Kent
District
Library

BOARD OF TRUSTEES

PACKET

October 2023

1

DRAFT

BOARD OF TRUSTEES
Meeting Agenda

LOCATION
KDL Service and Meeting Center, 814 West River Center DR NE, MI 49321

DATE & TIME
Thursday, October 26, at 4:30 PM.

1. **CALL TO ORDER**

2. **PLEDGE OF ALLEGIANCE**

3. **CONSENT AGENDA***
   A. Approval of Agenda
   B. Approval of Minutes: September 21, 2023
   C. Lakeland Library Cooperative: September 14, 2023
   D. Request for early closure at the Krause Memorial Branch on November 15, 2023, in order to accommodate an onsite library expansion fundraising event.
   E. Request for closure at the Plainfield Branch on November 26, 2023, in order to clean and dry carpets in the library.

4. **FINANCE REPORTS – September 2023***

5. **DIRECTOR'S REPORT – September 2023**

6. **NEW BUSINESS**
   A. KDL Policy Manual: NEW Section 3.4 - Social Media, Privacy and Online Accessibility Policy*
   B. KDL Policy Manual: Section 6.4.1 - Performance Evaluation*
   C. 3rd Quarter Strategic Plan Update + KPI Reviews

7. **LIAISON REPRESENTATIVE COMMENTS**

8. **PUBLIC COMMENTS****

9. **MEETING DATES**
   Next Regular Meeting + Budget Review: Thursday, November 16, 2023, at 7:00 PM – Service + Meeting Center, 814 West River Center Dr NE Comstock Park, Michigan 49321

10. **ADJOURNMENT***

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

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LOCATION

KDL Gaines Township Branch, 421 68th Street SE, Grand Rapids, MI

DATE + TIME

Thursday, March 16, 2023, at 4:30 PM.

BOARD PRESENT: Shirley Bruursema, Tracy Chrenka, Peter Dykhuis, Andrew Erlewein, Sheri Gilreath-Watts (teleconference joined at 4:34 PM), Nicole Lintemuth (joined at 4:34 PM), Carla Moyer Hotz (joined at 4:36 PM) and Penny Weller.

BOARD ABSENT: None.

STAFF PRESENT: Jaci Cooper, Angela Culp (teleconference), Jennifer DeVault, Randy Goble, Kiosha Jeltema, Kim Lindsay, Brian Mortimore, Elvia Myers, Hennie Vaandrager and Lance Werner.

GUESTS PRESENT: None.

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1. **CALL TO ORDER**
   Chair Erlewein called the meeting to order at 4:31 PM.

2. **PLEDGE OF ALLEGIANCE**

3. **CONSENT AGENDA***
   A. Approval of Agenda
   B. Approval of Minutes: August 17, 2023
   C. Lakeland Library Cooperative Report: August 10, 2023
   D. Request: Kentwood (Richard L. Root) Branch late closure on Friday, February 16, 2024.
   Motion: Ms. Weller moved to approve the consent agenda as presented.
   Support: Supported by Ms. Bruursema.
   RESULT: Motion carried.

4. **REGIONAL MANAGER UPDATE – Kiosha Jeltema; Gaines Township and Kentwood Branch**
   - Gaines Township has supported library service since the Depression Era. During the 1950's and '60s, Kent County provided library service at several bookmobiles stops, both at local schools and in the Dutton and Cutlerville areas.
   - The Gaines Township Branch was opened to the public in 1969 at its current location. Rapid population growth in the area led to an extensive expansion of the building in 1987.

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- Thanks to amazing support from the township and KDL, staff enjoy a beautifully remodeled and reorganized back room!
- The branch serves many group home residents. Its proximity to Pine Rest Christian Mental Health Services (which in part provides long term residential care) and other providers make it a home branch for residents.
- In addition to regular beloved programs such as Storytime, staff are excited to offer new programs. These include Open Craft Lab for adults, Book Explorers for school-age youth and Bingo Hour for adults. Awesome Adults is another new program that will offer fun activities designed for adults with intellectual and developmental disabilities and their care partners.
- Just as patrons showed up in large numbers for special summer programs such as Critter Barn (summer's most attended event at 354 people), we anticipate high numbers for special events later in the year, such as Ready for Reindeer.
- The Friends of the Gaines Township Library struggled to recruit new members for some time. Due to lack of new membership and availability of volunteers, the group unfortunately disbanded this year. Staff have now taken on the task of running smaller "pop up" book sales to carry on small funding opportunities for the branch.

5. **FINANCE REPORTS – August 2023***

   Interim Director of Finance Kim Lindsay gave a brief overview of the year-to-date financials:
   - Cash and investments totaled $20.2M at the end of August as compared to $19.1M last year. Of note, the $1.5M contribution to the pension plan is still in process pending wire instructions from Comerica.
   - Revenues through August totaled $28.9M or 96.5% of the anticipated revenue budget. The annual Personal Property Tax reimbursement from the State of Michigan is expected in late October. Otherwise, all anticipated 2023 revenues have been collected. Investment returns from both Huntington and Atlanta Capital accounts remain strong.
   - Expenditures through August totaled $20.0M or 56.3% of the anticipated expenditure budget. When the Board approves the 2024 budget at the November meeting, a final amendment to the 2023 budget will be made to more closely align with the final estimated 2023 expenditures. That is necessary as it will be considered for the anticipated final fund balance percents for 2023.
   - Checks over $50K for the month include:
     - Midwest Tape - $185,022.17 for collection materials
     - Priority Health - $151,105.92 for employee health and dental benefits
     - IP Consulting - $60,212.24 for CoLo facility charges
   - The initiative to use more electronic payment methods is proving to be successful. Vendors have been responsive to the switch.
   - The 2024 budget season is in full swing, with all branch and operational budgets systemwide due on September 1. The Leadership Team and Finance Department are now processing that information and will be working on formalizing the 2024 budget over the next four to eight weeks.

   Motion: Ms. Weller moved to receive and file the August 2023 finance reports as presented. Support: Supported by Mr. Dykhuis.

RESULT: Motion carried.

6. **DIRECTOR'S REPORT** – August 2023
   - Executive Director Lance Werner shared that Summer Wonder had a terrific outcome, with the Gather2Grow meal giveaway a shining example of how Community Engagement effectively coordinates partnerships with outside organizations and KDL branches. This program would not have been possible without Director of Engagement Randy Goble and Programming Manager Hennie Vaandrager.
   - The Richard L. Root (Kentwood) Branch was recently bequested the estate of a patron.
   - Mr. Werner and KDL have received awards nationally.

7. **NEW BUSINESS.**
   A. **Issue Analysis: RFP for Financial Services***
   Director of Human Resources and Organizational Development Brian Mortimore discussed the Issue Analysis: RFP for Financial Services.
   The Board asked questions and staff members answered.
   Motion: Ms. Weller moved to approve the Issue Analysis RFP for Financial Services as presented.
   Support: Supported by Ms. Lintemuth.
   RESULT: Motion carried.

   B. **Issue Analysis: Materials Handling and Delivery***
   Director of Operations Jennifer DeVault discussed the Issue Analysis: Materials Handling and Delivery.
   The Board asked questions and staff members answered.
   Motion: Mr. Dykhuis moved to approve the Issue Analysis: Materials Handling and Delivery as presented.
   Support: Supported by Ms. Lintemuth.
   RESULT: Motion carried.

   C. **Policy Manual Section 6 ***
   Director of Human Resources and Organizational Development Brian Mortimore discussed edits to Policy Manual Section 6.
   The Board asked questions and staff members answered.
   Motion: Ms. Bruursema moved to approve **Policy Manual Section 6** with edits to be made for next month to the 6.4.1 policy.
   Support: Supported by Ms. Bruursema.
   RESULT: Motion carried.

   D. **2024-2026 Strategic Plan Initiatives**
   Director of Projects and Planning Jaci Cooper presented the 2024-2026 Strategic Plan Initiatives, Pillars + Goals of Strengthening Community, Technology and Core Programming.

E. Executive Director Evaluation Process

Executive Assistant Elvia Myers presented the Board with the timeline for the Executive Director Evaluation Process.

