



BOARD OF TRUSTEES

PACKET



August 2023

DRAFT



BOARD OF TRUSTEES

Meeting Agenda

LOCATION

KDL Service and Meeting Center, 814 West River Center DR NE, MI 49525

DATE & TIME

Thursday, August 17, 2023, at 4:30 PM.

1. CALL TO ORDER

2. PLEDGE OF ALLEGIANCE

3. CONSENT AGENDA*

- A. Approval of Agenda
- B. Approval of Minutes: July 20, 2023
- C. Lakeland Library Cooperative July 13, 2023

4. FINANCE REPORTS – July 2023*

5. DIRECTOR’S REPORT – July 2023

6. TRUTH IN TAXATION

- A. Public Hearing* *Roll Call Vote*
- B. Resolution: 2024 Millage Tax Rate Request* *Roll Call Vote*

7. NEW BUSINESS

- A. Issue Analysis: Automated Material Handling * *First Reading*
- B. Issue Analysis: Conference Room AV * *First Reading*
- C. 2024 Board of Trustees Schedule*
- D. 2024 Planned System Closing Schedule*

8. LIAISON REPRESENTATIVE COMMENTS

9. PUBLIC COMMENTS**

10. MEETING DATES

Next Regular Meeting: Thursday, September 21, 2023 – Gaines Branch, 421 68th St. SE. Grand Rapids, Michigan 49548 4:30 PM

11. ADJOURNMENT*

* *Requires Action*

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

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BOARD OF TRUSTEES

Meeting Minutes

LOCATION

Kent District Library Service + Meeting Center, 814 West River Center Dr. NE, Comstock Park, MI 49321.

DATE + TIME

Thursday, July 20, 2023, at 4:30 PM.

BOARD PRESENT: Shirley Bruursema (arrived at 4:39 PM), Tracy Chrenka, Peter Dykhuis, Andrew Erlewein, Sheri Gilreath-Watts, Nicole Lintemuth, Carla Moyer Hotz and Penny Weller.

BOARD ABSENT: None.

STAFF PRESENT: Josh Bernstein, Jaci Cooper, Jennifer DeVault, Anjie Gleisner, Sheri Glon, Joyanne Huston-Swanson, Randy Goble, Kurt Lardie, Kim Lindsay, Brian Mortimore, Elvia Myers, Ashley Smolinski, Kurt Stevens, Emily Whalen, Lance Werner and Penni Zurgable

GUESTS PRESENT: Amy Anderson, Derek Anderson, Adam Caman, Kathy Cheney, Jennifer Folsom, Jim Ferro, Abigail Gautreau, Marcus Little, Joanne Marcoux, Megan Marcoux, Mandy Mynhier, Brad Pipe, Mary Ann Sabo, Bethany Verble, Tori Waller, Yilin Wendland- Lin and Mike Zurgable

1. CALL TO ORDER

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

2. PLEDGE OF ALLEGIANCE

3. CONSENT AGENDA*

- A. Approval of Agenda
- B. Approval of Minutes: June 15, 2023
- C. Lakeland Library Cooperative June 8, 2023
- D. Request: Kelloggsville Branch to be closed early at 3:00 PM on July 27, 2023, due to the carpets being cleaned.
- E. Request: East Grand Rapids Branch to have a late opening at 11:00 AM on September 9, 2023, due to the Rhoades McKee Triathlon.
- F. Request: Caledonia Township Branch to be closed on September 30, 2023, due to Caledonia Township Harvest Festival.

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

Support: Supported by Ms. Weller.

RESULT: Motion carried.

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4. 2022 AUDIT REPORT Maner Corterisan

Interim Director of Finance Kim Lindsay introduced Maner Corterisan Behany Verble and Tori Waller, along with thanking the KDL Finance Department and Human Resource Generalist Diane Damuth for all their hard work on the 2022 KDL Audit. Ms. Verble gave a briefing on Audit Results regarding Financial Statements with regards to the Unmodified opinion, the Governance Letter – Required communication, Adoption of GASB 87 Leases and Significant estimates – Pension Asset, Compensated absences, and Capital assets.

5. FINANCE REPORTS – May 2023*

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

- The KDL cash and investment position remains strong as the balances at the end of June stood at \$24.6M as compared to \$23.4M this time last year. The investments continue to rebound – the Atlanta Capital account has rebounded about \$125K from last year.
- KDL has received \$27.4M of the \$29.5M budgeted revenues or 93% of the expected total. The remaining revenue will appear this fall as state aid, penal fees and eRate reimbursements arrive. Overall revenues surpass the prior year by \$2.1M due to increased property tax collections and the investment results.
- Total expenditures through June were \$15.7M or just under 47% of the expenditure budget. Expenditures to date are up roughly \$1M from 2022 totals. KDL is still tracking nicely with the overall budget. You'll note that there was a \$400K deposit for digital materials this month and the 2nd and 3rd quarter branch maintenance fees were distributed to our host municipalities.
- Disbursements over \$50,000 for June included:
 - Overdrive, Inc. - \$400K - digital materials deposit
 - Priority Health - \$153,716.90 - employee health benefits
 - TMC Furniture - \$80,772.00 - WonderKnook project
 - Everstream Holding - \$54,395.77 - KDL-wide fiber
- In the board packet, there are two documents related to the proposed budget amendment. One is the resolution amendment indicating the budget line-item areas that are being amended and the second is an explanation of the larger items that are represented on the amendment.

The Board asked questions of staff and staff responded.

Motion: Ms. Weller moved to receive and file the June 2023 finance reports as presented.

Support: Supported by Ms. Moyer Hotz

RESULT: Motion carried.

6. DIRECTOR'S REPORT – June 2023

- Executive Director Werner reported that numbers are trending up for Summer Wonder and is impressed with the fantastic job that the Marcom team has done.

7. NEW BUSINESS

A. Policy Manual Section 1.3: Intellectual Freedom *

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Director of Engagement Randy Goble explained the updates.

Motion: Ms. Lintemuth moved to approve the Policy Manual Section 1.3: Intellectual Freedom as presented.

Support: Supported by Ms. Gilreath Watts.

RESULT: Motion carried.

B. Policy Manual Section 2.1.4: Student Cards *

Director of Project & Planning Jaci Cooper explained the updates.

Motion: Ms. Bruursema moved to approve the Policy Manual Section 2.1.4: Student Cards as presented.

Support: Supported by Mr. Dykhuis.

RESULT: Motion carried.

C. Resolution: Budget Amendment *

Interim Director of Finance Kim Lindsay explained the Budget Amendment process and the initiatives.

Motion: Ms. Bruursema moved to approve the Resolution: Budget Amendment as presented.

Support: Supported by Ms. Weller

Ms. Bruursema-Yes

Ms. Chrenka -Yes

Mr. Dykhuis - Yes

Mr. Erlewein -Yes

Ms. Gilreath-Watts - Yes

Ms. Lintemuth - Yes

Ms. Moyer Hotz - Yes

Ms. Weller - Yes

RESULT: Motion carried 8-0

D. Resolution: Levy a District-Wide Property Tax *

Motion: Mr. Dykhuis moved to approve the Resolution: Levy a District-Wide Property Tax as presented.

Support: Supported by Ms. Moyer Hotz.

Ms. Bruursema - Yes

Ms. Chrenka - Yes

Mr. Dykhuis -Yes

Mr. Erlewein - Yes

Ms. Gilreath-Watts - Yes

Ms. Lintemuth- Yes

Ms. Moyer Hotz- Yes

Ms. Weller - Yes

RESULT: Motion carried 8-0

E. Strategic Plan & KPI Quarter 2 Review*

Director of Project & Planning Jaci Cooper gave a brief update on the Strategic Plan & KPI Quarter 2 Review.

8. LIAISON REPRESENTATIVE COMMENTS – None.

9. PUBLIC COMMENTS –**

Amy Anderson voiced her concerns regarding KDL Materials.

Jennifer Folsom voiced her appreciation regarding KDL Materials.

Marcus Little voiced his appreciation regarding KDL Materials.

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Adam Caman voiced his concerns regarding KDL Materials.

Joann Marcoux voiced her concerns regarding KDL Materials.

Abby Gautreau voiced her appreciation regarding KDL Materials.

Michael Zurgable voiced his appreciation regarding KDL Materials.

Brad Pipe voiced his concerns regarding KDL Materials.

Megan Marcoux voiced her concerns regarding KDL Materials.

Derek Anderson voiced his concerns regarding KDL Materials.

Patrick Prince Lewis voiced his concerns regarding KDL Materials.

10. MEETING DATES

Regular Meeting: Thursday, August 17, 2023 – Kent District Library Service & Meeting Center, 4:30 PM.

11. ADJOURNMENT

Motion: Ms. Weller moved for adjournment at 5:28 PM

Support: Supported by Ms. Lintemuth.

RESULT: Motion carried.



ADMINISTRATIVE APPROVAL FOR DISTRIBUTION

**LAKELAND LIBRARY COOPERATIVE
BOARD MINUTES – Unofficial
Thursday, July 13, 2023 at 9:30 a.m.
Kent District Library Service Center**

Present: Dale Parus (IC), Karen McKinnon (AL), Lance Werner (KDL), Diane Kooiker (HO), Maggie McKeithan (OS), Carol Dawe (LL), Ron Suszek (MADL), Shirley Bruursema (KDL) Joe Zappacosta (SM)

Lakeland Staff Present: Sheryl VanderWagen, Amber McLain

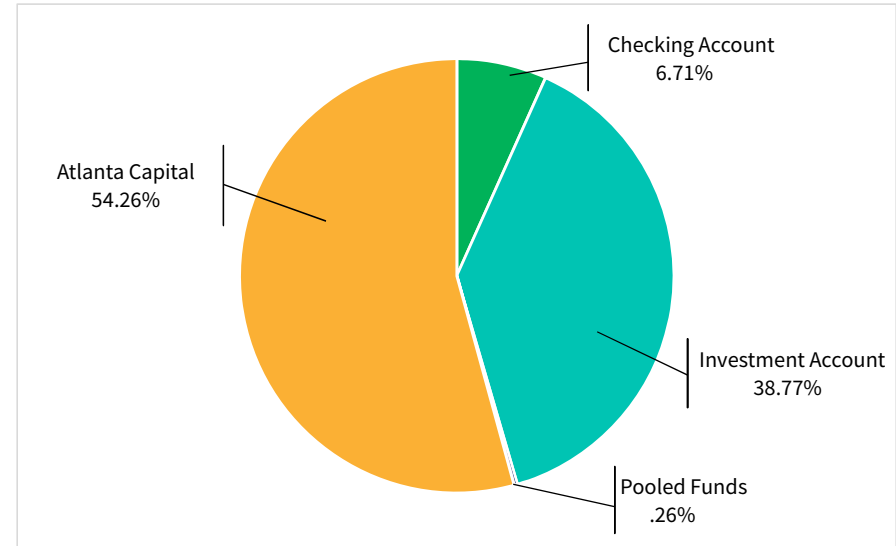
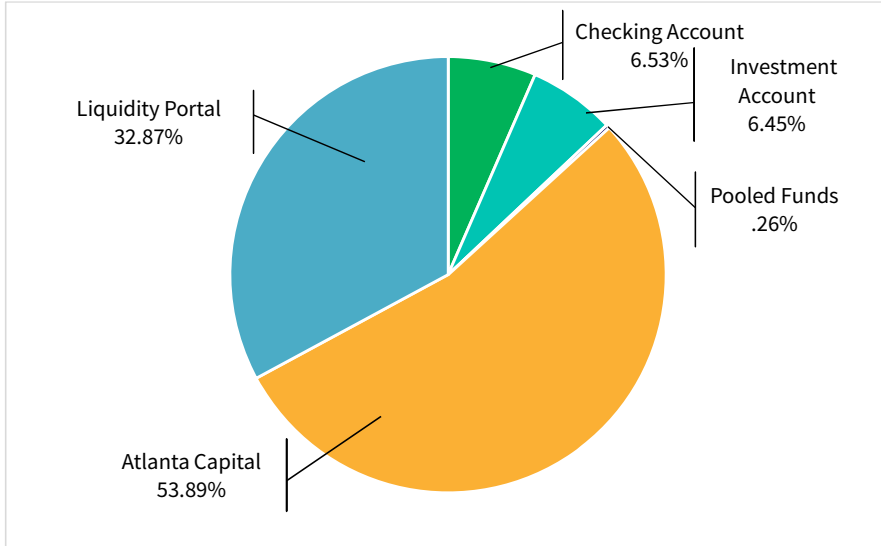
Absent: John McNaughton (GRPL)

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at Lance Werner at 9:30 AM.
- 2) **APPROVAL OF AGENDA:** Ron Suszek moved, supported by Karen McKinnon to approve the agenda as presented - *motion carried*.
- 3) **QUESTIONS FROM MEMBERS:** There were no questions from members.
- 4) **PUBLIC COMMENTS:** There were no public comments.
- 5) **APPROVAL OF MINUTES:** Karen McKinnon moved, supported by Diane Kooiker to approve the board minutes from **June**– *motion carried*.
- 6) **FINANCIAL REPORT:**
 - a) **June Financials and Check Register:** Ron Suszek moved, supported by Maggie McKeithan, to approve the June Financials as presented - *motion carried*.
- 7) **PRESIDENT'S REPORT**
 - a) Lance spoke about the Beyond Book Bans presentation.
- 8) **DIRECTOR'S REPORT**
 - a) Carol spoke about the Financial committee meeting soon regarding the budget.
 - b) Carol also spoke about the reception for Sheryl VanderWagen next month.
 - c) Lakeland is going to host a reader's advisory event on November 14.
- 9) **COUNCIL/COMMITTEE REPORTS**
 - a) Advisory Official minutes included for informational purposes.
- 10) **NEW BUSINESS:**
 - a) Cedar Springs Update: The city of Cedar springs has asked Solon township to pass a millage and they are currently in discussions.
 - b) Patmos Update: Their board is at an impasse.
 - c) Strategic Plan Update: Carol spoke about updates and Lakeland's new ILS Manager hire.
- 11) **PUBLIC COMMENTS:**
 - a) None
- 12) **BOARD MEMBER COMMENTS:**
 - a) Shirley – There was a social service in the library on June 21 – Herrick was involved with the program.
 - b) Maggie – Spring Lake is getting ready to send out requests for bids out for their renovation.
 - c) Diane – Herrick is also plugging away at their renovations.
 - d) Dale – Ionia was approached by the county clerk regarding using their empty bank building as an early voting center which will assist with revenue as they fundraise.
 - e) Karen - Leighton is busy with summer reading.
 - f) Ron – Ron spoke with a group of retired educators and was refreshed by the support for libraries.
 - g) Joe – Hackley is also starting a building project.
 - h) Lance – Lance pointed out that next year is the presidential election and the contentious cultural climate will continue.
 - i) Carol – Carol also encouraged everyone to look at their FOIA policies and procedures.
- 13) **NEXT MEETING:** Thursday, **August 10** at 9:30 a.m. at Kent District Library Service Center.
- 14) **ADJOURNMENT:** Shirley Bruursema moved, supported by Karen McKinnon to adjourn at **10:01 AM** - *motion carried*.

