	X	X	X	X	X	X	X	X
November 17, 2022	X*	X	X*	X	X	X		X
December 15, 2022	X	X	X	X	X	X	X	X

*BOARD PARTICIPATION VIA TELECONFERENCE

TRUSTEE NAME	MEETING DATE		TRUSTEE NAME	MEETING DATE



BOARD OF TRUSTEES CONFLICT OF INTEREST STATEMENT

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

Signature

Date

Printed Name

DISCLOSURES: (Below, indicate “none” if applicable or give a brief explanation of the conflict.)

KDL POLICY 5.3

CONFLICT OF INTEREST—BOARD & STAFF

LAST REVISED 8.15.19

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

CONFLICT OF INTEREST STATEMENT - BOARD

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

CONTRACTS OF PUBLIC SERVANTS WITH PUBLIC ENTITIES

Act 317 of 1968

AN ACT relating to the conduct of public servants in respect to governmental decisions and contracts with public entities; to provide penalties for the violation of this act; to repeal certain acts and parts of acts; and to validate certain contracts.

History: 1968, Act 317, Eff. Sept. 1, 1968;—Am. 1984, Act 81, Imd. Eff. Apr. 18, 1984.

The People of the State of Michigan enact:

15.321 Public servants, contracts with public entities; definitions.

Sec. 1. As used in this act:

(a) "Public servant" includes all persons serving any public entity, except members of the legislature and state officers who are within the provisions of section 10 of article 4 of the state constitution as implemented by legislative act.

(b) "Public entity" means the state including all agencies thereof, any public body corporate within the state, including all agencies thereof, or any non-incorporated public body within the state of whatever nature, including all agencies thereof.

History: 1968, Act 317, Eff. Sept. 1, 1968.

Compiler's note: Section 191 of Act 227 of the Public Acts of 1975 repealed MCL 4.401 to 4.410, 168.901 to 168.929, 15.321 to 15.330, 15.301 to 15.310, and 15.341 to 15.348. The Michigan Supreme Court, however, in Advisory Opinion on Constitutionality of 1975 PA 227, 396 Mich. 123, 240 N.W.2d 193 (1976), held Act 227 of the Public Acts of 1975 unconstitutional for being in violation of Mich. Const., Art. 4, § 24.

15.322 Public servant; soliciting, negotiating, renegotiating, approving, or representing a party to a contract with public entity prohibited.

Sec. 2. (1) Except as provided in sections 3 and 3a, a public servant shall not be a party, directly or indirectly, to any contract between himself or herself and the public entity of which he or she is an officer or employee.

(2) Except as provided in section 3, a public servant shall not directly or indirectly solicit any contract between the public entity of which he or she is an officer or employee and any of the following:

(a) Him or herself.

(b) Any firm, meaning a co-partnership or other unincorporated association, of which he or she is a partner, member, or employee.

(c) Any private corporation in which he or she is a stockholder owning more than 1% of the total outstanding stock of any class if the stock is not listed on a stock exchange, or stock with a present total market value in excess of \$25,000.00 if the stock is listed on a stock exchange or of which he or she is a director, officer, or employee.

(d) Any trust of which he or she is a beneficiary or trustee.

(3) In regard to a contract described in subsection (2), a public servant shall not do either of the following:

(a) Take any part in the negotiations for such a contract or the renegotiation or amendment of the contract, or in the approval of the contract.

(b) Represent either party in the transaction.

History: 1968, Act 317, Eff. Sept. 1, 1968;—Am. 1992, Act 9, Imd. Eff. Mar. 10, 1992.

Compiler's note: Section 191 of Act 227 of the Public Acts of 1975 repealed MCL 4.401 to 4.410, 168.901 to 168.929, 15.321 to 15.330, 15.301 to 15.310, and 15.341 to 15.348. The Michigan Supreme Court, however, in Advisory Opinion on Constitutionality of 1975 PA 227, 396 Mich. 123, 240 N.W.2d 193 (1976), held Act 227 of the Public Acts of 1975 unconstitutional for being in violation of Mich. Const., Art. 4, § 24.

15.323 Applicability of MCL 15.322 to public servants; requirements of contract; making or participating in governmental decision; counting members for purposes of quorum; voting; affidavit; "governmental decision" defined.

Sec. 3. (1) Section 2 does not apply to either of the following:

(a) A public servant who is paid for working an average of 25 hours per week or less for a public entity.

(b) A public servant who is an employee of a public community college, junior college, or state college or university.

(2) A contract as defined in and limited by section 2 involving a public entity and a public servant described in subsection (1) shall meet all of the following requirements:

(a) The public servant promptly discloses any pecuniary interest in the contract to the official body that has

power to approve the contract, which disclosure shall be made a matter of record in its official proceedings. Unless the public servant making the disclosure will directly benefit from the contract in an amount less than \$250.00 and less than 5% of the public cost of the contract and the public servant files a sworn affidavit to that effect with the official body or the contract is for emergency repairs or services, the disclosure shall be made in either of the following manners:

(i) The public servant promptly discloses in writing to the presiding officer, or if the presiding officer is the public servant who is a party to the contract, to the clerk, the pecuniary interest in the contract at least 7 days prior to the meeting at which a vote will be taken. The disclosure shall be made public in the same manner as a public meeting notice.