8. **LIASON REPRESENTATIVE COMMENTS – None.**

9. **PUBLIC COMMENTS** – None.**
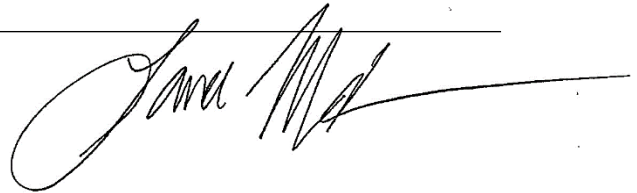
10. **MEETING DATES**

Budget Work Session: Thursday, October 12, 2023 – Kent District Library Service and Meeting Center, 4:30 PM.

11. **ADJOURNMENT**

Motion: Mr. Dykhuis moved for adjournment at 6:09 PM.
Support: Supported by Ms. Weller.
RESULT: Motion carried.

Lance Werner, Executive Director

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LAKELAND LIBRARY COOPERATIVE
BOARD MINUTES – Unofficial
Thursday, September 14, 2023, at 9:30 a.m.
Kent District Library Service Center

Present: John McNaughton (GRPL), Diane Kooiker (HO), Ron Suszek (MADL), Maggie McKeithan (OS), Dale Parus (IC), Lance Werner (KDL), Carol Dawe (LL), Joe Zappacosta (SM), Shirley Bruursema (KDL)
Lakeland Staff Present: Amber McLain, Janet Cornell
Absent: Karen McKinnon (AL)

1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:32 am. by Lance Werner.
2) **APPROVAL OF AGENDA:** John McNaughton moved, supported by Diane Kooiker, to approve the agenda as presented - *motion carried.*
3) **QUESTIONS FROM MEMBERS:** There were no questions from members.
4) **PUBLIC COMMENTS:** There were no public comments.
5) **APPROVAL OF MINUTES:** Shirley Bruursema moved, supported by Ron Suszek, to approve the board minutes from August. – *motion carried.*
6) **FINANCIAL REPORT:**
   a) August Financials and Check Register: John McNaughton moved, supported by Maggie McKeithan, to approve the August Financials as presented - *motion carried.*
7) **PRESIDENT'S REPORT**
   a) Lance Werner had nothing to report.
8) **DIRECTOR'S REPORT**
   a) See written report.
9) **COUNCIL/COMMITEE REPORTS**
   a) See Advisory Council minutes.
10) **NEW BUSINESS:**
   a) 2023-2024 Meeting Dates Approval – John McNaughton moved, supported by Dale Parus to approve the 2023-2024 meeting dates. – *motion carried.*
   b) 2023-2024 Health Care Resolution – Diane Kooiker moved, supported by John McNaughton to approve the 2023-2024 Health Care Resolution. – *motion carried.*
   c) FY2022-2023 End of Year Budget Amendments – John McNaughton moved, supported by Joe Zappacosta to approve the FY2022-2023 budget amendments. – *motion carried.*
   d) FY2023-2024 Budgets – Dale Parus mentioned that without an increase in state aid, the budget reflects a 3-5% decrease. John McNaughton moved, supported by Diane Kooiker to approve the FY2023-2024 Budgets. – *motion carried.*
   e) Plan of Service Revisions – Dale Parus moved, supported by John McNaughton to approve the Plan of Service revisions. – *motion carried.*
   f) Ex Officio Board Member Appointment – Lance Werner explained that that the board was adjusted to reflect changes in member numbers, giving equitable representation across the membership. Due to these changes, Shirley Bruursema will be added as an Ex Officio member of the Lakeland board until she is no longer a member of the Kent District Library Board. Shirley was given a round of applause and thanked everyone, commenting on her years of service.
11) **PUBLIC COMMENTS:**
   a) None
12) **BOARD MEMBER COMMENTS:**
   a) Shirley Bruursema – With 5 different fiscal year ends in the cooperative, she has been busy working with 5 different millage elections.
   b) Joe Zappacosta – Joe gave a shoutout to the HR Collaborative group based in Grand Rapids for assistance in Hackley's employee handbook revisions.

c) Dale Parus - None
d) John McNaughton - None
e) Diane Kooiker - None
f) Ron Suszek - None
g) Maggie McKeithan – Spring Lake renovations begin October 1st. Bids came in lower than expected so they are within $18,000 of their fundraising goal.
h) Lance Werner – KDL's millage campaign is ongoing. Thanked Shirley for all her hard work and service over the years at KDL and Lakeland.

13) **NEXT MEETING:** Thursday, October 12, 2023, at 9:30 a.m. at Kent District Library Service Center.

14) **ADJOURNMENT:** John McNaughton moved, supported by Ron Suszek, to adjourn at 9:51 am - *motion carried.*

Respectfully submitted by,
Janet Cornell

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6 October 2023

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

Dear KDL Board of Trustees:

I am writing to request permission to close the Krause Memorial Branch at 6:00pm on Wednesday, November 15, 2023 in order to accommodate an onsite library expansion fundraising event in the evening.

The event, called *Night at the Library*, is being planned by the Krause Finance Cabinet as a major fundraising event for the Krause Memorial Library expansion project. This is an invite only, private event at the Krause Memorial Library on Wednesday, November 15 from 6:30 to 8:00pm.

Attendees will enjoy a glass of wine or beer and gather with others who love our library. They will hear from campaign co-chair Dr. Mike Shibler, KDL Director Lance Werner, and others about the need to expand the Krause Memorial Branch. Attendees will also learn about the impact this long-overdue project will have on our children and our entire community.

Thank you for your consideration.

Sincerely,

Jennifer German

Jennifer German
Regional Manager I
Krause Memorial/Nelson Township/Spencer Township Branches

cc: Lance Werner, KDL Executive

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October 17, 2023

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

Dear KDL Board of Trustees,

I am writing to request permission to close the Plainfield Township Branch on Sunday, November 26th for carpet cleaning. The Plainfield Township would like to clean the carpets in both the Plainfield Township Branch and the Comstock Park branch on Saturday, November 25th after both of the branches have closed. They request that the carpet be allowed to dry on Sunday.

The Comstock Park Branch is always closed on Sunday, but the Plainfield Township branch is normally open from 1:00 pm to 5:00 pm Sunday. The township has chosen the weekend after Thanksgiving to have this done, because the library is traditionally less busy on that weekend.

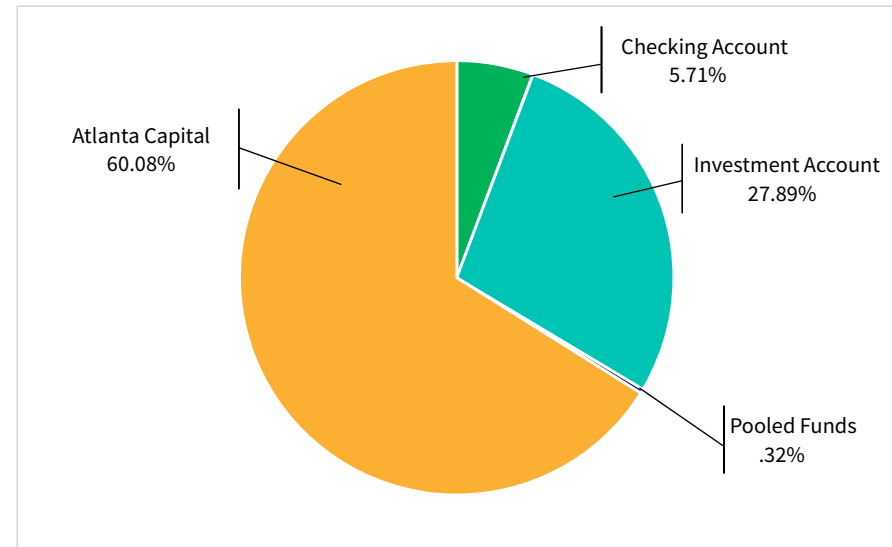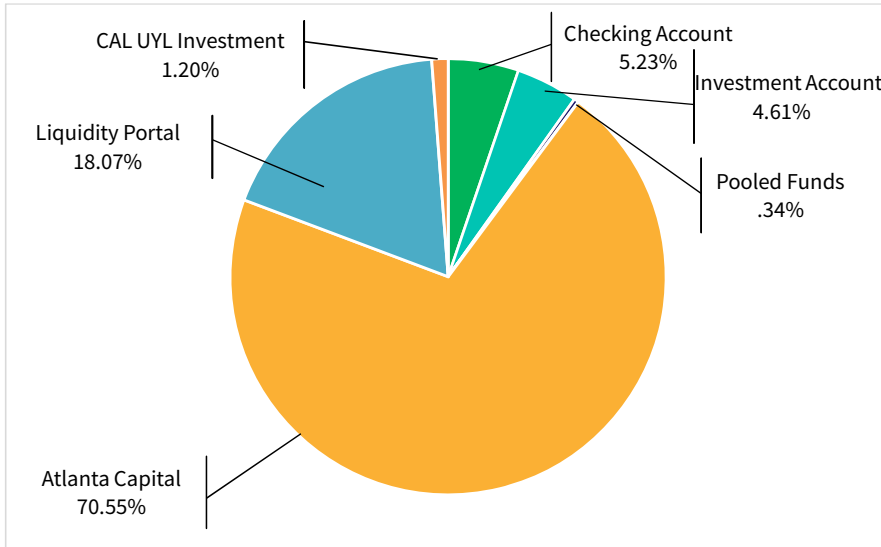Thank you for your consideration.