Respectfully submitted by,
Amber McLain



Monthly Cash Position Per Bank Month ended July 31



2023		
Account	Rate	Amount
Huntington Checking Account	0.500%	\$1,425,749.89
Huntington Investment Account	2.970%	\$1,407,919.54
*Kent County Pooled Funds	3.024%	\$57,066.95
Atlanta Capital Investments		\$11,770,145.00
Huntington Liquidity Portal		\$7,179,339.34
		<u>\$21,840,220.72</u>

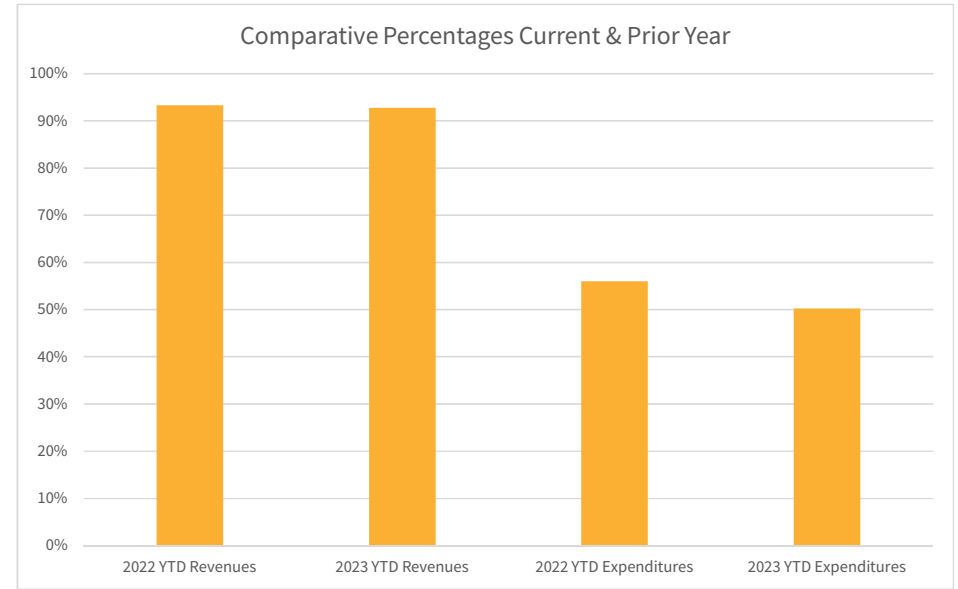
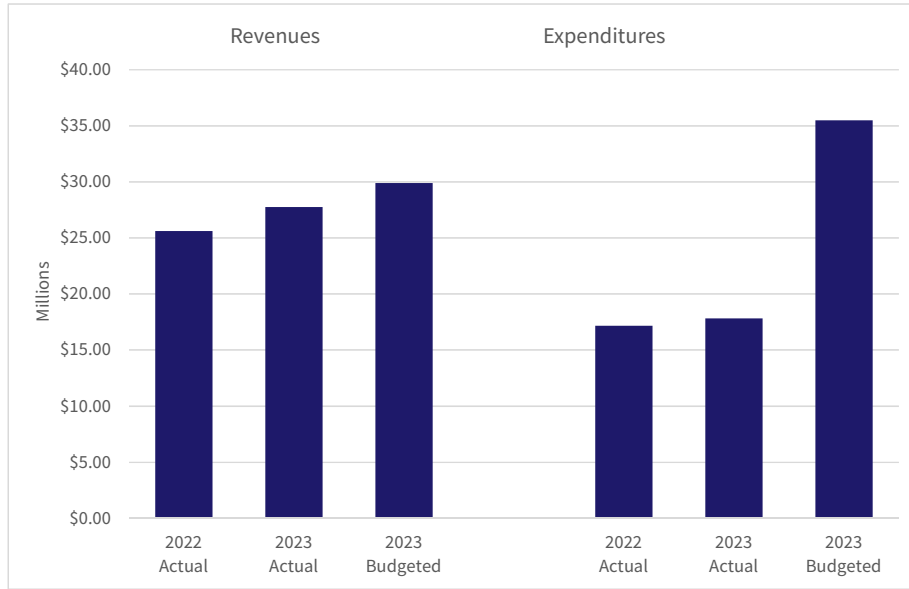
2022		
Account	Rate	Amount
Huntington Checking Account	0.100%	\$1,440,707.29
Huntington Investment Account	0.010%	\$8,319,820.18
*Kent County Pooled Funds	0.873%	\$55,966.88
Atlanta Capital Investments		\$11,641,371.00
		<u>\$21,457,865.35</u>

* Includes Trust Pooled fund balances

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



Monthly Revenues and Expenditures Month ended July 31



Budget to Actual with Prior Year Comparison		
Revenues		
2022 Actual	\$	25,632,125
2023 Actual	\$	27,759,355
2023 Budgeted	\$	29,902,487
Expenditures		
2022 Actual	\$	17,179,475
2023 Actual	\$	17,848,103
2023 Budgeted	\$	35,488,146

Comparative Percentages Current & Prior Year	
Account	Amount
2022 YTD Revenues	93.3%
2023 YTD Revenues	92.8%
2022 YTD Expenditures	56.1%
2023 YTD Expenditures	50.3%

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 7/1/2023 Through 7/31/2023
(In Whole Numbers)

	YTD Actual	2023 Amended Budget	2023 Amended Budget to Actual Variance	Percent Remaining
Revenues				
Property Taxes	26,445,197	26,483,315	(38,118)	(0)%
Penal Fines	0	600,000	(600,000)	(100)%
Charges for Services	22,115	35,000	(12,885)	(37)%
Interest Income	444,517	350,000	94,517	27 %
Public Donations	372,607	200,000	172,607	86 %
Other Revenue	212,644	1,215,500	(1,002,856)	(83)%
State Sources	262,275	1,018,672	(756,397)	(74)%
Total Revenues	<u>27,759,355</u>	<u>29,902,487</u>	<u>(2,143,132)</u>	<u>(7)%</u>
Expenditures				
Salaries and Wages	7,374,100	14,523,429	7,149,329	49 %
Employee Benefits	2,286,877	5,413,260	3,126,383	58 %
Collections - Digital	1,840,440	2,673,678	833,238	31 %
Collections - Physical	1,101,078	2,008,630	907,552	45 %
Supplies	402,491	885,512	483,021	55 %
Contractual and Professional Services	1,237,925	2,325,560	1,087,635	47 %
Programming and Outreach	224,412	470,555	246,143	52 %
Maintenance and Utilities	1,896,466	3,886,832	1,990,366	51 %
Staff Development	162,972	393,442	230,470	59 %
Board Development	15,900	15,000	(900)	(7)%
Other Expenditures	663,909	937,325	273,416	29 %
Capital Outlay	641,535	1,954,923	1,313,388	67 %
Total Expenditures	<u>17,848,103</u>	<u>35,488,146</u>	<u>17,640,042</u>	<u>50 %</u>
Excess Revenue Over (Under) Expenditures	<u>9,911,252</u>	<u>(5,585,659)</u>	<u>15,496,910</u>	<u>(277)%</u>

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 7/1/2023 Through 7/31/2023
(In Whole Numbers)

	YTD Ending July 31, 2022	YTD Ending July 31, 2023	Total Variance
Revenues			
Property Taxes	25,001,511	26,445,197	1,443,687
Charges for Services	24,759	22,115	(2,644)
Interest Income	(253,271)	444,517	697,788
Public Donations	143,741	372,607	228,866
Other Revenue	242,319	212,644	(29,675)
State Sources	473,067	262,275	(210,792)
Total Revenues	25,632,125	27,759,355	2,127,230
Expenditures			
Salaries and Wages	7,365,398	7,374,100	8,702
Employee Benefits	2,053,559	2,286,877	233,317
Collections - Digital	1,808,365	1,840,440	32,075
Collections - Physical	1,288,173	1,101,078	(187,095)
Supplies	317,282	402,491	85,208
Contractual and Professional Services	1,108,122	1,237,925	129,803
Programming and Outreach	172,014	224,412	52,398
Maintenance and Utilities	1,667,517	1,896,466	228,949
Staff Development	163,641	162,972	(669)
Board Development	12,111	15,900	3,789
Other Expenditures	527,621	663,909	136,288
Capital Outlay	695,671	641,535	(54,137)
Total Expenditures	17,179,475	17,848,103	668,628
Excess Revenue Over (Under) Expenditures	8,452,650	9,911,252	1,458,601

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 7/1/2023 Through 7/31/2023
(In Whole Numbers)

	Current Month	2023 YTD	2023 Amended Budget	2023 Amended Budget to Actual Variance	Percent Remaining
Revenues					
Property Taxes					
4402 Current property taxes	3,119	26,200,141	26,214,517	(14,376)	(0)%
4412 Delinquent personal property taxes	937	31,820	10,000	21,820	218 %
4432 DNR - PILT	761	6,795	30,000	(23,205)	(77)%
4437 Industrial facilities taxes	0	206,442	228,798	(22,356)	(10)%
Total Property Taxes	4,817	26,445,197	26,483,315	(38,118)	(0)%
Penal Fines					
4581 Penal fines	0	0	600,000	(600,000)	(100)%
Total Penal Fines	0	0	600,000	(600,000)	(100)%
Charges for Services					
4660 Other Patron Fees	34	769	35,000	(34,231)	(98)%
4685 Materials replacement charges	3,801	21,346	0	21,346	0 %
Total Charges for Services	3,835	22,115	35,000	(12,885)	(37)%
Interest Income					
4664 Interest Earned on Restricted Investments	139	700	0	700	0 %
4665 Interest earned on deposits and investments	92,484	432,881	350,000	82,881	24 %
4666 Interest Earned - Property Taxes	277	10,935	0	10,935	0 %
Total Interest Income	92,900	444,517	350,000	94,517	27 %
Public Donations					
4673 Restricted donations	220,289	349,106	0	349,106	0 %
4674 Unrestricted donations	1,490	23,501	200,000	(176,499)	(88)%
Total Public Donations	221,780	372,607	200,000	172,607	86 %
Other Revenue					
4502 Universal Service Fund - eRate	0	137,239	1,137,290	(1,000,051)	(88)%
4651 Admission/Entry fees	0	434	0	434	0 %
4668 Royalties	476	1,953	0	1,953	0 %
4672 Local grants	(2,250)	(2,250)	0	(2,250)	0 %
4686 Sale of Equipment	0	613	0	613	0 %
4688 Miscellaneous	98	946	4,500	(3,554)	(79)%
4695 Health Insurance Plan Experience Rebate	0	73,710	73,710	(0)	(0)%
Total Other Revenue	(1,676)	212,644	1,215,500	(1,002,856)	(83)%
State Sources					
4540 State Aid	0	221,125	431,600	(210,476)	(49)%
4541 State aid - LBPH/TBBC	20,537	41,073	41,072	1	0 %
4548 Renaissance Zone reimbursement	0	0	76,000	(76,000)	(100)%
4549 Personal Property tax reimbursement	0	78	470,000	(469,922)	(100)%
Total State Sources	20,537	262,275	1,018,672	(756,397)	(74)%
Total Revenues	342,193	27,759,355	29,902,487	(2,143,132)	(7)%
Expenditures					
Salaries and Wages					
5700 Board Stipend	270	1,830	3,900	2,070	53 %
5706 Extra duty stipends	600	2,250	0	(2,250)	0 %
5713 Salary & Wages	1,053,670	7,370,020	14,519,529	7,149,509	49 %
Total Salaries and Wages	1,054,540	7,374,100	14,523,429	7,149,329	49 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 7/1/2023 Through 7/31/2023
(In Whole Numbers)

