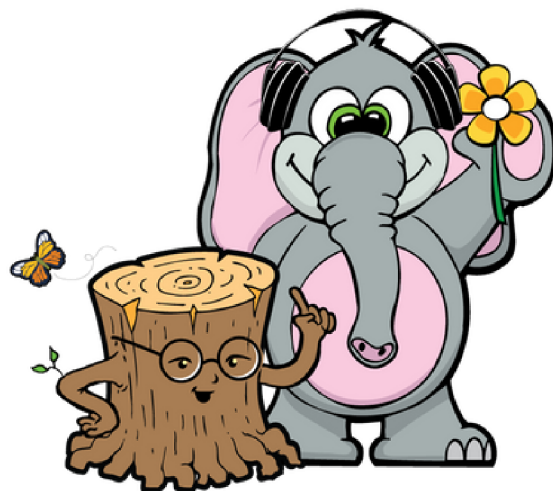




BOARD OF TRUSTEES

PACKET



September 2023

DRAFT



BOARD OF TRUSTEES

Meeting Agenda

LOCATION

KDL Gaines Branch, 421 Gaines Street SE, Grand Rapids, MI 49548

DATE & TIME

Thursday, September 21, 2023, at 4:30 PM.

1. CALL TO ORDER

2. PLEDGE OF ALLEGIANCE

3. CONSENT AGENDA*

- A. Approval of Agenda
- B. Approval of Minutes: August 17, 2023
- C. Lakeland Library Cooperative: August 10, 2023
- D. Request: Kentwood (Richard L. Root) Branch late closure on Friday, February 16, 2024.

4. REGIONAL MANAGER UPDATE – GAINES + KENTWOOD BRANCHES

5. FINANCE REPORTS – August 2023*

6. DIRECTOR'S REPORT – August 2023

7. NEW BUSINESS

- | | |
|--|----------------------|
| A. Issue Analysis: RFP for Financial Services * | <i>First Reading</i> |
| B. Issue Analysis: Materials Handling & Delivery * | <i>First Reading</i> |
| C. Policy Manual Section 6 * | <i>First Reading</i> |
| D. 2024 –2026 Strategic Plan Initiatives | |
| E. Executive Director's Evaluation Process | |

8. LIAISON REPRESENTATIVE COMMENTS

9. PUBLIC COMMENTS**

10. MEETING DATES

Budget Work Session Meeting: Thursday, October 12, 2023 – KDL Service + Meeting Center, 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."*



BOARD OF TRUSTEES

Meeting Minutes

LOCATION

Kent District Library Service + Meeting Center, 814 West River Center Drive NE, Comstock Park, MI

DATE + TIME

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

BOARD PRESENT: Shirley Bruursema (teleconference), Tracy Chrenka, Peter Dykhuis, Andrew Erlewein, Sheri Gilreath-Watts, Nicole Lintemuth, Carla Moyer Hotz and Penny Weller

BOARD ABSENT: None

STAFF PRESENT: Brad Allen, Jaci Cooper, Jennifer DeVault, Randy Goble, Elizabeth Guarino-Kozlowicz, Amanda Johnston, Curt Kieliszewski, Kim Lindsay, Elvia Myers, Deb Schultz, Karen Small, Scott Small, Kurt Stevens, Lance Werner and Penni Zurgable

GUESTS PRESENT: Shé Mohan

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: July 20, 2023

C. Lakeland Library Cooperative Report: July 13, 2023

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

Support: Supported by Ms. Moyer Hotz.

RESULT: Motion carried.

4. FINANCE REPORTS – July 2023*

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

- The cash balance is \$21.8M as opposed to \$21.5M the previous year.
- Total revenue to date is \$27.8M compared to \$25.6M in the prior year. Revenue collected equates to nearly 93% of our annual revenue budget. The Finance Department has been working with our E-rate consultants in recent weeks to get caught up on our reimbursements from the E-rate program.
- Expenditures are at \$17.8M compared to \$17.2M in the previous year.
- Disbursements over \$50,000 for the month of July are as follows:
 - IP Consulting - \$382,251.13 - (2) months of CoLo services, (5) year Meraki Enterprise Licenses
 - Priority Health - \$151,706.25 - employee health and dental insurance

DRAFT

- Ingram Library Services - \$70,525.08 - Collection materials
- Everstream Holding - \$54,456.32 - KDL-wide fiber

The Board asked questions and staff responded.

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

Support: Supported by Ms. Gilreath-Watts.

RESULT: Motion carried.

5. DIRECTOR'S REPORT – July 2023

Executive Director Lance Werner expressed his appreciation to the exotic animal exhibit at the branches and KDL's partnership with Feeding America.

6. A. PUBLIC HEARING - TRUTH IN TAXATION

Motion: Ms. Weller moved to recess the Kent District Library Board meeting at 4:39PM to commence the public hearing on the TRUTH IN TAXATION.

Support: Supported by Ms. Gilreath-Watts.

Ms. Bruursema – N/A

Ms. Chrenka - Yes

Mr. Dykhuis - Yes

Mr. Erlewein - Yes

Ms. Gilreath-Watts - Yes

Ms. Lintemuth - Yes

Ms. Moyer Hotz - Yes

Ms. Weller - Yes

RESULT: 7-0

Motion: Mr. Dykhuis moved to close the public hearing and reconvene the regular Board Meeting at 4:40 PM.

Support: Supported by Ms. Moyer Hotz.

RESULT: Motion carried.

B. RESOLUTION: 2024 Millage Tax Rate Request

Motion: Mr. Dykhuis moved to approve the Resolution: 2024 Millage Tax Rate Request as presented.

Support: Supported by Ms. Weller.

Ms. Bruursema – N/A

Ms. Chrenka - Yes

Mr. Dykhuis- Yes

Mr. Erlewein - Yes

Ms. Gilreath-Watts - Yes

Ms. Lintemuth - Yes

Ms. Moyer Hotz - Yes

Ms. Weller - Yes

RESULT: 7-0

7. NEW BUSINESS

A. Issue Analysis: Automated Material Handling*

Director of IT Kurt Stevens introduced Collection Manager Elizabeth Guarino-Kozlowicz to present Automated Material Handling.

The Board Members asked questions and the staff answered.

Motion: Mr. Dykhuis moved to approve the Issue Analysis: Automated Material Handling as presented.

Support: Supported by Ms. Lintemuth.

RESULT: Motion carried.

DRAFT

B. Issue Analysis: Conference Room AV*

Director of IT Kurt Stevens introduced Network System Specialist Curt Kieliszewski to present the Conference Room AV.

Motion: Ms. Lintemuth moved to approve the Issue Analysis: Conference Room AV as presented.

Support: Supported by Ms. Moyer Hotz.

RESULT: Motion carried.

C. 2024 Board of Trustees Schedule*

Motion: Mr. Dykhuis moved to approve the 2024 Board of Trustees Schedule as presented.

Support: Supported by Ms. Weller.

RESULT: Motion carried.

D. 2024 Planned System Closing Schedule*

Motion: Ms. Weller moved to approve the 2024 Planned System Closing Schedule as presented.

Support: Supported by Ms. Gilreath-Watts.

RESULT: Motion carried.

8. LIAISON REPRESENTATIVE COMMENTS – None.

9. PUBLIC COMMENTS** – None.

10. MEETING DATES

*Regular Meeting: Thursday, September 21, 2023 – Kent District Library Gaines Twp. Branch
4:30 PM.*

11. ADJOURNMENT

Motion: Ms. Weller moved for adjournment at 6:00 PM.

Support: Supported by Mr. Dykhuis.

RESULT: Motion carried.

ADMINISTRATIVE APPROVAL FOR DISTRIBUTION



Lance Werner, KDL Executive Director

**LAKELAND LIBRARY COOPERATIVE
BOARD MINUTES – Unofficial
Thursday, August 10, 2023 at 9:30 a.m.
Kent District Library Service Center**

Present: Lance Werner (KDL), Dale Parus (IC), Karen McKinnon (AL), Diane Kooiker (HO), Maggie McKeithan (OS), Ron Suszek (MADL), Shirley Bruursema (KDL) Joe Zapacosta (SM), John McNaughton (GRPL)

Lakeland Staff Present: Carol Dawe, Sheryl VanderWagen, Amber McLain

Absent: None

1) CALL TO ORDER AND ROLL CALL: The meeting was called to order at Lance Werner at 9:33 AM.

2) APPROVAL OF AGENDA: Ron Suszek moved, supported by Shirley Bruursema to approve the agenda with the addition of a motion on 10b (Patmos Update)- *motion carried.*

3) QUESTIONS FROM MEMBERS: There were no questions from members.

4) PUBLIC COMMENTS: There were no public comments.

5) APPROVAL OF MINUTES: Diane Kooiker moved, supported by Maggie McKeithan to approve the board minutes from July with amendments – *motion carried.*

6) FINANCIAL REPORT:

a) **July Financials and Check Register:** Maggie McKeithan moved, supported by Joe Zappacosta, to approve the July Financials as presented - *motion carried.*

7) PRESIDENT'S REPORT

a) Lance Werner had nothing to report.

8) DIRECTOR'S REPORT

- a) Carol spoke about Digipalooza – Nicki from Lakeland is attending.
- b) The budget is being voted on at the advisory meeting following this meeting.
- c) The Lakeland managers are meeting with Sheryl to discuss onboarding her replacement.
- d) Carol will be heading to Albion for the MCDA retreat.
- e) Carol also spoke about some misinformation floating around.
- f) Dale Parus asked about the availability of student cards as librarians go into schools – Amber and Carol are nudging them.

9) COUNCIL/COMMITTEE REPORTS

a) Advisory Official minutes included for informational purposes.

10) NEW BUSINESS:

- a) Correspondence from Georgetown – Requesting a seat: the bylaws and plan of service would need to be changed, and a discussion will be prepared for next month. A discussion of representation of smaller libraries, rather than libraries by population ensued.
- b) Patmos Update – Notice of separation if their millage does not pass. We must give them six month notice. They are currently going for a three year millage in November of 2023. John McNaughton moved, supported by Ron Suszek, to furnish a letter of separation to Patmos should they not meet their millage obligations for membership to Lakeland.

11) PUBLIC COMMENTS:

a) None

12) BOARD MEMBER COMMENTS:

- a) John McNaughton – GRPL is going audits on their buildings to see if they are serviceable for their staff and patrons.
- b) Dale Parus – Ionia Library has been approached to be a part of the 150th anniversary of the city of Ionia.
- c) Diane Kooiker – Herrick has worked with a few advocacy groups that are anti-book banning.
- d) Ron Suszek – The MADL Library for the Visually Impaired was recognized as the library of the year by the National Library for the visually impaired.

- e) Maggie McKeithan – Spring Lake is plugging along on renovations.
 - f) Shirley Bruursema – KDL is going for a millage in November. They are cutting their millage, which is unusual in Michigan. KDL's summer reading has also gone very well.
 - g) Joe Zappacosta – Hackley is continuing to work on their annex building. Joe also thanked Carol for her time at Lakeland.
 - h) Karen McKinnon – Leighton had a "Touch a Truck" program with attendance between 500 and 600. She also passed along staff appreciation for Sheryl.
 - i) Lance Werner – Lance also thanked and passed along appreciation for Sheryl. Her also spoke about the KDL millage, and how KDL adjusted their meeting configuration to deal with book banning comments.
- 13) NEXT MEETING:** Thursday, **September 14** at 9:30 a.m. at Kent District Library Service Center.
- 14) ADJOURNMENT:** John McNaughton moved, supported by Karen McKinnon to adjourn at **10:08 AM** - *motion carried.*

Respectfully submitted by,
Amber McLain



September 21, 2023

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

Dear KDL Board Members,

The Kentwood (Richard L. Root) Branch staff would like to offer a fun after-hours special program for patrons in 2024. The branch normally closes at 6:00pm on Fridays. However, we are requesting to extend operating hours until 9:00pm on Friday, February 16th.

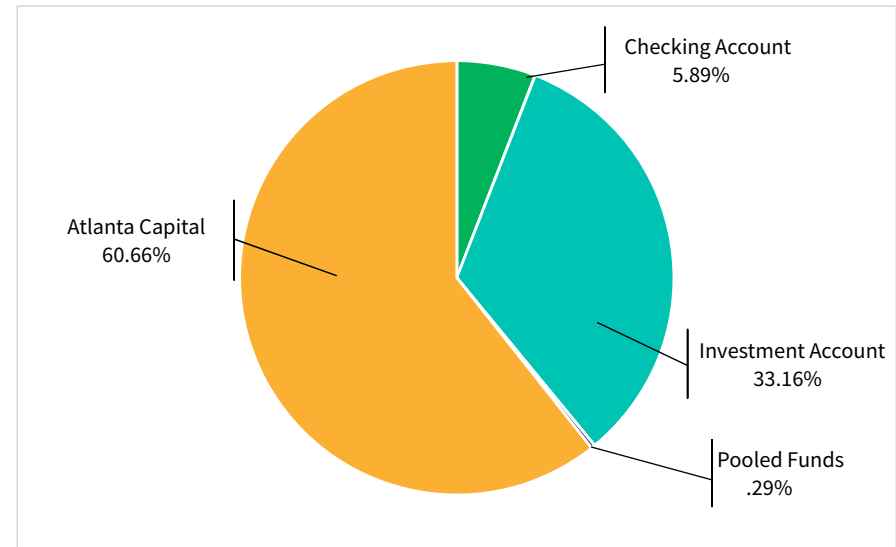
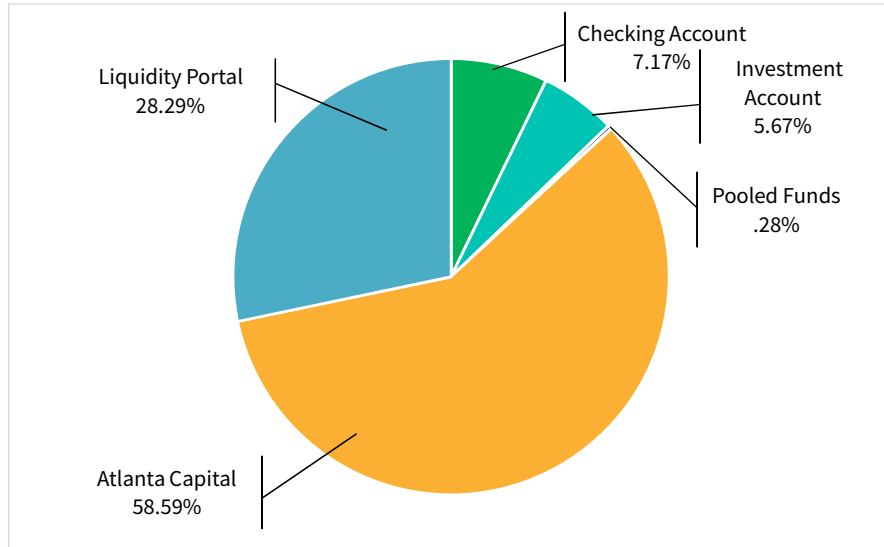
Sincerely,

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

Kiosha Jeltema
Regional Manager I – Kentwood (Richard L. Root) and Gaines Township Branches



Monthly Cash Position Per Bank Month ended August 31



2023		
Account	Rate	Amount
Huntington Checking Account	0.500%	\$1,447,252.45
Huntington Investment Account	3.298%	\$1,142,887.84
*Kent County Pooled Funds	3.025%	\$57,208.77
Atlanta Capital Investments		\$11,820,249.00
Huntington Liquidity Portal		\$5,707,585.75
		<u>\$20,175,183.81</u>

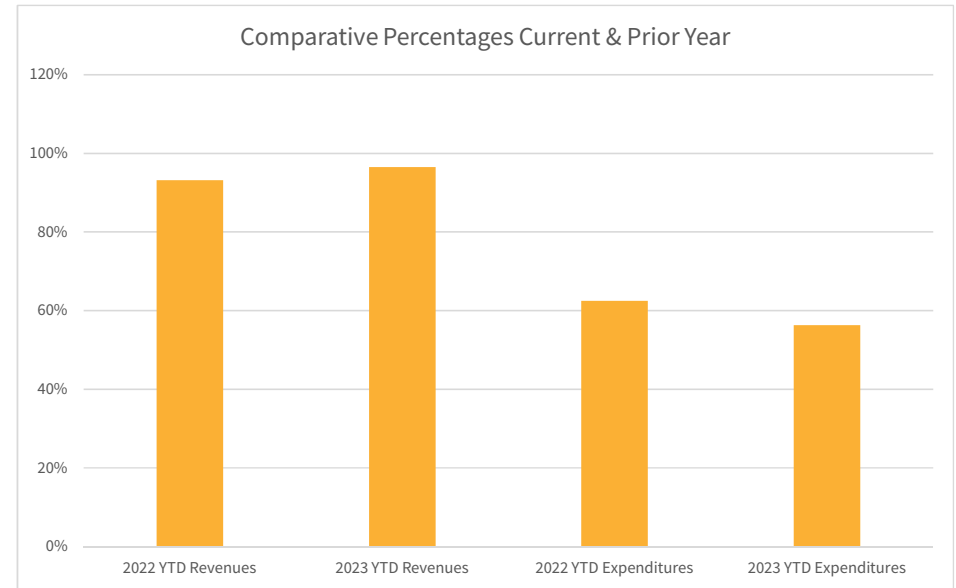
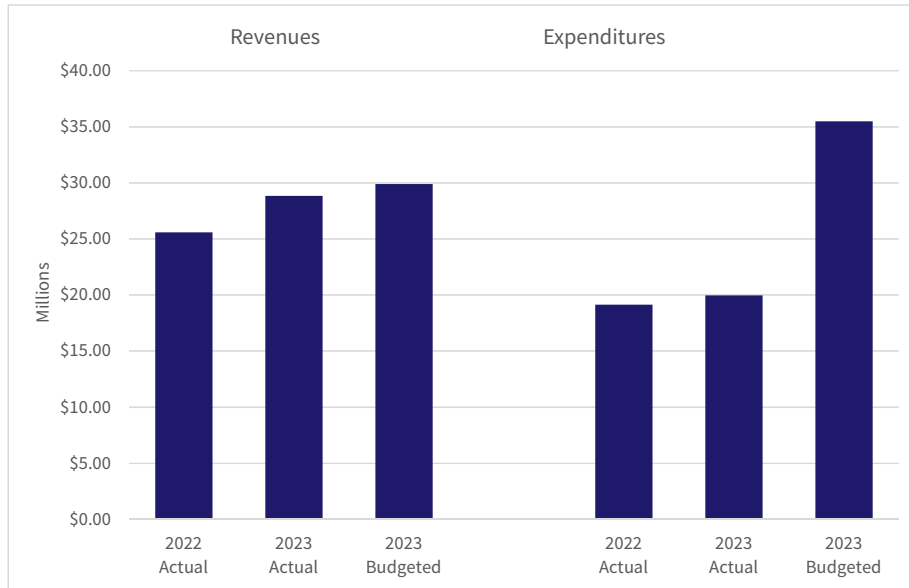
2022		
Account	Rate	Amount
Huntington Checking Account	0.100%	\$1,122,926.37
Huntington Investment Account	0.525%	\$6,323,414.37
*Kent County Pooled Funds	0.873%	\$56,007.04
Atlanta Capital Investments		\$11,567,960.00
		<u>\$19,070,307.78</u>

* Includes Trust Pooled fund balances

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



Monthly Revenues and Expenditures Month ended August 31



Budget to Actual with Prior Year Comparison		
Revenues		
2022 Actual	\$	25,600,780
2023 Actual	\$	28,865,330
2023 Budgeted	\$	29,902,487
Expenditures		
2022 Actual	\$	19,152,620
2023 Actual	\$	19,986,041
2023 Budgeted	\$	35,488,146

Comparative Percentages Current & Prior Year	
Account	Amount
2022 YTD Revenues	93.2%
2023 YTD Revenues	96.5%
2022 YTD Expenditures	62.5%
2023 YTD Expenditures	56.3%

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 8/1/2023 Through 8/31/2023
(In Whole Numbers)

	YTD Actual	2023 Amended Budget	2023 Amended Budget to Actual Variance	Percent Remaining
Revenues				
Property Taxes	26,456,191	26,483,315	(27,124)	(0)%
Penal Fines	631,390	600,000	31,390	5 %
Charges for Services	25,519	35,000	(9,481)	(27)%
Interest Income	526,859	350,000	176,859	51 %
Public Donations	400,948	200,000	200,948	100 %
Other Revenue	265,810	1,215,500	(949,690)	(78)%
State Sources	558,612	1,018,672	(460,060)	(45)%
Total Revenues	28,865,330	29,902,487	(1,037,157)	(3)%
Expenditures				
Salaries and Wages	8,450,250	14,523,429	6,073,179	42 %
Employee Benefits	2,560,166	5,413,260	2,853,094	53 %
Collections - Digital	2,022,726	2,673,678	650,952	24 %
Collections - Physical	1,240,292	2,008,630	768,338	38 %
Supplies	428,212	885,512	457,300	52 %
Contractual and Professional Services	1,393,470	2,325,560	932,090	40 %
Programming and Outreach	236,353	470,555	234,202	50 %
Maintenance and Utilities	2,073,302	3,886,832	1,813,530	47 %
Staff Development	176,213	393,442	217,229	55 %
Board Development	15,950	15,000	(950)	(6)%
Other Expenditures	701,213	937,325	236,112	25 %
Capital Outlay	687,894	1,954,923	1,267,029	65 %
Total Expenditures	19,986,041	35,488,146	15,502,105	44 %
Excess Revenue Over (Under)	8,879,289	(5,585,659)	14,464,948	(259)%
Expenditures				