(ii) The public servant discloses the pecuniary interest at a public meeting of the official body. The vote shall be taken at a meeting of the official body held at least 7 days after the meeting at which the disclosure is made. If the amount of the direct benefit to the public servant is more than \$5,000.00, disclosure must be made as provided under this subparagraph.

(b) The contract is approved by a vote of not less than 2/3 of the full membership of the approving body in open session without the vote of the public servant making the disclosure.

(c) The official body discloses the following summary information in its official minutes:

(i) The name of each party involved in the contract.

(ii) The terms of the contract, including duration, financial consideration between parties, facilities or services of the public entity included in the contract, and the nature and degree of assignment of employees of the public entity for fulfillment of the contract.

(iii) The nature of any pecuniary interest.

(3) This section and section 2 do not prevent a public servant from making or participating in making a governmental decision to the extent that the public servant's participation is required by law. If 2/3 of the members are not eligible under this act to vote on a contract or to constitute a quorum, a member may be counted for purposes of a quorum and may vote on the contract if the member will directly benefit from the contract in an amount less than \$250.00 and less than 5% of the public cost of the contract and the member files a sworn affidavit to that effect with the official body. The affidavit shall be made a part of the public record of the official proceedings. As used in this subsection, "governmental decision" means a determination, action, vote, or disposition upon a motion, proposal, recommendation, resolution, ordinance, order, or measure on which a vote by members of a local legislative or governing body of a public entity is required and by which a public body effectuates or formulates public policy.

History: 1968, Act 317, Eff. Sept. 1, 1968;—Am. 1981, Act 100, Imd. Eff. July 15, 1981;—Am. 1982, Act 207, Imd. Eff. July 1, 1982;—Am. 1984, Act 81, Imd. Eff. Apr. 18, 1984;—Am. 1984, Act 184, Imd. Eff. July 3, 1984;—Am. 1997, Act 145, Eff. Mar. 2, 1998

Compiler's note: Section 191 of Act 227 of the Public Acts of 1975 repealed MCL 4.401 to 4.410, 168.901 to 168.929, 15.321 to 15.330, 15.301 to 15.310, and 15.341 to 15.348. The Michigan Supreme Court, however, in Advisory Opinion on Constitutionality of 1975 PA 227, 396 Mich. 123, 240 N.W.2d 193 (1976), held Act 227 of the Public Acts of 1975 unconstitutional for being in violation of Mich. Const., Art. 4, § 24.

15.323a Construction of MCL 15.322.

Sec. 3a. Section 2 shall not be construed to do any of the following:

(a) Prohibit public servants of a city, village, township, or county with a population of less than 25,000 from serving, with or without compensation, as emergency medical services personnel as defined in section 20904 of the public health code, 1978 PA 368, MCL 333.20904.

(b) Prohibit public servants of a city, village, township, or county with a population of less than 25,000 from serving, with or without compensation, as a firefighter in that city, village, township, or county if that firefighter is not any of the following:

(i) A full-time firefighter.

(ii) A fire chief.

(iii) A person who negotiates with the city, village, township, or county on behalf of the firefighters.

(c) Limit the authority of the governing body of a city, village, township, or county with a population of less than 25,000 to authorize a public servant to perform, with or without compensation, other additional services for the unit of local government.

(d) Prohibit public servants of this state from purchasing at a tax sale lands returned as delinquent for taxes under the general property tax act, 1893 PA 206, MCL 211.1 to 211.155, unless otherwise prohibited by the rules of the Michigan civil service commission or the department or agency of which that public servant is an employee.

(e) Prohibit a superintendent of an intermediate school district from serving simultaneously as

superintendent of a local school district, or prohibit an intermediate school district from contracting with another person to serve as superintendent of a local school district, even if the local school district is a constituent district of the intermediate school district. As used in this subdivision, "constituent district" means that term as defined in section 3 of the revised school code, 1976 PA 451, MCL 380.3.

History: Add. 1992, Act 9, Imd. Eff. Mar. 10, 1992;—Am. 1996, Act 203, Imd. Eff. May 17, 1996;—Am. 2011, Act 106, Imd. Eff. July 19, 2011.

15.324 Public servants; contracts excepted; violation as felony.

Sec. 4. (1) The prohibitions of section 2 shall not apply to any of the following:

(a) Contracts between public entities.

(b) Contracts awarded to the lowest qualified bidder, other than a public servant, upon receipt of sealed bids pursuant to a published notice. Except as authorized by law, the notice shall not bar any qualified person, firm, corporation, or trust from bidding. This subsection shall not apply to amendments or renegotiations of a contract nor to additional payments made under a contract which were not authorized by the contract at the time of award.

(c) Contracts for public utility services where the rates are regulated by the state or federal government.

(d) Contracts to purchase residential property. A public servant of a city or village may purchase 1 to 4 parcels not less than 18 months between each purchase. This subdivision does not apply to public servants of a city or village who have been appointed or elected to their position or whose employment responsibilities include the purchase or selling of property for the city or village. This subdivision shall apply only to a city or village that has adopted an ethics ordinance which was in effect at the time the residential property was purchased.