Sincerely,

Penelope Zurgable
Regional Manager I
Plainfield Township and Comstock Park Branches

CC: Lance Werner, KDL Executive Director

Monthly Cash Position Per Bank
Month ended September 30

CAL UYL Investment 1.20%
Checking Account 5.23%
Investment Account 4.61%
Liquidity Portal 18.07%
Pooled Funds .34%
Atlanta Capital 70.55%

Atlanta Capital 60.08%
Checking Account 5.71%
Investment Account 27.89%
Pooled Funds .32%

2023		
Account	**Rate**	**Amount**
Huntington Checking Account	0.500%	$876,837.70
Huntington Investment Account	3.298%	$773,690.60
*Kent County Pooled Funds	3.025%	$57,355.75
Atlanta Capital Investments		$11,827,987.00
Huntington Liquidity Portal		$3,030,315.56
Caledonia UYL Investment		$200,115.32
		$16,566,186.61

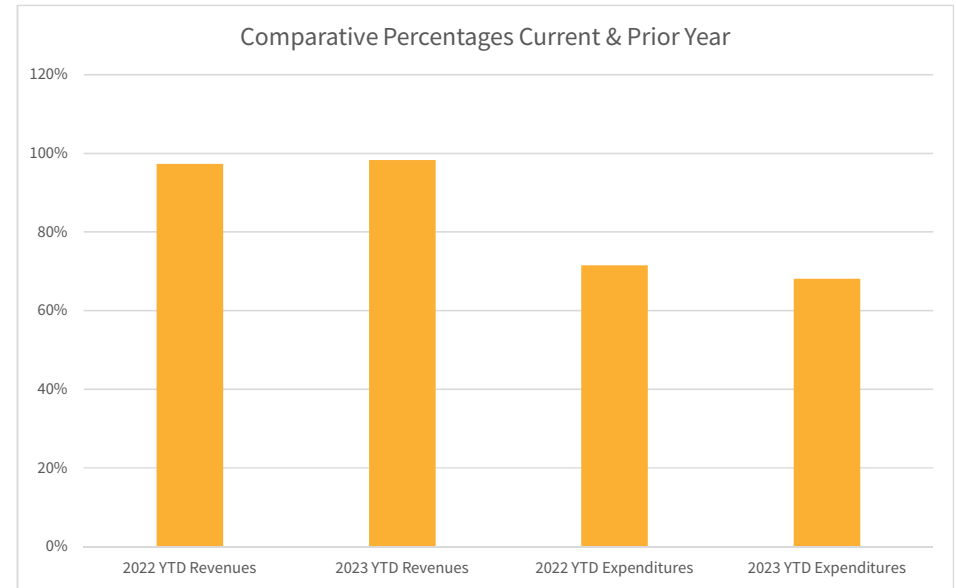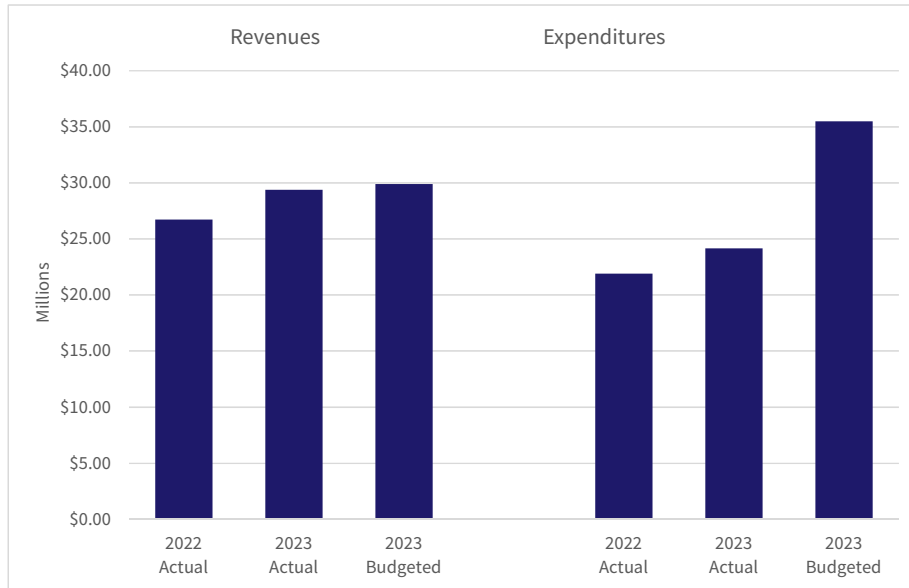| 2022		
Account	**Rate**	**Amount**
Huntington Checking Account	0.100%	$989,841.61
Huntington Investment Account	1.004%	$4,837,386.89
*Kent County Pooled Funds	1.380%	$56,058.07
Atlanta Capital Investments		$11,463,282.00
		$17,346,568.57

* Includes Trust Pooled fund balances

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

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Monthly Revenues and Expenditures
Month ended September 30

Revenues / Expenditures chart

Comparative Percentages Current & Prior Year chart

Budget to Actual with Prior Year Comparison		
Revenues		
2022 Actual	$	26,730,568
2023 Actual	$	29,401,265
2023 Budgeted	$	29,902,487
Expenditures		
2022 Actual	$	21,921,931
2023 Actual	$	24,171,372
2023 Budgeted	$	35,488,146

Comparative Percentages Current & Prior Year	
Account	**Amount**
2022 YTD Revenues	97.3%
2023 YTD Revenues	98.3%
2022 YTD Expenditures	71.5%
2023 YTD Expenditures	68.1%

	YTD Actual	2023 Amended Budget	2023 Amended Budget to Actual Variance	Percent Remaining
Revenues				
Property Taxes	26,466,672	26,483,315	(16,643)	(0)%
Penal Fines	631,390	600,000	31,390	5 %
Charges for Services	28,803	35,000	(6,197)	(18)%
Interest Income	560,842	350,000	210,842	60 %
Public Donations	475,236	200,000	275,236	138 %
Other Revenue	679,710	1,215,500	(535,790)	(44)%
State Sources	558,612	1,018,672	(460,060)	(45)%
Total Revenues	29,401,265	29,902,487	(501,222)	(2)%
Expenditures				
Salaries and Wages	9,990,406	14,523,429	4,533,022	31 %
Employee Benefits	4,394,878	5,413,260	1,018,382	19 %
Collections - Digital	2,294,353	2,673,678	379,325	14 %
Collections - Physical	1,390,853	2,008,630	617,777	31 %
Supplies	460,832	885,512	424,680	48 %
Contractual and Professional Services	1,459,795	2,325,560	865,765	37 %
Programming and Outreach	253,391	470,555	217,164	46 %
Maintenance and Utilities	2,141,569	3,886,832	1,745,263	45 %
Staff Development	188,253	393,442	205,189	52 %
Board Development	15,950	15,000	(950)	(6)%
Other Expenditures	679,402	937,325	257,923	28 %
Capital Outlay	901,690	1,954,923	1,053,233	54 %
Total Expenditures	24,171,372	35,488,146	11,316,774	32 %
Excess Revenue Over (Under) Expenditures	5,229,893	(5,585,659)	10,815,551	(194)%

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 9/1/2023 Through 9/30/2023
(In Whole Numbers)