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 8/1/2023 Through 8/31/2023
(In Whole Numbers)

	<u>YTD Ending August 31, 2022</u>	<u>YTD Ending August 31, 2023</u>	<u>Total Variance</u>
Revenues			
Property Taxes	25,001,649	26,456,191	1,454,542
Penal Fines	0	631,390	631,390
Charges for Services	28,852	25,519	(3,333)
Interest Income	(323,398)	526,859	850,257
Public Donations	178,000	400,948	222,949
Other Revenue	242,610	265,810	23,201
State Sources	473,067	558,612	85,544
Total Revenues	<u>25,600,780</u>	<u>28,865,330</u>	<u>3,264,550</u>
Expenditures			
Salaries and Wages	8,383,824	8,450,250	66,426
Employee Benefits	2,307,848	2,560,166	252,318
Collections - Digital	1,811,266	2,022,726	211,460
Collections - Physical	1,468,852	1,240,292	(228,559)
Supplies	371,042	428,212	57,170
Contractual and Professional Services	1,183,274	1,393,470	210,196
Programming and Outreach	217,476	236,353	18,877
Maintenance and Utilities	1,936,745	2,073,302	136,557
Staff Development	184,699	176,213	(8,487)
Board Development	13,816	15,950	2,134
Other Expenditures	572,250	701,213	128,963
Capital Outlay	701,527	687,894	(13,633)
Total Expenditures	<u>19,152,620</u>	<u>19,986,041</u>	<u>833,422</u>
Excess Revenue Over (Under) Expenditures	<u>6,448,160</u>	<u>8,879,289</u>	<u>2,431,129</u>

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 8/1/2023 Through 8/31/2023
(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	352	26,200,493	26,214,517	(14,024)	(0)%
4412 Delinquent personal property taxes	9,240	41,060	10,000	31,060	311 %
4432 DNR - PILT	1,402	8,197	30,000	(21,803)	(73)%
4437 Industrial facilities taxes	0	206,442	228,798	(22,356)	(10)%
Total Property Taxes	10,994	26,456,191	26,483,315	(27,124)	(0)%
Penal Fines					
4581 Penal fines	631,390	631,390	600,000	31,390	5 %
Total Penal Fines	631,390	631,390	600,000	31,390	5 %
Charges for Services					
4660 Other Patron Fees	176	945	35,000	(34,055)	(97)%
4685 Materials replacement charges	3,228	24,574	0	24,574	0 %
Total Charges for Services	3,404	25,519	35,000	(9,481)	(27)%
Interest Income					
4664 Interest Earned on Restricted Investments	142	842	0	842	0 %
4665 Interest earned on deposits and investments	82,153	515,035	350,000	165,035	47 %
4666 Interest Earned - Property Taxes	48	10,983	0	10,983	0 %
Total Interest Income	82,343	526,859	350,000	176,859	51 %
Public Donations					
4673 Restricted donations	27,014	376,120	0	376,120	0 %
4674 Unrestricted donations	1,327	24,828	200,000	(175,172)	(88)%
Total Public Donations	28,341	400,948	200,000	200,948	100 %
Other Revenue					
4502 Universal Service Fund - eRate	15,709	152,947	1,137,290	(984,343)	(87)%
4651 Admission/Entry fees	0	434	0	434	0 %
4668 Royalties	0	1,953	0	1,953	0 %
4672 Local grants	0	(2,250)	0	(2,250)	0 %
4686 Sale of Equipment	85	698	0	698	0 %
4688 Miscellaneous	113	1,059	4,500	(3,441)	(76)%
4695 Health Insurance Plan Experience Rebate	37,260	110,970	73,710	37,260	51 %
Total Other Revenue	53,167	265,810	1,215,500	(949,690)	(78)%
State Sources					
4540 State Aid	224,250	445,374	431,600	13,774	3 %
4541 State aid - LBPH/TBBC	0	41,073	41,072	1	0 %
4548 Renaissance Zone reimbursement	72,086	72,086	76,000	(3,914)	(5)%
4549 Personal Property tax reimbursement	0	78	470,000	(469,922)	(100)%
Total State Sources	296,336	558,612	1,018,672	(460,060)	(45)%
Total Revenues	1,105,975	28,865,330	29,902,487	(1,037,157)	(3)%
Expenditures					
Salaries and Wages					
5700 Board Stipend	240	2,070	3,900	1,830	47 %
5706 Extra duty stipends	1,050	3,300	0	(3,300)	0 %
5713 Salary & Wages	1,074,860	8,444,880	14,519,529	6,074,649	42 %
Total Salaries and Wages	1,076,150	8,450,250	14,523,429	6,073,179	42 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 8/1/2023 Through 8/31/2023
(In Whole Numbers)

	Current Month	2023 YTD	2023 Amended Budget	2023 Amended Budget to Actual Variance	Percent Remaining
Employee Benefits					
5709 FICA	79,204	621,854	1,060,089	438,235	41 %
5716 Defined Benefit Pension Plan Expenditures	0	0	1,500,000	1,500,000	100 %
5717 Defined Contribution Pension Plan Contributions	47,607	371,247	614,926	243,679	40 %
5718 Employee Health Benefits	142,910	1,146,934	1,767,446	620,512	35 %
5720 HSA/Flex	0	369,272	380,000	10,728	3 %
5730 Other Employee Benefits	3,568	50,859	90,800	39,941	44 %
Total Employee Benefits	273,289	2,560,166	5,413,260	2,853,094	53 %
Collections - Digital					
5785 Cloud Library/OverDrive	0	1,150,000	1,725,000	575,000	33 %
5786 Hoopla	182,000	503,000	574,000	71,000	12 %
5787 Digital Collection	286	144,145	144,073	(72)	(0)%
5788 Miscellaneous Electronic Access	0	225,581	230,605	5,024	2 %
Total Collections - Digital	182,286	2,022,726	2,673,678	650,952	24 %
Collections - Physical					
5791 Subscriptions	1,047	74,013	96,580	22,567	23 %
5815 KDL Cruisers	2,000	10,016	12,500	2,484	20 %
5871 Branch Local Materials - Restricted Donation Expenditures	100	2,784	0	(2,784)	0 %
5982 Collection Materials - Depreciable	108,802	920,078	1,474,300	554,222	38 %
5983 CD/DVD Collection Materials - Non-Depreciable	26,945	221,545	402,250	180,705	45 %
5984 Beyond Books Collection - Non-Depreciable	320	11,856	23,000	11,144	48 %
Total Collections - Physical	139,214	1,240,292	2,008,630	768,338	38 %
Supplies					
5750 Collection Processing & AV Supplies	6,838	90,618	163,065	72,447	44 %
5751 Supplies	7,304	68,285	155,586	87,301	56 %
5760 Technology & Accessories <\$1000	(23,464)	32,053	125,946	93,893	75 %
5764 KDL Staff Event, Supplies & Awards	5,996	15,908	70,000	54,092	77 %
5768 Promotions Supplies	2,195	8,514	35,610	27,096	76 %
5770 Other Awards/Prizes	14,445	112,125	200,300	88,175	44 %
5790 Books (not for circulation)	4,564	31,054	40,585	9,531	23 %
5851 Mail/Postage	752	7,611	13,450	5,839	43 %
5900 Copier/Printer Overage Charges	7,091	62,044	80,970	18,926	23 %
Total Supplies	25,721	428,212	885,512	457,300	52 %
Contractual and Professional Services					
5792 Software	67,384	468,127	873,186	405,059	46 %
5801 Professional & Other Contracted Services	57,393	531,384	863,890	332,506	38 %
5813 Delivery Services	13,631	113,419	193,235	79,816	41 %
5814 Security Services	1,718	15,023	31,100	16,077	52 %
5817 Lakeland Library Co-op services	0	4,819	6,425	1,606	25 %
5827 Catering	875	5,712	46,448	40,736	88 %
5890 ILS Fees	0	143,244	142,184	(1,060)	(1)%
5891 Licenses and Fees	14,545	111,743	169,092	57,349	34 %
Total Contractual and Professional Services	155,545	1,393,470	2,325,560	932,090	40 %
Programming and Outreach					

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 8/1/2023 Through 8/31/2023
(In Whole Numbers)

		Current Month	2023 YTD	2023 Amended Budget	2023 Amended Budget to Actual Variance	Percent Remaining
5795	Programming & Outreach Supplies	9,191	77,251	219,375	142,124	65 %
5885	Speakers/Performers	2,750	159,102	251,180	92,078	37 %
	Total Programming and Outreach	11,941	236,353	470,555	234,202	50 %
	Maintenance and Utilities					
5810	IT COLO Infrastructure Services	60,003	476,026	975,000	498,974	51 %
5822	Maintenance Contracts	0	3,444	12,000	8,556	71 %
5848	Mobile Hotspots	83,614	310,649	722,115	411,466	57 %
5849	Cell Phones/ Stipends	3,004	16,976	28,669	11,693	41 %
5850	Telephones	2,574	31,749	42,000	10,251	24 %
5852	Internet/Telecomm Services	2,100	402,663	865,200	462,537	53 %
5919	Waste Disposal	495	3,774	8,200	4,426	54 %
5920	Utlities	6,682	36,902	90,000	53,098	60 %
5925	Lawncare & Snowplowing	617	20,520	40,000	19,480	49 %
5928	Branch Maintenance Fees	0	425,564	564,786	139,223	25 %
5930	Repairs & Maintenance	12,712	28,104	112,740	84,636	75 %
5933	Software & IT Hardware Maintenance Agreements	0	102,059	195,000	92,941	48 %
5940	Rentals & Leases	5,035	214,874	231,122	16,248	7 %
	Total Maintenance and Utilities	176,836	2,073,302	3,886,832	1,813,530	47 %
	Staff Development					
5910	Staff Development & Conferences	13,241	176,213	393,442	217,229	55 %
	Total Staff Development	13,241	176,213	393,442	217,229	55 %
	Board Development					
5908	Board Development	50	15,950	15,000	(950)	(6)%
	Total Board Development	50	15,950	15,000	(950)	(6)%
	Other Expenditures					
5759	Gas, Oil, Grease	291	2,186	9,720	7,534	78 %
5860	Parking	291	1,075	4,675	3,600	77 %
5861	Mileage Reimbursement	5,142	33,244	66,297	33,053	50 %
5870	Branch Local Misc - Restricted Donation Expenditures	3,469	132,481	0	(132,481)	0 %
5873	Website	0	164,271	166,950	2,679	2 %
5875	Advertising	12,592	90,866	160,690	69,824	43 %
5901	Outsourced Printing & Publishing	5,589	33,460	249,000	215,540	87 %
5906	Community Outreach	2,711	15,087	36,300	21,213	58 %
5907	Sponsorships/Donations	1,200	3,482	7,845	4,363	56 %
5935	Insurance	0	112,482	108,607	(3,875)	(4)%
5939	Workers Compensation Insurance	0	37,541	37,541	0	0 %
5955	Miscellaneous	883	60,957	35,400	(25,557)	(72)%
5959	Sales Taxes	(5)	(60)	700	760	109 %
5964	Property Tax Reimbursement	4,626	12,476	50,000	37,524	75 %
5965	MEL Return Items	516	1,665	3,600	1,935	54 %
	Total Other Expenditures	37,304	701,213	937,325	236,112	25 %
	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+)	38,895	51,343	640,000	588,657	92 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 8/1/2023 Through 8/31/2023
(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)	7,464	143,235	351,712	208,477	59 %
5980	Equipment/Furniture - Depreciable (\$5000+)	0	398,923	424,111	25,188	6 %
	Total Capital Outlay	46,359	687,894	1,954,923	1,267,029	65 %
	Total Expenditures	2,137,938	19,986,041	35,488,146	15,502,105	44 %
	Excess Revenue Over (Under) Expenditures	(1,031,962)	8,879,289	(5,585,659)	14,464,948	(259)%

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 8/1/2023 Through 8/31/2023

Check Number	Vendor Name	Check Amount	Check Date
2023-1143	Midwest Tape LLC	185,022.17	8/23/2023
AP-231990000...	Priority Health	151,105.92	8/2/2023
2023-1141	IP Consulting, Inc.	60,212.24	8/23/2023
2023-1124	FE Technologies / Invengo American Corp	45,604.00	8/8/2023
2023-1137	Envisionware, Inc.	38,895.00	8/23/2023
2023-1123	Ingram Library Services Llc	37,302.19	8/8/2023
AP-9941645820	Verizon Wireless - MiFi Routers & Cell phones	34,213.27	8/31/2023
AP-9939256443	Verizon Wireless - MiFi Routers & Cell phones	33,680.17	8/1/2023
2023-1140	Ingram Library Services Llc	22,553.38	8/23/2023
86975	RNL Graphics Solutions, LLC	14,462.88	8/23/2023
AP-July 2023	American Heritage Life Insurance Company / Allstate Benefits	13,047.31	8/3/2023
86926	Rehmann Robson LLC	13,000.00	8/8/2023
86974	Rehmann Robson LLC	13,000.00	8/23/2023
AP-231960000...	Priority Health	12,696.35	8/1/2023
86962	HP3 LLC / JW Marriott Grand Rapids	10,750.00	8/23/2023
86914	Playaway Products LLC	9,364.94	8/8/2023
86928	Same Day Delivery, Inc	9,100.00	8/8/2023
86984	Whitecaps Community Foundation	8,500.00	8/23/2023
86951	Clock Mobility	8,398.00	8/23/2023
2023-1128	Midwest Tape LLC	8,051.41	8/8/2023
86920	Michigan Office Solutions (MOS)	7,442.77	8/8/2023
AP-04684638	Paycor, Inc.	7,364.30	8/7/2023
86908	Comerica Bank	7,347.39	8/8/2023
AP-9939279479	Verizon Wireless - MiFi Routers & Cell phones	6,747.09	8/1/2023
AP-9941668733	Verizon Wireless - MiFi Routers & Cell phones	6,638.65	8/31/2023
86976	Sabopr	6,288.50	8/23/2023
2023-1146	Quipu Group, LLC	5,990.00	8/23/2023
AP-226472237...	Doyle Operations, Inc. / Distinctive Catering	5,910.00	8/15/2023
86941	Zoobean, Inc.	5,795.00	8/8/2023
2023-1099	Baker & Taylor	5,649.70	8/8/2023
86977	Same Day Delivery, Inc	4,531.00	8/23/2023
86965	Kent County Treasurer-Mi Tax Tribunal Refunds	4,470.96	8/23/2023
2023-1139	Holland Litho Printing Services	4,400.65	8/23/2023
86927	RNL Graphics Solutions, LLC	4,082.15	8/8/2023
86901	Atlanta Capital Management Co, LLC	4,014.00	8/8/2023
86957	Governmental Consultant Services Inc.	4,000.00	8/23/2023
AP-207147179...	Consumers Energy	3,958.35	8/4/2023
86981	Troost Service Company	3,654.02	8/23/2023
AP-August 2023	PLIC - SBD Grand Island	3,576.66	8/1/2023
86933	Thomas Klise/Crimson Multimedia	3,200.00	8/8/2023
86936	Uline Shipping Supply Specialists	3,015.17	8/8/2023
2023-1132	Advanced Benefit Solutions, Inc / 44 North	2,996.00	8/23/2023
2023-1134	Baker & Taylor	2,986.81	8/23/2023
86940	Xerox Financial Services LLC	2,904.22	8/8/2023
2023-1131	Adtegrity / Media Place Partners	2,732.22	8/23/2023
AP-18017	TelNet Worldwide, Inc.	2,574.00	8/23/2023
2023-1150	Warner Norcross & Judd Llp	2,562.50	8/23/2023
AP-9939407863	Verizon Wireless - MiFi Routers & Cell phones	2,357.31	8/1/2023
86959	Interphase Office Interiors, Inc.	2,064.37	8/23/2023
86958	GR Bikes, LLC	2,000.00	8/23/2023
86935	UAW Local 2600	1,989.09	8/8/2023

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 8/1/2023 Through 8/31/2023

Check Number	Vendor Name	Check Amount	Check Date
AP-9941797074	Verizon Wireless - MiFi Routers & Cell phones	1,809.17	8/31/2023
86915	Interphase Office Interiors, Inc.	1,755.82	8/8/2023
AP-610167	123.Net, Inc	1,724.00	8/8/2023
86972	Penworthy Co.	1,512.14	8/23/2023
AP-206258331...	Consumers Energy	1,476.67	8/9/2023
86950	Central Michigan Paper	1,380.00	8/23/2023
86894	A Glimpse of Africa	1,200.00	8/8/2023
86923	Plainfield Charter Township	1,175.13	8/8/2023
86937	Unique	1,124.63	8/8/2023
2023-1129	Nationwide	1,108.58	8/8/2023
86934	Triumph Music Academy	1,000.00	8/8/2023
2023-1135	Blackstone Audio Inc	932.73	8/23/2023
86954	DK Security	893.60	8/23/2023
86971	Pam Spring Advertising, LLC	855.00	8/23/2023
86910	DK Security	824.00	8/8/2023
86986	Xerox Financial Services LLC	815.64	8/23/2023
86983	West Michigan Therapy Dog Association	800.00	8/23/2023
2023-1130	Warner Norcross & Judd LLP	750.00	8/8/2023
86896	Adolfo Valle	750.00	8/8/2023
AP-0005052568	Delta Dental Of Michigan	747.05	8/14/2023
86909	Demco, Inc	716.60	8/8/2023
2023-1101	danMark Graphics LLC	693.96	8/8/2023
86929	Sheri Glon	664.75	8/8/2023
86956	Playaway Products LLC	637.69	8/23/2023
86897	All Season Lawn Care	616.50	8/8/2023
2023-1100	Blackstone Audio Inc	613.64	8/8/2023
86967	Lori Hernandez / Three Acre Farm	600.00	8/23/2023
86949	Center Point Publishing	533.34	8/23/2023
86912	Erik Samuelsson	500.00	8/8/2023
86948	Bayscan Technologies	500.00	8/23/2023
2023-1097	Abila / Community Brands Holdco, LLC	500.00	8/8/2023
86924	Practical Political Consulting, Inc.	500.00	8/8/2023
AP-2707692	Arrowaste	494.75	8/16/2023
86938	Vertigo Music	494.00	8/8/2023
86918	Lindenmeyr Munroe	477.65	8/8/2023
2023-1145	Performance Assessment Network	420.00	8/23/2023
86943	ACP Entertainment, Inc.	375.00	8/23/2023
86903	Calvin University - Hekman Library	350.00	8/8/2023
86895	Absopure Water Company	348.00	8/8/2023
86985	Wolverine Printing Company	329.25	8/23/2023
86921	MLA- Michigan Library Association	305.00	8/8/2023
2023-1142	Library Ideas, LLC	286.00	8/23/2023
86966	Lindenmeyr Munroe	260.25	8/23/2023
86980	Susie Finkbeiner	250.00	8/23/2023
AP-2911282-08...	Comcast Cable	248.85	8/9/2023
86939	Wolverine Printing Company	244.00	8/8/2023
86913	Everlasting Green Plantscape LLC	240.00	8/8/2023
86898	Amy Suzanne Hansen	240.00	8/8/2023
86961	John Ball Zoo	229.00	8/23/2023
86969	Mlive Media Group	227.26	8/23/2023
2023-1103	Cengage Learning	225.53	8/8/2023
86902	The Lillie Labor Law Firm P.C.	204.00	8/8/2023

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 8/1/2023 Through 8/31/2023

Check Number	Vendor Name	Check Amount	Check Date
86916	Kalamazoo Sanitary Supply / KSS Enterprises	183.38	8/8/2023
86911	Elizabeth Guarino-Kozlowicz	172.50	8/8/2023
86946	Alison Kuchta	172.50	8/23/2023
86922	Morgan Hanks	172.50	8/8/2023
AP-016448	Medtipster.com, LLC.	157.46	8/18/2023
86906	City Of Wyoming - Treasurer's Office	154.93	8/8/2023
86917	Lance Werner	154.03	8/8/2023
86942	Absopure Water Company	151.75	8/23/2023
86907	Clare O'Tsuij	141.23	8/8/2023
86982	UPS	140.82	8/23/2023
AP-0021585-08...	Comcast Cable	126.90	8/25/2023
86960	Jessica Steffes LLC	100.00	8/23/2023
86944	Ada Mobile Wash	100.00	8/23/2023
86932	The Pioneer Group	100.00	8/8/2023
AP-2841221	TASC	98.66	8/28/2023
86931	Susan Erhardt	97.44	8/8/2023
86904	Center Point Publishing	95.88	8/8/2023
86900	Anna Dyer	94.00	8/8/2023
2023-1138	Cengage Learning	93.58	8/23/2023
86978	Shirley Bruursema	91.70	8/23/2023
86963	Katie Michell	84.00	8/23/2023
AP-9938612671	Verizon Wireless - MiFy Routers & Cell phones	82.96	8/2/2023
86945	Advanced Ecosystems / FishGuy	75.00	8/23/2023
AP-2036757-07...	Dte Energy	71.98	8/4/2023
2023-1148	Sheri Gilreath-Watts	69.30	8/23/2023
2023-1144	Nicole Lintemuth	57.12	8/23/2023
2023-1149	Tracy Chrenka	56.20	8/23/2023
86970	MPELRA	50.00	8/23/2023
2023-1136	Carla Hotz	49.39	8/23/2023
86973	Peter Dykhuis	47.55	8/23/2023
2023-1133	Andrew Erlewein	43.49	8/23/2023
86899	Andrews University	42.00	8/8/2023
2023-1147	Sarah Ann Weller	36.42	8/23/2023
86953	Delta College	30.00	8/23/2023
86968	Lynn Goldberg	28.96	8/23/2023
86919	Madelyn Besaw	26.98	8/8/2023
86979	St. Clair Shores Public Library	24.99	8/23/2023
86930	St Clair County Library	20.95	8/8/2023
86925	Putnam District Library	16.95	8/8/2023
86964	Kayleigh Ortelgel	16.95	8/23/2023
2023-1102	Ebsco Information Services	13.59	8/8/2023
86955	Dowling Public Library	12.99	8/23/2023
86947	Amanda Wierenga	9.99	8/23/2023
86905	City of Richmond	8.99	8/8/2023
86952	Curtis Kieliszewski	7.50	8/23/2023
Report Total		901,744.80	

Director's Report

August 2023



Alto + Engelhardt

Summer Wonder was an amazing success this year. Both the Engelhardt (Lowell) branch and the Alto branch saw impressive attendance growth over last year's events. This year the Engelhardt (Lowell) branch partnered with Fallasburg Park to host four programs at their location. The hope was the park's location north of Lowell might entice patrons to check out the new Grattan Express Library. Touch a Truck, magic shows and any programs with animals were very successful. Both branches also noticed a substantial increase in Storytime participation. The Engelhardt (Lowell) branch has added another Storytime for the fall to handle the demand. Both branches have increased the number of programs scheduled for the fall. The branches are increasing the times and opportunities for programs in response to the community's growing desires!