(2) A person that violates subsection (1)(d) is guilty of a felony punishable by imprisonment for not more than 1 year or a fine of not less than \$1,000.00 or more than 3 times the value of the property purchased.

History: 1968, Act 317, Eff. Sept. 1, 1968;—Am. 2005, Act 198, Imd. Eff. Nov. 9, 2005.

Compiler's note: Section 191 of Act 227 of the Public Acts of 1975 repealed MCL 4.401 to 4.410, 168.901 to 168.929, 15.321 to 15.330, 15.301 to 15.310, and 15.341 to 15.348. The Michigan Supreme Court, however, in Advisory Opinion on Constitutionality of 1975 PA 227, 396 Mich. 123, 240 N.W.2d 193 (1976), held Act 227 of the Public Acts of 1975 unconstitutional for being in violation of Mich. Const., Art. 4, § 24.

15.325 Public servants, voidability of contracts; procedure, knowledge, limitation, reimbursement, settlements, evidences of indebtedness.

Sec. 5. (1) This act is aimed to prevent public servants from engaging in certain activities and is not intended to penalize innocent persons. Therefore, no contract shall be absolutely void by reason of this act. Contracts involving prohibited activities on the part of public servants shall be voidable only by decree of a court of proper jurisdiction in an action by the public entity, which is a party thereto, as to any person, firm, corporation or trust that entered into the contract or took any assignment thereof, with actual knowledge of the prohibited activity. In the case of the corporation, the actual knowledge must be that of a person or body finally approving the contract for the corporation. All actions to avoid any contract hereunder shall be brought within 1 year after discovery of circumstances suggesting a violation of this act. In order to meet the ends of justice any such decree shall provide for the reimbursement of any person, firm, corporation or trust for the reasonable value of all moneys, goods, materials, labor or services furnished under the contract, to the extent that the public entity has benefited thereby. This provision shall not prohibit the parties from arriving at an amicable settlement.

(2) Negotiable and nonnegotiable bonds, notes or evidences of indebtedness, whether heretofore or hereafter issued, in the hands of purchasers for value, shall not be void or voidable by reason of this act or of any previous statute, charter or rule of law.

History: 1968, Act 317, Eff. Sept. 1, 1968.

Compiler's note: Section 191 of Act 227 of the Public Acts of 1975 repealed MCL 4.401 to 4.410, 168.901 to 168.929, 15.321 to 15.330, 15.301 to 15.310, and 15.341 to 15.348. The Michigan Supreme Court, however, in Advisory Opinion on Constitutionality of 1975 PA 227, 396 Mich. 123, 240 N.W.2d 193 (1976), held Act 227 of the Public Acts of 1975 unconstitutional for being in violation of Mich. Const., Art. 4, § 24.

15.326 Public servants, validity of existing contracts.

Sec. 6. If any public entity has, prior to the effective date of this act, entered into any contract under which moneys, goods, materials, labor or services have been actually received by the public entity, which was void or voidable under any act, charter or rule of law because of a conflict of interest on the part of a public servant at the time of the execution thereof, such contract shall be fully enforceable notwithstanding such conflict of interest, by any party thereto other than such public servant.

History: 1968, Act 317, Eff. Sept. 1, 1968.

Compiler's note: Section 191 of Act 227 of the Public Acts of 1975 repealed MCL 4.401 to 4.410, 168.901 to 168.929, 15.321 to 15.330, 15.301 to 15.310, and 15.341 to 15.348. The Michigan Supreme Court, however, in Advisory Opinion on Constitutionality of 1975 PA 227, 396 Mich. 123, 240 N.W.2d 193 (1976), held Act 227 of the Public Acts of 1975 unconstitutional for being in violation of Mich. Const., Art. 4, § 24.

15.327 Penalty for violation.

Sec. 7. Any person violating the provisions of this act is guilty of a misdemeanor.

History: 1968, Act 317, Eff. Sept. 1, 1968.

Compiler's note: Section 191 of Act 227 of the Public Acts of 1975 repealed MCL 4.401 to 4.410, 168.901 to 168.929, 15.321 to 15.330, 15.301 to 15.310, and 15.341 to 15.348. The Michigan Supreme Court, however, in Advisory Opinion on Constitutionality of 1975 PA 227, 396 Mich. 123, 240 N.W.2d 193 (1976), held Act 227 of the Public Acts of 1975 unconstitutional for being in violation of Mich. Const., Art. 4, § 24.

15.328 Other laws superseded; local ordinances.

Sec. 8. It is the intention that this act shall constitute the sole law in this state and shall supersede all other acts in respect to conflicts of interest relative to public contracts, involving public servants other than members of the legislature and state officers, including but not limited to section 30 of 1851 PA 156, MCL 46.30. This act does not prohibit a unit of local government from adopting an ordinance or enforcing an existing ordinance relating to conflict of interest in subjects other than public contracts involving public servants.

History: 1968, Act 317, Eff. Sept. 1, 1968;—Am. 1997, Act 145, Eff. Mar. 2, 1998.