	YTD Ending September 30, 2022	YTD Ending September 30, 2023	Total Variance
Revenues			
Property Taxes	25,011,778	26,466,672	1,454,893
Penal Fines	631,033	631,390	358
Charges for Services	33,812	28,803	(5,009)
Interest Income	(423,223)	560,842	984,065
Public Donations	255,535	475,236	219,701
Other Revenue	671,708	679,710	8,002
State Sources	549,925	558,612	8,687
Total Revenues	26,730,568	29,401,265	2,670,697
Expenditures			
Salaries and Wages	9,921,092	9,990,406	69,314
Employee Benefits	2,592,055	4,394,878	1,802,823
Collections - Digital	2,208,266	2,294,353	86,087
Collections - Physical	1,691,581	1,390,853	(300,728)
Supplies	414,246	460,832	46,586
Contractual and Professional Services	1,279,040	1,459,795	180,754
Programming and Outreach	234,651	253,391	18,740
Maintenance and Utilities	1,975,505	2,141,569	166,063
Staff Development	209,464	188,253	(21,211)
Board Development	13,816	15,950	2,134
Other Expenditures	604,339	679,402	75,063
Capital Outlay	777,874	901,690	123,816
Total Expenditures	21,921,931	24,171,372	2,249,441
Excess Revenue Over (Under) Expenditures	4,808,637	5,229,893	421,256

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 9/1/2023 Through 9/30/2023
(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	8,571	26,209,064	26,214,517	(5,453)	(0)%
4412	Delinquent personal property taxes	107	41,167	10,000	31,167	312 %
4432	DNR - PILT	1,803	9,999	30,000	(20,001)	(67)%
4437	Industrial facilities taxes	0	206,442	228,798	(22,356)	(10)%
	Total Property Taxes	10,481	26,466,672	26,483,315	(16,643)	(0)%
	Penal Fines					
4581	Penal fines	0	631,390	600,000	31,390	5 %
	Total Penal Fines	0	631,390	600,000	31,390	5 %
	Charges for Services					
4660	Other Patron Fees	52	997	35,000	(34,003)	(97)%
4685	Materials replacement charges	3,232	27,806	0	27,806	0 %
	Total Charges for Services	3,284	28,803	35,000	(6,197)	(18)%
	Interest Income					
4662	Interest Earned on Uyl Investment	115	115	0	115	0 %
4664	Interest Earned on Restricted Investments	147	989	0	989	0 %
4665	Interest earned on deposits and investments	33,681	548,716	350,000	198,716	57 %
4666	Interest Earned - Property Taxes	39	11,022	0	11,022	0 %
	Total Interest Income	33,982	560,842	350,000	210,842	60 %
	Public Donations					
4673	Restricted donations	71,802	447,922	0	447,922	0 %
4674	Unrestricted donations	2,486	27,314	200,000	(172,686)	(86)%
	Total Public Donations	74,288	475,236	200,000	275,236	138 %
	Other Revenue					
4502	Universal Service Fund - eRate	413,640	566,587	1,137,290	(570,703)	(50)%
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	75	773	0	773	0 %
4688	Miscellaneous	185	1,244	4,500	(3,256)	(72)%
4695	Health Insurance Plan Experience Rebate	0	110,970	73,710	37,260	51 %
	Total Other Revenue	413,900	679,710	1,215,500	(535,790)	(44)%
	State Sources					
4540	State Aid	0	445,374	431,600	13,774	3 %
4541	State aid - LBPH/TBBC	0	41,073	41,072	1	0 %
4548	Renaissance Zone reimbursement	0	72,086	76,000	(3,914)	(5)%
4549	Personal Property tax reimbursement	0	78	470,000	(469,922)	(100)%
	Total State Sources	0	558,612	1,018,672	(460,060)	(45)%
	Total Revenues	535,935	29,401,265	29,902,487	(501,222)	(2)%
	Expenditures					
	Salaries and Wages					
5700	Board Stipend	0	2,070	3,900	1,830	47 %
5706	Extra duty stipends	250	3,550	0	(3,550)	0 %
5713	Salary & Wages	1,539,906	9,984,786	14,519,529	4,534,742	31 %

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		Current Month	2023 YTD	2023 Amended Budget	2023 Amended Budget to Actual Variance	Percent Remaining
	Total Salaries and Wages	1,540,156	9,990,406	14,523,429	4,533,022	31 %
	Employee Benefits					
5709	FICA	113,813	735,667	1,060,089	324,422	31 %
5716	Defined Benefit Pension Plan Expenditures	1,500,000	1,500,000	1,500,000	(0)	(0)%
5717	Defined Contribution Pension Plan Contributions	69,085	440,332	614,926	174,593	28 %
5718	Employee Health Benefits	147,742	1,294,677	1,767,446	472,769	27 %
5720	HSA/Flex	0	369,272	380,000	10,728	3 %
5730	Other Employee Benefits	4,072	54,931	90,800	35,869	40 %
	Total Employee Benefits	1,834,712	4,394,878	5,413,260	1,018,382	19 %
	Collections - Digital					
5785	Cloud Library/OverDrive	270,000	1,420,000	1,725,000	305,000	18 %
5786	Hoopla	0	503,000	574,000	71,000	12 %
5787	Digital Collection	286	144,431	144,073	(358)	(0)%
5788	Miscellaneous Electronic Access	1,341	226,922	230,605	3,683	2 %
	Total Collections - Digital	271,627	2,294,353	2,673,678	379,325	14 %
	Collections - Physical					
5791	Subscriptions	152	74,165	96,580	22,415	23 %
5815	KDL Cruisers	2,300	12,316	12,500	184	1 %
5871	Branch Local Materials - Restricted Donation Expenditures	0	2,784	0	(2,784)	0 %
5982	Collection Materials - Depreciable	122,078	1,042,155	1,474,300	432,145	29 %
5983	CD/DVD Collection Materials - Non-Depreciable	25,240	246,784	402,250	155,466	39 %
5984	Beyond Books Collection - Non-Depreciable	792	12,648	23,000	10,352	45 %
	Total Collections - Physical	150,561	1,390,853	2,008,630	617,777	31 %
	Supplies					
5750	Collection Processing & AV Supplies	7,087	97,705	163,065	65,360	40 %
5751	Supplies	10,046	78,410	155,586	77,176	50 %
5760	Technology & Accessories <$1000	1,938	33,991	125,946	91,955	73 %
5764	KDL Staff Event, Supplies & Awards	(221)	15,682	70,000	54,318	78 %
5768	Promotions Supplies	305	8,819	35,610	26,791	75 %
5770	Other Awards/Prizes	2,504	114,629	200,300	85,671	43 %
5790	Books (not for circulation)	(1,681)	29,373	40,585	11,212	28 %
5851	Mail/Postage	1,034	8,645	13,450	4,805	36 %
5900	Copier/Printer Overage Charges	11,534	73,578	80,970	7,392	9 %
	Total Supplies	32,546	460,832	885,512	424,680	48 %
	Contractual and Professional Services					
5792	Software	21,354	489,481	873,186	383,705	44 %
5801	Professional & Other Contracted Services	17,624	549,007	863,890	314,883	36 %
5813	Delivery Services	13,300	126,719	193,235	66,516	34 %
5814	Security Services	1,711	16,734	31,100	14,366	46 %
5817	Lakeland Library Co-op services	0	4,819	6,425	1,606	25 %
5827	Catering	878	6,591	46,448	39,857	86 %
5890	ILS Fees	0	143,244	142,184	(1,060)	(1)%
5891	Licenses and Fees	11,458	123,200	169,092	45,892	27 %
	Total Contractual and Professional Services	66,325	1,459,795	2,325,560	865,765	37 %