	Current Month	2023 YTD	2023 Amended Budget	2023 Amended Budget to Actual Variance	Percent Remaining
Employee Benefits					
5709 FICA	77,463	542,650	1,060,089	517,438	49 %
5716 Defined Benefit Pension Plan Expenditures	0	0	1,500,000	1,500,000	100 %
5717 Defined Contribution Pension Plan Contributions	45,896	323,640	614,926	291,286	47 %
5718 Employee Health Benefits	155,689	1,004,024	1,767,446	763,422	43 %
5720 HSA/Flex	0	369,272	380,000	10,728	3 %
5730 Other Employee Benefits	8,079	47,290	90,800	43,510	48 %
Total Employee Benefits	287,127	2,286,877	5,413,260	3,126,383	58 %
Collections - Digital					
5785 Cloud Library/OverDrive	0	1,150,000	1,725,000	575,000	33 %
5786 Hoopla	0	321,000	574,000	253,000	44 %
5787 Digital Collection	5,424	143,859	144,073	214	0 %
5788 Miscellaneous Electronic Access	0	225,581	230,605	5,024	2 %
Total Collections - Digital	5,424	1,840,440	2,673,678	833,238	31 %
Collections - Physical					
5791 Subscriptions	(44)	72,966	96,580	23,614	24 %
5815 KDL Cruisers	2,016	8,016	12,500	4,484	36 %
5871 Branch Local Materials - Restricted Donation Expenditures	0	2,685	0	(2,685)	0 %
5982 Collection Materials - Depreciable	103,557	811,275	1,474,300	663,025	45 %
5983 CD/DVD Collection Materials - Non-Depreciable	38,312	194,600	402,250	207,650	52 %
5984 Beyond Books Collection - Non-Depreciable	9,359	11,536	23,000	11,464	50 %
Total Collections - Physical	153,201	1,101,078	2,008,630	907,552	45 %
Supplies					
5750 Collection Processing & AV Supplies	14,193	83,780	163,065	79,285	49 %
5751 Supplies	6,750	60,981	155,586	94,605	61 %
5760 Technology & Accessories <\$1000	2,178	55,516	125,946	70,430	56 %
5764 KDL Staff Event, Supplies & Awards	886	9,911	70,000	60,089	86 %
5768 Promotions Supplies	0	6,319	35,610	29,291	82 %
5770 Other Awards/Prizes	10,874	97,680	200,300	102,620	51 %
5790 Books (not for circulation)	21,547	26,491	40,585	14,094	35 %
5851 Mail/Postage	1,646	6,859	13,450	6,591	49 %
5900 Copier/Printer Overage Charges	10,279	54,953	80,970	26,017	32 %
Total Supplies	68,353	402,491	885,512	483,021	55 %
Contractual and Professional Services					
5792 Software	59,890	400,743	873,186	472,443	54 %
5801 Professional & Other Contracted Services	7,509	473,991	863,890	389,899	45 %
5813 Delivery Services	10,750	99,788	193,235	93,447	48 %
5814 Security Services	1,972	13,305	31,100	17,795	57 %
5817 Lakeland Library Co-op services	1,606	4,819	6,425	1,606	25 %
5827 Catering	324	4,837	46,448	41,611	90 %
5890 ILS Fees	36,943	143,244	142,184	(1,060)	(1)%
5891 Licenses and Fees	8,638	97,198	169,092	71,894	43 %
Total Contractual and Professional Services	127,632	1,237,925	2,325,560	1,087,635	47 %
Programming and Outreach					

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 7/1/2023 Through 7/31/2023
(In Whole Numbers)

	Current Month	2023 YTD	2023 Amended Budget	2023 Amended Budget to Actual Variance	Percent Remaining
5795 Programming & Outreach Supplies	12,358	68,060	219,375	151,315	69 %
5885 Speakers/Performers	82,290	156,352	251,180	94,828	38 %
Total Programming and Outreach	94,648	224,412	470,555	246,143	52 %
Maintenance and Utilities					
5810 IT COLO Infrastructure Services	120,006	416,023	975,000	558,977	57 %
5822 Maintenance Contracts	0	3,444	12,000	8,556	71 %
5848 Mobile Hotspots	41,706	227,035	722,115	495,080	69 %
5849 Cell Phones/ Stipends	2,055	13,971	28,669	14,698	51 %
5850 Telephones	2,493	29,175	42,000	12,825	31 %
5852 Internet/Telecomm Services	56,556	400,563	865,200	464,637	54 %
5919 Waste Disposal	461	3,279	8,200	4,921	60 %
5920 Utilities	5,328	30,220	90,000	59,780	66 %
5925 Lawncare & Snowplowing	6,130	19,903	40,000	20,097	50 %
5928 Branch Maintenance Fees	0	425,564	564,786	139,223	25 %
5930 Repairs & Maintenance	301	15,392	112,740	97,348	86 %
5933 Software & IT Hardware Maintenance Agreements	0	102,059	195,000	92,941	48 %
5940 Rentals & Leases	5,401	209,839	231,122	21,283	9 %
Total Maintenance and Utilities	240,438	1,896,466	3,886,832	1,990,366	51 %
Staff Development					
5910 Staff Development & Conferences	32,398	162,972	393,442	230,470	59 %
Total Staff Development	32,398	162,972	393,442	230,470	59 %
Board Development					
5908 Board Development	5,329	15,900	15,000	(900)	(7)%
Total Board Development	5,329	15,900	15,000	(900)	(7)%
Other Expenditures					
5759 Gas, Oil, Grease	395	1,895	9,720	7,825	81 %
5860 Parking	149	785	4,675	3,891	83 %
5861 Mileage Reimbursement	6,161	28,102	66,297	38,195	58 %
5870 Branch Local Misc - Restricted Donation Expenditures	5,517	129,012	0	(129,012)	0 %
5873 Website	1,339	164,271	166,950	2,679	2 %
5875 Advertising	28,924	78,274	160,690	82,416	51 %
5901 Outsourced Printing & Publishing	455	27,871	249,000	221,129	89 %
5906 Community Outreach	2,466	12,376	36,300	23,924	66 %
5907 Sponsorships/Donations	250	2,282	7,845	5,563	71 %
5935 Insurance	2,413	112,482	108,607	(3,875)	(4)%
5939 Workers Compensation Insurance	0	37,541	37,541	0	0 %
5955 Miscellaneous	93	60,074	35,400	(24,674)	(70)%
5959 Sales Taxes	(11)	(54)	700	754	108 %
5964 Property Tax Reimbursement	3,983	7,850	50,000	42,150	84 %
5965 MEL Return Items	159	1,149	3,600	2,451	68 %
Total Other Expenditures	52,292	663,909	937,325	273,416	29 %
Capital Outlay					
5974 Land Improvements - Depreciable	0	0	20,000	20,000	100 %
5977 Technology - Non-Depreciable (\$1000-4999)	0	94,394	519,100	424,706	82 %
5978 Technology - Depreciable (5,000+)	2,800	12,448	640,000	627,552	98 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 7/1/2023 Through 7/31/2023
(In Whole Numbers)

		Current Month	2023 YTD	2023 Amended Budget	2023 Amended Budget to Actual Variance	Percent Remaining
5979	Equipment/Furniture - Non-Depreciable (\$0-4999)	21,562	135,770	351,712	215,942	61 %
5980	Equipment/Furniture - Depreciable (\$5000+)	0	398,923	424,111	25,188	6 %
	Total Capital Outlay	24,362	641,535	1,954,923	1,313,388	67 %
	Total Expenditures	2,145,746	17,848,103	35,488,146	17,640,042	50 %
	Excess Revenue Over (Under) Expenditures	(1,803,553)	9,911,252	(5,585,659)	15,496,910	(277)%

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 7/1/2023 Through 7/31/2023

Check Number	Vendor Name	Check Amount	Check Date
1029	IP Consulting, Inc.	382,251.13	7/12/2023
AP-231690000358	Priority Health	151,706.25	7/5/2023
2023-1082	Ingram Library Services Llc	70,525.08	7/26/2023
1008	Everstream Holding LLC- Michigan	54,456.32	7/12/2023
1028	Ingram Library Services Llc	41,551.13	7/12/2023
AP-9936891182	Verizon Wireless - MiFy Routers & Cell phones	33,683.63	7/3/2023
86873	Pam Spring Advertising, Llc	24,795.00	7/26/2023
86854	Interphase Office Interiors, Inc.	20,903.92	7/26/2023
86883	Star Bright Books, Inc.	19,374.61	7/26/2023
2023-1096	Wyebot, Inc	16,550.00	7/26/2023
2023-1043	Baker & Taylor	14,379.13	7/26/2023
AP-June 2023	American Heritage Life Insurance Company / Allstate Benefits	13,048.25	7/13/2023
AP-May 2023	American Heritage Life Insurance Company / Allstate Benefits	13,003.11	7/5/2023
AP-231660001003	Priority Health	12,696.35	7/3/2023
2023-1089	Midwest Tape LLC	11,909.96	7/26/2023
86811	Michigan Office Solutions (MOS)	10,434.70	7/12/2023
86879	Same Day Delivery, Inc	9,800.00	7/26/2023
1007	Ebsco Information Services	9,548.97	7/12/2023
86841	Comerica Bank	7,379.07	7/26/2023
86782	Comerica Bank	7,378.77	7/12/2023
AP-9936914104	Verizon Wireless - MiFy Routers & Cell phones	6,787.34	7/3/2023
1032	Midwest Tape LLC	6,610.90	7/12/2023
86771	All Season Lawn Care	6,130.26	7/12/2023
86769	Alex Thomas and Friends	5,450.00	7/12/2023
86878	RNL Graphics Solutions, LLC	5,353.79	7/26/2023
86847	Donald Snoeyink / Thornapple Woodlands, LLC	5,250.00	7/26/2023
86856	Jerry Berg / Swordsmanship Museum and Academy	5,100.00	7/26/2023
1004	Baker & Taylor	5,043.35	7/12/2023
86810	Michael Garlick / Doctor Slime's Science Shows	5,000.00	7/12/2023
86861	Library Ideas, Llc	4,781.70	7/26/2023
86870	Nick Thomas Entertainment	4,725.00	7/26/2023
1006	Dew-El Corporation	4,635.00	7/12/2023
86880	Semcycle, Inc. / Cirque Amongus	4,550.00	7/26/2023
86885	Thomas Plunkard	4,500.00	7/26/2023
86773	AON Edge Insurance Agency Inc	4,399.08	7/12/2023
86872	Outdoor Discovery Center	4,350.00	7/26/2023
86779	Carr Engineering, Inc.	4,343.63	7/12/2023
86843	Critter Barn	4,309.61	7/26/2023
86865	Matthew Eickhoff / Here's your host LLC	4,200.00	7/26/2023
86778	Cameron Zvara	4,125.00	7/12/2023
86790	Governmental Consultant Services Inc.	4,000.00	7/12/2023
AP-205101514767	Consumers Energy	3,947.60	7/10/2023
86787	Playaway Products LLC	3,854.22	7/12/2023
86781	City Of Kentwood Treasurer	3,779.69	7/12/2023
AP-July 2023	PLIC - SBD Grand Island	3,663.06	7/3/2023
86820	Thomas Klise/Crimson Multimedia	3,480.00	7/12/2023
86850	Playaway Products LLC	3,380.00	7/26/2023
2023-1036	Adtegrity / Media Place Partners	3,221.21	7/26/2023
86797	James Merrills / Experience the Magic	3,100.00	7/12/2023
86858	Kalamazoo Sanitary Supply / KSS Enterprises	3,034.18	7/26/2023