Compiler's note: Section 191 of Act 227 of the Public Acts of 1975 repealed MCL 4.401 to 4.410, 168.901 to 168.929, 15.321 to 15.330, 15.301 to 15.310, and 15.341 to 15.348. The Michigan Supreme Court, however, in Advisory Opinion on Constitutionality of 1975 PA 227, 396 Mich. 123, 240 N.W.2d 193 (1976), held Act 227 of the Public Acts of 1975 unconstitutional for being in violation of Mich. Const., Art. 4, § 24.

15.329 Repeal.

Sec. 9. The following acts and parts of acts are repealed:

Year of act	Public Act No.	Section numbers	Compiled Law sections (1948)
1895	3	6 of chapter 5	65.6
1895	215	16 of chapter 8	88.16
1931	328	122	750.122
1955	269	969	340.969
1966	317		15.161 to 15.172

History: 1968, Act 317, Eff. Sept. 1, 1968.

Compiler's note: Section 191 of Act 227 of the Public Acts of 1975 repealed MCL 4.401 to 4.410, 168.901 to 168.929, 15.321 to 15.330, 15.301 to 15.310, and 15.341 to 15.348. The Michigan Supreme Court, however, in Advisory Opinion on Constitutionality of 1975 PA 227, 396 Mich. 123, 240 N.W.2d 193 (1976), held Act 227 of the Public Acts of 1975 unconstitutional for being in violation of Mich. Const., Art. 4, § 24.

15.330 Effective date.

Sec. 10. This act shall take effect September 1, 1968.

History: 1968, Act 317, Eff. Sept. 1, 1968.

Compiler's note: Section 191 of Act 227 of the Public Acts of 1975 repealed MCL 4.401 to 4.410, 168.901 to 168.929, 15.321 to 15.330, 15.301 to 15.310, and 15.341 to 15.348. The Michigan Supreme Court, however, in Advisory Opinion on Constitutionality of 1975 PA 227, 396 Mich. 123, 240 N.W.2d 193 (1976), held Act 227 of the Public Acts of 1975 unconstitutional for being in violation of Mich. Const., Art. 4, § 24.



BOARD OF TRUSTEES CODE OF ETHICS

I have read the Kent District Library Board of Trustees Code of Ethics (KDL Policy 5.4), which was provided to me. I understand that the purposes of this code are to increase the effectiveness of the library's decision-making process, to enable library constituents to have confidence in the library's integrity, and to further library goals.

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

Signature

Date

Printed Name

KDL POLICY 5.4

CODE OF ETHICS—BOARD

LAST REVISED 8.15.19

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

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

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

9. **Complaints:** A trustee shall not act on complaints from the public or staff on Library matters, but shall refer complaints to the Executive Director. Unresolved complaints may be taken up for Board action if a policy revision is necessary or legal consequences result.
10. **Investments in Conflict with Official Duties:** No trustee of the Library shall invest or hold any investment directly or indirectly in any financial, business, commercial or other private transaction that creates a conflict with his or her official duties.
11. **Private Employment:** No trustee of the Library shall engage in, solicit, negotiate for or promise to accept private employment or render services for private interests when such employment or service creates a conflict with or impairs the proper discharge of his or her official duties.
12. **Use of Library Property:** No Library trustee shall use or permit the use of property, owned or leased by the Library, for anything other than official purposes or for activities not otherwise officially approved by the Library Board of Trustees.

DISTRIBUTION OF THIS CODE

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

CODE OF ETHICS – ACKNOWLEDGEMENT

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

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



BOARD OF TRUSTEES CREDIT CARD AGREEMENT

I, _____, understand in my duties as a member of the Kent District Library Board that I may be issued a Kent District Library credit card for Kent District Library related expenses. I hereby certify that I understand and agree to abide by Kent District Library's policy regarding use of credit cards.

(Please read and initial the following statements)

I acknowledge:

_____ the credit card is to be used for business purposes only.

_____ the credit card must not be used to purchase alcohol.

_____ the credit card is only to be used by the person it was issued to.

_____ I will immediately notify the Executive Assistant if the card is lost or stolen.

_____ the credit card will not be linked to any accounts such as Lyft, Uber, Amazon, etc.

_____ itemized receipts need to be obtained and submitted to the Executive Assistant in a timely manner.

_____ if no itemized receipt is presented I may be required to reimburse KDL for the purchase total.

Signature

Date



POLICY MANUAL

Section 6.14.1 Edit January 2023

- 6.1 [Equal Employment Opportunity](#)
 - 6.1.1 [Harassment](#)
 - 6.1.2 [Americans with Disabilities Act \(ADA\)](#)
- 6.2 [Position Authorization](#)
 - 6.2.1 [Applications](#)
 - 6.2.1.1 [Internships](#)
 - 6.2.2 [Interview + Selection](#)
 - 6.2.3 [Initial Employment Period](#)
 - 6.2.4 [Promotions](#)
 - 6.2.5 [Nepotism](#)
 - 6.2.6 [“Acting” Capacity](#)
 - 6.2.7 [Outside Employment](#)
 - 6.2.8 [Employee Termination of Employment](#)
- 6.3 [Personnel Files + Employee Records](#)
 - 6.3.1 [Access to Employee File Information](#)
 - 6.3.2 [Continuous Length of Service](#)
 - 6.3.3 [Disclosure of Employee File Information](#)
 - 6.3.4 [Employee References](#)
 - 6.3.5 [Applicant/Employee Background Verification + Drug Screening](#)
 - 6.3.6 [Social Security Numbers Privacy](#)