Byron + Grandville

Summer was very busy and very successful for both the Grandville and Byron branches. The Summer Wonder completion numbers at each branch soared this year. The biggest successes of the summer revolved around programming. Each branch had a variety of programs that filled the spaces and then some. Among the most popular were the craft shows, Critter Barn, and as always, Touch a Truck. The branches are going to try to ride that programming wave right into the fall, by introducing some new programs in addition to the usual slate of school year programming. At the Byron Center branch there will be a brand-new Yoga Storytime to add to the Storytime mix, and staff are working toward adding some additional school age and teen events throughout the year. For the Grandville branch, a new Rhyme Time Music and Movement Storytime has been added to the schedule. Patrons are excited to come to the buildings for the programs so they and their children can learn and grow. The goal for the fall is to find ways to keep the energy up and add new opportunities for patrons to experience what the library has to offer.

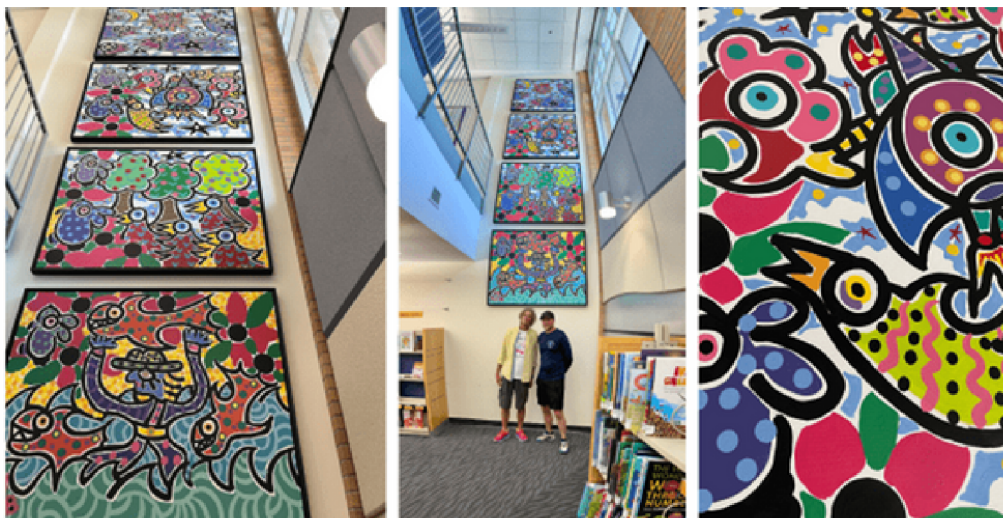




Amy Van Andel Library + East Grand Rapids

The Amy Van Andel Library exceeded all goals set for the summer related to Summer Wonder, active card holders, new card holders, outreach, and program attendance. It has been incredibly rewarding to see the continued growth in Ada year over year. There were many successful programs, but perhaps the best attended was Jim Gill's musical performance. Branch librarian, Liz Wierenga predicted a crowd and set up an overflow room where she was able to livestream the event for those that could not fit in the performance space. The branch is already considering what they can do to accommodate larger crowds of people for programs this fall and next year. Thankfully, the regular story time crowd fits very well into the event space. The Amy Van Andel Library is up to 3,490 active card holders compared to 2,700 the August 2022.

The East Grand Rapids Branch also met or exceeded all goals for the summer and celebrated more Summer Wonder Completers than the years leading up to Covid-19. The largest crowd was the foam party at John Collins Park which was counted in the hundreds! Most recently the branch is pleased to share that the East Grand Rapids Friends of the Library commissioned a new art installation by Reb Roberts. It is a four-panel piece titled "Help One Another Learn to Fly." The panels are hung vertically covering more than 18' connecting the kids area to the adult area. This is just one way that the East Grand Rapids Friends of the Library help the branch and the community every day. Operationally, the branch staff were excited for the August programming break to be over so they can move back inside for story times, toddler times, and teen zones. The schedule has changed slightly this fall so that programs are doubling up less often and occur four days a week instead of three.





Gather to Grow

Gather 2 Grow reached a new high this year, with 20,530 lunches provided. This is about a tenfold increase over the first year, just five years ago. The pandemic caused a huge surge in demand, which has tapered off, but there was still a 4% increase this year.

Background: the branches for Gather 2 Grow are determined by the amount of food assistance (subsidized or free meals) provided in local schools, which is driven by household income.

This is also a shining example of how Community Engagement effectively coordinates partnerships with outside organizations and our many branches. The mechanics of Gather 2 Grow is vastly work done by Feeding America, but having a main point of contact at KDL to coordinate makes it so much easier and successful for everyone.

KDL & Gather 2 Grow Season 2023 tidbits

Blog post: WOW! Summer went by fast! Special thanks goes out to one of KDL's community partners: Feeding America West Michigan. Without their support, 15 KDL branches and the Bookmobile could not have provided 20,530 meals to students through the Gather 2 Grow Summer Lunch program. It's an incredible privilege to serve families and students in this way.

News you can use: *(Accompanies the single page snapshot of the Summer Lunch program)*

Who: Feeding American West Michigan and Kent District Library

What: Provided 20,530 meals to Students through the Gather 2 Grow program

When: During the 10 weeks of Summer Wonder, meals were served M-F at various times depending on location

Where: 15 KDL Branches & the Bookmobile (3 area mobile home parks)

Why: To fill in the gaps for families who rely on School meals for nutritious food for their children

How: Partnership with Feeding America West Michigan, dedicated KDL staff and Summer Interns as well as the Community Engagement Department all work together to make the program possible

Just for Fun:

- Highest participation with 525 meals served took place on 7/13/23
- Kentwood Branch provided the most meals all summer: 3,158
- KDL experienced 4% growth in participation compared to the 2022 season
- 874 more meals were served in 2023



SUMMER STUDENT LUNCH SERVICE @ KDL 2019 - 2023

2019--2,269 meals

5 KDL branches participated: COM, KEL, KWD, NEL & Bookmobile

2020--5,135 meals

10 Branches participated: ALP, COM, GNS, KWD, NEL, PFD, SPE, TYR, WAL, WYO & Bookmobile

2021--11,336 meals

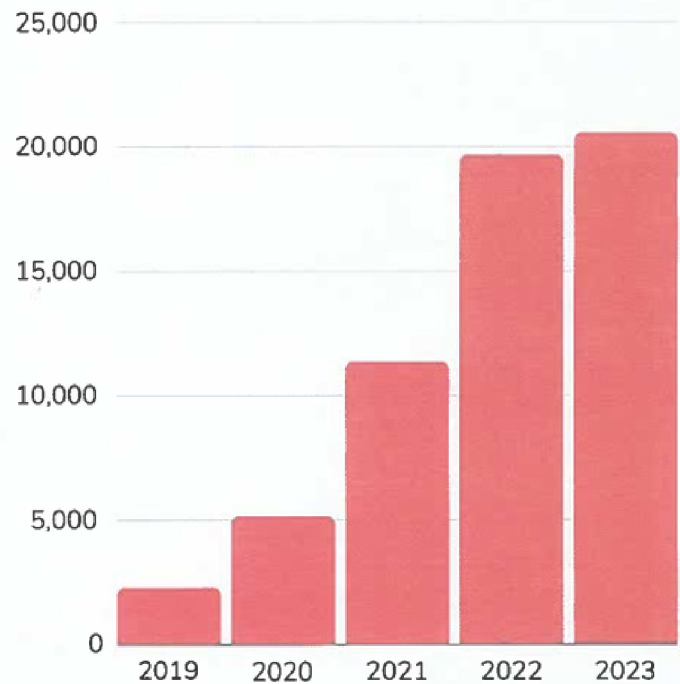
15 Branches participated: ALP, BYR, COM, GNS, GDV, KEL, KWD, LOW, NEL, PFD, ROC, SPE, TYR, WAL, WYO & BKM

2022--19,656 meals

15 Branches participated: ALP, BYR, COM, GNS, GDV, KEL, KWD, LOW, NEL, PFD, ROC, SPE, TYR, WAL, WYO & BKM

2023--20530 meals

15 Branches participated: ALP, BYR, COM, GNS, GDV, KEL, KWD, LOW, NEL, PFD, ROC, SPE, TYR, WAL, WYO & BKM



**GATHER
2 GROW**

Featured Department Programming



It has been an exhilarating and rewarding year as Summer Wonder wraps up and KDL heads into fall.

Summer Wonder saw over 18,000 completers with a total of 77,281 attendees at the 1,241 programs in June, July and August. A big shout out to the Summer Workgroup for all of the hard work and planning that went into this year's summer learning program. The dedication, innovation and planning shined through.

For the first time, this summer KDL strategically added Saturday programming across the system to accommodate families who can't make it to the library during the week. On average, KDL saw a 22% increase in checkouts and an 85% increase in visitors on the Saturdays that had program offerings. Because of this success, KDL is hopeful to add additional Saturday programming in Summer 2024.

Current projections have KDL program attendance numbers for 2023 eclipsing any prior year (including the very successful pre-COVID years) with a trajectory of 204,000 attendees. Patrons are responding incredibly well to the presenters and engaging staff-led programs. Programming is key to keeping all KDL locations busy and thriving.

Looking ahead, there is anticipation for the "On the Same Page" author event which will be occurring on April 24, 2024. The Programming and Project Team are working on bringing in thematic programming to support and create excitement around this event. The author is picked, and the venue is set – an announcement will be made to the public in late November to coincide with the launch of Let It Snow.

A few of the patron comments we received this summer:

- "Hilarious! Great for moms + dads as well as the kiddos, we love KDL summer fun" (Cameron Zvara program)
- "Fun - energetic + entertaining. Liked the fun facts. 10/10" (Exotic Zoo program)
- "So much fun and interactive for the kids we all had fun." (Jim Gill program)
- "Very nice for the kids, and for the community!" (Llamas at Your Library program)
- "Beautiful! So amazing to learn more about the Native American Powwow!" (Native American Dancers program)
- "This is tons of fun and I love this tournament as well. Also, I would tell my friends about it, and I bet they will like it." (Teen Super Smash Bros. tournament)



Katie Kudos

August 2023

Scott Ninemeier

Amy Van Andel Library + East Grand Rapids



Nominated by Angela Deckard

Authentic

"Scott signed up to volunteer for several bounce house shifts for the Staff Super Party Wonder Day. Not only did Scott stay out in the hot blazing sun for HOURS, ensuring everyone's kiddos were safely having fun, but he also showed up early to help set up the party. He even stayed until the very end to help break things down. Every day, I appreciate Scott's leadership and willingness to pitch in, but I especially appreciated it on Sunday. I know that Scott is someone I can always count on. He is the true embodiment of the KDL Way! Thanks for all that you do, Scott!"

Nominated by Monica Whalen

Positive

"Today was our annual "Taste of East" in downtown EGR, and Scott was a champion of the evening! For hours, he was out setting up tables, securing parking spots, directing traffic, dragging sandbags, answering a thousand questions, being the "Mean Guy" marking the last spot in the balloon line, tearing down tents, liaising with vendors, stacking chairs, and managing to look unflustered throughout. East Grand Rapids is lucky to have you as part of our community, Scott -- thanks for all your work to keep this event afloat!"

and Authentic

"Over the past month, the staff at EGR has been conducting a long-running super-sneaky project revolving around Scott. It all came to a head today, and he was SUCH a team player and had the perfect good-natured reaction to it -- I really appreciate that my branch fosters an environment where my co-workers feel comfortable banding together for whimsical endeavors, and I doubly appreciate that our manager takes everything in stride. :)"

Nominated by Shaunna Martz

Positive

"Scott is always positive! He agreed to facilitate one of our ABL meetings, with only a few days' notice, so I may attend a scheduled training. He also sent out an important & informative e-mails regarding the millage and FOIA. He graciously answered staff's questions about the millage and FOIA."

Nominated by Ryan Iacovone

Helpful

"Quite the hectic morning at EGR today! We were significantly understaffed this morning, but the show went on! Everyone was extraordinarily amazing making sure both floors were operating smoothly. We also chugged away at the morning checklist all while attending to the busy flow of patrons. This meant Tabitha, Shelver, opened the entire bottom by herself while Anna Laura did the same upstairs until reinforcements arrived. Despite not feeling well, Taylor is an absolute champ coming into chaos ready to help wherever she was needed. Then Katie, before she even got here, with broken glasses came in an hour early to help contain an overwhelming delivery. Also, much appreciated help from Scott and Dawn cleaning up the loose ends and providing fantastic support today! Extremely grateful for everyone's fantastic teamwork this morning. I'm so proud to be a part of this phenomenal team!!"

Katie Kudos

August 2023 (continued)

Madison Scheuneman

Kentwood

Nominated By: Angela Culp

Helpful

"When I reached out to ask who was interested in filling out the new sub binder for our branches, Madison immediately volunteered. She was a sub for over a year and still subs frequently, so she is passionate about making subbing easier for our guest colleagues. Thanks for your enthusiasm, Madison!"

Jessica Weber

Plainfield Township

Nominated By: Shaunna Martz

Authentic

"Thanks to Marlys, Jessica, Katherine and Becca for helping us out at East GR on a very interesting day. We were busy and it was a warm day, but everyone stepped up to help. We could not have done it without you! I want to thank each and every one of you."



Upcoming Meetings + Dates of Interest

Upcoming Meetings

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

Budget Hearing

Thursday, November 16, 2023

7:00 PM

KDL Service + Meeting Center

Dates of Interest

MLA Conference

October 17-20, 2023

Kalamazoo, MI

KDL Pension Meeting

November 15, 2023

1:00 PM

KDL Service + Meeting Center



Information
Ideas
Excitement!



MONTHLY PROJECT REPORT

**AUGUST
2023**





2 New project approved

11 In approval queue


1 Declined

14

Active Approved
Projects

	On Time	12
	Late (At Risk)	2
	Paused	0
	Completed since 01/23	8

Preschool Booster Packs


 **Project Lead:** Jackie Boss
Status: On Track (NEW)

Approval Date: 08.23.23
Due Date: 02.01.24



Exciting news! The Booster Packs that were initially developed to support the third-grade reading initiative have been very popular, and parents and teachers often ask if KDL has booster packs geared toward younger kids, particularly preschool-aged kids to help foster kindergarten readiness. KDL will be working to develop and provide preschool booster packs centered around the concepts of letters, numbers, size, shapes, colors, opposites, patterns, and sequencing. These concepts are designed to support the learning of our little readers, in turn helping kids develop skills and concepts needed for kindergarten readiness.

Temi Robot at Grattan

 **Project Lead:** Brian Mortimore
Status: On Track (NEW)

Approval Date: 09.06.23
Due Date: 01.31.24



KDL's new express library in Grattan is a library without regular staff. The branch is currently being served by a 2-hour per week position that replenishing materials and checkins in on the branch. This may leave a service gap for those patrons who have questions or immediate needs that the Grattan Staff cannot answer and other KDL promotional materials and programming events. KDL will be piloting a Temi robot at Grattan as an informational kiosk and a portal to live interactions with the Patron Services Department. The Temi robot will also be used to explore various virtual programming ideas and interactive elements.

1,000 Books Before Kindergarten (1KB4K) Revamp



Project Lead: Dawn Heerspink

Status: On Track

Approval Date: 11.23.22

Due Date: 09.30.23 *new projected due date of 10.30.23*

The project team is excited to see all the physical materials designed for this project coming together. The tracking and activity booklet, progress stickers, progress maps and other materials are currently in print and the Spanish translation of the booklet and sign-up form underway. Branch staff are scheduled to undergo training starting September 13 to acquaint themselves with the new look of 1KB4K. The training will take the form of video training and a training kit of physical materials. The team will continue dialogue around marketing, promotion and outreach. At this time, promotion of the new materials to library patrons will take place during the month of October. The team will then focus on preschool outreach and early literacy partners in November.

Express Library Pilot - Grattan Township



Project Lead: Kurt Lardie

Status: On Track

Approval Date: 04.26.23

Due Date: 10.31.23

The Express Library Pilot at Grattan is going smoothly. The Grattan Express LibCabinet had a wallpaper background installed behind the LibCabinet which displays a map of Grattan Township, adding personal details to this express Library that helps focus on the community it resides in. Sandy Graham has also created a procedure to ensure that all items are rotated through the cabinet in a timely fashion, allowing for efficiency and sustainability to continue to improve. In addition to this, the ability to place a hold on an item to be picked up at Grattan has been turned on in the system and is now active for patron use.

FE Technologies Wand Rollout



Project Lead: Karen Small

Status: On Track

Approval Date: 01.18.23

Due Date: 08.31.23

The FE Technologies Wand project has now been rolled out to all the branches. All the branches and the Bookmobile are now scanning their collections each month to help assist in locating missing items, items with holds, or other books with exceptions. This has aided in the organization and maintenance of the collection. Most branches are also using the wand to check in customer returns in order to help prioritize patron facing interactions. It has been determined that small branches can utilize the Sort Assistant to check in returns as the number of items returned at a time is smaller. In addition to this, some branches are testing different profiles to scan their displays. Sort Assistant has also been installed in the branches, and follow-up training was offered in order to review the wand process and share some updates with staff.

Language Accessibility: Over the Phone (OPI)



Project Lead: Yuliya Bunker

Status: At Risk - Timeline

Approval Date: 02.22.23

Due Date: 08.31.23 *new projected due date of 09.15.23*

The Language Accessibility project has successfully been introduced to the staff, and the direct language lines are live and ready to go! All KDL branches have received printed materials with more information about this service. The team is planning to distribute more materials to KDL partners, and at upcoming outreach events to help promote this new service and share information about the new over the phone interpretation (OPI). The focus of the spread of information will be throughout the local communities to inform more patrons that we now provide interpretation services and reach community members that may not have heard of this change. The team will also monitor the utilization of this service, assess, and collect feedback to help maintain, develop and improve this service.