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 7/1/2023 Through 7/31/2023

Check Number	Vendor Name	Check Amount	Check Date
86868	Mindy Klein / Gemini Circus LLC	3,000.00	7/26/2023
86784	David Critchlow / Critchlow Alligator Sanctuary	3,000.00	7/12/2023
86831	Xerox Financial Services LLC	2,904.22	7/12/2023
86788	Foremost Insurance Co.	2,841.00	7/12/2023
86770	Alina Hevia / Lion Mice Productions, LLC	2,700.00	7/12/2023
86836	Bayscan Technologies	2,531.58	7/26/2023
86786	ETrade Financial Corporate Services Inc. / Gradifi, Inc.	2,500.00	7/12/2023
86884	Thomas Klise/Crimson Multimedia	2,500.00	7/26/2023
AP-13677	TelNet Worldwide, Inc.	2,493.17	7/25/2023
86808	Marca Pettibone	2,400.00	7/12/2023
86825	Ulliance, Inc.	2,359.80	7/12/2023
86814	RNL Graphics Solutions, LLC	2,155.90	7/12/2023
86889	Wade Gugino / GooGenious, LLC	2,150.00	7/26/2023
86775	Banner Life Insurance Company	2,104.99	7/12/2023
86804	Kushner & Company Inc	2,076.64	7/12/2023
1001	Abila / Community Brands Holdco, LLC	2,062.50	7/12/2023
86887	UAW Local 2600	2,039.77	7/26/2023
86824	UAW Local 2600	2,029.38	7/12/2023
86851	GR Bikes, LLC	2,000.00	7/26/2023
86844	David Storms	1,950.00	7/26/2023
86793	GVSU - Johnson Center	1,850.00	7/12/2023
AP-9937041558	Verizon Wireless - MiFi Routers & Cell phones	1,807.06	7/3/2023
86890	Wendy Kuzma	1,800.00	7/26/2023
86783	Corinne Roberts Illustration, LLC	1,800.00	7/12/2023
86803	Kristen VanDussen	1,750.00	7/12/2023
AP-606876	123.Net, Inc	1,724.00	7/13/2023
86860	Pre-Paid Legal Services, Inc.	1,705.80	7/26/2023
86859	Lakeland Library Cooperative	1,606.25	7/26/2023
86798	Javon Stacks / Exotic Zoo	1,590.00	7/12/2023
1002	Advanced Benefit Solutions, Inc / 44 North	1,489.00	7/12/2023
1033	TELUS HEALTH (US) LTD.	1,440.39	7/12/2023
86839	Central Michigan Paper	1,380.00	7/26/2023
86800	Joseph Radell-Reilly	1,300.00	7/12/2023
86866	Mermaid Molly Entertainment LLC	1,237.50	7/26/2023
AP-201363967032	Consumers Energy	1,211.35	7/10/2023
86806	Library Ideas, LLC	1,144.80	7/12/2023
2023-1047	Cengage Learning	1,067.73	7/26/2023
2023-1090	Nationwide	1,046.72	7/26/2023
AP-04629192	Paycor, Inc.	995.58	7/10/2023
86848	Elm Usa	990.00	7/26/2023
86857	John Ball Zoo	976.00	7/26/2023
86776	Blackstone Audio Inc	948.58	7/12/2023
86826	Unique	921.46	7/12/2023
86827	United States Treasury	885.00	7/12/2023
86817	Sabopr	867.05	7/12/2023
86802	Kalamazoo Sanitary Supply / KSS Enterprises	842.65	7/12/2023
86829	William Wolf	825.00	7/12/2023
86891	William Wolf	825.00	7/26/2023
86785	DK Security	824.00	7/12/2023
86838	Center Point Publishing	816.18	7/26/2023
86892	Xerox Financial Services LLC	815.64	7/26/2023
86874	Patricia Kjolhede / Tunes and Tales by Tricia	800.00	7/26/2023

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 7/1/2023 Through 7/31/2023

Check Number	Vendor Name	Check Amount	Check Date
86875	Penworthy Co.	748.70	7/26/2023
AP-July 2023	Delta Dental Of Michigan	747.05	7/10/2023
86846	DK Security	741.60	7/26/2023
86807	Lindenmeyr Munroe	717.50	7/12/2023
86818	Same Day Delivery, Inc	700.00	7/12/2023
86871	NorthEast Print House	658.09	7/26/2023
86796	Hope Network West Michigan	629.50	7/12/2023
86864	Martha Dubois	600.00	7/26/2023
86812	MLA- Michigan Library Association	590.00	7/12/2023
86863	Lori L Evesque	560.00	7/26/2023
86823	Tsai Fong Books, Inc.	557.12	7/12/2023
1034	Rhiannan Sibbald	500.00	7/12/2023
86834	ACP Entertainment, Inc.	500.00	7/26/2023
AP-2687468	Arrowaste	461.16	7/18/2023
86822	Ebiz Technology LLC / Traction Consulting Group	438.75	7/12/2023
86862	Lindenmeyr Munroe	409.91	7/26/2023
86766	Absopure Water Company	408.75	7/12/2023
86828	Vanguard Fire & Security Systems Inc	406.00	7/12/2023
86869	MLA- Michigan Library Association	380.00	7/26/2023
86819	The Association for Rural & Small Libraries	340.00	7/12/2023
2023-1044	Blackstone Audio Inc	334.98	7/26/2023
2023-1037	Andrew Erlewein	312.56	7/26/2023
86842	Comstock Park Rotary	297.00	7/26/2023
86849	Estevan Tamayo	280.00	7/26/2023
86845	Deaf & Hard of Hearing Services	266.03	7/26/2023
86867	Midwest Collaborative For Library Services	250.00	7/26/2023
86792	Grand Rapids Pride Center	250.00	7/12/2023
AP-2911282-0623	Comcast Cable	248.85	7/10/2023
2023-1046	Dew-El Corporation	210.00	7/26/2023
86840	City Of Rockford	203.30	7/26/2023
86772	Anneliese Bruinsma	203.08	7/12/2023
86768	AED Authority	195.00	7/12/2023
1005	Carla Hotz	188.93	7/12/2023
86893	Yuliya Bunker	172.50	7/26/2023
86888	Vital Records Holdings, LLC / VRC Companies, LLC	171.84	7/26/2023
AP-2036757-0623	Dte Energy	168.67	7/5/2023
86837	Bethany Metivier	151.75	7/26/2023
1035	Sarah Ann Weller	139.00	7/12/2023
AP-0021585-0723	Comcast Cable	126.90	7/25/2023
86830	Wolverine Printing Company	125.00	7/12/2023
86882	Shirley Bruursema	115.21	7/26/2023
1009	Cengage Learning	99.16	7/12/2023
AP-2812834	TASC	98.66	7/27/2023
2023-1095	Tracy Chrenka	94.06	7/26/2023
2023-1092	Performance Assessment Network	90.00	7/26/2023
86833	Absopure Water Company	85.50	7/26/2023
86774	Aqua Blue Aquarium Solutions	85.00	7/12/2023
AP-9936253028	Verizon Wireless - MiFy Routers & Cell phones	82.96	7/5/2023
2023-1091	Nicole Lintemuth	75.20	7/26/2023
86767	Advanced Ecosystems / FishGuy	75.00	7/12/2023
86780	Center Point Publishing	73.71	7/12/2023

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 7/1/2023 Through 7/31/2023

Check Number	Vendor Name	Check Amount	Check Date
AP-016396	Medtipster.com, LLC.	72.17	7/25/2023
86852	Grainger	70.69	7/26/2023
86876	Peter Dykhuis	64.06	7/26/2023
2023-1094	Sheri Gilreath-Watts	62.35	7/26/2023
86794	Hart Area Public Library	53.95	7/12/2023
2023-1093	Sarah Ann Weller	50.04	7/26/2023
2023-1045	Carla Hotz	46.50	7/26/2023
86805	Lance Werner	41.61	7/12/2023
86801	Julie Goldsby	39.00	7/12/2023
86791	Grainger	31.09	7/12/2023
86881	Shaunna Martz	30.28	7/26/2023
86813	Monica Luxford	28.00	7/12/2023
86799	Joel Kibbe	27.00	7/12/2023
86816	Ross Baker	24.99	7/12/2023
2023-1083	Midwest Tape LLC	22.49	7/26/2023
86832	Abigail Cuthbertson	22.49	7/26/2023
86853	Hackley Public Library	20.55	7/26/2023
86877	Plymouth District Library	19.96	7/26/2023
86809	Marshall District Library	18.00	7/12/2023
86795	Heather Bartholomew	17.99	7/12/2023
86886	Township of Barry / Delton District Library	16.99	7/26/2023
86855	Jackson District Library	16.70	7/26/2023
86789	Freeport District Library	15.00	7/12/2023
86821	Three Rivers Public Library	14.99	7/12/2023
86835	Angela Deckard	13.91	7/26/2023
86815	Rose Britt	12.99	7/12/2023
86777	Byron Days Festival, Inc.	10.00	7/12/2023
2023-1048	Ingram Library Services Llc	0.00	7/26/2023
Report Total		1,164,789.46	

Kent District Library
Check/Voucher Register - Voided Checks
From 7/1/2023 Through 7/31/2023

<u>Check Number</u>	<u>Vendor Name</u>	<u>Check Amount</u>	<u>Check Date</u>
86649	Michael Garlick / Doctor Slime's Science Shows	(2,500.00)	7/10/2023
86683	Anna Dyer	(94.00)	7/31/2023
86812	MLA- Michigan Library Association	<u>(590.00)</u>	7/26/2023
Report Total		<u><u>(3,184.00)</u></u>	

Director's Report

July 2023

Gaines + Kentwood

Summer at both the Gaines Township and Kentwood Branches has been exciting and busy! Patrons showed up in strong numbers to participate in programs and activities. A big draw has been programs involving animals. From Exotic Zoo to Critchlow Alligator Sanctuary and Critter Barn, many patrons did not miss the opportunity to pet and hold adorable (or scary) animals! Both branches participated in Gather 2 Grow, a partnership with Feeding America West Michigan, to provide free lunches to surrounding communities for minors and adults with disabilities. Demand for lunches was high this summer and it was wonderful to be able to provide this resource.

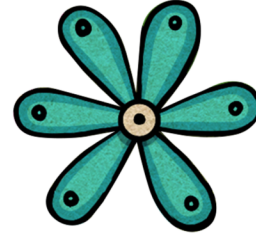
A patron who frequents the Kentwood branch shared that the branch “is a treasure” and that they tell branch staff and friends as often as possible. “Thanks so much for all you do for readers!” It is feedback like this that helps staff feel the impact of their work and find new motivation.

The Gaines Township and Kentwood Branches will continue to offer high quality and in-demand programs. Both branches have exciting new offerings for Fall and look forward to patrons enjoying them and offering their feedback!



Director's Report

July 2023



Krause, Nelson + Spencer

The Krause Memorial, Nelson Township and Spencer Township branches all hosted Touch A Truck programs this summer and all were very well attended. This was the first year for Touch A Truck at the Krause Memorial Branch and it will definitely be offered again next year.

All animal programs were wildly popular this summer, especially the Exotic Zoo, which drew over 800 people at the Krause Memorial Branch. The Nelson Township branch had 156 people come to enjoy the Llamas at Your Library program, which was also featured on local television station WZZM13. At the Spencer Township Branch, 140 enthusiastic attendees came to the library for the Critter Barn petting zoo program.

All three branches participated in the Gather2Grow lunch program again this summer. This initiative, which helps to address food insecurity during the summer months when students aren't in school, is vital to many in these communities and will be offered again in 2024.



Kelloggsville + Wyoming

The Touch-a-Truck event at the Wyoming Branch incorporated a larger variety of new vehicles for the community to enjoy this year thanks to youth focused Branch Librarian, Jackie Boss, and it was very well attended. Jason Kotarski, teen focused branch librarian hosted a Super Smash Brothers Tournament with the help of a fantastic presenter that was a considerable success. After learning that eSports is a path to higher education with scholarship support available, Jason wants to continue to host these types of programs. The teens have a lot of fun and eSports could pave the way to college for some students. The Wyoming Branch's KDL Lab programs did very well this year, especially the Mario Lab. Having labs connected to popular interests and promoting them well makes an enormous difference in attendance.

The Kelloggsville Branch Birthday bash was a remarkable success with about 300 people attending, thanks to the creativity and diligent work of Branch Librarians Cameron Holmes and Adrianna Triche and the whole Marketing and Communication team. We continue to hear from patrons that they are experiencing the Kelloggsville Branch for the first time. It is exciting to have so many people discovering the branch.

Katie Kudos

July 2023

Eric De Haan Byron + Grandville

Nominated by Shaunna Martz

Authentic

"Craig, Eric, and Tricia put on a great and informative SnapSchedule presentation and training. They were all quick to jump in and help us with our numerous questions. Great job!"

Ruth Van Walsum Walker

Nominated by Jeanine Heemstra

Positive

"I would like to recognize Ruth for being both positive and courageous. The other night, we had a teen patron came in who was being intentionally rough with our materials and making a mess (for example, knocking the chess pieces onto the floor). Ruth handled the situation kindly and with empathy in such a way that the teen stopped being disruptive. He left the branch on a positive note. This was a difficult situation that required addressing a patron's behavior. Ruth was professional, calm, and kind."



Rachel McCay Plainfield Township

Nominated by Kathy Cheney

Courageous

"Last night about an hour before closing, half of the branch lights and computers had shut down. There was a loud pop and a strange whirring sound from the electrical panel. After our electrical fire last week, it was a little disconcerting to say the least. Every member of the staff continued to work and gave our patrons the best service possible. There were several people working in the now dark study rooms. There were others who lost computer power. The staff members kindly explained to patrons what we knew and continued to work and stayed close.

Staff made sure all computers were shut down even the staff desktops that normally don't get shut down at close. This has been a wild summer."

Nominated by Becca Organek
Inclusive

"Rachel is so welcoming when we work together. She always makes sure I'm okay and comfortable. On my low days, her kindness means a lot. Thank you for looking out for me! I'm so glad we work together."

Upcoming Meetings + Dates of Interest

Upcoming Meetings

Regular Board Meeting
Thursday, September 21, 2023
4:30 PM
KDL Gaines Branch

Budget Work Session
Thursday, October 12, 2023
4:30 PM
KDL Service + Meeting Center

Regular Board Meeting
Thursday, October 26, 2023
4:30 PM
KDL Service + Meeting Center

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

Dates of Interest

KDL Pension Meeting
August 16, 2023
1:00 PM
KDL Service + Meeting Center

Literary Libations Gala
September 19, 2023
5:30 - 8:30PM
JW Marriott
kdl.org/gala

MLA Conference
October 17-20, 2023
Kalamazoo, MI





MONTHLY PROJECT REPORT

**JULY
2023**

0 New project approved

12 In approval queue

0 Declined

12

Active Approved
Projects

	On Time	11
	Late (At Risk)	1
	Paused	0
	Completed since 01/23	8

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 1KB4K team is well into the process of pulling multiple threads of this project together to form the amazing end-product and experience of 1KB4K. The activity and tracking booklet that is used to mark the reading progress is in the proofing phase, and the team is pleased with the results. Digital Marketing Strategist, Josh Mosey was able to attend the last meeting to help brainstorm social media promotional strategies that work towards the goals of new excitement, sustained engagement and increased completion rate with the new 1KB4K. Marketing Communications Specialist Katie Zuidema also crafted simple but informative blurbs about resources that support early learning at KDL. This information will be emailed to patrons who complete each level of the program, helping to encourage patrons to keep going and connecting them to potentially new information. Next steps include training components for staff on the revamped 1KB4K, and the digital tracking process through Beanstack, as well as establishing and updating a website landing page for 1KB4K information for patrons with Webmaster Remington Steed and finishing up proofing materials so they are ready to be printed.