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		Current Month	2023 YTD	2023 Amended Budget	2023 Amended Budget to Actual Variance	Percent Remaining
	Programming and Outreach					
5795	Programming & Outreach Supplies	7,977	85,329	219,375	134,046	61 %
5885	Speakers/Performers	8,960	168,062	251,180	83,118	33 %
	Total Programming and Outreach	16,937	253,391	470,555	217,164	46 %
	Maintenance and Utilities					
5810	IT COLO Infrastructure Services	60,003	536,029	975,000	438,971	45 %
5822	Maintenance Contracts	0	3,444	12,000	8,556	71 %
5848	Mobile Hotspots	83	310,732	722,115	411,383	57 %
5849	Cell Phones/ Stipends	1,440	18,416	28,669	10,253	36 %
5850	Telephones	2,567	34,316	42,000	7,684	18 %
5852	Internet/Telecomm Services	(8,668)	393,995	865,200	471,205	54 %
5919	Waste Disposal	505	4,279	8,200	3,921	48 %
5920	Utilties	5,473	42,375	90,000	47,625	53 %
5925	Lawncare & Snowplowing	1,031	21,550	40,000	18,450	46 %
5928	Branch Maintenance Fees	0	425,564	564,786	139,223	25 %
5930	Repairs & Maintenance	280	28,384	112,740	84,356	75 %
5933	Software & IT Hardware Maintenance Agreements	0	102,059	195,000	92,941	48 %
5940	Rentals & Leases	5,552	220,426	231,122	10,696	5 %
	Total Maintenance and Utilities	68,266	2,141,569	3,886,832	1,745,263	45 %
	Staff Development					
5910	Staff Development & Conferences	12,037	188,253	393,442	205,189	52 %
	Total Staff Development	12,037	188,253	393,442	205,189	52 %
	Board Development					
5908	Board Development	0	15,950	15,000	(950)	(6)%
	Total Board Development	0	15,950	15,000	(950)	(6)%
	Other Expenditures					
5759	Gas, Oil, Grease	523	2,709	9,720	7,011	72 %
5860	Parking	107	1,182	4,675	3,493	75 %
5861	Mileage Reimbursement	4,718	37,962	66,297	28,335	43 %
5870	Branch Local Misc - Restricted Donation Expenditures	2,933	135,414	0	(135,414)	0 %
5873	Website	44	164,315	166,950	2,635	2 %
5875	Advertising	18,453	109,319	160,690	51,371	32 %
5901	Outsourced Printing & Publishing	4,237	37,697	249,000	211,303	85 %
5906	Community Outreach	823	15,910	36,300	20,390	56 %
5907	Sponsorships/Donations	0	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	(53,770)	7,187	35,400	28,213	80 %
5959	Sales Taxes	(43)	(96)	700	796	114 %
5964	Property Tax Reimbursement	0	12,476	50,000	37,524	75 %
5965	MEL Return Items	157	1,823	3,600	1,777	49 %
	Total Other Expenditures	(21,817)	679,402	937,325	257,923	28 %
	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+)	156,844	208,187	640,000	431,813	67 %

17

		Current Month	2023 YTD	2023 Amended Budget	2023 Amended Budget to Actual Variance	Percent Remaining
5979	Equipment/Furniture - Non-Depreciable ($0-4999)	3,107	146,341	351,712	205,371	58 %
5980	Equipment/Furniture - Depreciable ($5000+)	53,845	452,768	424,111	(28,657)	(7)%
	Total Capital Outlay	213,796	901,690	1,954,923	1,053,233	54 %
	Total Expenditures	4,185,146	24,171,372	35,488,146	11,316,774	32 %
	Excess Revenue Over (Under) Expenditures	(3,649,211)	5,229,893	(5,585,659)	10,815,551	(194)%

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Check Number	Vendor Name	Check Amount	Check Date
2023-1244	Overdrive, Inc	270,000.00	9/20/2023
2023-1218	Envisionware, Inc.	223,213.85	9/20/2023
AP-232300108043	Priority Health	151,531.11	9/5/2023
2023-1250	Sirsidynix	147,773.71	9/20/2023
2023-1168	Dell Marketing LP	112,231.94	9/6/2023
2023-1200	Ingram Library Services Llc	60,377.93	9/6/2023
2023-1236	IP Consulting, Inc.	60,003.24	9/20/2023
87029	AVI Systems, Inc.	37,361.69	9/19/2023
2023-1235	Ingram Library Services Llc	25,546.16	9/20/2023
2023-1214	Cloud 616 LLC	15,000.00	9/20/2023
2023-1248	Same Day Delivery, Inc	13,300.00	9/20/2023
AP-232270000923	Priority Health	13,192.73	9/1/2023
AP-August 2023	American Heritage Life Insurance Company / Allstate Benefits	12,923.47	9/13/2023
87067	Michigan Office Solutions (MOS)	11,897.37	9/19/2023
87033	Cascade Community Foundation	10,000.00	9/19/2023
2023-1212	Baker & Taylor	9,557.07	9/20/2023
87064	Maner Costerisan	8,000.00	9/19/2023
2023-1166	Baker & Taylor	7,877.55	9/6/2023
86995	Comerica Bank	7,382.73	9/6/2023
AP-04764647	Paycor, Inc.	7,287.53	9/7/2023
87016	Sabopr	6,928.40	9/6/2023
2023-1202	Library Ideas, Llc	5,884.68	9/6/2023
2023-1205	Midwest Tape LLC	5,546.68	9/6/2023
2023-1249	Scholastic Library Publishing	5,216.40	9/20/2023
2023-1242	Midwest Tape LLC	5,131.80	9/20/2023
87044	Governmental Consultant Services Inc.	4,000.00	9/19/2023
AP-207058667301	Consumers Energy	3,795.55	9/5/2023
2023-1254	Xerox Financial Services LLC	3,719.86	9/20/2023
AP-Sept 2023	PLIC - SBD Grand Island	3,556.47	9/1/2023
87031	BrightBenefits	3,407.10	9/19/2023
2023-1238	Pre-Paid Legal Services, Inc.	3,383.70	9/20/2023
87083	The Athlete Connection, LLC	3,200.00	9/19/2023
86999	Playaway Products LLC	2,833.57	9/6/2023
2023-1208	Abila / Community Brands Holdco, LLC	2,750.00	9/20/2023
87011	Microix, Inc.	2,584.25	9/6/2023
AP-22358	TelNet Worldwide, Inc.	2,566.82	9/25/2023
2023-1207	Kendra McNeil / We are LIT Grand Rapids LLC	2,530.31	9/6/2023
87018	Thomas Klise/Crimson Multimedia	2,505.00	9/6/2023
87045	GR Bikes, LLC	2,300.00	9/19/2023
2023-1206	UAW Local 2600	1,982.34	9/6/2023
87043	Playaway Products LLC	1,965.26	9/19/2023
87085	Today's Business Solutions, Inc.	1,809.28	9/19/2023
2023-1213	Blackstone Audio Inc	1,774.01	9/20/2023
87087	Two Eagles Marcus, LLC	1,747.00	9/19/2023
87000	Graffix Plus / Extreme Graffix Inc.	1,725.71	9/6/2023
AP-613492	123.Net, Inc	1,725.50	9/10/2023
87078	Solarwinds	1,704.00	9/19/2023
87010	Lindenmeyr Munroe	1,631.33	9/6/2023
AP-203232868969	Consumers Energy	1,620.67	9/7/2023
2023-1251	Thomas Klise/Crimson Multimedia	1,500.00	9/20/2023
2023-1245	Penworthy Co.	1,488.80	9/20/2023
86994	Central Michigan Paper	1,380.00	9/6/2023