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 10.30.23*

This past month there have been 3 in-person training courses for Salesforce users, and a training plan containing recorded videos for additional training on the use of the software has also gone out. Staff have now been trained, the training plan and new outreach form community bulletin have been released, and the project is quickly coming to a close. An email forwarding procedure to discuss what kind of information should be sent to salesforce users to input into the software is also scheduled to come out at the end of September. This allows staff time to have used the CRM long enough to be comfortable with how it operates. The new outreach form has also replaced the initial Microsoft form. The process has also been determined that staff will fill out this form for every outreach event they attend. Cloud 616 has also been contracted to adapt Salesforce for KDL's specific needs and will be the source of contact for long-term support and modifications while KDL works with the CRM. A salesforce administration team has been created to meet regularly, discuss feedback received from staff, and resolve any low level it requests about salesforce that come in.

New Cardholder Drive



Project Lead: Joshua Mosey
Status: On Track

Approval Date: 02.22.23

Due Date: 01.31.24

The new cardholder drive continues, and communication bulletins have been issued. All the branches are now equipped with staff buttons that say, "Get Carded," patron stickers that say, "I got carded @ KDL" and sticky notes with instructions on how to be entered to win prizes for signing up. The project group has also planned several Fall "Get Carded" events in the community to interact with non-library patrons. The project team has also secured a partnership with Schuler Books for the Get Carded Prize Squad, where they film interactions with Schuler Books shoppers while the team asks if they have a library card. If those shoppers do have a library card, they get an instant reward (gift cards to Schuler's which were donated).

On the Same Page 2024



Project Lead: Hennie Vaandrager
Status: On Track

Approval Date: 03.22.23

Due Date: 05.31.24

A communication bulletin has been issued and went out to staff at the end of August. This bulletin announced the book and author that this program will be focusing on to staff, with a public announcement scheduled for later in the year. The project team is working with branch staff to schedule this title in the library book clubs for book discussion in the next 7 months. The project team has also been brainstorming programming ideas to coincide with the book for the winter and spring seasons. The title that has been selected is getting starred reviews and positive press with its release on August 1st and the team is looking forward to the upcoming events and focus as this project really begins to take shape.

One Community Relationship Building



Project Lead: Elvia Myers
Status: On Track

Approval Date: 01.25.23

Due Date: 12.31.23

In the beginning of 2023, KDL took on a strategic initiative called One Community to intentionally deepen relationships with Kent County communities by focusing on one community at a time and by asking, listening, creating partnerships, learning opportunities, and engaging economically. The first goal of this project is to form relationships with the local tribes in Michigan that result in tangible economic exchange and investment in their communities, while offering acknowledgement, reconciliation, and understanding that each tribe has its own unique customs, culture and beliefs. Dr. Desha Sherwood will be presenting and educating KDL staff on American Indian Boarding Schools and intergenerational trauma in the Indigenous Communities on Thursday, September 28, 2023.

Physical Collection Audit



Project Lead: Joshua Bernstein

Status: On Track

Approval Date: 02.22.23

Due Date: 12.31.23

The physical collection audit team has completed the recommendation portion of the project. All three collections have been evaluated and recommendations were made in regard to budgets and future timeline and life span of the collection, and those recommendations have been presented to and accepted by the Leadership Team and the RM1s. The next step is developing timelines for weeding and moving of some collections as well as investigating what to do with weeded material.

PolicyTech to SharePoint Conversion



Project Lead: Graham Lawcock + Trish Reid

Status: On Track

Approval Date: 02.22.23

Due Date: 10.15.23

Info Hub on Microsoft SharePoint has gone live for all KDL staff, training has been rolled out, and staff have been experiencing the transition from PolicyTech to SharePoint. Since this implementation KDL has notified PolicyTech that it will not renew the contract with them for next year. Access to PolicyTech will be removed for staff on September 22. To ensure no information is lost, Sheri Glon will export a copy of all PolicyTech documents prior to the end of our contract (November).

Scheduling Software (Snap Schedule)



Project Lead: Eric DeHaan

Status: On Track

Approval Date: 06.14.23

Due Date: 11.15.23

Things continue to move along as planned. Staff training material was solidified on August 14 and disseminated in our weekly system-wide communication update on August 16. At this point, staff have completed the assigned training modules to coincide with the official rollout taking place in the following weeks, with several branches piloting the new platform earlier. Feedback has been overwhelmingly positive. Staff have enjoyed access to the mobile app and variety of schedule views that allow them quick access to the information they desire. Outlook integration has also been completed, with tasks automatically exported to staff calendars allowing for additional ease of access to schedule information and the ability to take advantage of Outlook's meeting automation functionality. Phase 2 of training will begin on September 27, at which point staff will learn how to pick up open shifts and swap shifts with other staff. This functionality will further increase efficiency of scheduling with the automation of two standard practices. The team will continue to look forward to leveraging all of Snap Schedule's tools and features to maximize scheduling efficiency across the organization.

Sort Assistant Software by FE Technologies



Project Lead: Karen Small

Status: On Track

Approval Date: 04.26.23

Due Date: 12.31.23

Eighteen of the twenty branches have had the Sort Assistant software installed. Walker and Nelson will have the installation in early September. This month, bringing the wand and the Sort Assistant tools and software together has led to process changes in the branches. RM2s have all been trained on using the Sort Assistant and will be training new staff on the new check in processes.

BUILDING PROJECTS



Cascade



Project Lead: Lulu Brown
Status: N/A

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

The Library Outdoor project has gained the full support of the Parks department and the Parks Committee. In September they will make a formal recommendation to the Cascade Township Board to make it an official park for the township, which would allow additional monetary and staff resources to be allocated to the space. This ensures that the \$1.3 million commitment from the Cascade Friends of the Library and Cascade Downtown Development Authority will provide an outdoor community space for Cascade residents and KDL patrons for many years to come. In the next two months, we are finalizing the pavilion design and taking it to the DDA, Cascade Friends of the Library, and the final bids for the project to the township board.

On August 23, the Cascade Township approved C2AE to complete the design. As the library celebrates this quarter-century milestone, it recognizes updates are needed to ensure it can continue to serve the community's needs today and well into the future. A 2018 needs inventory showed the following: inadequate and outdated lighting, damage to external doors, worn carpeting, paint and wall coverings, roof damage, and outdated and worn furnishings. The project is estimated to cost \$2.5 million and will be funded by the Township's current millage which will be up for renewal in 2024.

Krause Memorial (Rockford)



Project Lead: Jennifer German
Status: N/A

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

The Krause Finance Cabinet continues to work toward raising the funding for the expansion project and meeting the deadline of October 1st to secure the grant money from Kent County.

Tyrone Township



Project Lead: Liz Knapp
Status: N/A

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

Township Officials continue to work toward plans to use the 300,000 Michigan Community Development Grant, and their 300,000 match to begin work on the future site of the library.

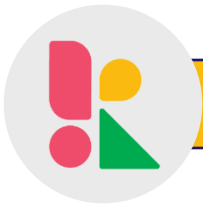
Walker



Project Lead: Craig Buno
Status: N/A

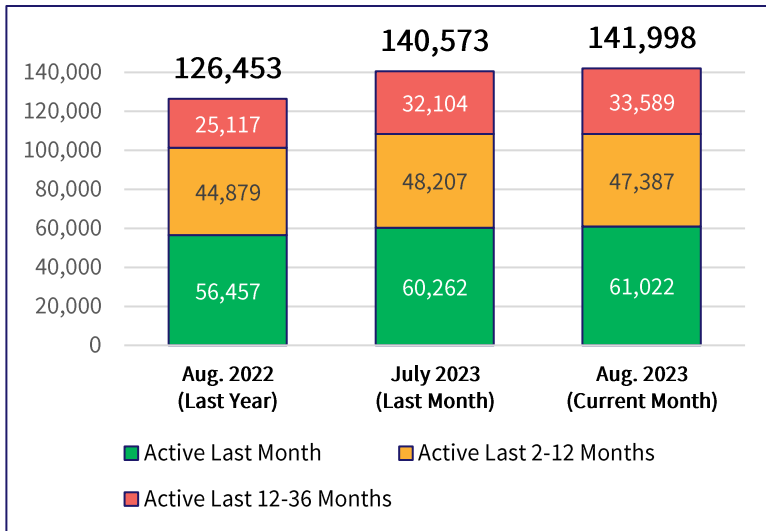
Approval Date: N/A
Due Date: N/A

On August 17, more than 20 community members participated in a Library Design Charette. Regional Managers Liz Knapp and Craig Buno, Director of Library Operations Jennifer Devault and Director of Projects & Planning Jaci Cooper were joined by Walker City Commissioners, representatives from city departments, and a community member to brainstorm ideas with the architectural firm guiding the project. The meeting focused on the exterior and the site of the building. In the coming weeks, City Engineer Scott Connors and the architects will be reviewing the results of this brainstorming session with the goal of presenting three options for review.



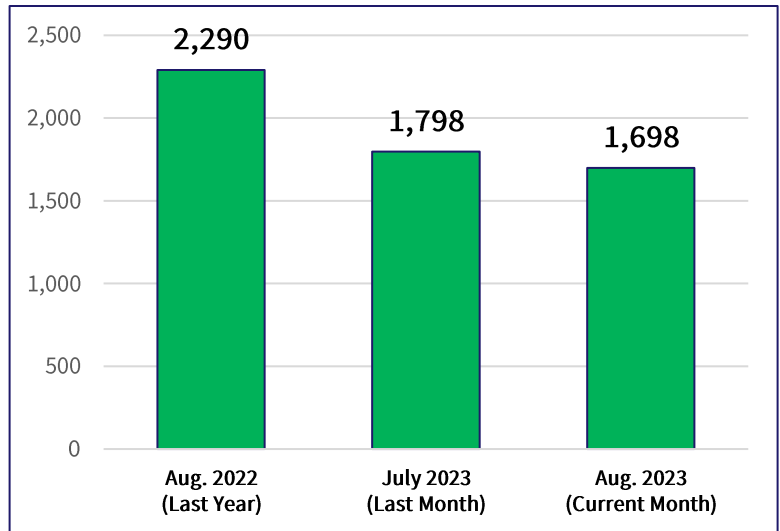
AUGUST 2023 STATISTICAL SUMMARY

Active KDL Patrons:



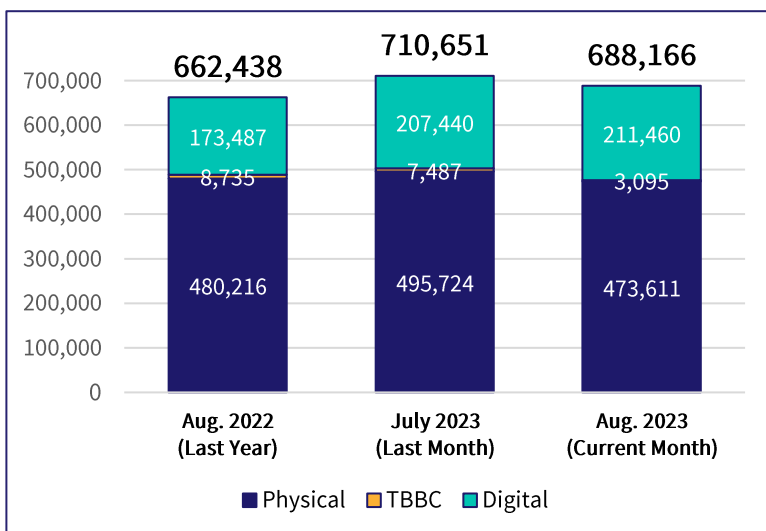
Active KDL Patrons are **up 1%** from last month and **up 12%** from the same month last year.

New KDL Cards Added:



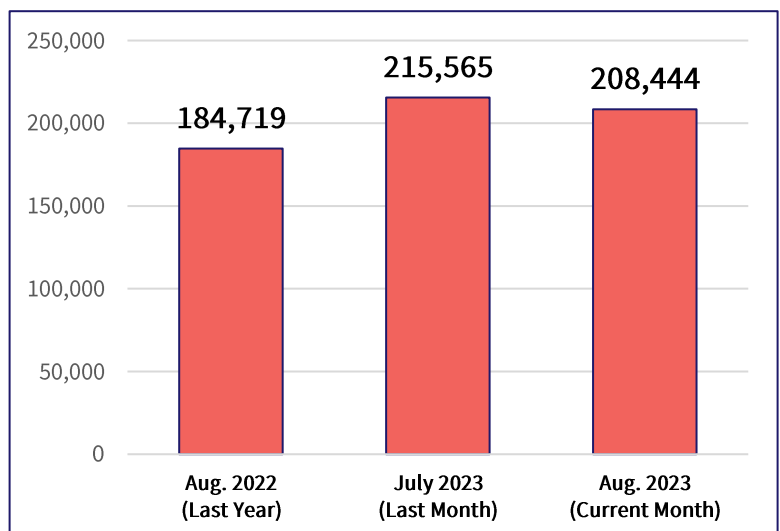
New KDL Cards Added are **down 6%** from last month and **down 26%** from the same month last year.

Total Circulation:

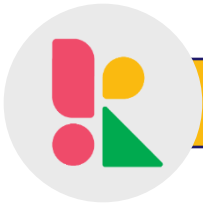


Total Circulation is **down 3%** from last month and **up 4%** from the same month last year.

Visitor Count:

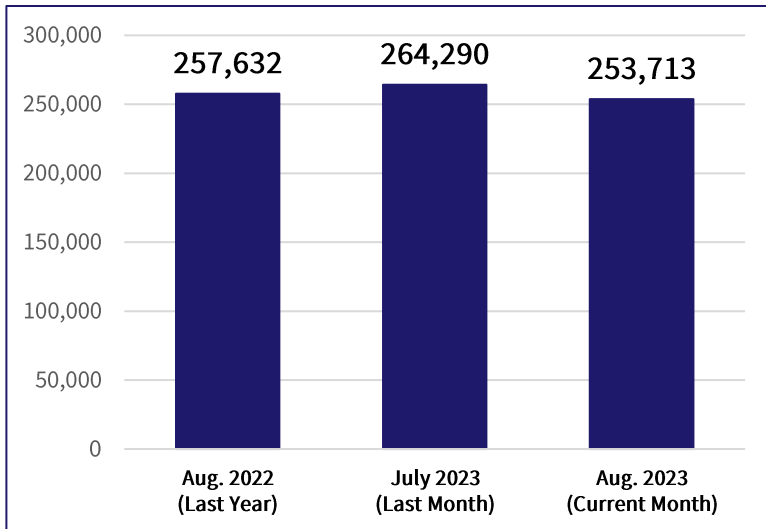


Branch visitors are **down 3%** from last month and **up 13%** from the same month last year.



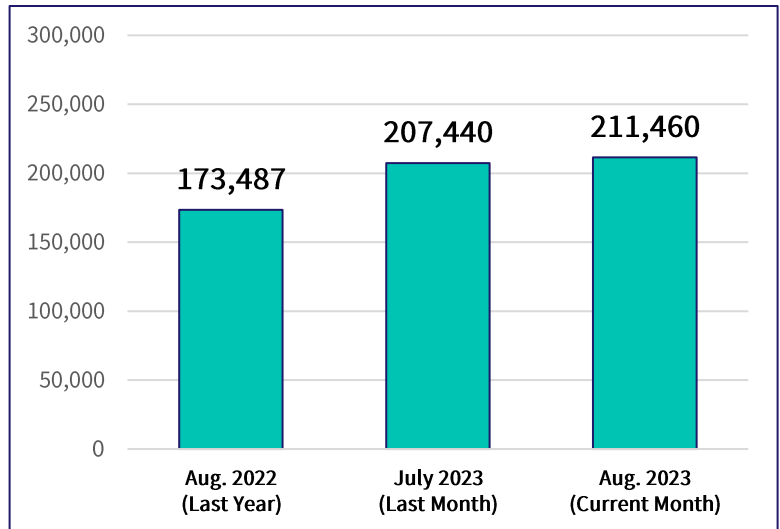
AUGUST 2023 STATISTICAL SUMMARY

Physical Items Checked Out:



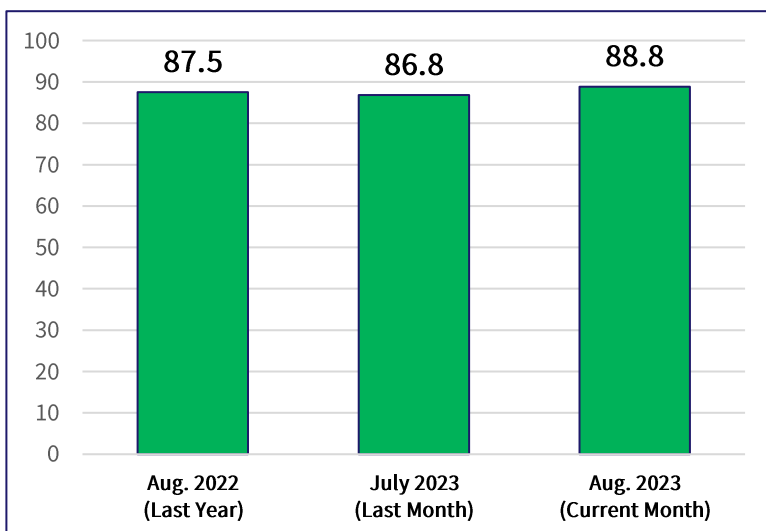
Physical checkouts are **down 4%** from last month and **down 2%** from the same month last year.

Digital Items Checked Out:



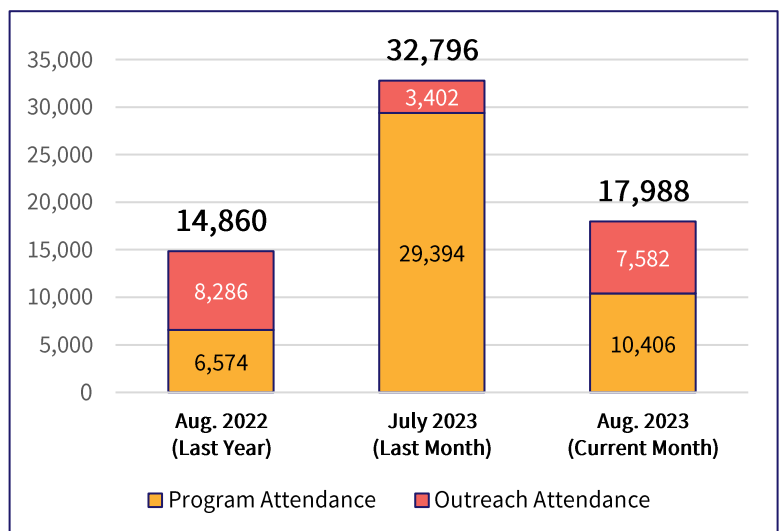
Digital checkouts are **up 2%** from last month and **up 22%** from the same month last year.

Net Promoter Score (NPS):



Net Promoter Score is **up 2.0%** from last month and **up 1.3%** from the same month last year.