6.4 [Compensation](#)

6.4.1 [Performance Evaluation](#)

6.4.2 [Benefits](#)

6.4.3 [Sick Leave](#)

6.4.4 [Sick Time Payment](#)

6.4.5 [Disability Leave of Absence](#)

6.4.6 [Workers' Disability Compensation Supplemental Pay](#)

6.4.7 [Emergency Closing Compensation](#)

6.5 [Work Week](#)

6.6 [Progressive Action Pay](#)

6.6.1 [Compliant Resolution Process](#)

6.7 [Vacation Eligibility](#)

6.7.1 [Vacation—Part Time](#)

6.7.2 [Vacation—Carry Forward](#)

6.7.3 [Payment of Unused Leave + Paid Time Off \(PTO\)](#)

6.7.4 [Bereavement Leave](#)

6.7.5 [Family Medical + Leave Act \(FMLA\)](#)

6.7.6 [Personal Leave of Absence Without Pay](#)

6.7.7 [Personal Leave of Absence With Pay](#)

6.7.8 [Jury Leave](#)

6.7.9 [Military Leave](#)

6.7.10 [Holiday Accrual + Eligibility](#)

6.8 [Transportation Reimbursement](#)

6.8.1 [Honoraria](#)

6.8.2 [Professional Association/Community Organization Memberships](#)

6.9 [Drug-Free Workplace](#)

6.10 [Electronic Communications Policy](#)

6.11 [Whistleblower Policy](#)

6.12 [Board Member Compensation](#)

6.13 [Conference Attendance—Board + Staff](#)

6.14 [Volunteers](#)

6.14.1 [Volunteer Background Verification](#)*****EDITS*****

KDL POLICY 6.14.1

VOLUNTEER BACKGROUND VERIFICATION

MOVED 12.20.18

Kent District Library requires, as a condition of volunteering, that regular volunteers over the age of 18 (~~excluding Friends~~)* consent to and authorize a verification of the background information submitted.

This release and authorization ~~acknowledges~~acknowledge that Kent District Library may obtain the following: any criminal history record information pertaining to the volunteer which may be in the files of any federal, state, or local criminal justice agency in Michigan or any other states/countries of origin; and/or information as deemed necessary, relevant and applicable to volunteer requirements. Kent District Library will not obtain any type of information from the volunteer's personal credit/financial history record.

The results of this verification process will be used to determine volunteer eligibility under Kent District Library's policies. No volunteer opportunities will be made available without the completion of the background verification process. KDL cannot be held liable for inaccurate information received when performing background verification checks.

Refusal to consent to and authorize a verification of background information will result in immediate disqualification of consideration for any volunteer opportunities.

Kent District Library will not allow individuals to volunteer who have been convicted of any felony or who have been convicted of a misdemeanor offense for assault; child abuse; criminal sexual conduct; use, possession, or sale of weapons; or violations of Article 7 of the Michigan Public Health Code (Controlled Substances) (MCL 333.7101 et seq.) The Human Resources Department will review all other convictions and pending criminal charges of a potential volunteer on an individual basis with the final decision resting with the Executive Director.

Kent District Library will provide a volunteer, whose information found in a background check results in an adverse action, with the information as required by the Fair Credit Reporting Act. All results that are obtained by the background verification process will be proprietary and kept confidential, to the extent permitted by law. The information obtained will not be voluntarily provided to any parties other than to designated Kent District Library personnel or legal counsel with a need to know.

*KDL provides liability insurance for all volunteers, including Friends Groups, and it is expected that everyone has a background check approval on record. In the past, friends' groups were exempt because they were not a patron facing group. However, with the growth of book sales, and exposure to patrons within the branches, it is necessary to now require members to submit background checks.

STRATEGIC PLAN 2021-2023



FOURTH QUARTER UPDATE 2022

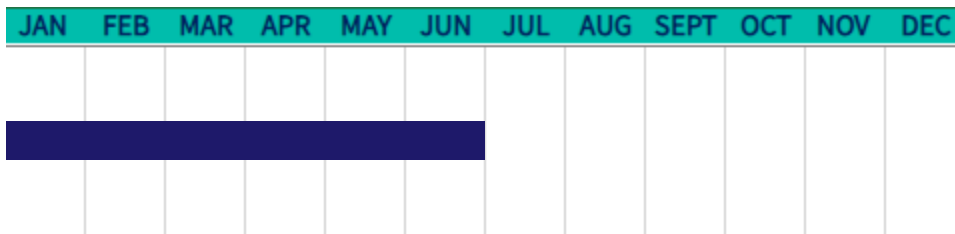


2021-2023 Strategic Goal:

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 Q4 Update

On Track

Paused/Delayed

Canceled

Completed

Done. See completion summary from Quarter 3 update.