Email Group Streamline + Update



Project Lead: Elvia Myers
Status: Complete

Approval Date: 03.02.22
Due Date: 03.31.23 *new projected due date of 7.31.23*

The Email Group Streamline and Update project has been officially closed out! This team has worked rigorously to pare KDL's active directory and groups to succinct, organized list of global email groups within the organization and to establish a set of standardized naming conventions that can be intuitively learned and adopted by all end users. The team established standardized syntax for group names and emails, renamed groups when appropriate, deleted unused and nonconforming groups, created processes for distribution groups and SharePoint groups, and so much more. Thanks to all the hard work of this team (Curtis Kieliszewski, Dhanya Ravi, Angela Culp, Katie Blakeslee, Lauren Hagerman Tekelly, Amanda Johnston, and Elvia Myers). Though this work will never be "done" the organization has a way to move forward to audit and monitor on an annual basis.

Express Library Pilot - Grattan Township



Project Lead: Kurt Lardie

Status: On track

Approval Date: 04.26.23

Due Date: 10.31.23

The Grattan LibCabinet is up and running! There has been lots of excitement by area residents. It has been determined that Lowell/Alto RM1 Sandy Graham will continue to service Grattan even after her August 11 retirement. Sandy has developed a procedure to allow area residents to receive items put on “hold” up at Grattan, which was highly requested by the patrons of Grattan. In addition to this, MarCom is working on a background map of Grattan Township to paper the behind the cabinet as well as some custom wrapping for the cabinet, helping KDL bring focus to the community they are serving.

FE Technologies Wand Rollout



Project Lead: Karen Small

Status: On track

Approval Date: 01.18.23

Due Date: 08.31.23

FE Technologies wand rollout has now been implemented through the branches, and goals that have previously been set to help monitor the wand rollout process are still being monitored. The goal is to have all branches complete scanning at least once each month. All of the branches have also been successfully using the wand for returns check in. This project is showing amazing promise. Out of all of the 20 branches, even with a few wands out for service, only three of the large branches weren’t able to get their collections completely scanned. In addition to this, the Sort Assistants are being installed one branch at a time and training is reviewed for using the wand and how the two pieces of technology work together to create accuracy, efficiency, and consistency at all locations.

Language Accessibility: Over the Phone (OPI)



Project Lead: Yuliya Bunker

Status: On track

Approval Date: 02.22.23

Due Date: 08.31.23

The language accessibility project is running smoothly. There has been an updated deadline of August 31 in order to ensure a successful roll out. The Patron Service Department will start training on the OPI service August 17th. The project team is looking to launch the language accessibility service on August 21. To help promote this new service, Katie Zuidema created a blog post, which will go live on launch day. Webmaster Remington Steed also created a web page that will be linked to a QR code on both bookmarks and posters advertising the availability of this service, and Brad Baker also helped the team with the design and print for the bookmarks and posters. The project team is finishing up procedure and training materials for the Patron Service Department as well as a communication bulletin for KDL staff. To bring this project one step further, Sara Proano is working on a presentation to familiarize staff with the specifics of language accessibility, illustrate the impact of this service on KDL communities, and provide an overview of specific language resources that are available at KDL.

Library Relationship Management (CRM)



Project Lead: Hannah Lewis

Status: At Risk - Timeline

Approval Date: 08.17.22

Due Date: 12.31.22 *new projected due date of 09.30.23*

Training for the Library Relationship Management (CRM) is currently being created by the project group, and the online training is set to roll out at the end of August. There will be two training sessions for this project. the first training session will be geared towards staff with salesforce licenses, and the latter training will be geared for staff without salesforce licenses. The team will conduct three in-person training courses that will take place August 4th, August 7th, and August 11th where salesforce license holders will have in person training with Salesforce Contractor Brian Richards to help train and educate KDL employees.

New Cardholder Drive



Project Lead: Joshua Mosey

Status: On track

Approval Date: 02.22.23

Due Date: 01.31.24

The project team is preparing for their new campaign. Banners have been ordered for the newly dubbed “Get Carded” campaign. Staff buttons and new patron stickers will also be available in branches by the end of August in time for September, which is Library Card Sign Up Month. The team is working on setting up specific outreach events for card signups with busy area businesses like Fruit Ridge Hayrides. The project team is also organizing a staff challenge and a #hashtag contest for social media to promote card ownership.

On the Same Page 2024



Project Lead: Hennie Vaandrager

Status: On track

Approval Date: 03.22.23

Due Date: 05.31.24

An official name for the One Book, One KDL program has been chosen and will be called “On the Same Page” moving forward. A timeline for marketing has been discussed and the team will announce the author and book to staff at the end of August, and to the public at the end of November. The group is busy scheduling KDL book clubs to get this title on their book discussion list in the next 8 months. The selected book has been chosen for some national/celebrity book clubs and is receiving star reviews from many review sources.

One Community Relationship Building



Project Lead: Elvia Myers

Status: On track

Approval Date: 01.25.23

Due Date: 12.31.23

To help highlight the work of the One Community Relationship Building team, the Kaleidoscope this fall is planning a full page, or a 2pg-spread to list all Native American program offerings in the area. This spread will include Native American Storytelling, the Levi Rickert Author talk, Angeline Boulley, and the World Affairs Council series on boarding schools. The team is also hosting several events. One of the events taking place is an author talk for the book, Visions for a Better Indian Country, accompanied by a large drum presentation. Native American Storytelling will also take place at Plainfield, Grandville, Alpine, and Nelson. An Author Talk from Levi Rickert has also been planned to take place at the Wyoming branch this November.

Physical Collection Audit



Project Lead: Joshua Bernstein

Status: On track

Approval Date: 02.22.23

Due Date: 12.31.23

The physical collection team is currently working with the branch managers to finalize the budget recommendations for the magazine, audio book, and music CD collection budgets for the upcoming future. Next on the agenda, the team will begin looking at staff training plans, recommendations for collection space, and recycling options for weeded materials as they continue the audit.

PolicyTech to SharePoint Conversion



Project Lead: Graham Lawcock + Trish Reid
Status: On track

Approval Date: 02.22.23
Due Date: 10.15.23

The project team for the PolicyTech to SharePoint Conversion are busy preparing for system-wide roll-out that will take place on August 16th. This systemwide rollout will include procedures, training and the training plan to ensure that staff are competent and prepared to handle this conversion, and that they are prepared to access policies and documents when needed. This training will also help library users become more familiar with SharePoint from a KDL perspective. The training rollout is being reviewed this week, and the project team is on track to success!

Scheduling Software (Snap Schedule)



Project Lead: Eric DeHaan
Status: On track (NEW)

Approval Date: 06.14.23
Due Date: 11.15.23

The scheduling software project continues to move swiftly and as planned. The contract for purchase has been completed and the team has begun the training and implementation process with managers. Two training sessions for RMIs (primary schedulers) were held on 7/24 and 7/26, led by project captains Eric DeHaan, Craig Buno, and Tricia Hetrick, with the aid of Training Manager Trish Reid. RMIs will receive training on 8/16. This project team is currently in the process of creating training material for staff and subs as well as training documentation for managers. Tricia and Eric are leading creation of staff training materials, while Craig focuses on manager documentation. Trish plans to focus on sub training and automated sub (open shift) functionality, with two training dates set for 8/2 and 8/10. The team will be meeting with Snap Schedule representatives on 8/3 to solid Outlook integration functionality, and plan to implement with the system-wide rollout of the new software the week of 9/4. The team is excited for the implementation of this new scheduling tool and have been pleased with the service and responsiveness of the software vendor as they work to complete this project.

Sort Assistant Software by FE Technologies



Project Lead: Karen Small
Status: On track

Approval Date: 04.26.23
Due Date: 12.31.23

RFID Pads arrived on July 14, 2023. The following weeks phone meetings were held with Graham, Karen and each RM2 to discuss location of Sort Assistant install and dates for the training. Kelloggsville was installed in June to test pilot the Sort Assistant on a laptop. Cascade has been using one of the pilot stations and the second was installed on July 18 with three days of staff training. Plainfield also has been using a pilot station and the second installation was done on July 24. Grandville installation was July 25 with a second day of training on August 2. Kentwood installation was completed on July 26. At each installation, staff were shown the process for using the wand to check in items and the Sort Assistant to process exceptions for the Clean Hold Shelf items. They were shown how to unpack and process delivery and the Holds Pull List. Staff were shown how to wand and not to 'slice' in between items. An explanation was given on efficiency, accuracy and consistency on the process and the route slips at each install and training.

BUILDING PROJECTS



Krause Memorial (Rockford)



Project Lead: Jennifer German
Status: N/A

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

The Krause Memorial Fundraising Cabinet continues to meet monthly. The Fundraising efforts of the campaign cabinet are currently focused on government grants and its top prospective donors.

Tyrone Township



Project Lead: Liz Knapp
Status: N/A

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

At the August 1 Tyrone Township Board meeting, the board resolved to utilize the \$300,000 Michigan Community Development Grant, and their \$300,000 match to begin work on the future library site. The scope of this work is still being finalized but may include removing the old building, adding wells, and a small outdoor play space and the beginning work on the parking lot. Meanwhile, township officials, library staff, and KDL Board Member Tracy Chrenka continue to review building and site plans.

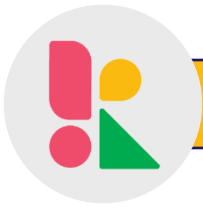
Walker



Project Lead: Craig Buno
Status: N/A

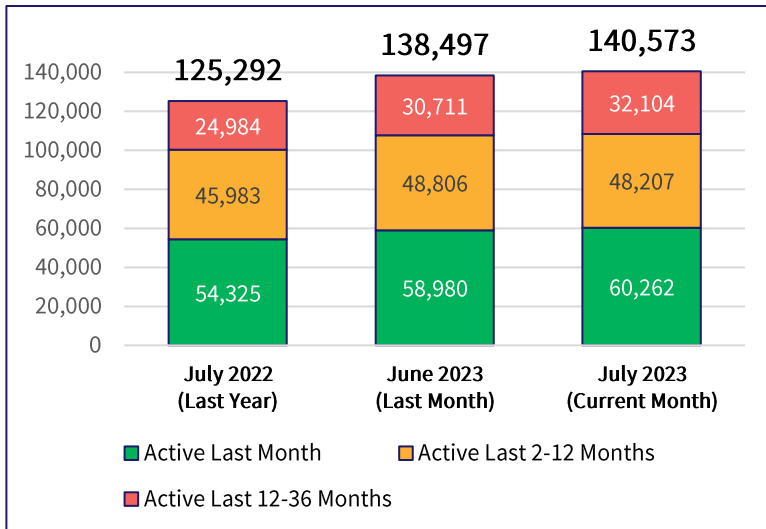
Approval Date: N/A
Due Date: N/A

The New Library Steering committee continues to meet regularly. During a recent steering committee meeting, the group toured the Cascade, Kentwood and Ada branches to garner ideas and feedback for the expansion. Jennifer Devault, and KDL managers discussed what works well in the current buildings and what could be improved in a new library space. The city continues to work towards a 2026 date for the expansion.



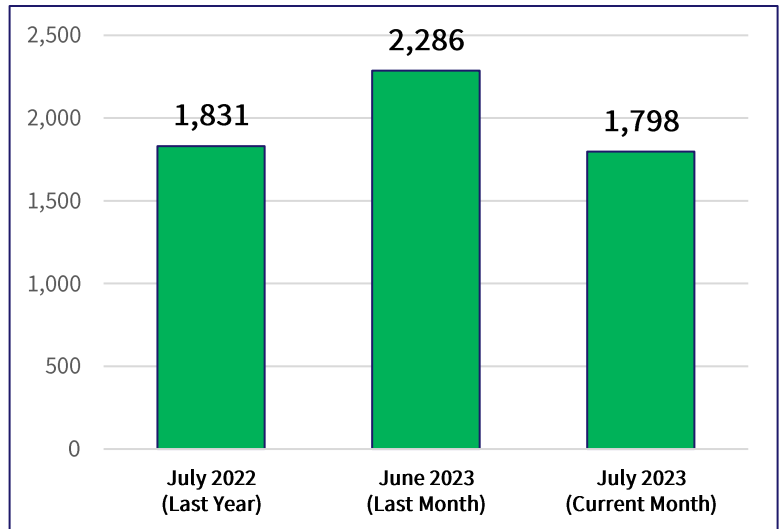
JULY 2023 STATISTICAL SUMMARY

Active KDL Patrons:



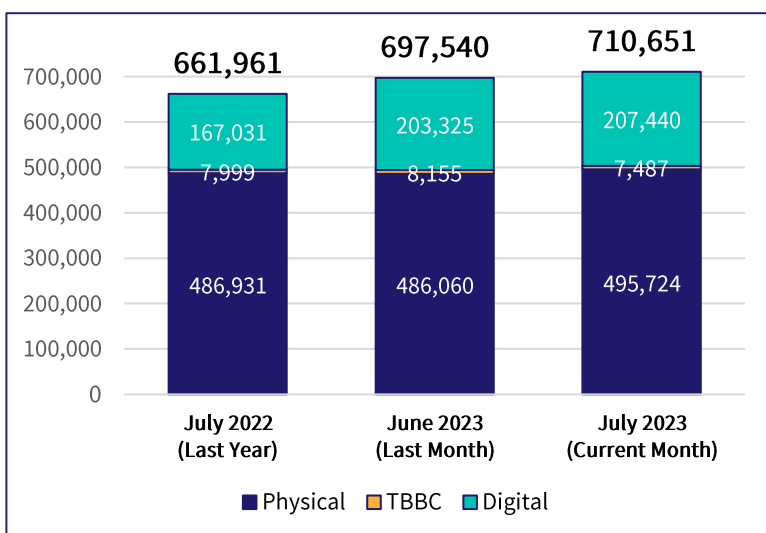
Active KDL Patrons are **up 1%** from last month and **up 12%** from the same month last year.