Programs & Outreach:



Program & Outreach Attendance is **down 45%** from last month and **up 21%** 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	230
2. <i>The Five-Star Weekend</i> by Elin Hilderbrand	170
3. <i>Tom Lake</i> by Ann Patchett	169
4. <i>Happy Place</i> by Emily Henry	162
5. <i>Fourth Wing</i> by Rebecca Yarros	151
6. <i>Lessons in Chemistry</i> by Bonnie Garmus	134
7. (tie) <i>Simply Lies</i> by David Baldacci	121
(tie) <i>Twenty Thousand Fleas</i> <i>Under the Sea</i> by Dav Pilkey	121
9. <i>Out of Nowhere</i> by Sandra Brown	112
10. <i>Guardians of the Galaxy, Volume 3</i> DVD	109

All Physical Items (Most Holds):

<u>Title</u>	<u>Holds</u>
1. KDL WiFi Mobile Hotspot	461
2. <i>Tom Lake</i> by Ann Patchett	228
3. <i>The Housemaid</i> by Freida McFadden	188
4. <i>Happy Place</i> by Emily Henry	186
5. <i>None of This Is True</i> by Lisa Jewell	183
6. (tie) <i>The Covenant of Water</i> by Abraham Verghese	162
(tie) <i>Fourth Wing</i> by Rebecca Yarros	162
8. <i>Things We Left Behind</i> by Lucy Score	158
9. <i>The Five-Star Weekend</i> by Elin Hilderbrand	147
10. <i>Lessons in Chemistry</i> by Bonnie Garmus	139

OverDrive Items (Most Checkouts):

<u>Title</u>	<u>Checkouts</u>
1. <i>Fourth Wing</i> by Rebecca Yarros (audio)	627
2. <i>Verity</i> by Colleen Hoover	265
3. <i>Demon Copperhead</i> by Barbara Kingsolver	234
4. <i>Demon Copperhead</i> by Barbara Kingsolver (audio)	218
5. <i>The Covenant of Water</i> by Abraham Verghese (audio)	204
6. <i>Happy Place</i> by Emily Henry	175
7. <i>The Seven Husbands of Evelyn Hugo</i> by Taylor Jenkins Reid	167
8. <i>Beach Read</i> by Emily Henry	156
9. <i>The Summer I Turned Pretty</i> by Jenny Han (audio)	150
10. <i>A Court of Thorns and Roses</i> by Sarah J. Maas (audio)	132

OverDrive Items (Most Holds):

<u>Title</u>	<u>Holds</u>
1. <i>Happy Place</i> by Emily Henry	923
2. <i>Lessons in Chemistry</i> by Bonnie Garmus	828
3. <i>Lessons in Chemistry</i> by Bonnie Garmus (audio)	582
4. <i>Spare</i> by Prince Harry (audio)	573
5. <i>Happy Place</i> by Emily Henry (audio)	561
6. <i>Fourth Wing</i> by Rebecca Yarros	558
7. <i>It Starts with Us</i> by Colleen Hoover	443
8. <i>Tom Lake</i> by Ann Patchett	429
9. <i>Iron Flame</i> by Rebecca Yarros (audio)	383
10. <i>The Five-Star Weekend</i> by Elin Hilderbrand	368

NEW HIRES	POSITION	EFFECTIVE
Brooke Koster	Assistant Branch Librarian – Amy Van Andel / Ada	August 21
Heather Grit	Assistant Branch Librarian – Alto	August 21
Sophia Bailey	Assistant Branch Librarian – Caledonia	September 5
Ciara Fornicola	Assistant Branch Librarian – East Grand Rapids	September 5
Mistry Lawrence	Shelver – Alpine / Tyrone Township	September 5
Yannick Kpachavi	Assistant Branch Librarian – Caledonia	September 5
Michael Golczynski	Branch Librarian – Cascade	September 18
Sarah Krishef	Shelver – Plainfield	September 18
Kent Byerly	Assistant Branch Librarian Sub	September 18
Catherine Gispert	Assistant Branch Librarian Sub	September 18
Rubén Campos	Assistant Branch Librarian Sub	September 18

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Shannon Cameron	Assistant Branch Librarian – Caledonia	Assistant Branch Librarian Sub	July 17
Donna Cowart	Assistant Branch Librarian – Tyrone Township	Assistant Branch Librarian Sub	July 23
Pia Lu	Assistant Branch Librarian – East Grand Rapids	Assistant Branch Librarian Sub	August 28
Kara Wiggert	Assistant Branch Librarian – Comstock Park	Assistant Branch Librarian – Kentwood	September 18
Alicia Maxwell	Shelver – Krause Memorial	Assistant Branch Librarian – Spencer Township	September 18
Kelsey Malone	Summer Intern – Community Engagement	Assistant Branch Librarian Sub	September 18
Katie Muszkiewicz	Shelver – Gaines Township	Assistant Branch Librarian – Gaines Township	September 18

DEPARTURES	POSITION	EFFECTIVE
Wendy Kuzma	Sub Pool	August 11
Alicia Oliver	Shelver – Wyoming	August 30
Lauren Hansen	Shelver – Walker	September 14
Kathy Lewis	Assistant Branch Librarian – Walker	September 15

OPEN POSITIONS	TYPE
Assistant Branch Librarian – Cascade	Part-time
Assistant Branch Librarian – East Grand Rapids	Part-time
Teen Library Intern – Kelloggsville	Temporary
Assistant Branch Librarian – Tyrone Township	Part-time
Assistant Branch Librarian – Comstock Park	Part-time
Assistant Branch Librarian – Wyoming	Part-time
Assistant Branch Librarian – Gaines Township	Part-time

EMPLOYEE ANNIVERSARIES (OCTOBER)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Angela Vanderwest	Byron Township	20 years
Monica Walen	East Grand Rapids / Amy Van Andel	13 years
Amber Hath	Krause Memorial	12 years
Hannah Moeggenborg	Alpine	9 years
Ashley Smolinski	Cascade / Caledonia	9 years
Sara Fox	Kentwood	8 years
Dawn Heerspink	Byron Township	8 years
Heidi Fifield	Spencer Township	7 years
Mariely Velazquez	Wyoming	7 years
David Fletcher	Comstock Park	6 years
Randy Goble	Marketing/Communications	6 years
Natalie Karsten	Byron Township	6 years
Bastian Bouman	Wyoming	5 years
Kevin Kammeraad	Bookmobile	5 years
Robin Darling	Sub Pool	4 years
Jennifer Fitzgerald	Kentwood	4 years
Tabitha Frazier	East Grand Rapids	4 years
Grace Miguel Cipriano	Patron Services	4 years
Kathryn Cheney	Plainfield	3 years
Elvia Myers	Administration	3 years
Lucy Angers	Kelloggsville	2 years
Katie Baker	Walker	2 years
Isabela Gave	Krause Memorial	2 years

EMPLOYEE ANNIVERSARIES (OCTOBER)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Emma Hendrian	Caledonia	2 years
Sue Olep	Wyoming	2 years
Allison Blovits	Amy Van Andel / Ada	1 year
Amber Calderon	Grandville	1 year
Amber Elder	Programming	1 year
Catherine Jones	Sub Pool	1 year
Daniel Morris	Cascade	1 year
Kathy Naber	Sub Pool	1 year
Ruth VanWalsum	Walker	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	X*	X	X	X	X	X	X	X
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

INTRO

AGENDA ITEM FOR CONSIDERATION: RFP for Financial Services

BOARD MEETING DATES: September 21, 2023 (first reading); October 26, 2023 (second reading, if necessary)

TIMELINE: Immediately upon Board approval, if approved

BUDGET LINE ITEM(S): Finance Professional and Other Contracted Services (101-191-1030-5801)

TOTAL ESTIMATED COST: \$156,000 Annually

PURPOSE

Kent District Library (KDL) is seeking a firm to provide Financial Services on a temporary or long-term basis as determined by management. A qualified firm will present an individual to occupy the Acting Director of Finance role and support the Finance team as necessary. This individual will have the skillset required to help meet KDL's goals and objectives, have an onsite presence for at least two days a week, and be available for Leadership Team and Board of Trustee meetings.

Kent District Library sent five companies the RFP and advertised on MLive. One proposal was submitted by Rehmann Robson, LLC.

OVERVIEW/NEEDS/BACKGROUND INFO

Since 2021, Rehmann Robson, LLC has held the contract for Acting Director of Finance services with Kim Lindsay appointed as Acting Director of Finance. Kim Lindsay has worked with the Finance team, Leadership Team, and the Board of Trustees successfully during this time.

Currently, the Acting Director of Finance provides the following services and will continue these duties once a new contract is signed:

- Aid in month-end processing.
- Review and submit monthly Board packet.
- Present monthly to the Board of Trustees (and Friends of the Library) on finance performance.
- Review and approve investments authorized by Public Act 20 of 1943 and report monthly to the Board of Trustees.
- Aid in the year-end processing including reviewing and approving year-end statements and completion of all property tax reporting, abatements, tribunals, and personal property tax write-offs.
- Prepare annual audit workpapers, review submissions and final report with external auditors.
- Review/Approve annual budget (for 30+ departments and organization segments) and amendments related to reclassifications and fund balance. Present to the Board of Trustees when required by the Michigan Budgeting Act.

- Attend the Board of Trustees annual budget work session in October. Present to the Board of Trustees the annual budget with historical data and future projections, as well as a report of the fund balance.
- Lead strategic financial planning and forecasting.
- Review and approve ACH payments.
- Review requests of and approve credit card increases.
- Oversee the credit card use policy in the KDL system and administrative guidelines.
- Assist with obtaining bids/quotes for purchases over approval thresholds.
- Coordinate Request for Purchase (RFPs).
- Respond and coordinate Freedom of Information Act (FOIA) requests.
- Conduct an appropriate investigation of any fraud or related misconduct. Take all necessary actions, including reporting such activity to the appropriate authorities.
- Oversee disposal of fixed assets.
- Mentor Finance Manager on compliance, leadership, process improvement, and best practices, as necessary, while providing overall leadership of the finance department
- Approve journal entries and accounting entries.
- Implement new GASB standards as needed.
- Knowledge of all accounting, reporting, budgeting, and investing standards promulgated by the Michigan Department of Treasury and all related Michigan Statutes

To provide taxpayers, staff and the Board with transparent, updated and accurate financial information, Kent District Library seeks an Acting Director of Finance to carry out these duties.

BENEFITS

Rehmann Robson, LLC has held the Acting Director of Finance since 2021 and Kim Lindsay has been appointed to the position. Kim has the qualifications, has established a positive working environment with the Finance team, has provided Leadership and the Board with accurate financial information and has proven to be successful in this role.

Rehmann Robson, LLC is a local company and will provide KDL with a backup Acting Director of Finance if it is ever needed.

Having an Acting Director of Finance is not as costly as having a full-time Director of Finance.

DISADVANTAGES

An Acting Director is not always onsite, which can delay some processes.

In the event Kim Lindsay was not able to provide ongoing services, a new person from Rehmann Robson, LLC would be available to step in; however, they would require access to financial and bank systems and training provided by the Finance Manager and/or LT members requiring an adjustment period.

COST

Rehmann Robson, LLC

The hours quoted are as proposed and requested in the RFP. The actual hours worked tend to be somewhat cyclical, whereby significantly more hours than proposed are required during specific times of the year such as audit prep and execution, budget prep and presentations, special projects, board meetings, etc.

Weekly Hours	Weeks/month	Monthly Hours	Monthly Billing	Quoted Rate
16	4	64	\$13,000.00	\$203.125

No additional fees have been billed or will be billed for projects assigned to the Interim Finance Director or the Finance Department. Items that have fallen or would fall in this category are such things as:

- The viability of expansion of services to new locations
- Long-term financial forecasting

Major future projects for which KDL might require expert assistance will be discounted 20% from standard rates at the time of service. Areas and project that Rehmann might provide expert assistance would include:

- KDL's exit from management and risk of the Defined Benefit Pension Plan
- HR projects including executive recruiting services
- IT projects and consulting
- Other major initiative outside of normal finance department functions

RECOMMENDATION

Based on the information provided, KDL recommends that Rehmann Robson, LLC be contracted to provide an Acting Director of Finance.

Document History:

1. First Draft – Missy Lancaster, Jessie Salo
2. Revision – Elvia Myers, Emily Whalen, Brian Mortimore
3. Final Draft – Lance Werner, Brian Mortimore

INTRO

AGENDA ITEM FOR CONSIDERATION: Material Handling & Delivery Services Bid Proposal

BOARD MEETING DATES: September 21, 2023 (first reading), October 26, 2023 (second reading, if necessary)

TIMELINE: January of 2024

BUDGET LINE ITEM(S): Delivery Services

TOTAL ESTIMATED COST: \$154,703.64 (to be budgeted for 2024)

PURPOSE

Kent District Library (KDL) is seeking a firm to provide delivery services to all 21 locations in the system. A qualified firm will be responsible for transport vehicles, drivers, fuel, insurance and all elements required to successfully deliver materials on a constant schedule from the Service Center to branches and vice versa. KDL would like to ensure that delivery of materials will be consistent so patrons can receive their materials in a timely manner.

Kent District Library posted the RFP and advertised on MLive. One proposal was submitted by Same Day Delivery, Inc.

OVERVIEW/NEEDS/BACKGROUND INFO

Since 2011, Same Day Delivery has held the contract for delivery services. The company and drivers have provided daily weekday delivery which is a vital part of KDL's customer service model, providing patrons at our 20 branches with the sought-after books and other materials they have requested as well as stocking our shelves with new materials.

To ensure continuity of service and the best pricing possible it was determined that an RFP should be posted. The vendor requirements were as follows:

- Vendor must provide service to all branches. Delivery will take place 5 days a week to 15 locations (M-F), 3 days a week to the remaining 5 branches and delivery to the Gerald R. Ford International Airport (M,W,F).
- Vendor must propose providing service for a 4-year contract with subsequent four 1-year optional renewals for a total of potentially eight years of service. The terms of the subsequent 1-year optional renewals may differ from the original 4-year contract but must be submitted to KDL after the conclusion of the 4th year of service.
- Vendor must organize and manage routes and communicate any scheduling changes with the Collection Services Manager, Elizabeth Guarino.
- The vendor must devise and manage an agreed upon schedule of deliveries and provide a contingency plan for driver absences so that consistent service is maintained.

- The vendor must be able to add additional library branch stops, for an agreed upon fee, within 30 days of written request.
- Service must be provided on a per stop basis, regardless of the number of bins or miscellaneous items being shipped and received at that stop.
- Vendor will accommodate library closing when notified at least two business days in advance.
- Vendor will accommodate emergency branch or Service Center closings (weather related or other).
- Any undeliverable items shall be returned to the Service Center.
- Vendor shall provide a designated contact person for resolution of questions relating to invoicing and payment.
- Vendor will provide electronic invoices bi-monthly (payable within 30 days).
- Drivers are responsible for checking cash boxes at each location, picking up locked cash bags to return to the Service Center and signing a Cash Bag Log at each location.

To ensure a steady partnership, fair pricing and providing fast and accurate delivery to the branches, Kent District Library needs a reliable delivery service to maintain the same level of service that patrons expect.

BENEFITS

With this proposal KDL will continue to partner with Same Day Delivery, our delivery partner for more than 12 years. This will allow for consistent service, with 3 day a week delivery to all 21 locations (including the airport) and 5 day a week service to the large and medium branches.

Other benefits include:

- Improvements in delivery efficiency, safety, and ergonomics for library staff.
- Performance guarantees with reliable responses to feedback and concerns.
- Pre-designated plans for delivery employee vacations and absences and regular communication of changes in scheduling.
- Flexibility as KDL grows and changes with the possibility of additional branch locations.

Same Day Delivery has proposed a single driver system instead of the current 2-driver system. This will mean some changes in the delivery schedule. However, branches will be able to adapt to daily schedules once the new routes are in place.

DISADVANTAGES

To keep costs the same, Same Day Delivery has proposed a single driver system instead of the current 2-driver system. This will mean some changes in the delivery schedule. However, branches will be able to adapt to daily schedules once the new routes are in place.

COST

The total cost is \$154,703.64 with a 2% increase each year for the length of the contract, which is 4 years.

2024	2025	2026	2027
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\$154,703.64	\$157,797.72	\$160,953.67	\$164,172.94
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IMPLEMENTATION

The new delivery contract and new route times will take effect January 1.

RECOMMENDATION

Same Day Delivery has been a reliable partner for KDL for more than 12 years. The bid is reduced from the 2023 rate which is \$182,000. This is reasonable especially when factoring in the cost of fuel and the ability to add branches for delivery.

Document History:

1. First Draft – Elizabeth Guarino-Kozlowicz, Missy Lancaster, Elvia Myers
2. Revision – Jennifer Devault
3. Final Draft – Lance Werner

Section 6: Personal – **EDITS**

KDL Policy 6.1	<u>Equal Employment Opportunity</u>
KDL Policy 6.1.1	<u>Harassment</u>
KDL Policy 6.1.2	<u>Americans With Disabilities Act (ADA)</u>
KDL Policy 6.2	<u>Position Authorization</u>
KDL Policy 6.2.1	<u>Applications</u>
KDL Policy 6.2.2	<u>Interview + Selection</u>
KDL Policy 6.2.3	<u>Initial Employment Period</u>
KDL Policy 6.2.4	<u>Promotions</u>
KDL Policy 6.2.5	<u>Nepotism</u>
KDL Policy 6.2.6	<u>“Acting” Capacity</u>
KDL Policy 6.2.7	<u>Outside Employment</u>
KDL Policy 6.2.8	<u>Employee Termination Of Employment</u>
KDL Policy 6.3	<u>Personnel Files + Employee Records</u>
KDL Policy 6.3.1	<u>Access to Employee File Information</u>
KDL Policy 6.3.2	<u>Continuous Length Of Service</u>
KDL Policy 6.3.3	<u>Disclosure Of Employee File Information</u>
KDL Policy 6.3.4	<u>Employee References</u>
KDL Policy 6.3.5	<u>Applicant/Employee Background Verification + Drug Screening</u>
KDL Policy 6.3.6	<u>Social Security Numbers Privacy</u>
KDL Policy 6.4	<u>Compensation</u>
KDL Policy 6.4.1	<u>Performance Evaluation</u>
KDL Policy 6.4.2	<u>Benefits</u>
KDL Policy 6.4.3	<u>Sick Leave</u>
KDL Policy 6.4.4	<u>Sick Time Payment</u>
KDL Policy 6.4.5	<u>Disability Leave Of Absence</u>
KDL Policy 6.4.6	Workers’ Disability Compensation Supplemental Pay
KDL Policy 6.4.7	<u>Emergency Closing Compensation</u>
KDL Policy 6.5	<u>Work Week</u>
KDL Policy 6.6	<u>Progressive Action Policy</u>
KDL Policy 6.6.1	<u>Complaint Resolution Process</u>

KDL Policy 6.7	<u>Vacation Eligibility</u>
KDL Policy 6.7.1	<u>Vacation—Part Time</u>
KDL Policy 6.7.2	<u>Vacation—Carry Forward</u>
KDL Policy 6.7.3	<u>Payment Of Unused Leave + Paid Time Off (PTO)</u>
KDL Policy 6.7.4	<u>Bereavement Leave</u>
KDL Policy 6.7.5	<u>Family + Medical Leave Act (FMLA)</u>
KDL Policy 6.7.6	<u>Personal Leave Of Absence Without Pay</u>
KDL Policy 6.7.7	<u>Personal Leave Of Absence With Pay</u>
KDL Policy 6.7.8	<u>Jury Leave</u>
KDL Policy 6.7.9	<u>Military Leave</u>
KDL Policy 6.7.10	<u>Holiday Accrual + Eligibility</u>
KDL Policy 6.8	<u>Transportation Reimbursement</u>
KDL Policy 6.8.1	<u>Honoraria</u>
KDL Policy 6.8.2	<u>Professional Association/Community Organization Memberships</u>
KDL Policy 6.9	<u>Drug-Free Workplace</u>
KDL Policy 6.10	<u>Electronic Communications Policy</u>
KDL Policy 6.11	<u>Whistleblower Policy</u>
KDL Policy 6.12	<u>Board Member Compensation</u>
KDL Policy 6.13	<u>Conference Attendance—Board + Staff</u>
KDL Policy 6.14	<u>Volunteers</u>
KDL Policy 6.14.1	<u>Volunteer Background Verification</u>

KDL Policy 6.1

Equal Employment Opportunity

LAST REVISED 10.15.20

Kent District Library will not unlawfully discriminate against any employee or applicant for employment because of race, color, religion, national origin, age, sex (sexual orientation, gender identity, transgender status), height, weight, marital status, disability (pregnancy and related medical conditions) or veteran status. No personnel action will unlawfully discriminate against an individual based on any of these characteristics. Personnel actions include, but are not limited to: recruitment, employment, promotion, transfer, disciplinary action, lay-off, termination, rates of pay or other forms of compensation, and selection for training.

Except where permitted by law, the Library will not deny an individual the full and equal enjoyment of its goods, services, facilities, privileges, advantages, or accommodations because of race, color, religion, national origin, age, sex, height, weight, sexual orientation, marital status, disability, or veteran status.

Kent District Library will observe federal and state laws concerning equal employment opportunity. The Library will make reasonable accommodations, as required by law, for the disabilities of otherwise qualified employees or applicants, which will not impose undue hardship on the Library.

All persons hired by the Library must be eligible to work in the United States pursuant to the [Immigration Reform and Control Act of 1986](#).

KDL Policy 6.1.1

Harassment

LAST REVISED 9.17.09

Kent District Library is committed to providing a workplace free from harassment. Therefore, Kent District Library prohibits harassment of employees or members of the public by an employee. Harassment can occur with a single incident or through a pattern of behavior where the purpose or effect is to create a hostile, offensive, or intimidating work environment. Harassment can result from a broad range of actions, which might include, but are not limited to, the following:

- physical or verbal intimidation;
- racial, gender, or age insults;
- derogatory ethnic jokes;
- religious slurs; or
- sexual harassment (as defined below).

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct or communication of a sexual nature when:

- submission to such conduct or communication is made a term or condition either explicitly or implicitly to obtain employment;
- submission to or rejection of such conduct or communication by an individual is used as a factor in decisions affecting such individual's employment; or
- such conduct or communication has the purpose or effect of unreasonably interfering with an individual's employment or creating an intimidating, hostile, or offensive employment environment.

This policy against harassment also prohibits acts of non-employees which result in an intimidating, hostile, or offensive employment environment or unreasonably interferes with an individual's employment.

An employee who believes that he or she has been harassed shall promptly report the incident to their immediate supervisor, Executive Director, or the Human Resources Department.

Kent District Library will conduct a prompt and thorough investigation of each incident and, if a violation is found, will take prompt and appropriate action against the person, or persons, responsible.