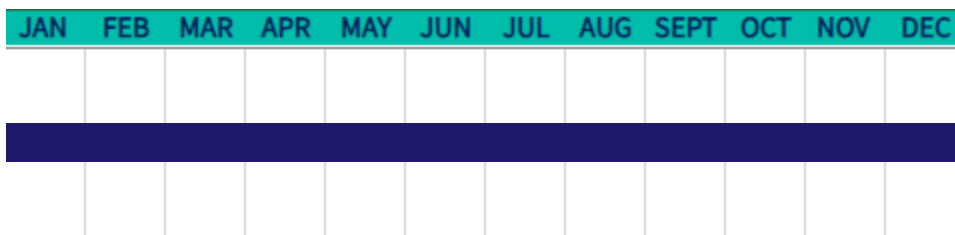
Equity, Diversity, Inclusion (EDI)

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 Q4 Update

On Track

Paused/Delayed

Canceled

Completed

For the last two years, KDL staff have been taking training through the Paradigm REACH platform to educate staff on equity, diversity and inclusion (EDI) topics to promote our core values of helpfulness, courageousness, authenticity, inclusivity and positivity to KDL patrons and to each other. Training consists of short videos, documents, and resource lists of movies, podcasts and social media accounts to interact with, all with the purpose of furthering understanding on concepts such as microaggressions, unconscious bias, and inclusive language - among others.

In 2022, 375 KDL employees completed 10 hours of training each, for a total of 3,750 hours of training in EDI topics. For Q4, the staff completion rate was 87%.

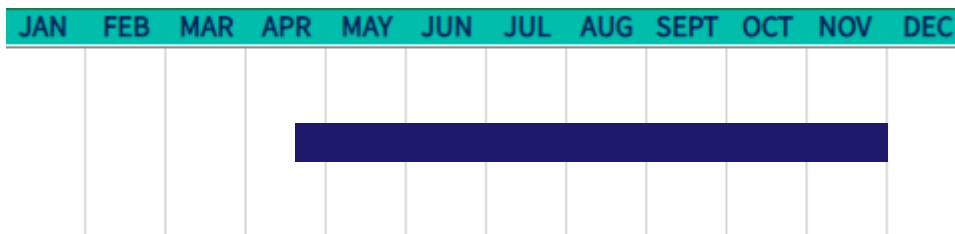
Equity, Diversity, Inclusion (EDI)

2021-2023 Strategic Goal:

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

2022 Initiative #3

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



2022 Q4 Update

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

The CultureWise portion of this project was completed in the fall of 2022, introducing 27 core service fundamentals to staff. All fundamentals re-enforce KDL's basic goal to "Go Further with Service."

In late November, the project team met to inventory associated deliverables and brainstorm ways to continue to integrate fundamentals into day-to-day operations, mainly by introducing service scenarios that will spur ongoing training conversations and create a culture where service is consistently talked about and improved upon. Most exciting, managers will be given special access to an app that offers service and training scenarios for each and every fundamental presented. Scenarios can be discussed in meetings and group huddles on a weekly or even daily basis.

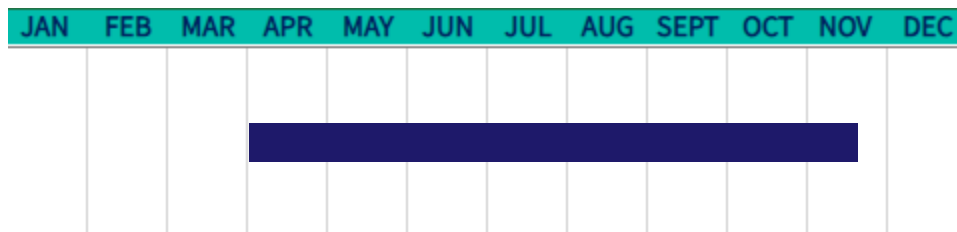
Although this project initially held a deadline of November 2022, the shift in scope means that work will continue on into 2023.

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 Q4 Update

On Track

Paused/Delayed

Canceled

Completed

Done. The new process for welcoming new (and renewing) cardholders has officially been launched in every KDL branch. Now when you visit your local branch, you may hear the clicking of prize wheels or see staff giving tours of the branch or rattling off information about patron interests. Branches are working to fine-tune these new processes according to what works best for their communities, as well as learning to read the social cues of users in such a way that each and every welcome experience can be perfectly tailored to fit the person who receives it.

This project brought a little fun, excitement, and consistency to library card sign-up processes at all of the branches, and has helped to identify areas of interest upon sign up. It has been a blast to see so many branches embracing this endeavor and sharing the spirit of KDL (Information. Ideas. Excitement!) with friends and patrons.