New KDL Cards Added:



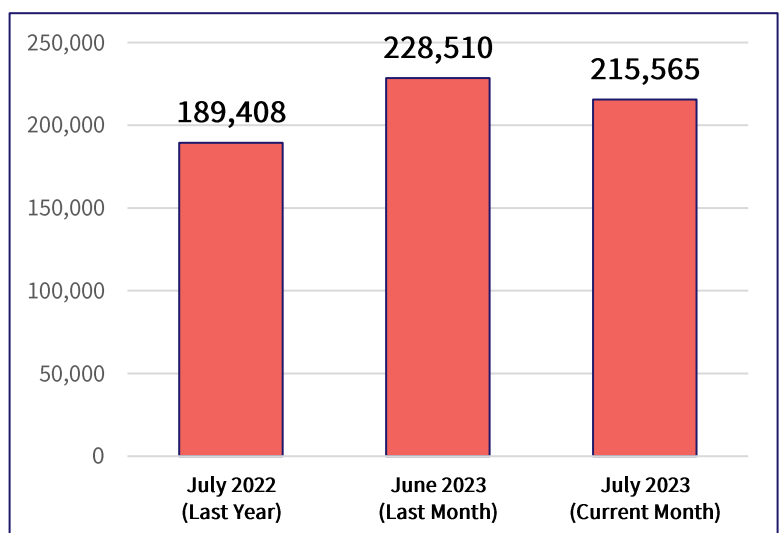
New KDL Cards Added are **down 21%** from last month and **down 2%** from the same month last year.

Total Circulation:

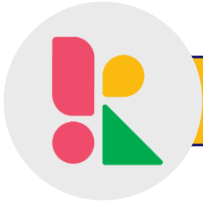


Total Circulation is **up 2%** from last month and **up 7%** from the same month last year.

Visitor Count:

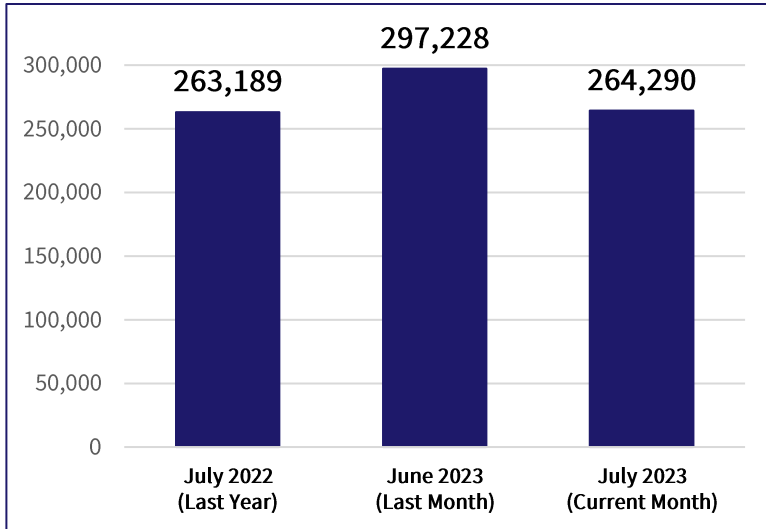


Branch visitors are **down 6%** from last month and **up 14%** from the same month last year.



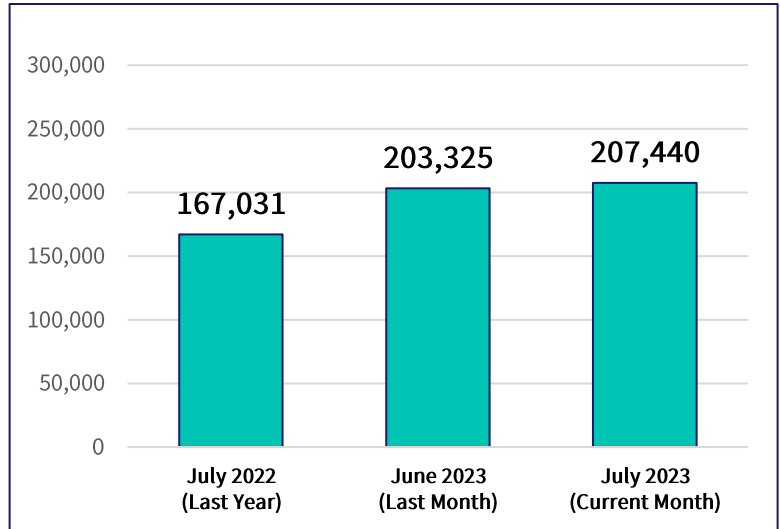
JULY 2023 STATISTICAL SUMMARY

Physical Items Checked Out:



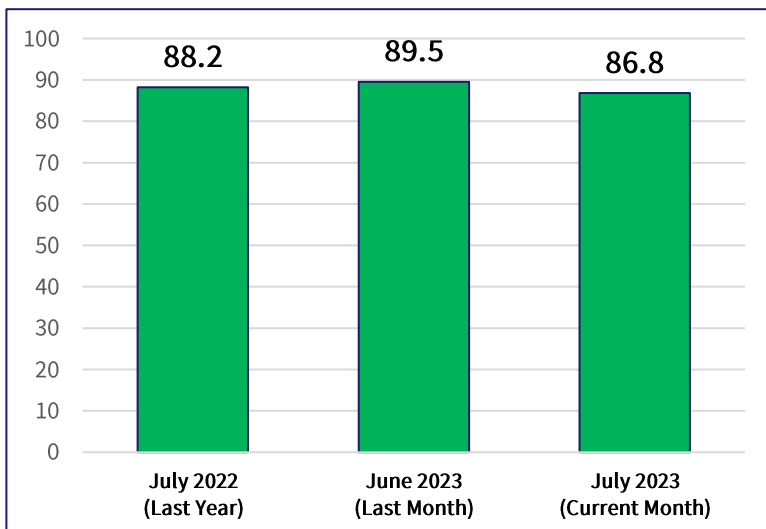
Physical checkouts are **down 11%** from last month and **up 0.4%** from the same month last year.

Digital Items Checked Out:



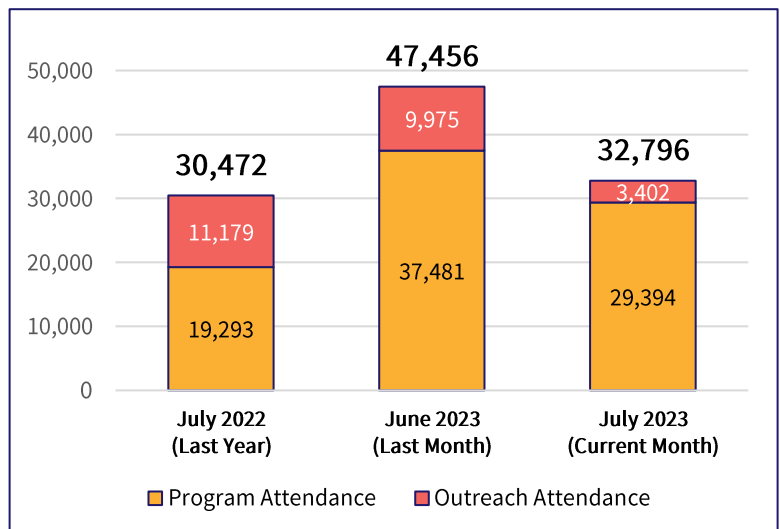
Digital checkouts are **up 2%** from last month and **up 24%** from the same month last year.

Net Promoter Score (NPS):



Net Promoter Score is **down 2.7%** from last month and **down 1.4%** from the same month last year.

Programs & Outreach:



Program & Outreach Attendance is **down 31%** from last month and **up 8%** from the same month last year.



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	227
2. <i>The Five-Star Weekend</i> by Elin Hilderbrand	169
3. <i>Happy Place</i> by Emily Henry	161
4. <i>Lessons in Chemistry</i> by Bonnie Garmus	121
5. <i>Twenty Thousand Fleas Under the Sea</i> by Dav Pilkey	118
6. <i>Tomorrow, and Tomorrow,</i> <i>and Tomorrow</i> by Gabrielle Zevin	107
7. <i>The Bad Guys in Let the Games Begin!</i> by Aaron Blabey	106
8. (tie) <i>Meet Me at the Lake</i> by Carley Fortune	104
(tie) <i>The Super Mario Bros. Movie</i> DVD	104
10. <i>Simply Lies</i> by David Baldacci	100

All Physical Items (Most Holds):

<u>Title</u>	<u>Holds</u>
1. KDL WiFi Mobile Hotspot	487
2. <i>Happy Place</i> by Emily Henry	227
3. <i>The Five-Star Weekend</i> by Elin Hilderbrand	217
4. <i>Lessons in Chemistry</i> by Bonnie Garmus	188
5. <i>The Housemaid</i> by Freida McFadden	187
6. <i>The Covenant of Water</i> by Abraham Verghese	181
7. <i>Fourth Wing</i> by Rebecca Yarros	175
8. <i>Remarkably Bright Creatures</i> by Shelby Van Pelt	170
9. <i>Demon Copperhead</i> by Barbara Kingsolver	161
10. <i>Meet Me at the Lake</i> by Carley Fortune	147

OverDrive Items (Most Checkouts):

<u>Title</u>	<u>Checkouts</u>
1. <i>A Very Typical Family</i> by Sierra Godfrey	703
2. <i>Demon Copperhead</i> by Barbara Kingsolver	458
3. <i>Verity</i> by Colleen Hoover	270
4. <i>Beach Read</i> by Emily Henry	239
5. <i>A Very Typical Family</i> by Sierra Godfrey (audio)	234
6. <i>The Covenant of Water</i> by Abraham Verghese (audio)	231
7. <i>Fourth Wing</i> by Rebecca Yarros (audio)	229
8. <i>A Court of Thorns and Roses</i> by Sarah J. Maas (audio)	211
9. <i>The Seven Husbands of Evelyn Hugo</i> by Taylor Jenkins Reid	188
10. <i>You Shouldn't Have Come Here</i> by Jeneva Rose (audio)	184

OverDrive Items (Most Holds):

<u>Title</u>	<u>Holds</u>
1. <i>Happy Place</i> by Emily Henry	1,024
2. <i>Lessons in Chemistry</i> by Bonnie Garmus	900
3. <i>Spare</i> by Prince Harry (audio)	693
4. <i>Lessons in Chemistry</i> by Bonnie Garmus (audio)	603
5. <i>Happy Place</i> by Emily Henry (audio)	598
6. <i>It Starts with Us</i> by Colleen Hoover	550
7. <i>Fourth Wing</i> by Rebecca Yarros	487
8. <i>The Five-Star Weekend</i> by Elin Hilderbrand	383
9. <i>Mad Honey</i> by Jodi Picoult	351
10. <i>Hello Beautiful</i> by Ann Napolitano	343

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Morgan Shepard	Assistant Branch Librarian – Kentwood	Branch Librarian – Caledonia	July 31
Alyssa Johansen	Shelver – Plainfield	Assistant Branch Librarian – Plainfield	August 21
Ginny Kenyon	Assistant Branch Librarian – Gaines Township	Assistant Branch Librarian Sub	September 7

DEPARTURES	POSITION	EFFECTIVE
Christine Alspaugh	Shelver – Casade	August 18
Talea Fournier	Assistant Branch Librarian – Cascade	August 25
Kelly Gibson	Assistant Branch Librarian – Spencer Township	August 26

OPEN POSITIONS	TYPE
Branch Librarian – Cascade	Full-time
Assistant Branch Librarian – Alto / Englehardt	Part-time
Shelver – Alpine / Tyrone Township	Part-time
Assistant Branch Librarian – Caledonia	Part-time
Assistant Branch Librarian – Amy Van Andel / Ada	Part-time
Assistant Branch Librarian – East Grand Rapids	Part-time
Assistant Branch Librarian – Kentwood	Part-time
Assistant Branch Librarian – Spencer Township	Part-time
Assistant Branch Librarian – Cascade	Part-time
Shelver – Plainfield	Part-time
Assistant Branch Librarian Subs (4 positions)	Temporary

EMPLOYEE ANNIVERSARIES (SEPTEMBER)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Susan Erhardt	Plainfield	31 years
Michelle Toren	Gaines Township	29 years
Rich Nagel	Information Technology	28 years
Beth Green	Gaines Township	22 years