Employees who violate the policy will be subject to discipline up to and including discharge. Kent District Library prohibits any form of retaliation against employees for bringing bona fide complaints or providing information about harassment. However, if an investigation of a complaint shows that the complaint or information was false, the individual who provided the false information will be subject to disciplinary action, up to and including discharge.

Non-employees who violate this policy shall be considered in violation of Section 4.4 of the Policy Manual on Disruptive Behavior (including the Patron Rules and Responsibilities) and may be barred from use of the library for specified periods of time as provided in Section 4.4.

KDL Policy 6.1.2

Americans With Disabilities Act (ADA)

LAST REVISED 2.18.16

Kent District Library is subject to the provision of the [Americans with Disabilities Act \(ADA\)](#) of 1992, and the [Michigan Persons with Disabilities Civil Rights Act](#) ~~Michigan Handicappers Civil Rights Act~~.

KDL has further established itself as an employer of choice through collaboration with the Disability Advocates of West Michigan. Through these efforts, KDL staff are working to make for a more inclusive and accessible environment for both customers and staff.

The Library does not discriminate on the basis of disability in admission or access to programs or activities, or in Library employment policies and practices. Reasonable accommodations will be made upon request from either the public or employees.

Individuals needing special auxiliary aids or services for access to Library programs and meetings should contact the Library (616-784-2007) at least 72 hours in advance of the program/meeting in order that appropriate arrangements can be made.

KDL Policy 6.2

Position Authorization

LAST REVISED 2.18.16

The Kent District Library Board shall budget annually for staffing resources. The Executive Director is responsible for identifying staffing allocations for the entire Library system. The criteria for

establishing staffing levels and needs are determined by statistical reports and other measurement tools.

The supervisor of the proposed/vacated position is responsible for analyzing the position with administration to make a determination of whether the position is needed and is classified appropriately

Positions may be restructured in regard to hours, location, and classification to meet the organizational needs within the established staffing budget.

New classifications or staffing positions needed beyond the available budget must receive Board approval. Once a final determination is made, authorization paperwork must be completed and forwarded to the Human Resources Department to begin the recruitment process.

KDL Policy 6.2.1

Applications

LAST REVISED 10.15.20

Kent District Library shall accept applications for employment only when a posted position opportunity exists. All employment applications shall be processed centrally at the Human Resources Department in accordance with established personnel procedures.

All applications and required assessments for a posted vacancy must be submitted via the electronic applicant database and received in the Human Resources Department by the designated deadline.

KDL Policy 6.2.1.1

Internships

LAST REVISED 2.18.16

Kent District Library provides opportunities for student interns to be appointed for up to twelve months to allow students to gain work-related experience in their field of study.

Interns can serve in the following ways:

- assisting and learning from experienced employees;
- completing short-term assignments;
- assisting during peak work-load periods; and
- assisting in research or project teams.

Interns must go through an informal interview process with the supervisor in order to be selected for an internship. Intern selection will be coordinated with the Human Resources Department. Intern eligibility will be contingent on background verification and drug screening per the standards stated in [Policy 6.3.5](#).

Interns are expected to follow a written education plan, as well as the same policies and procedures as regular KDL employees.

Supervisors will be expected to provide leadership and guidance to the intern by meeting with the intern on a regular basis. Upon completion of the internship, both the supervisor and the intern shall complete an internship evaluation form rating the overall internship experience, along with any documentation required by the intern's educational institution (when applicable).

KDL Policy 6.2.2

Interview + Selection

LAST REVISED 10.15.20

Interview teams for both individual and group candidate hiring will include, at a minimum, a Human Resources Department staff member and the hiring supervisor.

The hiring supervisor is responsible for the hiring decision. Hiring decisions must be reviewed and approved by the Executive Director.

For Regional Manager positions, a representative from the local governmental unit shall be afforded the opportunity for:

- discussion with the Kent District Executive Director concerning the position;
- participation in the interview process; and
- input regarding the candidates interviewed prior to final selection.

Recognizing that the final hiring decision rests with the Kent District Executive Director, the local governmental unit shall have no veto or voting rights regarding the selection of the branch manager.

KDL Policy 6.2.3

Initial Employment Period

LAST REVISED 2.16.12

All employees shall serve an initial employment period of six (6) months. During the initial employment period, employees shall receive a performance evaluation. During the initial employment period, a newly hired employee may be dismissed at the sole discretion of the Executive Director.

The initial employment period may be extended with the approval of the Executive Director. After completion of the initial employment period, the Library retains the right to terminate, in its sole discretion, but may provide a maximum of two (2) weeks' notice and/or two weeks termination pay before acting to terminate an employment relationship.

Newly hired employees serving the initial employment period shall not have access to the grievance procedure.

KDL Policy 6.2.4

Promotions

LAST REVISED 11.18.10

Employees who wish to be considered for a promotional opportunity must apply through the established procedure.

When an employee is reclassified to a classification in a higher salary range, the employee's salary shall be adjusted to the minimum of the range for the new classification or **by that of 2% more than that of the current wage to that salary step which is at least equivalent to one pay step increment above the employee's present rate**, whichever is higher.

KDL Policy 6.2.5

Nepotism

LAST REVISED 5.15.14

Kent District Library will not hire immediate relatives of current employees who would work within the same branch or department, or who would supervise one another. Under no circumstance may relatives currently on staff (or those who become relatives while on staff) work within the same branch or department, or supervise one another. Exceptions to this policy may be granted only by the Board of Trustees, upon recommendation of the Executive Director, for reasons clearly in the best interests of the Library.

An immediate relative is defined as a spouse/partner, father, mother, sister, brother, son, daughter, aunt, uncle, niece, nephew, first cousin, and in-law equivalence, or any other relative living in the same household.

Consideration for promotion, transfer, or other actions of employee movement will not be given if such actions would place relatives in a work location or work relationship as described above.

If a marriage causes a violation of this policy, the Library shall try to transfer one of the employees. If a transfer is not feasible, the employees will be permitted to decide which of them will resign. Failure to select shall result in the Library making the determination based on its view of the best interests of the Library.

KDL Policy 6.2.6

“Acting” Capacity

LAST REVISED 11.18.10

The Executive Director may appoint a qualified employee to fill a vacant position in an "Acting" capacity. During this assignment, the employee shall be paid an additional 5% of his/her current salary.

At the end of the "Acting" assignment, the employee will be returned to his/her regular position and original pay rate. An evaluation of his/her performance in the "Acting" position shall be made and placed in the employee's permanent personnel file.

KDL Policy 6.2.7

Outside Employment

LAST REVISED 12.19.02

Kent District Library employees may engage in outside employment. However, this employment may not be conducted within a Kent District Library facility and may not use Kent District Library materials or equipment nor other Kent District Library personnel beyond those resources that would be available to any member of the public. The employee may not engage in this outside employment during the employee's regular-scheduled working hours. This outside employment must not cause a conflict of interest or the appearance of a conflict of interest with Library employment and must not interfere with the satisfactory performance of the employee.

KDL Policy 6.2.8

Employee Termination of Employment

LAST REVISED 5.19.05

Employees are free to resign at any time and for any reason. During the initial employment period, Kent District Library reserves the right to terminate the employment of bargaining unit employees and non-bargaining unit employees at any time and for any reason with or without cause, and with or without notice. After the initial employment period, Kent District Library reserves the right to terminate employment of non-bargaining unit employees at any time and for any reason with or without cause, and with or without notice. After the initial employment period, Kent District Library may terminate bargaining unit employees for just cause as set forth in the Labor Agreement.

Upon termination of employment for any reason, employees must return to their supervisor any Kent District Library property, including, but not limited to: keys, supplies, equipment, manuals, computer records, and name badges, on or before their last day of employment. Upon termination of Kent District Library employment, all staff privileges will cease.

Benefit and final pay information regarding the terminating employee will be provided through an Exit Interview conducted by the Human Resources Department, or as soon as the amounts can, with due diligence, be determined.

In general, sick and vacation leave and holidays will not be approved after an employee gives notice of leaving employment. The Executive Director must approve exceptions. Employees who resign or are terminated shall be entitled to receive payment for accrued, but unused, vacation time only after twenty-four months (2 years) of continuous service.

KDL Policy 6.3

Personnel Files + Employee Records

LAST REVISED 5.19.05

The Human Resources Department is authorized to maintain the official personnel files and records for all Library employees. Information which is not contained within the official Library personnel file may be restricted from use in any subsequent action pertaining to the employee.

The history record for each Library employee shall include the employee's name, address, date of employment, job classification, salary rate, and such other employment information as the Executive Director deems necessary.

The employee record-keeping system shall be sufficient to administer the personnel program for all Library employees and shall comply with legal record-keeping and file retention requirements.

The system of checking payrolls shall determine that all persons in Library service are being employed and paid in accordance with the personnel policies, procedures, rules, and regulations.

Supervisors are responsible to forward all pertinent employee documents for inclusion in the official personnel files, and to prepare and submit all documents necessary to carry out the Library personnel program. Supervisory notes (i.e., informal documentation of coaching or observations) may be maintained confidentially by the supervisor.

KDL Policy 6.3.1

Access to Employee File Information

LAST REVISED 10.15.20

Access to information contained in Library personnel files shall be limited to Human Resources Department personnel, the Executive Director, the employee's department head or Regional Manager, the employee's immediate supervisor on a "need to know" basis, and the individual employee, upon

request, in accordance with his/her statutory access rights. Files pertaining to employees who are bona fide candidates for interdepartmental transfer will be accessible to the prospective supervisor.

The confidentiality of social security numbers contained in personnel files or employment records shall be maintained in compliance with the [Michigan Social Security Number Privacy Act \(P.A. 454 of 2004\)](#) and the Kent District Library Social Security Numbers Privacy Policy ([Policy 6.3.6](#)).

Access to employment records containing private health information are limited to the Executive Director, Human Resources Department personnel and the employee, and will only be used in the administration of policies or procedures (e.g., FMLA, Workers Compensation, etc.) that require such records of information. Employee concerns about private health information should be submitted to the Executive Director in writing.

KDL Policy 6.3.2

Continuous Length of Service

LAST REVISED 9.17.09

Continuous length of service means uninterrupted service from the date of hire. Continuous service is not recognized until the employee completes the initial employment period at which time the employee's length of service shall include the period from the date of his/her hire.

Irregular or temporary service, which immediately precedes the transfer of an employee to a full-time or part-time position in the same job classification, shall be given full credit in computing continuous service.

Time spent on approved leaves of absence shall be included in continuous length of service as follows:

- Disability Leave: First continuous twelve (12) months of such leave.
- Military Leave: Entire period of such legitimate leave.
- Workers' Disability Compensation Leave: First continuous twelve (12) months of such leave.
- Personal Leave: No credit for such leave. However, no loss of previous credit. Exceptions may be authorized by the Executive Director, not to exceed the first continuous twelve (12) months of such leave.
- FMLA Leave: Entire period of such legitimate leave.

KDL Policy 6.3.3

Disclosure of Employee File Information

LAST REVISED 9.17.09

The Human Resources Department shall be responsible to uniformly handle all requests for disclosure of employee file information.

Disclosure of employee information shall be handled in accordance with the following:

- All requests for information contained within employee personnel files, including requests for employment verification and job references, shall be forwarded to Human Resources. No supervisor shall respond to such requests.
- Upon receiving a request for information, the Human Resources Department shall require authorization from the individual about whom information is being requested before releasing any information, unless the request is pursuant to a subpoena or request from a governmental agency. The authorization must be in writing and signed by the individual who is the subject of the request. It must state the type of information that may be released and the party to whom information may be supplied.
- The information requested shall be released only to the party authorized to receive it. This information may be provided by Human Resources or, in the case of recommendations, by a supervisor, after receiving the approval of the Executive Director or his/her designee.
- The confidentiality of social security numbers contained in personnel files or employment records shall be maintained in compliance with the [Michigan Social Security Number Privacy Act \(P.A. 454 of 2004\)](#) and the Kent District Library Social Security Numbers Privacy Policy ([Policy 6.3.6](#)).

KDL Policy 6.3.4

Employee References

LAST REVISED 5.15.14

Kent District Library shall not give information on an employee's performance to external reference seekers, except on written request of the current or former employee. Outsiders contacting the Library for references on past or present employees are told only the date of hire, position title, and whether the person is currently employed with the Library. The Human Resources staff may also verify the employee's current salary as well as provide other information as required by law. Those desiring reference information of greater detail will be advised to either send a letter requesting the specific reference information, or provide their contact information which will be forwarded to the employee for follow up.

References prepared by supervisors or anyone other than the Human Resources Department/Executive Director are considered "personal references" in that Kent District Library cannot substantiate as "official" any statements not contained in employee personnel files. Any "personal reference" that a supervisor may decide to give should state that the reference is personal. The Library assumes no responsibility for references of this nature.

KDL Policy 6.3.5

Applicant/Employee Background Verification + Drug Screening

LAST REVISED 11.18.10

Kent District Library requires, as a condition of employment, that all candidates consent to and authorize both a pre-employment verification of the background information submitted and a pre-employment drug screen prior to being interviewed.

This release and authorization acknowledges that Kent District Library may obtain the following: a pre-employment drug screen; verification of education; verification of previous employment/work history/ personal reference; a motor vehicle record; and any criminal history record information pertaining to the employee 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 job requirements. Kent District Library will not obtain any type of information from the applicant/employee's personal credit/financial history record.

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

Refusal to consent to and authorize a pre-employment verification of background information and a pre-employment drug screen will result in immediate disqualification of consideration for any open position and any future positions.

Kent District Library will not hire anyone with a positive drug screen or who has been convicted of any felony. Kent District Library will not hire anyone who has 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 candidate on an individual basis with the final decision resting with the Executive Director.

Kent District Library will provide a candidate, whose information found in a background check or drug screen 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 and drug screening process will be proprietary and kept confidential to the extent permitted by law. The information obtained will not be provided to any parties other than to designated Kent District Library personnel or legal counsel with a need to know.

KDL Policy 6.3.6

Social Security Numbers Privacy

LAST REVISED 2.23.06

In compliance with the [Michigan Social Security Number Privacy Act, P.A. 454 of 2004](#) (the “Act”), Kent District Library will ensure, to the extent practicable, the confidentiality of social security numbers it possesses, uses, or disposes of. For the purpose of this policy, SSN refers to the use of more than 4 sequential numbers of an individual’s social security number.

Kent District Library will not:

- Publicly display more than 4 sequential numbers of an individual’s complete social security number;
- Use the SSN as the primary account number for any individual;
- Visibly print the SSN on any identification badge or card, membership card, or permit or license;
- Require an individual to use or transmit the SSN over the internet or computer system unless the connection is secure or the transmission is encrypted;
- Require an employee to transmit the SSN to gain access to an internet website or computer system network unless the connection is secure, the transmission is encrypted, or a password or other authentication devise is required to gain access;
- Include the SSN in or on any document sent to an individual if the numbers are visible on or, without manipulation, from outside of the envelope or packaging;
- Include the SSN in or on any document or information mailed to an individual, except in accordance with the Act or other applicable laws, rules, or regulations; or
- Unlawfully disclose social security numbers in violation of the Act or other applicable laws, rules, and regulations.

Only personnel authorized by the Executive Director or the Human Resources Department will have access to documents that contain social security numbers. Documents containing social security numbers will be disposed of in an appropriate manner that protects their confidentiality, such as shredding, when no longer needed and in accordance with the requirements of state and federal law. Penalties for violating this Policy may include discipline up to and including dismissal, and violations of the Act are punishable to the extent of the law ([P.A. 454 of 2004](#)).

KDL Policy 6.4

Compensation

LAST REVISED 11.18.10

Wage payment plans for employees of Kent District Library shall be approved by the Board of Trustees. Granting of pay increases is dependent upon the availability of funds and individual work performance.

Bargaining unit employees shall be compensated as specified in the agreement with the United Auto Worker's Union Local 2600.

The Board of Trustees annually approves the pay ranges for management and administrative staff.

KDL Policy 6.4.1

Performance Evaluation

LAST REVISED 9.17.09

Kent District Library shall require regular performance evaluations of all staff. Performance evaluations provide a means of recognizing job strengths, as well as developmental opportunities, and help staff to reach their full potential.

Merit increases shall be based upon **consideration** ~~a rating~~ of the employee's work performance and budget availability. Such **consideration shall be documented quarterly, as well as throughout the initial employment period.** ~~ratings shall be prepared at the completion of the initial employment period and on an employee's anniversary of hire date thereafter.~~

KDL Policy 6.4.2

Benefits

LAST REVISED 3.21.13

Regular employees will receive benefits as outlined in the benefit schedules maintained in the Human Resources Department.

The Library provides health, vision, and dental insurance under a program approved by the Board of Trustees for all eligible full-time employees on the active payroll and their qualified dependents. Benefits and employee contribution amounts are subject to change as the Library deems necessary.

The Library provides life insurance for full-time employees on the active payroll provided that such life insurance shall only apply to deaths which are not compensable under the Worker's Compensation Laws of the State of Michigan or where the death benefits under such laws are less than the face amount of the life insurance policy.

Additional benefits may also be offered at the discretion of the Library. Summary Plan descriptions of all insurance programs are provided to all employees by the Human Resources Department.

KDL Policy 6.4.3

Sick Leave

LAST REVISED 3.21.13

The Library provides pay during disability leave of absence and sick leave days for full-time and part-time employees who have accrued sick time in accordance with the following:

- After the completion of the orientation period, Full-time employees will begin earning eight (8) hours of sick leave per on the first day of the month following employment and will earn eight (8) hours of sick leave on the first day of each month thereafter, exclusive of unpaid leaves of absence.
- Part-time employees working twenty (20) or more hours per week shall, upon completion of their orientation period, be credited with pro-rata sick leave benefits based on the remaining months in the calendar year and upon the ratio of their hired hours to a full-time (40-hour) position. Thereafter, sick leave will be credited on the same pro-rata basis annually each January 1. A part-time employee must work a minimum of either 1) their hired hours multiplied by the number of weeks employed in the preceding calendar year or 2) 1,000 hours, in order to retain sick leave eligibility, exclusive of Section 11.3(b) of the labor agreement. Part-time employees hired after December 31, 2009 shall earn Paid Time Off (PTO) in lieu of sick time, at a rate specified by the labor agreement.
- Sick time may accumulate up to a maximum of one thousand four hundred and forty (1,440) hours.

Any unused and accumulated sick leave earned during full-time employment shall be placed in escrow when the employee transfers to part-time employment and shall be unavailable for use by the employee until the employee returns to full-time employment, provided however, a full-time employee transferring to a part-time position may utilize his/her accumulated sick leave while in such position in an amount not to exceed twenty-four (24) hours times his/her years of continuous full-time employment.

KDL Policy 6.4.4

Sick Time Payment

LAST REVISED 3.21.13

Payment of accrued sick leave/Paid Time Off (PTO) will be authorized in the following instances:

- When it is established to the Library's satisfaction that an employee is incapacitated from the safe performance of his/her job duties because of sickness or injury. No sick leave/PTO will be granted for minor ailments which would not affect the safety of the employee, other persons, or property while performing the job duties. Sick leave/PTO will not be granted to a terminating employee after the last day worked.
- Sick leave/PTO may be granted when unusual situations or emergencies exist in the employee's immediate family. Such leave must be approved by the department head or branch manager.

- Sick leave/PTO may be granted for necessary doctor/dental appointments. Except in the case of an emergency, such leave must be approved by the department head or branch manager in advance.
- An employee who retires under the Kent District Retirement Plan and who has on the date of his or her retirement an accumulated and unused sick leave balance of 240 hours (i.e., the equivalent of 30 days) or more, shall receive one-thousand dollars (\$1,000) upon retirement.

KDL Policy 6.4.5

Disability Leave of Absence

LAST REVISED 5.19.05

A disability leave of absence will not be granted for a period longer than one (1) year, except that in special circumstances an employee may, at the discretion of the Library, be granted disability leave for a period of up to two (2) years with approval of the supervisor and the Executive Director. Disability leaves are only authorized for the period of time that an employee is disabled and employees are required to report their availability for work as soon as their physical condition permits.

Employees are required to return to work as soon as they are medically capable of performing their job. Where the work situation and the employee's medical condition permit, the Library may allow the employee to return to limited duties with the review and approval of the supervisor. The Library will provide reasonable accommodation to the extent required by the ADA and other applicable laws to employees who have permanent medical restrictions placed on their work activities. The Library may, at its discretion, attempt to reinstate employees returning from extended disability leaves of absence to their former positions, but such reinstatement is not guaranteed. The Library will determine whether it is necessary to fill the employee's position while the employee is on disability leave.

KDL Policy 6.4.6

Workers' Disability Compensation Supplemental Pay

LAST REVISED 10.24.19

In the case of incapacitating injuries or illnesses for which employees are, or may be, eligible for disability benefits under the workers' compensation law of the State of Michigan, such employees, with the approval of the Executive Director, shall be allowed salary payments, which with their compensation benefit, equal their regular net pay.