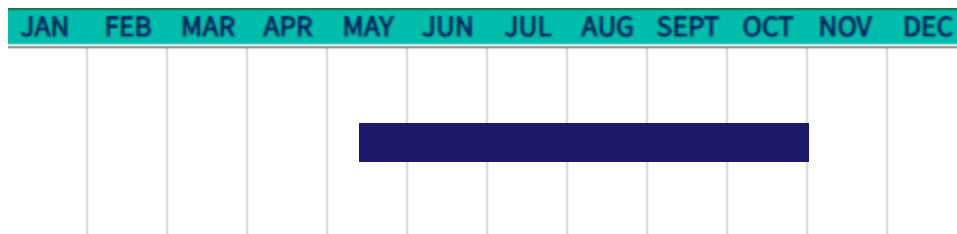
Engagement + Service

2021-2023 Strategic Goal:

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

2022 Initiative #5

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



2022 Q4 Update

On Track

Paused/Delayed

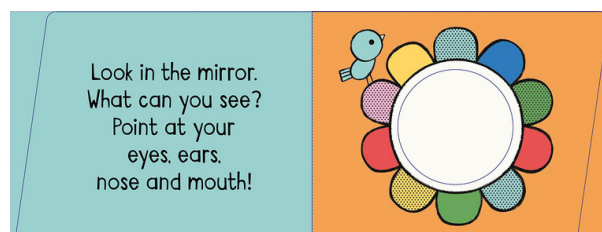
Canceled

Completed

Done. What started as a partnership with St. Mary's Foundation quickly became a project that established partnerships between the library and various healthcare partners in the area (Great Start Collaborative, St. Mary's Foundation, Kent County Health department, etc.) to provide early literacy resources to qualifying West Michigan families, inviting them into the library space at a time when they may need to feel more support and connection with community resources than ever before.

Toward the end of the project, the team sent out a survey to all participating partners and received generally excellent feedback in return. All feedback will be analyzed and applied for future iterations of the program. The Community Engagement team looks forward to continuing with this great initiative in the future, as well as continuing to seek additional funding.

In the meantime, the provided book will continue to be switched out on annual basis, as chosen by KDL's Early Literacy Workgroup members. The current book being sent out to partners is "Look at Me!" by Flora Chang.

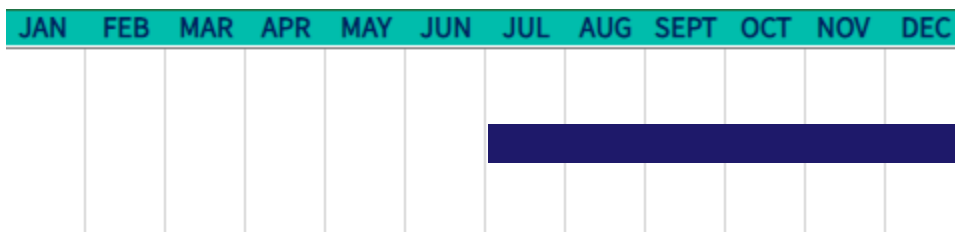


2021-2023 Strategic Goal:

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

2022 Initiative #6

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



2022 Q4 Update

On Track

Paused/Delayed

Canceled

Completed

The search for a Customer Relationship Management (CRM) software that works best for KDL has been ongoing. Guided by a list of the library's specific needs and wants in such a software, the team has set up several introductory meetings and demos with vendors LibConnect, Zoho, Microsoft Dynamics, Salesforce and Capsule. Various team members are researching some of the non-profit related discounts that may be available.

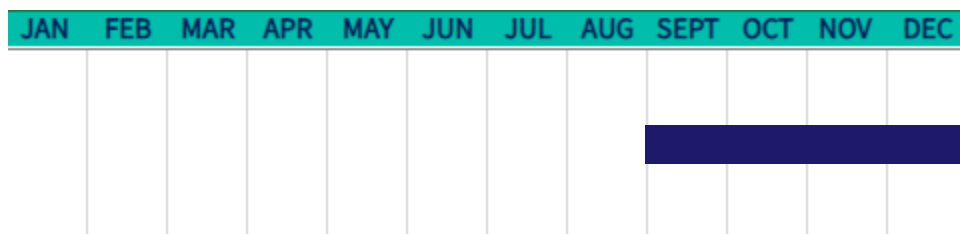
Though a 2022 strategic initiative, this project has an adjusted deadline of March 31, 2023, and the project team remains confident that they will be able to meet all associated deliverables in that time.

2021-2023 Strategic Goal:

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

2022 Initiative #7

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



2022 Q4 Update

On Track

Paused/Delayed

Canceled

Completed

With no clear or consistent way for library advocates and "power users" to get involved in supporting the library (other than by donating funds or volunteering sporadically as opportunities arise), this project kicked off in November of 2022 with the goal of enhancing KDL's existing volunteer program by researching, planning and establishing a "Library Ambassador Program." As part of general project deliverables, team members will document important staff talking points for garnering patron interest and recruiting volunteers, research and add relevant volunteer opportunities within KDL to Volunteer Hub, and establish more consistent processes for supporting KDL-affiliated Little Free Libraries.

As of this quarterly report, the team is already well on their way to doing this and reaching the ultimate project deadline of February 28, 2023. Thus far, team members have already determined what the four main Ambassador Groups will be: the Docent, the Friend of the Library, the Secret Shopper and the Social Media Contributor. Landing pages have been created in VolunteerHub so that Ambassadors can view all open events related to their ambassadorship, and ambassador training materials are being developed.

To kick off the program, ten eager volunteers will be chosen and trained as Ambassadors, covering topics from KDL Way service expectations to how to properly use and navigate VolunteerHub. All training will also introduce and define each of the four ambassador groups, along with associated expectations.