EMPLOYEE ANNIVERSARIES (SEPTEMBER)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Ali Kuchta	Collection Development	22 years
Dan Palasek	Marketing/Communications	21 years
Meredith Schickel	Byron Township	21 years
Sheri Glon	Project Management Office	18 years
Kathleen Knott	Gaines Township	14 years
Greg Lewis	Programming	14 years
Craig Buno	Walker/Alpine/Tyrone Township	13 years
Vanessa Fisk	Nelson Township/Sand Lake	11 years
Megan Russ	Grandville	10 years
Mary Valentine	Patron Services	10 years
Kaitlin Allen	Patron Services	9 years
Jaime Brooks	Plainfield	8 years
Jaci Cooper	Project Management Office	7 years
Betsy Riddell	Sub Pool	7 years
Kathy Lewis	Tyrone Township	6 years
Audrey Barker	Kentwood	5 years
Kelly Garvin	Walker	5 years
Maggie Maxwell	Nelson Township/Sand Lake	5 years
Margaret Taylor	Caledonia	5 years
Brynn Doering	Patron Services	4 years
Jason Hetrick	Sub Pool	4 years
Alicia Maxwell	Krause Memorial	3 years
Immanuel Deliyannides	East Grand Rapids	2 years
Jason Kotarski	Wyoming	2 years
Kurt Lardie	Englehardt/Alto	2 years
Katie Brainard	East Grand Rapids	1 year
Molly Dixon	Tyrone Township	1 year
Diana Gray	Sub Pool	1 year
Jessica Hannah	Collection Services	1 year
Ryan Iacovone	East Grand Rapids	1 year
Emma Newman	Cascade	1 year
Mary Pawneshing	Cascade	1 year

BOARD OF TRUSTEES ATTENDANCE - 2023

	SHIRLEY BRURSEMA	TRACY CHRENKA	ANDREW ERLEWEIN	PETER DYKHUIS	SHERRI GILREATH WATTS	CARLA MOYER HOTZ	NICOLE LINTEMUT H	PENNY WELLER
January 19, 2023	X	X	X	X	X	X	X	X
February 16, 2023	X*	X	X	X	X	X	X	X
March 16, 2023	X	X	X	X	X	X	X	X
April 20, 2023	X	X	X	X	X	X	X	X
May 18, 2023	X	X	X	X		X	X	X
June 15, 2023	X	X	X	X	X	X	X	X
July 20, 2023	X	X	X	X	X	X	X	X
August 17, 2023								
September 21, 2023								
October 12, 2023								
October 26, 2023								
November 16, 2023								
December 21, 2023								

*BOARD PARTICIPATION VIA TELECONFERENCE

TRUSTEE NAME	MEETING DATE		TRUSTEE NAME	MEETING DATE



RESOLUTION

Truth in Taxation—2024 Millage Tax Rate Request

MEETING INFORMATION

A regular meeting of the Library Board (the “Board”) of the Kent District Library (the “Library”) was held on August 17, 2023 at 4:30 PM.

The meeting was called to order by_____.

PRESENT: _____

ABSENT: _____

RESOLUTION

WHEREAS, the Kent District Library was established pursuant to the Kent District Library Agreement; and

WHEREAS, the district of the Kent District Library ("District") consists of the entire geographic area of Kent County except for the City of Grand Rapids, the City of Cedar Springs, Solon Township, Sparta Township, the Village of Sparta, and those portions of Bowne Township and Caledonia Township which are located within the Thornapple Kellogg school district; and

WHEREAS, pursuant to the District Library Establishment Act, 1989 PA 24, as amended (“DLEA”), the Board is authorized to levy a tax upon all taxable property within the District, provided that the districtwide tax is authorized by the electors of the District; and

WHEREAS, on August 5, 2014, the electors of the District authorized the Board to levy a districtwide property tax in the amount of 1.28 mills for ten (10) years (2014 through 2023, inclusive) to provide funds for district library purposes; and

WHEREAS, the Library held a public hearing on the proposed millage rate to be levied in 2023 at the regular meeting on August 17, 2023, and the hearing complied with the requirements of the General Property Tax Act, including MCL 211.24e (Truth in Taxation); and

WHEREAS, as authorized by the General Property Tax Act, the Library Board desires to levy a reduced millage rate of 1.10 mills;

NOW, THEREFORE, BE IT RESOLVED THAT:

1. The Board hereby certifies that the electors of the District approved a maximum annual tax rate of 1.28 mills (\$1.28 per \$1,000) for ten (10) years (2014 through 2023, inclusive) at an election held on August 5, 2014 to be used for district library purposes.
3. Pursuant to Act 24, the Board hereby levies on December 1, 2023, a property tax upon all taxable property within the District in the amount of 1.10 mills (1.10 per \$1,000) on the taxable value of such

property, as finally equalized, to provide funds for district library purposes.

4. The Board hereby certifies that the millage to be levied on all taxable property in the District has been reduced, if necessary, to comply with Article 9, Section 6 of the Michigan Constitution of 1963 and that the millage to be levied has also been reduced, if necessary, to comply with MCLA 211.24e and 211.34.
5. The Executive Director is hereby authorized and directed to provide a certified copy of this Resolution and the 2023 Tax Rate Request on Michigan Department of Treasury Form L-4029 to the Kent County Clerk, the Kent County Equalization Department, and to each Township and City Clerk included in the District in the form attached as Exhibit A.

THE FOREGOING RESOLUTION was adopted on a motion made by _____ and seconded by _____. Upon a roll call vote, the following voted aye: _____. The following voted nay: _____. The Chair declared the motion carried and the Resolution duly adopted on the 17th day of August 2023.

Adopted this 17th day of August, 2023.

RESOLUTION DECLARED ADOPTED.

CERTIFICATION

I HEREBY CERTIFY that the foregoing is a true and complete copy of a resolution adopted by the Board of Trustees of the Kent District Library, County of Kent, Michigan, at a regular meeting held on August 17, 2023, and that said meeting was conducted and public notice of said meeting was given pursuant to and in full compliance with the Open Meetings Act, being Act 267, Public Acts of Michigan, 1976, and that the minutes of said meeting were kept and will be or have been made available as required by said Act.

Dated: August 17, 2023

Andrew Erlewein, KDL Board Chair

Nicole Lintemuth, KDL Board Secretary

INTRO

AGENDA ITEM FOR CONSIDERATION: Automated Materials Handling (AMH) System Acquisition

BOARD MEETING DATES: August 17, 2023 (first reading); September 21, 2023 (second reading)

TIMELINE: If approved, the sorter will arrive 8-9 months after ordered. Modifications to the physical delivery space would occur within 3 months in preparation for the installation. Tote bins would be ordered by the end of 2023. We anticipate at least 2 weeks of training time with the goal of having everything operational by early spring of 2024.

BUDGET LINE ITEM(S): Fund Balance; 2024 budget amendment

TOTAL ESTIMATED COST: \$704,064.70

PURPOSE

Acquisition of Lyngsoe's Automated Materials Handling System would increase efficiencies in multiple areas: in the physical process of sorting delivery items at the Service Center (Collection Services) and the branches, and in the utilization of staff time. In Collection Services, delivery processing time would decrease from 4 hours per day to less than 2 hours per day, with less staff needed, allowing CS staff to devote more time to their many other duties. In all 20 KDL branches, the delivery check-in process would be completed 60-75% faster, giving branch staff more opportunity to attend to patron needs and complete other tasks. The proposed AMH system would also reduce the physical strain on Collection Services Assistants, preventing and/or minimizing future injuries caused by the heavy-lifting and repetitive motions currently required to perform delivery tasks. It also positions KDL to handle the delivery needs of additional branches in the future.

OVERVIEW/NEEDS/BACKGROUND INFO

An Automated Materials Handler is a mechanical sorter with software that operates in conjunction with an Integrated Library System (ILS) to physically sort and distribute thousands of library items per hour. During the Intelligent Returns Equipment and AMH Systems RFP project last year, KDL staff reviewed multiple AMH systems from several different vendors.

By far, the Lyngsoe product presented by Envisionware stood out. Staff were most impressed with the efficiency of the automated sorting process vs. our current manual process, as well as the improved ergonomics it provided.

To further research the Lyngsoe system's fitness for KDL, the Leadership Team approved a small group of KDL staff members to visit libraries currently utilizing the same equipment. In February 2023, 8 staff members coming from branches, Collection Services, and IT visited both Cincinnati Public Library and Dayton Metro Library systems in Ohio to tour facilities and get hands-on experience with the Lyngsoe equipment. At the time, we were interested in learning about both the smaller branch sorters and a large-scale central sorter for the Service Center.

In Cincinnati (where they only have a large central sorter), we learned about a sleek software component called the “Tote Manifest,” which has created significant efficiencies for the delivery check-in process at the branch level. The Tote Manifest software streamlines the delivery check-in process for branch staff by creating a single barcode that, when scanned, checks in the contents of an entire tote (e.g., check-in more than 50 items with a single click).



At Dayton Metro Library, they use both a large central sorter in addition to smaller sorters at their branch locations. Dayton Metro Library purposefully “built or remodeled” their branches to accommodate the smaller sorters since they are disruptively noisy and required special spaces to muffle the cacophony. This worked well for them because they own their branch buildings, but it is not applicable to KDL, as our facilities are owned by the municipalities. This convinced the team that the smaller sorters would not benefit KDL and are unnecessary to gain the efficiencies we desire if we invest in the Tote Manifest software in conjunction with a large central sorter, a realization that will ultimately save KDL significant future dollars.

It is also worth noting that management discussed acquiring an AMH System back in 2016 after seeing the equipment at the Public Library Association (PLA) conference in Denver. At that time, the idea was tabled and the Collection Services Department was encouraged to examine their current processes to see what efficiency gains they could find elsewhere. The Collection Services Department consequently hired a logistics firm to analyze the delivery process and redesign it. While they were able to incorporate some efficiencies into the existing system, it is still not at the desired level. The AMH System would significantly improve the delivery process, and then some.

BENEFITS

A.) Delivery Process Benefits:

The AMH system offers significant improvements to the delivery workflow in the Collection Services Department and in the branches. See the chart below for a comparison of current delivery procedures and potential AMH improvements.








Current Delivery Process	Delivery with Sorter and Tote Manifest
<i>In Collection Services:</i>	
5 staff members sort materials in 4 hours	4 staff members sort materials in 2 hours
100 staff hours needed per week to process delivery	40 staff hours needed per week to process delivery
Can sort 5,000 items in 4 hours	Can sort 5,000 items in 2 hours
Staff physically sort items into 150+ bins and bags, subdividing materials by books and AV items, covering a large space on foot. Human error inevitably occurs.	Staff feed items onto a conveyor belt and the machine sorts them into correct bins arranged along the belt. All sorting is contained in a centralized space and staff are not crisscrossing the space. Fewer errors will occur.
Staff must place a printed transit slip into every item by hand to ensure that they are sorted into the correct bins.	Only items with patron holds require a printed transit slip, using 75% less receipt paper.
Staff experience wear and tear on knees, hands, feet, shoulders, and backs from the physical demand required to complete delivery. Every shift, staff lift 150+ heavy bags and totes by hand and sort them onto multiple carts for distribution to the branches.	Staff will endure far less bodily wear and tear from the decreased physical demand of the AMH system, preventing and/or minimizing future injuries. Staff scanning items into the machine can be seated. Staff will have new lift trucks to lift all totes, greatly reducing the number of heavy totes staff must repeatedly lift for hours each day.
<i>At the branches:</i>	
Staff manually pull each item out of the bin and scan them using an RFID pad.	Using the Tote Manifest System, staff will scan one barcode into the Tote Check-In software, checking in all items in the bin at once (e.g., 50 items.) The items are now ready to be sorted and shelved.
Staff must remove transit slips from every item that gets checked in from delivery.	No transit slips to individually remove from every item, reducing mess and paper-waste.
New Hold slips must be printed and put into items that have patron holds.	Items would arrive with hold slips pre-printed, so items can be immediately put on the hold shelf for patron pickup. Time needed for branch staff to unpack delivery is reduced by 60-75%.

Delivery Process Improvements Summary:

- Staff needed to process delivery reduced by 20%, from 5 people to ~4 people per day.
- Weekly Collection Services staff hours devoted to delivery reduced from 100 to 40 hours.
- Time needed to process delivery at branches reduced by 60-75%.
- Physical demand on staff is greatly reduced, preventing and/or minimizing future injuries.
- Much less receipt paper used.

B. Labor Reallocation Benefits:

Collection Services: The AMH system will allow staff to reallocate the time saved on delivery to other, equally important tasks. Collection Services is responsible for not only delivery, but also for processing incoming and outgoing interlibrary loan (ILL) hold items through the state-wide Michigan eLibrary (MelCat) System (around 5,000-6,000 incoming and outgoing ILL items per month), hot spot processing (900+ devices in the system), and processing all new items purchased by KDL each month (around 12,000 items per month). New item processing is a particularly involved task that needs more time devoted to it.

New Item Processing Includes the Following Tasks:	
	Unpacking all shipments of new items
	"Receiving" all new items in Workflows (KDL's ILS) to ensure we only pay vendors for items we receive
	Troubleshooting all order discrepancies that occur between the ordering, shipping, and receiving process
	Organizing all new items onto carts, subdivided by items with patron holds, items without patron holds, and by branch destination
	Attaching barcode stickers, RFID tags, and location stickers to all new items
	Entering catalog information from OCLC into Workflows for every new item
	Checking in, inserting transit slips, and processing every new item through delivery

Breakdown of New Items Processed per Month:

- 12,000 new items processed per month.
- This equals 48 full carts of new items, with 250 items per cart.
- It requires about 8 hours of work to fully process a single cart.
- The full process takes about 380 hours per month to complete.