Check Number	Vendor Name	Check Amount	Check Date
87004	Interphase Office Interiors, Inc.	1,309.80	9/6/2023
2023-1253	Wolverine Printing Company	1,254.00	9/20/2023
87092	Western Michigan University Native American Affairs Council	1,250.00	9/19/2023
2023-1243	Nationwide	1,146.60	9/20/2023
2023-1169	DK Security	1,052.00	9/6/2023
86988	All Season Lawn Care	1,030.50	9/6/2023
87088	Unique	1,010.47	9/19/2023
87034	Christine A Beachler	1,000.00	9/19/2023
87039	Early Bird Books	1,000.00	9/19/2023
87082	Thao Thai	943.97	9/19/2023
86996	Darius Quinn / Quinn Consulting Services, LLC	925.00	9/6/2023
87051	Interphase Office Interiors, Inc.	860.05	9/19/2023
87014	Pam Spring Advertising, Llc	807.00	9/6/2023
87079	Stephen Graham Jones LLC	786.00	9/19/2023
AP-Sept 2023	Delta Dental Of Michigan	747.05	9/11/2023
86992	Catherine Gutowski	708.89	9/6/2023
2023-1215	DK Security	659.20	9/20/2023
87071	Plymouth Rocket, Inc.	650.00	9/19/2023
2023-1170	Cengage Learning	621.41	9/6/2023
87057	Juan Fernandez	587.45	9/19/2023
2023-1167	Blackstone Audio Inc	571.94	9/6/2023
2023-1239	Library Ideas, Llc	562.26	9/20/2023
2023-1247	RNL Graphics Solutions, LLC	546.00	9/20/2023
AP-2728113	Arrowaste	505.14	9/18/2023
87080	Susie Finkbeiner	500.00	9/19/2023
87047	Hannah Lewis	493.00	9/19/2023
AP-C Hekman	American Heritage Life Insurance Company / Allstate Benefits	487.13	9/14/2023
87036	Dave Storms	450.00	9/19/2023
87013	Morgan Hanks	438.00	9/6/2023
87049	Hennie Vaandrager	436.50	9/19/2023
87019	Wolverine Printing Company	422.50	9/6/2023
87069	Mlive Media Group	410.83	9/19/2023
87052	Janyre Tromp	400.00	9/19/2023
2023-1246	Performance Assessment Network	380.00	9/20/2023
87056	Joyanne Huston-Swanson	333.00	9/19/2023
87048	Hannah Moulds	333.00	9/19/2023
2023-1201	IP Consulting, Inc.	301.07	9/6/2023
87058	Julie Ralston	276.50	9/19/2023
86990	Aqua Blue Aquarium Solutions	255.00	9/6/2023
2023-1217	ClearStar, Inc.	252.00	9/20/2023
87066	Michael Curtis	250.00	9/19/2023
87070	Native American Student Organization Western Mich University	250.00	9/19/2023
87086	Tracy Roper / Tracy Brogan Books	250.00	9/19/2023
AP-2911282-0923	Comcast Cable	248.85	9/11/2023
87002	Hannah Lewis	224.00	9/6/2023
87015	RNL Graphics Solutions, LLC	209.43	9/6/2023
87050	Hope Network West Michigan	199.00	9/19/2023
87076	Schepers, Inc.	197.50	9/19/2023
87075	Sara Magnuson	160.00	9/19/2023
87081	Tammy Schneider	160.00	9/19/2023

Check Number	Vendor Name	Check Amount	Check Date
87072	Rachel Groters	160.00	9/19/2023
87073	Randall Goble	160.00	9/19/2023
87053	Jennifer DeVault	160.00	9/19/2023
87054	Johanna Boyle	160.00	9/19/2023
87055	Joshua Bernstein	160.00	9/19/2023
87065	Marie Mulder	160.00	9/19/2023
87061	Kurt Lardie	160.00	9/19/2023
87046	Grahm Lawcock	160.00	9/19/2023
87041	Elizabeth Guarino-Kozlowicz	160.00	9/19/2023
87037	David Shaw	160.00	9/19/2023
87024	Amber Elder	160.00	9/19/2023
87026	Anna-Marie Boss	160.00	9/19/2023
87027	Anne Parada	160.00	9/19/2023
87025	Amy Richardson	160.00	9/19/2023
87021	Aislynn Wallace	160.00	9/19/2023
87077	Shaunna Martz	160.00	9/19/2023
87007	Kalamazoo Sanitary Supply / KSS Enterprises	159.11	9/6/2023
87020	Absopure Water Company	155.00	9/19/2023
87008	Kurt Lardie	153.55	9/6/2023
2023-1216	Ebsco Information Services	151.80	9/20/2023
87012	Mlive Media Group	131.66	9/6/2023
87003	Hispanic Center of Western Michigan	128.75	9/6/2023
86991	Brian Mortimore	127.19	9/6/2023
AP-0021585-0923	Comcast Cable	126.90	9/25/2023
86998	Everlasting Green Plantscape LLC	120.00	9/6/2023
2023-1252	Vital Records Holdings, LLC / VRC Companies, LLC	102.66	9/20/2023
87042	Elwood House, LLC	100.00	9/19/2023
AP-2869421	TASC	98.66	9/26/2023
87017	Schuler Books	89.94	9/6/2023
87068	MLA- Michigan Library Association	85.00	9/19/2023
AP-9940998988	Verizon Wireless - MiFy Routers & Cell phones	82.96	9/5/2023
87005	isolved Benefit Services	77.96	9/6/2023
87040	Eastern Michigan University	76.47	9/19/2023
86987	Advanced Ecosystems / FishGuy	75.00	9/6/2023
87091	Western Michigan University	75.00	9/19/2023
AP-016529	Medtipster.com, LLC.	67.58	9/20/2023
87023	Amanda Johnston	62.40	9/19/2023
87022	Alexandra Pyatt	61.49	9/19/2023
2023-1237	Kalamazoo Sanitary Supply / KSS Enterprises	61.04	9/20/2023
AP-2036757-0823	Dte Energy	56.97	9/5/2023
87009	Lance Werner	54.50	9/6/2023
86993	Center Point Publishing	44.34	9/6/2023
87063	Madelyn Besaw	43.63	9/19/2023
87030	Bay County Library System	39.99	9/19/2023
87060	Kristina Deward	37.98	9/19/2023
87001	Graphic Arts Service & Supply	34.00	9/6/2023
2023-1209	Adtegrity / Media Place Partners	27.58	9/20/2023
87084	Timothy C. Hauenstein Reynolds Township Library	22.49	9/19/2023
87038	Dowling Public Library	20.00	9/19/2023
87035	Cornerstone University	20.00	9/19/2023
86997	Desirae Houston	17.99	9/6/2023

Check Number	Vendor Name	Check Amount	Check Date
87028	April Knapp	17.99	9/19/2023
87006	Jessica Salo	16.73	9/6/2023
87062	Loutit District Library	16.00	9/19/2023
87090	West Bloomfield Public Library	14.95	9/19/2023
87074	Royal Oak Public Library	13.99	9/19/2023
87059	Karyn Honig	12.99	9/19/2023
87089	UPS	11.27	9/19/2023
87032	Brighton District Library	10.00	9/19/2023
86989	Andrew Sanders	5.00	9/6/2023
Report Total		1,332,673.12	

Director's Report September 2023

Kent District Library

Alpine, Tyrone + Walker

The Alpine branch is looking forward to the annual pumpkin decorating contest. In late October, the team decorates pumpkins around the theme of a book or movie and patrons vote on their favorite pumpkin. The Alpine team also shares an annual outreach at Schwaillier's Country Basket in the fall. This September, branch Librarian Anne Bartsch led a weekly Storytime at the farm, and in October branch librarian Caleb Perkins will be taking over. Since the farm is between the two branches, Anne and Caleb see patrons from both branches attend the special Storytime.

On Halloween, the Tyrone Branch looks forward to the annual Halloweenfest celebration. This large event is in partnership with the Kent City Downtown Development Authority and includes treats and cider, provided by the DDA, a KDL led craft, and a community trunk or treat.

On September 30th, the Walker Branch held the annual Pumpkin Bash in partnership with the City of Walker. The event this year included pumpkin decorating led by Branch Librarians Rebecca Avella and Tess Carne, Regional Manager Liz Knapp, Critter Barn Farm to Go, cider and doughnuts and a wandering magician. This year, to encourage patrons to come into the library, a sign invited patrons to trick-or-treat in the library. Friendly librarians were there to hand out treats and ask patrons if they had a library card. The event was attended by over 700 patrons, some new, and some old friends, including Service Center Administrative Assistant Katie Blakeslee and her family. The Walker Team was honored to give Sylvia, Katie's daughter, her first library card!

23

Cascade + Caledonia

Music is a universal and transcendent medium that has the power to connect people emotionally, culturally, and socially. It can foster a sense of unity, understanding, and belonging among individuals and communities, making it a potent force for bringing people together. The Cascade Branch held Vibes Fest, a two-day music festival with two stages that brought 1000 people together, on September 23 and September 24. A favorite part of the weekend was meeting a patron named Saul. Saul is blind and shared that we do not offer any programs for him at the library. He does not have transportation or the availability to come on weekdays, but a music program on the weekend was the first time since COVID that he could find a place to belong. Saul spent most of Saturday jamming out in the library, connecting with patrons, and discovering new KDL resources from staff. Thank you to the Cascade Friends of the Library for providing financial support to pay local musicians and Triumph Music Academy for the in-kind donations. Special thank you to Leigh Verburg, branch outreach and programming specialist as well as assistant branch Librarians Cody Ketchum and Neil Rajala for putting together an amazing event!