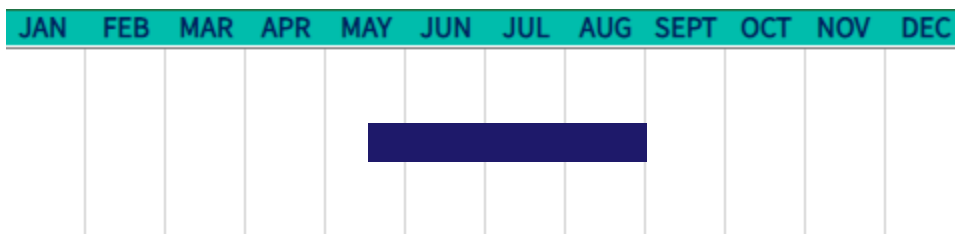
Sustainability

2021-2023 Strategic Goal:

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

2022 Initiative #8

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



2022 Q4 Update

On Track

Paused/Delayed

Canceled

Completed

Done. KDL's Collection Development policies were reviewed by KDL's legal team and by internal staff with no significant changes. The project team, in coordination with MarCom, launched a new webpage on KDL.org: <https://kdl.org/collections> to give patrons a clear understanding of our collection development policies and procedures, with an emphasis on intellectual freedom and what it means to have a popular materials collection.

The Collection Development team also created thorough and informative staff trainings on materials selection, finding books in MeL (Michigan eLibrary), patron requests, and eBook purchasing to ensure that each staff member feels knowledgeable about KDL's collection and equipped to share with others on that knowledge in a thoughtful way.








Sustainability



KPI VARIANCE REPORT: BOARD

4th Quarter 2022 (October - December)

STATUS	KPI	TARGET	ACTUAL	VARIANCE	
	Total Circulation	1,165,569 total checkouts (665,680 physical + 499,889 digital)	1,117,834 total checkouts (624,630 physical + 493,204 digital)	-4%	PATRON / OPERATIONAL
	Visitor Count	507,985	472,910	-7%	
	Net Promoter Score	85+	87.3	2.3%	
	Programming Attendance (In-branch, in-person total)	30,504	36,309	19%	
	Collection Size		690,493		
	Engaged Cardholders	104,611	102,732	-2%	
	New Program Participation	15%	8%	-7%	INNOVATION
	Tech Effectiveness (Combination of new patron tickets and percentage of resolved patron tickets)	16+ points	18 points (35 avg. new monthly tickets + 93% resolved tickets)	+2 points	
	Projects on Time	> 80%	61%	-19%	

	Employee Turnover <i>(Projected annual total, updated quarterly)</i>	< 15%	16.43%	2.49%	CULTURE
	Employee Engagement				
	Donations <i>(Projected annual total, updated quarterly)</i>	\$93,403	\$99,742	7%	FINANCIAL
	Budget Expenditures <i>(Percentage through the year vs. budget spent)</i>	100%	93%	-7%	
	Early Literacy Program Participation <i>(Projected annual total)</i>	50,000	52,912 (incl. virtual) 84,806 (excl. virtual)	6% 70%	STRATEGIC
	EDI Training <i>(Q4 Quarterly Completion Rate)</i>	88%	87%	-1%	
	Reflection of Community in Collection <i>(New Purchases with EDI Tags)</i>	18%	27%	9%	



KPI VARIANCE REPORT: BOARD

DEFINITIONS				
KPI	DEFINITION	OWNER	TARGET RANGES	CATEGORY
Total Circulation	Number of physical checkouts + digital checkouts.	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 physical library.	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

KPI	DEFINITION	OWNER	TARGET RANGES	CATEGORY
Programming Attendance	Number of attendees for programs systemwide.	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 accomodate 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

KPI	DEFINITION	OWNER	TARGET RANGES	CATEGORY
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	<p>Criteria 1: Number of New Patron Tickets Opened in a Month</p> <p>Fewer than 30: 10 points 31 - 50: 8 points 51 - 70: 5 points More than 70: 2 points</p> <p>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)</p> <p>80% - 100%: 10 points 70% - 79%: 8 points 60% - 69% : 5 points Less than 70%: 2 points</p> <p>Combine points from both Criteria to score Green / Yellow / Red:</p> <p>Green: 16 - 20 Points Yellow: 12 - 15 Points Red: 4 - 11 Points</p>	Innovation
Projects on Time	Percentage of total systemwide projects that are on their projected timeline.	Jaci Cooper	<p>Green: More than 80% Yellow: 70-79.9% Red: Less than 69.9%</p>	Innovation

KPI	DEFINITION	OWNER	TARGET RANGES	CATEGORY
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

KPI	DEFINITION	OWNER	TARGET RANGES	CATEGORY
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	<p>Green: On target (88%) or above Yellow: 85 - 88% Red: Below 85%</p> <p>Target is to get 100% of staff to complete training, but target is 88% to factor in turnover rate and extended leaves</p>	Strategic
Reflection of Community in Collection	Percentage of new items purchaed 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	<p>Green: 18% or higher Yellow: 10-17% Red: Less than 10%</p> <p>Targets are not industry standard; general consensus has been to "do better."</p>	Strategic