Collection Services prioritizes processing new items that have patron holds. Consequently, new items without holds pile up, creating a perpetual multi-week backlog of work. With the AMH system, staff time can be shifted immediately to cut down this backlog. Going forward, rather than operating with a perpetual backlog of work, CS staff would be able to simply keep up.

Additionally, since KDL plans to continue expanding our services and branch locations, Collection Services would be better positioned to accommodate the increase in the number of new items purchased per month that would naturally follow. Outside of future expansion, through the natural process of attrition, Collection Services would require less staff to complete all duties, creating an overall labor savings down the road. Consequently, we can do more with less as people resign, or reallocate their work to other important work at the department or elsewhere.

KDL Branches: With a 60 - 75% reduction in delivery processing time, branch staff would have much more time to engage with patrons and fulfill other duties.

Labor Reallocation Benefits Summary:

- At SC: More time devoted to processing new materials and MelCat.
- At Branch: More time devoted to public-facing activities and other essential duties.

C. Return on Investment

As outlined above, there are multiple immediate benefits of adding the central sorter and tote check-in server. There are also monetary benefits to be gained further down the road as we begin to see efficiencies. The ROI Calculators that we consulted show returns as early as 3.5 to 4 years. These machines normally last 12 – 15 years. Being able to see returns after the first 1/3 of useful life is a good investment. Some additional details are shared below:

- At the Service Center, with the 44-bin sorter, we would create a 58% reduction in staff time spent on processing delivery. At \$16.00 per hour, the cost of that staff time equals a weekly savings of \$1,150.00, for a potential annual savings of \$60,000.00.
- At the branches, with the Tote Manifest expediting the delivery process, the process would be 83% more efficient with the potential for weekly cost savings of \$2,222.22, and an annual cost savings of \$115,555.00.

Although our labor budget will not change immediately, we will be able to reallocate staff time and attention units to other value-added work. Likewise, we can imagine a future where fewer staff members will need to be scheduled to perform tasks associated with delivery, and in some cases attrition may be a natural outcome.

DISADVANTAGES

The primary disadvantage is cost. The sorter is a large investment up front. However, based on our calculations of the return on investment, the sorter will quickly recoup the expense, and continue to create process and staffing benefits for KDL well into the future.

Training staff will also take time, but based on our experience in Ohio, the sorter is very easy to use and maintain.

There will also be a 1-2-week period during construction when the delivery area will need to be set up in an alternate location, most likely the bookmobile garage.

COST

Item Description	Qty	Unit Price	Extended Price
Envisionware 44 Bin AMH Sorter	1	\$446,177.70	\$446,177.70
5-Year Maintenance Contract	1		\$200,995.00
Battery Powered Lift Truck	2	\$1,446.00	\$2,892.00
Modifications to Mel Workspace	1	\$6,000.00	\$6,000.00
Electrical and Data	1	\$3,000.00	\$3,000.00
Wall protection	1	\$5,000.00	\$5,000.00
Acoustics in delivery	1	\$23,000.00	\$23,000.00
Tote Bins	1000	\$17.00	\$17,000.00
Grand Total			\$704,064.70

While the costs above are based on purchasing the sorter outright, we did consider a lease option. Inflationary interest rates made this a less attractive option.

IMPLEMENTATION

- Once ordered, the sorter would be delivered and installed within 8 months.
- During that time, minor renovations would take place, such as adding sound proofing and modifications to the current workspace so the sorter will have adequate space and be sonically insulated from other work areas in the building.
- During installation, delivery would need to be moved to another space temporarily, most likely the bookmobile garage.
- Collection Services staff would be trained on using the sorter and tote manifest system.
- In-person training on the tote manifest system would take place at each branch with RM2s and Assistant Branch Librarians.

RECOMMENDATION

The AMH project group recommends that KDL purchase a central sorter, to be located at the Service and Meeting Center, for the following reasons: to streamline the delivery process in both Collection Services and at the branches; to prevent and/or minimize future staff injuries incurred through the current, physically demanding delivery process; to reallocate staff time saved on delivery to other pressing tasks; and to save on future labor costs, as fewer staff members will be needed in Collection Services to complete delivery tasks.

Document History:

1. First Draft – Liz Guarino
2. Revision –Liz Guarino, Kurt Stevens, Amanda Johnston
3. Final Draft – Liz Guarino, Amanda Johnston

INTRO

AGENDA ITEM FOR CONSIDERATION: Conference Room Audio-Visual Equipment Upgrades

BOARD MEETING DATES: August 17, 2023 (first reading); September 21, 2023 (second reading)

TIMELINE: Fall/Winter of 2023

BUDGET LINE ITEM(S): 101.270.1015.5978.000.00

TOTAL ESTIMATED COST: \$229,826.96

PURPOSE

KDL seeks to upgrade the audio-visual (A-V) equipment in the Bruursema Board Room, the Byrds Eye View Lab, the Corner Conference Room, and the Grand River Meeting Room, to align it with the current standard of technology in the newly renovated White Pines Conference Room and HR Conference Room. The upgraded equipment will enable better-functioning virtual meetings between KDL staff, our external partners, and other outside parties. In addition, non-virtual, all in-person meetings held in these spaces will benefit from higher-functioning A-V technology to collaborate. Some rooms slated for upgrades in this project have no pre-existing A-V equipment and others have outdated equipment that does not offer functional virtual meeting capabilities.

OVERVIEW/NEEDS/BACKGROUND INFO

During the COVID 19 pandemic and subsequent “shutdown”, KDL began heavily using Microsoft Teams to stay connected. Since then, the Teams platform has become a staple for meetings at KDL, as it has for many organizations. In response to the rise in popularity of the platform, many camera and sound system vendors began integrating Teams into their solutions for conference and board rooms.

For 2023, KDL budgeted for, and got approved, specific monies to equip various meeting spaces at the KDL Service and Meeting Center with these integrated Teams solutions. We started with a proof-of-concept, directly with Microsoft, to install Microsoft Teams Room equipment in the White Pines Conference Room and the HR Conference Room to see if it would be a good solution for KDL. This A-V equipment is specifically designed for in-person & virtual meetings on the Teams platform as well as supporting WebEx and Zoom. It enables a whole conference room of people to smoothly interact with remote partners via a motion sensitive camera that projects to large television screens. It includes smooth, whole-room audio that is sensitive enough to capture all voices in the space, regardless of where a speaking participant is sitting, and be clearly heard by remote participants at a normal volume.

This technology eliminates the need for in-room participants to each individually log onto a virtual meeting from their laptops in order to be seen and heard by remote attendees, which greatly reduces the number of disruptive sound issues and camera inconsistencies that create irritation and perceived unprofessionalism in hybrid meetings.

While the technology has been widely successful and our staff are satisfied with the functionality of the product, the installation process through the Microsoft sub-contractor was bumpy and long. Consequently, we went to RFP (Request for Proposal) to see who else in the area has experience installing, implementing, and supporting Teams Rooms.

The RFP for this project was posted on June 15th. KDL received two bids, one from a very knowledgeable and experienced provider and one from a company who is looking for their first Teams Solution installation. After discussions with both respondents, KDL felt more comfortable selecting the first candidate, AVI Systems. AVI has demonstrated experience installing A-V equipment that utilizes the Teams platform. They have also built a sizeable team around this technology that includes a specialty group that focuses on Microsoft network performance optimization.

Even though we feel AVI is capable of doing an excellent job for KDL, we structured this RFP along a “Trust, but Verify” approach. The installation will take place in two phases. The first phase will be the Bruursema Board Room. If we are pleased with the work AVI Systems does in that room, KDL will invite them to complete the remaining 3 conference rooms. If we are displeased with the work, we will go to RFP again to find a new batch of vendors. The conference rooms slated for upgrades are the Bruursema Board Room, the Birds Eye View Lab, the Corner Conference Room, and the Grand River Meeting Room.

BENEFITS

Upgrading the remaining conference rooms has the following benefits:

1. Standardized A-V layout for each conference room at the KDL Service and Meeting Center.
2. Adds the ability for KDL staff to collaborate virtually while still being scattered throughout 20 branches.
3. Adds the ability for KDL partners and vendors to meet with KDL staff virtually using equipment specifically designed for virtual meeting spaces, that functions well.
4. Eliminates previous sound and camera shortcomings that created an unprofessional and distracting virtual environment for meetings.
5. If problems arise, AVI Systems is local and easily able to provide the support needed.
6. Since this technology has been successful in the first two rooms, creating additional Teams Rooms will allow more staff members to use the technology without having to compete for space on just two room calendars.
7. If all goes well, we may consider how to bring these same solutions to the branches for our patrons and staff to utilize.

DISADVANTAGES

Cost is the primary disadvantage. Commercial use equipment (audio, video, microphones, etc.) is more costly, but provide better features and last longer than a “Best Buy” home setup.

Note: To ensure effective usage, training materials have been created and IT is always nearby if assistance is needed. Ultimately the goal is to make every room user-friendly.

COST	
Product/Service for Four Rooms	Cost
Equipment Costs	\$147,806.90
Installation & Integration	\$42,517.06
PRO Support & Maintenance – 1 Year	\$12,691.00
Shipping & Handling	\$6,812.00
Estimated Sound Treatment for Bruursema Board Room	\$20,000.00
Tax	N/A
Total	\$229,826.96

ADDITIONAL INFORMATION

Due to unique construction properties, the Bruursema Board Room is prone to audio bouncing (echoing). This room will need to undergo special sound treatment prior to the installation of Teams Room equipment to eliminate the problem and allow the new equipment to function as designed. This is an additional expense included in the cost sheet above.

IMPLEMENTATION

The installation process will get started in the Fall of 2023 and, depending on the success of Phase 1, will most likely wrap up by the end of the year, barring any unforeseen supply chain issues.

RECOMMENDATION

We are asking The Board to approve the selection of AVI Systems as the vendor to complete the Phase 1 installation of the Bruursema Board Room. Members of IT have spent significant time with representatives of their company and vetted them to their satisfaction. AVI Systems has the technical expertise to complete this project successfully and the previous experience to back it up. Additionally, an AVI representative has already visited the KDL Service & Meeting Center to examine our spaces and consider them when forming their quote, which gives their bid added accuracy. The company has local offices and installers, enabling them to easily and quickly troubleshoot any installation issues, and other support issues down the road that may arise, unlike the previous installer with whom we worked.

Document History:

1. First Draft – Amanda Johnston and Curt Kieliszewski
2. Revision – Kurt Stevens, Curt Kieliszewski, Amanda Johnston
3. Final Draft – Amanda Johnston

2024 Board of Trustees Meeting Dates

January

Thursday, January 18 at 4:30 PM
KDL Service + Meeting Center
814 West River Center Dr NE
Regular Meeting

February

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

March

Thursday, March 21 at 4:30 PM
*KDL Grandville Branch
4055 Maple Street SW
Regular Meeting

April

Thursday, April 18 at 4:30 PM
KDL Service + Meeting Center
814 West River Center Dr NE
Regular Meeting

May

Thursday, May 16 at 4:30 PM
*KDL Krause Memorial (Rockford)
Branch
140 East Bridge Street
Regular Meeting

June

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

July

Thursday, July 18 at 4:30 PM
*KDL Comstock Park Branch
3943 West River Drive NE
Regular Meeting

August

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

September

Thursday, September 19 at 4:30 PM
*KDL Caledonia Township Branch
6260 92nd Street SE
Regular Meeting

October

Thursday, October 10 at 4:30 PM
KDL Service + Meeting Center
814 West River Center Dr NE
Budget Work Session

October

Thursday, October 24 at 4:30 PM
KDL Service + Meeting Center
814 West River Center Dr NE
Regular Meeting

November

Thursday, November 21 at 7:00 PM
KDL Service + Meeting Center
814 West River Center Dr NE
**Regular Meeting Including
Budget Hearing**

December

Thursday, December 19 at 4:30 PM
KDL Service + Meeting Center
814 West River Center Dr NE
**Regular Meeting including
Executive Director's Evaluation**

*Indicates a branch hosted meeting





2024 Planned Closed Dates

DATE	DAY	HOLIDAY
01.01.2024	Monday	New Year's Day
03.31.2024	Sunday	*Easter
05.27.2024	Monday	Memorial Day
07.04.2024	Thursday	Independence Day
09.02.2024	Monday	Labor Day
11.28.2024	Thursday	Thanksgiving
12.24.2024	Tuesday	Christmas Eve
12.25.2024	Wednesday	Christmas Day
12.31.2024	Tuesday	New Year's Eve All Locations closed at 5:00 PM

BRANCH IN SERVICES

11.05.2024 Tuesday Election Day
(Observed)

11.11.2024 Monday Veteran's Day
(Observed)

Amy Van Andel + East Grand Rapids
Caledonia + Cascade
Comstock Park + Plainfield

Alpine, Tyrone + Walker
Alto + Lowell
Byron + Grandville
Kelloggsville + Wyoming
Rockford, Spencer, + Nelson
Gaines + Kentwood

11.15.2024 Friday

Patron Service Department +
Back up date to be held ONLY in the event of inclement weather or other
unforseeable circumstances.

*unpaid KDL Holiday