Caledonia staff attended the annual Harvest Festival on September 30. The Harvest Festival happens on the last Saturday in September and brings together area businesses and organizations to offer family-oriented activities for all ages. Planned activities usually include hayrides, pumpkin decorating, face painting, games, bounce house, live DJ, food trucks, scarecrow voting, and a fall family photo spot. The library was closed but the Bookmobile was on-site to help. Joyanne Huston-Swanson and Hannah Moulds did an amazing job connecting with the community and sharing Bookmobile resources. Special thank you to Leigh Verburg, Branch Outreach and Programming Specialist, Branch Librarians Emily Dao and Shelby Toren, and Assistant Branch Librarians Sophia Bailey and Yannick Kpachavi for connecting with 555 patrons in the Caledonia community in such a meaningful way.

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Comstock Park + Plainfield

The Plainfield branch is looking forward to arts and crafts this fall. Staff and patrons are excited about the return in 2023 of the October pumpkin decorating contest. Creative staff design pumpkins and the patrons vote for their favorites. Also, Plainfield branch librarian Katherine Glardon is excited about a new program this fall, Homeschool Hangout - Art Club. Homeschool teens will get a chance to connect with each other and learn through engaging art projects.

As we lose daylight, Comstock Park, branch librarian Mikki Henry is looking forward to her first ever Glow-in-the Dark Party as well as her new Spanish Storytimes every Wednesday morning.

Branch Librarian Paula Wright is looking forward to Edmund Fitzgerald – the Stories, the Song (with Mike Fornes) program that KDL is co-hosting with the Comstock Park Golden Panthers. The program will cover both the history of the wreck and the hit song by Gordon Lightfoot. The program was originally planned two years ago for November 2022 but was cancelled due to an early winter blizzard. Disappointed patrons will be thrilled to finally be able to attend.

2023 Literary Liberations

Recapping the Success of the 2023 Literary Libations Gala

This year's fund-raising gala set a new record for income and attendance, with $115,594 received so far and 426 guests. There are at least $5,000 of additional donations that are firmly committed and on their way, bringing the total expected income to $120,594. This was made possible by the amazing efforts of many volunteers and members of the committee, plus Centennial Securities (title sponsor every year since the first Literary Libations).

The gala was moved to the JW Marriott this year to enable more guests to attend. The cost at this venue was about $30 higher per guest, bringing operating costs to a record high average of $157.52 per guest. With ticket prices at $175 per guest, there's not much room for profit. To help offset the expect higher cost, we attracted more sponsors who purchased 1 ½ to four tables each, which nets $250-$468 per guest, and revamped the auction to raise nearly $23,000 for the Talking Book & Braille Center.

The following contributed to the overall success this year:
- Eclectic lineup of guest authors
- All auction items were provided to KDL at no cost
- Nearly 100 more guests

Photos from Glitter Booth and the Roving Photographer are available online.

Even though this gala was the most successful ever, KDL will take a break in 2024. Efforts will be focused on the new On the Same Page program, to make sure that it's as successful as possible. Options to add a fundraising or underwriting component to On the Same Page in 2025 will also be explored. On the Same Page will directly engage two- to three-times more people, with no cost for participation. Discussion is already underway with a potential underwriter for the inaugural On the Same Page program.

Katie Kudos
September 2023

Janice Greer
MarCom
Nominated by Yuliya Bunker
Authentic

"Thank you for being part of the OPI project team and helping us launch this service! I really appreciate your ideas, support, and flexibility. Thank you for doing the research, figuring out the logistics, providing feedback, and making sure we got things done! This was my first time leading a project. I had a lot to learn (still do!), but I am glad I had this team to learn with. Thank you!"

Kaitlin DeKruyter
East Grand Rapids
Nominated by Shaunna Martz
Courageous

"We had two staff members out sick on an already leanly staffed day, but this phenomenal Tuesday team pulled together to make it work! They were flexible while serving patron needs with a smile. Thanks to Kathy and Emily for subbing in and helping us out! EGR ... you're the best."

Lucy Angers
Kelloggsville
Nominated by Karen Small
Helpful

"Lucy works at both Kelloggsville and Wyoming branches. We have a minimum of 2 people in the branch. When we get a call in, we have to have someone cover. The staff is great about helping cover at KEL. Lucy stands out as her enthusiasm is high to help keep KEL open. She is always helpful. I appreciate her flexibility!"

Nominated by Karen Small
Courageous

"Another staff member was able to pull a Holds Pull List late in the day. When preparing for closing, Lucy realized all the holds were not going to be able to be processed. The holds would not transfer overnight (and all that work would have been wasted), Lucy got out the wand and quickly scanned the items. By doing this, items were checked in, so no holds were lost. Morning staff promptly ran those items through the Sort Assistant. Great thinking and being proactive!"

Nominated by Annie Parada
Helpful

"Lucy helped with a huge holds list before closing. You rock, Lucy!"

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Upcoming Meetings + Dates of Interest

Upcoming Meetings

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

Regular Board Meeting +
Executive Director Evaluation
Thursday, December 21, 2023
4:30 PM
KDL Service + Meeting Center

Dates of Interest

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

Kent District Library
kdl.org

Information
Ideas
Excitement!

MONTHLY PROJECT REPORT

SEPTEMBER 2023

2 New projects approved

11 In approval queue

2 Declined

15
Active Approved
Projects

	On Time	15
	Late (At Risk)	0
	Paused	0
	Completed since 01/23	10

MarketScale

NEW

Project Lead: Josh Mosey
Status: On Track (NEW)

Approval Date: 09.27.23
Due Date: 06.30.24

As an organization, KDL's appetite for creating podcasts and short videos is (unfortunately) greater than the capacity to produce them. Luckily, MarketScale is a service that can do the heavy lifting for us, taking raw recordings from phones and computers and returning ready-to-use files within 24 hours. MarketScale also features an extensive B-roll library along with designers who can create graphics and templates. This service should make it easy for every blog post to have a video and/or podcast component, which should in turn help to grow the KDL audience and improve patron communications. Final files can be formatted for desktop computers and mobile devices. This project team will start slow with promotional materials for On the Same Page and the team will begin to document parameters for which programs, events, and functions require such promotional materials.

Mission: Read! Revamp

NEW

Project Lead: Monica Walen
Status: On Track (NEW)

Approval Date: 09.27.23
Due Date: 07.31.25

Mission: Read! is a long-term investment project with a total of 1,000 days required reading for students in Kindergarten through third grade. The initiative began in partnership with the West Michigan Literacy Center, Kent Intermediate School District, Grand Rapids Public Library, Cedar Springs Public Library, and Sparta Carnegie Township Library to address the third grade reading law. Unfortunately, participation dwindles precipitously at each 100-day mark, and KDL is now the only partner left. While the original goal of Mission: Read! was to target readers who needed daily reading encouragement, anecdotal evidence across branches indicates that participants who continually come back to the library are already eager readers receiving adequate support from adult parents and caretakers. While still important to the library, they are not the struggling and reluctant readers KDL is trying to reach. With this in mind, KDL plans to revamp and create a new program for school-age children with stakeholder feedback from educators, families, and partners to reach more would-be avid readers.

1,000 Books Before Kindergarten (1KB4K) Revamp

Project Lead: Dawn Heerspink
Status: At Risk - Timeline

Approval Date: 11.23.22
Due Date: 10.30.23 *new due date of 11.30.23*

The team experienced a few roadblocks earlier this month when delivery of the wire-bound 1KB4k tracking and activity booklets was delayed by the vendor. Regardless, branches still got to work transitioning patrons over to the digital 1KB4K space on Beanstack, as well as signing up new participants. Brad Baker, Dan Palasek and Katie Zuidema of Marketing + Communications were instrumental in making sure all branches were properly stocked with physical materials, including an in-house printed booklet that patrons can exchange for the official wire-bound booklet once available. Webmaster Remington Steed also implemented a new design for the 1KB4K website at kdl.org/1kb4k, which features a fun promotional video from Sara Proano and Kevin Kammeraad. Despite the delays, the team has worked hard to otherwise stay on track with this project's stated timeline and deliverables.

Express Library Pilot - Grattan Township

Project Lead: Kurt Lardie
Status: On Track

Approval Date: 04.26.23
Due Date: 10.31.23

Things are continuing nicely over in Grattan Township as the community embraces their new library kiosk. Former Regional Manager and KDL sub staffer Sandy Graham has developed a helpful process for keeping the LibCabinet stocked whenever she might be absent. Otherwise, the team looks forward to closing out this project in the next few weeks and to the Temi robot addition in the space.