The period covered by the above shall not exceed six (6) calendar weeks, after which accrued sick time/Paid Time Off (PTO) may be utilized to maintain the difference between the compensation payment and the employee's regular net pay. Upon the exhaustion of accrued sick time, vacation leave and holiday time may be utilized to maintain the difference between the compensation payment and the employee's regular net pay.

After exhaustion of these benefits, the employee shall be entitled only to those benefits payable under the workers' compensation laws of the State of Michigan. All absence from work due to work related injury or illness must be accurately reported on the employee time report. Where applicable, all absences that likewise qualify as being covered under the Family Medical Leave Act shall be recorded as such concurrently.

KDL Policy 6.4.7

Emergency Closing Compensation

LAST REVISED 5.15.14

When emergency conditions require that a Kent District Library facility be closed, employees may choose to utilize vacation time/holiday time/Paid Time Off (PTO), or, if approved by their supervisor, they may work alternate hours during the same pay period (provided overtime is not incurred) or be assigned to another location.

If a Library facility remains closed due to emergency conditions, an interim work schedule will be developed to handle work needs and employees will continue to receive pay based on authorized hours. Job descriptions or duties may be temporarily altered or reassigned. Reasonable effort will be made to maintain a useful work schedule and provide continuous employment for staff affected by an emergency closing.

If the entire Library system experiences a short-term closure due to life-threatening emergency weather conditions, employees will continue to receive pay based on authorized hours.

KDL Policy 6.5

Work Week

LAST REVISED 5.19.05

The work week begins at 12:01 a.m. Monday and ends at midnight on Sunday. Full-time employees shall be required to work 40 hours per week. Part-time employees are scheduled an average number of hours per week which amounts to less than 40 hours. Daily scheduled hours may vary from day to day and may change as scheduling priorities dictate. All employees are scheduled according to Library needs. Changes are left to the discretion of the supervisor. Employees are subject to scheduling requirements that include all KDL operational hours and locations.

KDL Policy 6.6

Progressive Action Policy

LAST REVISED 5.19.05

Kent District Library employees are expected to conduct themselves and their work in accordance with Kent District Library policies when they are on duty in the Library and when they serve as representatives of the Library. All Kent District Library employees are subject to disciplinary action as established by the Library for various offenses or infractions that conflict in spirit or letter with responsibilities of being a Library employee and representative. The degree of discipline will vary according to the magnitude or severity of the offenses, as determined by the Executive Director. Disciplinary action may take the form of verbal and written warnings, suspension, or dismissal.

If an employee's work record is free of discipline for a period of two (2) years, the employer will not take into account any prior infractions more than two (2) years old in imposing discipline, except in cases of physical violence, sexual harassment, or dishonesty.

While disciplinary records shall be retained by the employer, disciplinary actions shall remain in the employee's personnel file for a period of twenty-four (24) months for the purpose of progressive discipline.

KDL Policy 6.6.1

Complaint Resolution Process

LAST REVISED 5.19.05

1. The provisions of this section shall apply exclusively to non-bargaining unit staff. Such staff may file concerns regarding hours of work, wages, and benefits. Such concerns shall be submitted to the Executive Director in writing. Written concerns shall be investigated and addressed by the Executive Director or his/her designee, and care will be taken to keep the staff member informed of the status of the decision. If the concern is not addressed to the staff member's satisfaction, he or she may document their lack of satisfaction in a letter to the Executive Director and copied to the staff member's personnel file.
2. In cases of disciplinary action, including but not limited to suspension, demotion, or discharge, the employee shall be given written notice of the action taken and provided an opportunity to respond. Any non-bargaining unit employee may request a hearing with the Executive Director for review of disciplinary action taken against him/her. Such a hearing must be requested in writing within five (5) days of the action precipitating the need for the hearing. In any hearing, the employee has the right to have an attorney or another person present and to present testimony on his/her behalf. The Executive Director's decision will be provided in writing within fourteen (14) days of the conclusion of the hearing. This decision will be final.
3. Nothing contained in this policy is intended to create a just-cause employment relationship or to establish a disciplinary policy that precludes the Library from discharging an employee at will.

KDL Policy 6.7

Vacation Eligibility

LAST REVISED 12.15.22

Employees are eligible for vacation entitlement if they work or are on paid leaves of absence during each day during the preceding calendar year that they are scheduled to work; provided, however, that full-time employees may have up to one hundred seventy-six (176) hours of employment in an unpaid status in any calendar year without affecting their vacation eligibility. In the event that any full-time employee has one hundred seventy-seven (177) or more hours of employment in an unpaid status in one calendar year, that employee's vacation entitlement shall be reduced on a pro-rata basis for all hours of employment in an unpaid status in excess of one hundred seventy-six (176).

Employees earn paid vacation leave/PTO based upon their length of service with the Library. Vacation leave/PTO accrues on a calendar year basis and is credited to eligible employees on prorated basis each pay period. Benefit schedules detailing allotted vacation leave/PTO for employees are maintained in the Human Resources Department.

KDL Policy 6.7.1

Vacation—Part Time

LAST REVISED 1.31.17

A part-time employee hired prior to January 1, 2010 who regularly works twenty (20) or more hours per week or forty (40) or more hours per pay period shall be eligible for a vacation benefit in accordance with part-time vacation schedules. A part-time employee hired after January 1, 2010 shall earn Paid Time Off (PTO) in lieu of vacation time.

KDL Policy 6.7.2

Vacation—Carry Forward

LAST REVISED 4.19.12

Requests to carry forward vacation leave resulting in an excess of 26 days (208 hours) in the employee's vacation leave bank shall be made in writing to the employee's supervisor and must note the anticipated dates that the excess leave will be used. All carry forward of vacation leave must be approved by both the supervisor and the Executive Director. Such carry-forward leave shall be allowed only for special personal reasons and for no longer than six months after the year in which the carry forward was credited.

Kent District Library shall not be required to reimburse an employee for such unused carry forward leave upon voluntary separation if it exceeds the 26 day maximum, or is not used within the six (6) month limit.

KDL Policy 6.7.3

Payment of Unused Leave + Paid Time Off (PTO)

LAST REVISED 7.17.14

Following twenty-four months (2 years) of service, those employees in good standing shall receive payment for all accrued but unused vacation leave, holiday leave, and Paid Time Off (PTO) upon termination of their employment with the Library provided they have given proper notice. Employees who retire after meeting or exceeding Kent District Library's normal retirement age shall accrue a pro-rata vacation entitlement as of their last day of employment.

KDL Policy 6.7.4

Bereavement Leave

LAST REVISED 10.15.20

Upon notice to the supervisor, leave shall be given to attend the funeral or attend to personal family matters within six (6) months after each death of the employee's immediate family (this shall apply if the relationship is natural, by marriage, adoptive, step, or foster) according to the following procedure:

- a. Spouse/partner, child, father, mother, sister, brother, or equivalent as determined by the employer – up to five (5) days. Employees will receive bereavement pay for the first three (3) days without charge to sick leave/Paid Time Off (PTO). The remaining two (2) days will be charged to sick leave/PTO. In the event that the employee has no spouse, they will be able to name one person for whom they will receive this special benefit of five (5) days off.
- b. Father-in-law, mother-in-law, sister-in-law, brother-in-law, grandparent, or grandchild – up to three (3) days, the first day without charge to sick leave/PTO. The remaining two (2) days will be charged to sick leave/PTO.
- c. Aunt, uncle, niece or nephew – up to two (2) days pay will be charged to the employee's sick leave/PTO.
- d. General Bereavement Leave (for individuals not listed above) – not to exceed eight (8) hours of unpaid or vacation/PTO leave.
- e. The Human Resources Department may grant additional unpaid leave for necessary travel. Employees may be permitted to substitute vacation time/PTO for unpaid leave when they prefer, consistent with vacation/PTO and unpaid leave requests. Requests shall be in writing and copied to the employee's supervisor.

KDL Policy 6.7.5

Family + Medical Leave Act (FMLA)

LAST REVISED 10.15.20

The Library offers family and medical leave as provided by the [Family and Medical Leave Act of 1993 \(FMLA\)](#). This law allows a maximum of twelve (12) weeks of leave during a 12-month period of time, except for eligible employees who may take up to 26 weeks of leave to care for a covered military service member during a 12-month period measured from the first day that leave is taken to care for a covered military service member.

Leave time under this federal law and Library policy is subject to certain requirements and obligations.

- A. FMLA Leave Eligibility – an employee is eligible for FMLA leave if the employee has been employed by the Library for at least twelve (12) months and has worked 1,250 hours during the most recent 12-month period. Leave can only be taken for anyone, or more, of the following reasons:
 - a. Birth of the employee's child and subsequent care after birth; *
 - b. Placement of a child with the employee for adoption or foster care; *
 - c. To care for the employee's spouse/partner, child, or parent who has a serious health condition;
 - d. For a serious health condition that makes the employee unable to perform the employee's job;
 - e. To care for a family member or next of kin who has experienced a serious illness or injury related to his or her active military duty; or
 - f. To prepare for or attend to the immediate needs associated with the absence or pending absence of a spouse/partner, child, or parent of an employee who is a member of the National Guard or Reserves.

*Leave for birth, child care, adoption, and foster care must occur within the twelve months following the event.

- B. Definition of Serious Health Condition – A serious health condition generally is an illness, injury, impairment, or physical or mental condition requiring either inpatient care or continuing treatment by a health care provider resulting in necessary absences from work on a recurring basis. Specifically, continuing treatment must involve one of the following:
 - a. A period of incapacity requiring absence from work, school or other regular daily activities of more than three consecutive calendar days and also involving two or more visits to a health care provider or one visit to a health care provider and a regimen of continuing treatment;
 - b. A chronic, serious health condition that continues over an extended period of time, requires period visits to a health care provider and may involve episodes of incapacity;
 - c. A permanent or long-term period of incapacity for which treatment may not be effective;

- d. Multiple treatments for restorative surgery or for a condition likely to result in capacity for more than three days if not treated; or
- e. Prenatal care of incapacity due to pregnancy.

Routine preventative physical and dental exams are excluded.

- C. Intermittent or Reduced FMLA Leave Schedule – If leave is for the purposes of caring for a sick family member’s or the employee’s own serious health condition, or as permitted under the military care provisions, leave may be requested on an intermittent or a reduced leave (work) schedule if medically necessary. Certification of the medical necessity of intermittent leave or reduced leave (work) schedule is required by the Library from a health care provider (See “Medical Certification” below).

Leave for other purposes may be taken intermittently or on a reduced leave (work) schedule only if first approved by the Library.

- D. Payment of Accrued Benefit Time – Ordinarily, FMLA leave is unpaid. However, depending upon the purpose for the leave, certain kinds of accrued paid benefit time off of work may be applied to the FMLA leave at either the employee's or the Library's option. All paid leaves can be applied to any unpaid FMLA leave relating to birth, placement of a child for adoption or foster care, or care for a family member. The Library will require applying accrued paid leaves to FMLA leave. However, employees may request to retain up to one-half (1/2) of their accrued vacation time/Paid Time Off (PTO) as of the date the Family and Medical Leave began. Such requests must be made in writing prior to the commencement of the leave unless the employee is prohibited from doing so because of an emergency.
 - a. FMLA Notification Requirements – An employee must give the Library at least thirty (30) days advance notice when the leave is foreseeable. If this is not possible, or the need for the leave is not foreseeable, then notice is to be given as soon as practicable. When requesting any leave (including sick leave, personal leave, personal days, and vacation), an employee must provide sufficient information to the Library to establish a qualifying reason for the leave so the Library is aware of the employee’s entitlement, if any, to FMLA leave. An employee using other paid leave for FMLA leave purposes who seeks to extend the leave for FMLA leave purposes must advise the Library of the reasons before any extension.

Employees are expected to follow all other notice and procedural requirements established by the Library for requesting leaves and in such cases employees are expected to give as much advance notice as possible.

- b. FMLA Medical Certification — The Library requires timely medical certification from a health care provider to support leaves requested because of a serious health condition of the employee or family member and may, at its expense, require second or third opinions. Additional medical certifications or recertification may be required in certain

circumstances. Employees requesting FMLA leave for the birth of a child, adoption, or foster care placement will be required to submit proof of the qualifying event.

An employee seeking to return to work from leave involving the employee's own serious health condition will first be required to submit a fitness-for-duty medical certification from a health care provider. Failure to do so may delay returning to work.

- c. Health Coverage during FMLA Leave – During the course of the FMLA leave, an employee's preexisting health coverage benefit program will be maintained under the same terms and conditions established for active employment. This means that an employee is responsible for timely cost payments or contributions (if any) as may be required pursuant to the established Library Policy or applicable bargaining agreement. Except in certain circumstances, if an employee does not return to work from leave, then any health program premiums or payments made by the Library during the leave becomes a debt owed by the employee and must be repaid.
- d. Return from FMLA Leave – Following expiration of the leave and return to work, an employee ordinarily will be reinstated to the employee's job position held immediately prior to the leave, or reinstated to an equivalent position. "Key employees" under the law may be denied reinstatement in certain circumstances, and appropriate employees will be advised of their "key" status and conditions for any denial of reinstatement before FMLA leave starts.

During the leave, an employee may be required to advise the Library from time to time regarding status and intent to return to work.

- e. Failure to Follow FMLA Leave Requirements – If notification and certification requirements are not followed by an employee, it may result in denial of the requested leave or cancellation of existing leave.

It is the employee's responsibility to request FMLA leave on the same or next business day after the need for leave becomes known, absent an emergency situation. Employees must submit a completed FMLA request form including the specific reason(s) for the leave request as well as provide other information as requested by the Library.

Kent District Library also adheres to temporary leave laws such as these, which may be enacted into law during times of emergency.

KDL Policy 6.7.6

Personal Leave of Absence Without Pay

LAST REVISED 4.19.12

Personal leave of absence without pay may be granted at the discretion of the Library. All requests for a personal leave of absence must be in writing and state the reasons for and the duration of the requested leave. The written request must be signed by the employee. Approval shall be in writing by the employee's supervisor and the Executive Director.

Employees on personal leave are required to utilize any banked vacation leave, holiday leave, or Paid Time Off (PTO) to which they are entitled, from the beginning of the leave. Exceptions may be approved by the Executive Director.

While on personal leave without pay, an employee does not accumulate continuous service credit, but retains credit for previous service.

Employees who accept other full-time employment while on personal leave will be considered to have resigned their Kent District Library employment.

The Library may, at its discretion, grant reemployment during or at the end of the approved personal leave.

KDL Policy 6.7.7

Personal Leave of Absence with Pay

LAST REVISED 5.19.05

Personal leaves of absence may be granted with pay upon approval of the Executive Director. Paid personal leave for educational purposes may be granted by the Executive Director when course work is necessary to provide an employee the minimum knowledge necessary to perform the changing job requirements of his/her position.

Employees on personal leaves of absence, including those leaves for educational purposes, do not have reemployment rights to their former position unless reemployment has been agreed to, in writing, by the employee's supervisor and the Executive Director prior to the leave.

KDL Policy 6.7.8

Jury Leave

LAST REVISED 12.15.22

Employees summoned by a court to serve as jurors shall be given a jury leave of absence for the period of their jury duty. For each day that an eligible employee serves as a juror when the employee otherwise would have worked, the employee shall receive his/her straight time regular rate of pay for up to eight (8) hours. Proof of attendance is required, but the nominal fee paid by the court including mileage and parking reimbursement may be retained by the employee.

KDL Policy 6.7.9

Military Leave

LAST REVISED 6.19.03

A military leave of absence will be granted to employees who are absent from work because of service in the United States Uniformed Services in accordance with the [Uniformed Services Employment and Reemployment Rights Act \(USERRA\)](#). Advance notice of military service is required unless military necessity prevents such notice or if it is otherwise impossible or unreasonable.

Employees who enter active military service in any branch of the Armed Forces of the United States or the National Guard shall be entitled to reemployment rights in accordance with the Federal and State statutes governing such reemployment rights in effect at the time the employee seeks reemployment with the Library.

Under the USERRA statutes, employees who are on military leave will have the right to continuation of health insurance benefits based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible. Benefit accruals such as vacation, sick, and holiday time will be suspended during the leave and will resume upon the employee's return to active employment.

For each day that a full-time employee is on such non-emergency duty leave, when the employee otherwise would have worked, the employee shall receive the difference between the employee's salary or regular straight time rate of pay for up to eight (8) hours and the amount the employee received for such training for up to a maximum of ten (10) days per year.

For each day that a full-time employee is on such emergency duty leave, when the employee otherwise would have worked, the employee shall receive the difference between the employee's salary or regular straight time rate of pay for up to eight (8) hours and the amount the employee received for such emergency duty for up to a maximum of five (5) days. All other leaves not specified in this policy shall be unpaid.

KDL Policy 6.7.10

Holiday Accrual + Eligibility

LAST REVISED 5.16.13

Full-time employees shall be entitled to holiday leave with pay for the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, December 24, and Christmas Day. Full-time employees will also be credited quarterly with floating holidays for the following recognized holidays: Martin Luther King Jr.'s Birthday, Presidents Day, Veterans Day, the day after Thanksgiving, and the Employee's Birthday.

Part-time employees who regularly work not less than twenty (20) hours each week shall receive four (4) floating holidays consisting of eight (8) hours of pay each. Accrual will occur quarterly in recognition of the following holidays: New Year's Day, Memorial Day, Labor Day, and Christmas Day. For part-time employees, floating holidays must be taken on a day when the library system is closed.

Use of a floating holiday is subject to the following conditions:

- It is approved in advance by the employee's supervisor;
- It is taken within twelve (12) months following the day it was credited (floating holidays not taken shall be forfeited); and
- It is compensated at the employee's regular rate.

In order for an employee to be eligible for a holiday with pay, he/she must be an active employee on the day of the holiday.

When one of the recognized holidays falls on a Sunday, Monday shall be observed as a holiday. When a recognized holiday falls on a Saturday, the preceding Friday shall be observed as a holiday.

KDL Policy 6.8

Transportation Reimbursement

LAST REVISED 12.19.02

Kent District Library employees shall be reimbursed for public transportation or mileage and parking expenses incurred while using their private vehicle in the performance of official duties. The employee is responsible for maintaining a record of transportation costs. Mileage shall be reimbursed at the actual IRS rate.

KDL Policy 6.8.1

Honoraria

LAST REVISED 12.19.02

Kent District Library staff members requested to speak at job-related meetings or workshops are encouraged to do so. Formal presentation proposals must be approved by the Executive Director prior to acceptance of the commitment. When engagements of this nature involve an honorarium paid by the sponsor to the staff member, the Library requires the individual to remit this payment to Kent District Library if they attend and participate during Library time (i.e., on a scheduled work day approved and credited as time worked). If, however, the employee participates on the employee's own time (e.g., vacation, holiday, or day off), the employee may keep the honorarium payment.

Kent District Library staff members approved as presenters remain subject to other KDL policies regarding conference attendance and transportation reimbursement.

This policy does not pertain to an employee hired elsewhere to work as a consultant. Such work must be conducted on the employee's own time.

KDL Policy 6.8.2

Professional Association/Community Organization Memberships

LAST REVISED 12.19.02

Kent District Library encourages employees to actively participate in professional associations and community organizations related to their work which are mutually beneficial to KDL and the professional growth of the employee. Upon approval by the Director, Kent District Library will pay for memberships which benefit library operations in the following manner:

- Leadership Team and KDL Board members – in areas related to their position.
- Management – one annual professional membership and one annual community membership.
- Other Employees – one annual membership for staff actively engaged in committee work with the approval of their immediate supervisor and the Executive Director.

KDL Policy 6.9

Drug-Free Workplace

LAST REVISED 11.19.09

It is the right, obligation, and intent of Kent District Library to maintain the highest standards of health, safety, and security for staff, patrons, and the general public to protect Library property and operations, and to comply with both the letter and spirit of the Drug-Free Workplace Act of 1988.

The unlawful manufacture, distribution, dispensation, possession, being under the influence or use of an illegal substance on library premises or while conducting library business off the premises is prohibited. Violations of this policy will result in immediate disciplinary action up to and including termination and may have legal consequences.

The Library recognizes drug dependency as a major health problem. The Library also recognizes drug abuse as a potential health, safety, and security problem. Employees needing help in dealing with such problems are encouraged to seek counseling or treatment as appropriate.

Employees must, as a condition of employment, abide by the terms of the above policy and report any conviction under a criminal drug statute for violations occurring on or off library premises while conducting library business. A report of a conviction must be made within five days after the conviction; this requirement is mandated by the Federal Drug-free Workplace Act of 1988. Convictions

for criminal drug offenses while conducting library business will be subject to discipline up to and including discharge.

Employees are required to submit to a blood, hair follicle, or urinalysis examination for the purpose of detection of the employee's use of unauthorized prescriptive drugs, illegal drugs, controlled substances and/or alcohol in the following circumstances:

At any time, if the Library has a reasonable suspicion that the employee in question:

- a. is under the influence, impaired or otherwise affected by the use of drugs and/or alcohol;
- b. is currently possessing on library premises or in library vehicles unauthorized drugs and/or alcohol; or
- c. has sold or distributed drugs and/or alcohol on library premises or attempted the same.

Last Chance – An employee who voluntarily discloses a dependency on drugs/alcohol to the Library and voluntarily undergoes a Library approved supervised detoxification treatment program will be given a leave of absence for such purposes of up to ninety (90) days and the Library will refrain from taking any disciplinary action against the employee provided that:

- a. such disclosure is the first and only involvement with drugs/alcohol for the employee;
- b. the employee satisfactorily completes the detoxification treatment program as prescribed;
- c. the employee remains free of drug/alcohol use and strictly complies with the employer's drug free program;
- d. the employee submits to periodic drug/alcohol testing upon his/her return to work for a period of two (2) years; and
- e. the employee is not under current disciplinary action.

The Library will not refrain from taking disciplinary action when the employee is being considered for discipline for drug/alcohol use on library premises or for other disciplinary action unrelated to the employee's voluntary disclosure of his/her drug or alcohol dependency.

KDL Policy 6.10

Electronic Communications Policy

LAST REVISED 11.19.20

Kent District Library provides Electronic Resources to employees for the Library's business use. Electronic Resources include, but are not limited to: computer hardware and software, communications equipment (such as landline and cell telephones, smart phones, fax machines, external drives, digital cameras and PDA's) and all communications and information transmitted by, received from, entered into or stored on these systems, including but not limited to: email, voicemail, text messaging and facsimiles.

Permitted Uses

Excessive personal use of Electronic Resources is prohibited. Occasional personal use of Electronic Resources that does not interfere with Library business or employee duties may be permitted at the discretion of supervising staff. Kent District Library owns the Electronic Resources and permits employees to use them in performance of their duties.

When using Electronic Resources, take care to ensure that all communications and messages are courteous, professional and businesslike. Never use Electronic Resources to create, originate, share or transmit any offensive or harassing statements, images or messages that disparage or discriminate against a person based upon the person's race, color, gender, religion, sexual orientation, national origin, disability, height, weight, pregnancy, marital status, age or other protected status. Accessing or displaying any kind of sexually explicit image or document on Electronic Resources is a violation of the Library's policy on sexual harassment. Do not download or store any such statements, messages, documents or images on Electronic Resources. If you are the recipient of such content, inform the Executive Director.

Prohibited Uses

Certain activities are prohibited when using Electronic Resources. These include, but are not limited to:

1. gambling, obtaining or distributing pornographic materials and all other illegal activity;
2. introducing software into any Kent District Library Electronic Resources that is potentially harmful to the integrity of the system or that violates the terms of applicably computer software licensing agreements or copyright laws;
3. using Electronic Resources to send, upload, receive or download trade secrets, proprietary financial information, license agreements, patents or similar materials;
4. using Electronic Resources for personal commercial purposes;
5. using any data or other information on Electronic Resources for personal gain or for the advantage of any outside third party;
6. permitting any unauthorized person to gain access to Electronic Resources; or
7. sending email using another's identity, an assumed name or anonymously.

No expectation of Privacy

Kent District Library owns and has the right to monitor, access, retrieve, read and disclose all information and materials that are created, sent, received, accessed or stored using Electronic Resources. All information contained in or transmitted through Electronic Resources are to be considered Kent District Library records. There is no expectation of privacy with respect to any information on Electronic Resources. Employees should not assume any information sent, received, accessed or stored on Kent District Library's Electronic Resources are private or confidential. The Library reserves the right to record and monitor all access and use of Electronic Resources. By accessing and using Electronic Resources, and as a condition of such use, the Library employees consent to the Library's monitoring.

Security

You must not attempt to interfere with Library's ability to monitor your use of Electronic Resources by using any unauthorized encryption method, by failing to enter your assigned user identification when logging onto Electronic Resources or in any other manner. You must keep any and all assigned user identification, access codes or passwords strictly confidential and must not let anyone else use a terminal which you have logged on using such confidential information. DO NOT share your passwords with any other person, including other employees. Do not open email messages or their attachments unless you are certain that they are safe.

Employees are responsible for exercising good judgment regarding the reasonableness of their use of the Library's Electronic Resources. If there is any uncertainty, you should consult with the Executive Director.

Violation of these guidelines will be considered grounds for disciplinary action, up to and including discharge.

KDL Policy 6.11 Whistleblower Policy

LAST REVISED 7.19.12

Kent District Library adheres to the rules, rights, and responsibilities of employees and employers as defined in the [Whistleblowers' Protection Act 1980 PA 469](#) (as amended). The Library has a responsibility for the stewardship of its resources and, to that end, works to ensure all laws, policies, and procedures are adhered to so as to promote a culture of ethical accountability.

A "whistleblower" as defined by this policy is a Library employee who reports an activity that he/she considers to be illegal, dishonest, or in violation of Library policy (i.e., misconduct). If an employee has knowledge, concern, or suspicion of misconduct of any kind, he/she shall ~~inform, through written memorandum or e-mail~~ use the anonymous whistleblower hotline (available to staff on the Human Resources SharePoint page) which will notify the appropriate personnel. This may include: (a) his/her immediate supervisor, (b) the Director of Human Resources and Organizational Development, ~~or~~ (c) the Executive Director ~~or~~ (d) the Chair or Vice Chair of the Board of Trustees. Any individual represented by these functions may serve as a complaint investigator.

The Library has an obligation to investigate and report allegations of suspected improper activities and the actions taken by the Library to correct misconduct. Once received, the complaint investigator shall confer with at least one other individual from the above list to ensure that a thorough,

appropriate, and timely investigation is conducted. If a complaint investigator has a conflict of interest, an alternate shall be appointed.

While efforts to maintain the confidentiality of the whistleblower will be taken, this shall be secondary to the objective of conducting a thorough investigation. In all cases, the Library, its representatives, and its officers shall not retaliate or discriminate against a whistleblower. This includes, but is not limited to, threats of physical harm, harassment of any kind, and protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, or unfavorable work assignments. A whistleblower who suspects they have become a victim of retaliation or discrimination shall document the allegation in a letter to the Chair of the Kent District Library Board of Trustees within seven (7) days of the alleged retaliation or discrimination. The rights of a whistleblower for protection against retaliation or discrimination does not include immunity for any personal wrongdoing that is discovered through the investigation process.

KDL Policy 6.12

Board Member Compensation

LAST REVISED 4.20.23

Kent District Library may reimburse Board members for KDL Board meetings and other KDL business, as well as Board members/representatives who serve as Lakeland Library Cooperative Board members or as members of the KDL Pension Board. They may be paid \$30.00 per such meeting they attend and be reimbursed for mileage to/from their home address on file with KDL. Other KDL business, such as branch visits with staff, will be reimbursed for mileage only to/from their home address to/from KDL locations, and to/from each KDL location when conducting multiple meetings back-to-back. It is the responsibility of the Board members/representatives to update their home address with KDL personnel.

KDL Policy 6.13

Conference Attendance—Board + Staff

LAST REVISED 12.19.02

Board members are encouraged to attend state and national conferences, as well as local workshops, seminars, and meetings. Funds will be budgeted annually to allow for Board member attendance at conferences.

Staff members may be selected to attend conferences or other functions that contribute to their professional growth. Time off with pay, including travel time, may be allowed to attend conferences, workshops, and other meetings. Employees wishing to attend conferences must have prior written approval from their supervisor and the Director of Human Resources and Organizational Development. Conference attendance approval is dependent on scheduling, budgetary constraints,

and previous conference attendance. Employees are expected to share their conference and workshop experiences with other KDL staff members.

KDL Policy 6.14

Volunteers

MOVED 12.20.18

Kent District Library may use volunteers for a variety of tasks or projects. Volunteers do not displace established staff positions and do not have access to staff computers. Care is taken that assignments do not infringe upon the responsibilities of regular paid staff.

Volunteers must be age 14 or older. Volunteers younger than 18 years of age must complete an application and have it signed by a parent or guardian. Adult volunteers must complete an application including a criminal background check. All volunteers receive orientation and training. A volunteer may work on a short-term project or serve on a regular basis.

KDL Policy 6.14.1

Volunteer Background Verification

MOVED 01.19.23

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

This release and authorization 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.



‘24-26

Strategic Plan.

Kent
District
Library
kdl.org



Information ●
Ideas ▲
Excitement!

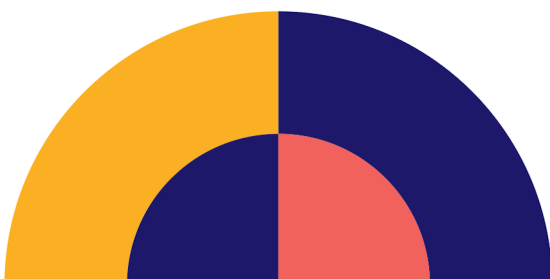
Overview

Our Approach

At Kent District Library (KDL), strategic planning is not just a static document; it's a compass guiding our organization's path while keeping us agile and responsive year after year. It defines who we are, where we aspire to go, and how we intend to get there.

Our strategic plan illuminates our unwavering commitment to our purpose, "We exist to further all people," and paints a vivid picture of our future through a visionary lens, capturing what KDL aspires to focus on in the next 3 years.

This guide not only articulates our **core values, purpose** and **vision** but also charts our **3-year overarching goals**, paving the way for concrete & achievable **annual initiatives** that bring us closer to realizing our overarching vision. As we embrace this strategic plan, it becomes a dynamic framework that provides clear and agreed upon focal points for the next 3 years while allowing us the flexibility to adapt and innovate, allocate resources judiciously, and pursue a future where KDL continues to flourish, inspire, and empower the communities we serve.



How do we determine our focal points?

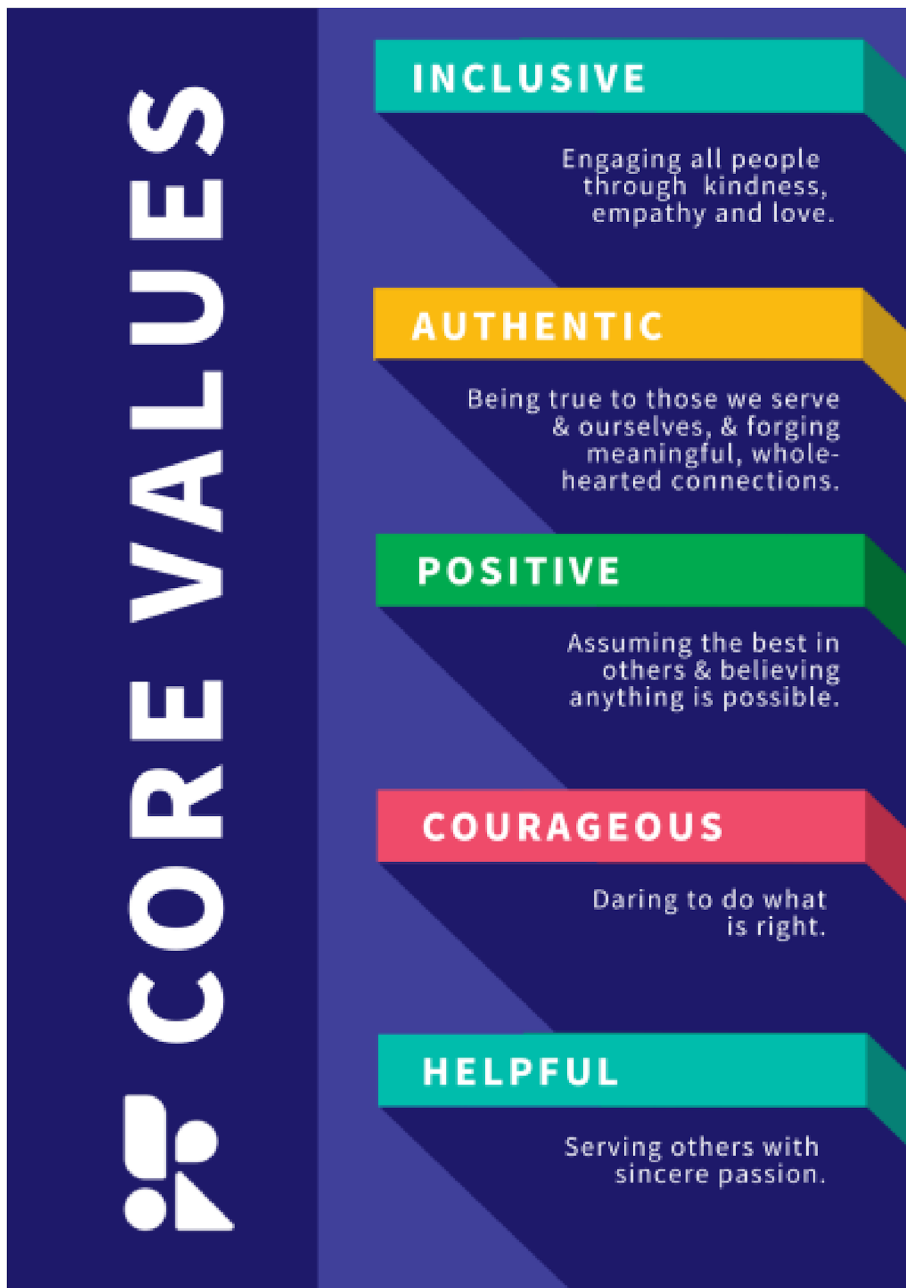
- Surveying & actively listening to patrons and partners
- Monitoring & analyzing our key performance Indicators (KPIs)
- Inter and intra-industry trend research
- SWOT Analyses
- Projects proposed by staff, managers and leadership team - great ideas come from all over the organization!

How do we engage staff?

Engaging our dedicated staff in the strategic planning process is a fundamental cornerstone of KDL's approach. We firmly believe that our employees, with their passion and commitment, are the driving force behind our success. To cascade the strategic plan down to all levels of the organization, we employ a collaborative, and inclusive approach that ensures every staff member is not only informed but also actively participates in bringing our vision to life. Our strategic plan is designed to be more than just a high-level document; it's a blueprint that empowers each team member to see their role in achieving our collective goals.

Who We Are

Kent District Library (KDL) is more than just a 5-star library system; we are a dynamic community catalyst committed to serving the diverse and unique needs of the communities our 20 branches and bookmobile serve. Our strength lies in our ability to embrace the individuality of each community: we listen, adapt, and innovate, ensuring that our systemwide planning efforts are tailored to meet the distinctive aspirations, preferences, and challenges of our patrons.



Core Values

Values reflect who we are and what we stand for.

Core values are the characteristics we must exhibit to achieve our collective strategic goals.

Purpose

We exist to further **all** people.

Vision

KDL will be an indispensable community resource for enriching lives through access to personal discovery for all.



Pillars + Goals

Pillars are our easy-to-remember focal point or "buckets" that encompass our 3-year goals. Our 3-year goals bring us closer to fulfilling our purpose and give the organization focus and direction in a world of many competing ideas and limited resources.

Strengthening Community

Celebrate distinctive communities by prioritizing meaningful partnerships and patron relationships, finding commonalities with our neighbors, and intentionally connecting resources.

Technology

Proactively explore evolutions in the ever-changing technological landscape to optimize resources, enhance services, and embrace education on adoption.

Core Programming

Strategically focus efforts on defining and providing exciting, valuable core programming that gives people access to experience and invites further exploration of KDL's services and spaces.



Strengthening Community

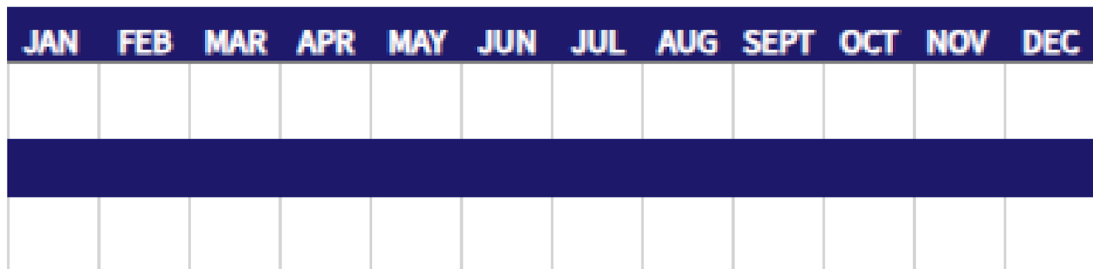
Evaluate community partnerships by accessing data to establish reciprocity and shared goals, develop a partnership intake process and prioritize relationships and partnerships at the branch and system levels to reveal where there may be gaps or overlaps. Create "Who Is My Community" sheet & map for each branch so key partnerships are highlighted and communicated.

Find ways to make the branch a destination.

Technology

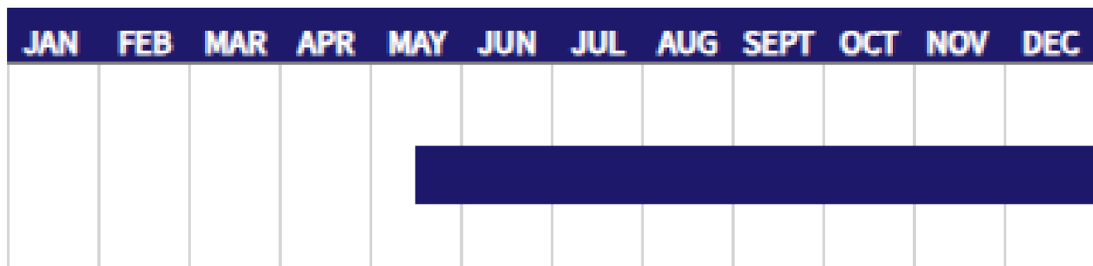
3

Get acquainted with the eSport and gaming community to better understand where the library is best positioned to take steps toward providing access as well as creating opportunity regarding gaming educational curriculum, programming, and spaces to accommodate. Develop a testing lab at the KDL Service Center and determine where the first eSports branch lab will be.



4

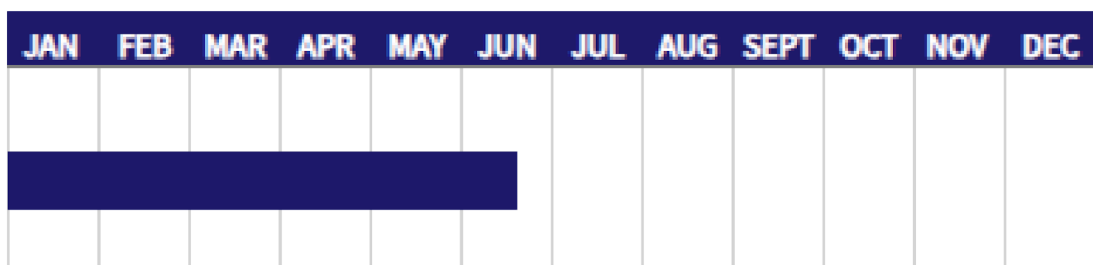
Invest in technologies to further streamline operational processes to reallocate staff time to better serve and connect with patrons. Conduct a time study and create a detailed time reallocation plan to ensure systemwide priorities remain aligned.



Core Programming

5

Hold a galvanizing community read program (On the Same Page) program to engage current patrons and, more importantly, attract new people in our service area to KDL with all the library has to offer. In addition, focus on events that are guaranteed to bring our community together and find commonalities.



6

Revamp the Mission Read program or create a replacement school aged program to address third grade reading deficits. Focus on creating a timely, achievable, and sustainable program to go in effect fall 2024. Leverage and strengthen school partnerships and market to students who are especially vulnerable.

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

2025-2026 Annual Initiatives

Coming soon!

To be responsive to emerging needs, we plan our initiatives on an annual cycle. This document, like us, will be dynamic.





Executive Director's Evaluation 2023 Timeline

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

11.16.23	By the November Board meeting, Board members are to have completed their online Board Survey (Form 1).	HR Generalist ensures all eight responses were submitted before exporting them to Board secretary.
11.16.23	HR Generalist exports Board responses directly to Board Secretary to compile.	Board Secretary receives surveys from Board members and prepares the compiled summary.
12.4.23	The Board Secretary mails the compiled Board Summary (Form 2) directly to each Board member and sends it to the Executive Assistant (Elvia) for inclusion in the December Board packet materials. At this time, the Executive Director also receives a copy.	Board members review compiled Board summary and prepare to discuss it at the December Board meeting.
12.21.23	Executive Director's evaluation finalized during the December Board meeting.	Finalized evaluation given to Board Chair to utilize in meeting with Executive Director.
After 12.21.23	Executive Assistant schedules a meeting with the Board Chair to meet with the Executive Director to review evaluation.	Following review, three original signed copies of the evaluation are generated for: (1) Executive Director, (2) Chair, and (3) Executive Director's personnel file.