FE Technologies Wand Rollout

Project Lead: Karen Small
Status: Completed

Approval Date: 01.18.23
Due Date: 08.31.23

With the completion of this project, Tech Logic wands have officially been retired and the new FE Technologies wands are being used to scan in returns and complete inventory and/or shelf checks at all branches. Comprehensive training was provided at all branch locations as well, and the new process will be presented during staff orientation going forward. This project aimed to reduce time spent scanning by at least 30%, freeing up space for KDL staff to do what they do best: provide excellent customer service and create lasting relationships with patrons. Special thanks to the following project members for making this possible: Karen Small, Bastian Bouman, Laura Youells, Trish Reid, Dave Fletcher, Jaime Brooks, Kelly Gibson, Craig Buno, Sidra Elvey, Rochelle Ball, Curtis Kieliszewski, Rebecca Maupin and Kurt Stevens.

Language Accessibility: Over the Phone (OPI)

Project Lead: Yuliya Bunker
Status: Completed

Approval Date: 02.22.23
Due Date: 09.15.23

KDL now offers immediate and 24/7 Over the Phone Interpretation in over 200 languages for anyone who calls the Patron Services Department. If a patron comes into the library requiring these services, staff are instructed to give them a provided bookmark with the KDL phone number on it and PSD will take care of the rest. KDL is proud to celebrate this important step in making language services more accessible for all residents of Kent County, with special thanks to the project team members for all their hard work: Yuliya Bunker, Shelley Roossien, Sydney Khouri, Kate Allen, Grace Miguel Cipriano, Sara Proano, Janice Greer, Hannah Moulds and Gwennan Lawcock.

Library Relationship Management (CRM)

Project Lead: Hannah Lewis
Status: At Risk - Timeline

Approval Date: 08.17.22
Due Date: 12.31.22 *new due date of 10.30.23*

At long last, a closeout of this project is scheduled for the end of October. An internal Salesforce administrative team has also been formed, with 3 appointed KDL staff members who will keep an eye out for updates, consider and respond to staff feedback, answer staff questions and regularly meet with Cloud616 Salesforce consultant Brian Richards. Monthly meetings with Brian will also be a time to consider ongoing support projects involving Salesforce.

New Cardholder Drive

Project Lead: Joshua Mosey
Status: On Track

Approval Date: 02.22.23
Due Date: 01.31.24

In September 2023, KDL signed up 1,497 new cardholders. This number is down 19% from 2022 and down 57% from what was required to reach this year's audacious goal (set at 5K over last year); however, that isn't to say that 1,497 new cardholders aren't something to celebrate. In fact, there were a number of branches who exceeded their 2022 numbers. Wyoming (16%+), Byron Township (1%+), Englehardt (15%+), Krause Memorial (24%+), Alpine (56%+) and Nelson Township (53%+) all saw incredible increases in numbers, while Tyrone Township blew it out of the water with a 100% increase in cardholders from what they signed up in 2022.

In October, this project will add a new incentive for patrons via the Refer-a-Friend contest. Branches have been handing out flyers inviting current patrons to talk to their neighbors, family and friends about getting a library card. Folks that sign up for a card with the completed form are entered into a raffle for free movie passes.

On the Same Page 2024

Project Lead: Hennie Vaandrager
Status: On Track

Approval Date: 03.22.23
Due Date: 05.31.24

The project group has been concentrating on building supportive programming around major themes of the (yet unannounced) chosen book and author. These programs will occur during March and April of 2024, leading up to the smash event on April 24. All KDL book clubs are scheduled to read the book over the next seven months. On the Same Page stickers are also being ordered, which will be placed on all KDL copies of the book. A KDL webpage is already in the works, and a large spread will be in the Winter edition of the KDL Kaleidoscope to publicly announce the event. The project group is currently looking into rights for the book jacket with hopes of possibly making a limited run of KDL library cards featuring the beautiful cover. (Talk about a collector's item!) Currently, the chosen title has the most holds and checkouts of any book in the KDL system.

One Community Relationship Building

Project Lead: Elvia Myers
Status: On Track

Approval Date: 01.25.23
Due Date: 12.31.23

On September 26, KDL launched a special programming series titled "Native American Storytelling," aimed at amplifying indigenous voices and inviting all members of the Kent County community to learn and celebrate together. The program features Skyler Wolverton, a citizen of the Pokagon Band of Potawatomi and President of the Native American Student Organization at Western Michigan University, who led a celebration of traditional storytelling, as well as Wandering Nations' Jonathan Rinehardt, who led an introductory drum ceremony. The program will repeat at various KDL branches throughout the month of October.

As part of an internal staff training, KDL also invited Dr. Dee Sherwood of Western Michigan University to present on "Centering Native Knowledge and Cultures" on September 28, which was engaging and impactful for all who participated. Special thanks to Sara Magnuson, Emily Whalen and Elvia Myers for their hard work and organization in putting it together. A recording of the discussion is available for any staff who were unable to attend.

Physical Collection Audit

Project Lead: Joshua Bernstein
Status: On Track

Approval Date: 02.22.23
Due Date: 12.31.23

With the physical audit now complete, the project team will now focus on crafting an internal Communication Bulletin detailing the approved changes to the collection, as well as exploring sustainable options for dealing with weeded material, making collection recommendations based on unique spatial needs at individual branches, and creating training materials for the new year.

PolicyTech to SharePoint Conversion

Project Lead: Gwennan Lawcock + Trish Reid
Status: Completed

Approval Date: 02.22.23
Due Date: 10.15.23

The PolicyTech to SharePoint Conversion project proved to be a smashing success, with staff and administration rejoicing in equal parts over the sunsetting of the PolicyTech software. As of this report, all policies, communications and documents originally stored on PolicyTech have been transferred over to SharePoint and the new KDL Info Hub, a communication-style landing page, is up and running. Staff report quicker searching and loading times for all documents; meanwhile, the organization will save an average of $8.7K annually. Special thanks to the project team for all of their hard work: Trish Reid, Gwennan Lawcock, Sheri Glon, Sandy Feutz, Beth Green, Tabitha Schaub-Carter and Clyde Waltenbaugh.

Preschool Booster Packs

Project Lead: Jackie Boss
Status: On Track

Approval Date: 08.23.23
Due Date: 02.01.24

The Preschool Booster Packs team just had its first meeting and the team is eager to jump headfirst into the project. Preschool packs will expand the existing collection of reading Booster Packs already available to school-aged children and will include books, games and activities that caregivers can do at home with their young ones to encourage early literacy skills. The preschool packs in particular will focus on teaching letters, numbers, colors, shapes, sizes, opposites, patterns and sequencing.

Scheduling Software (Snap Schedule)

🟢 **Project Lead:** Eric DeHaan
Status: On Track

Approval Date: 06.14.23
Due Date: 11.15.23

Rollout and training on Snap Schedule, KDL's new scheduling platform, is still going smoothly and according to plan. On October 2 and 9, shift swapping functionality and open shift (picked up by the sub pool) functionality were successfully activated, respectively. All related training has now been completed, with a few optional online Q+A meetings available for staff who wish to have their questions or concerns answered directly. Staff feedback on this project has been overwhelmingly positive and some constructive suggestions for improving the product have been communicated with the vendor.

Sort Assistant Software by FE Technologies

🟢 **Project Lead:** Karen Small
Status: On Track

Approval Date: 04.26.23
Due Date: 12.31.23

All branches, including the Service Center, have now had Sort Assistant software installed and workflows have been adjusted accordingly. Installation was relatively smooth across the board, except for the Cascade Branch due to an abundance of metal fixtures underneath their workstation tables. (Metal messes with the software.) By far the biggest challenge of this project was staff adoption, as these processes were a huge process change and represented a massive pivot from how things were previously done. Nevertheless, staff buy-in has been slow but sure. Training on the wand portion of the software has been repeated at all locations with an emphasis on how to scan in returns. Though some issues have now been reported with the wand working, the team is hard at work to ensure that all branches have the tools they need to do the work.

Temi Robot at Grattan

🟢 **Project Lead:** Brian Mortimore
Status: On Track

Approval Date: 09.06.23
Due Date: 01.31.24

The Grattan Temi project was launched upon purchase of the Temi unit. Project partner and local West Michigan company CS Erickson is preparing to begin programming upon delivery, wherein several stakeholders will outline details for functionality and training for live interaction between KDL's Patron Services Department and Express library patrons.

BUILDING PROJECTS

Cascade

⚪ **Project Lead:** Lulu Brown
Status: N/A

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

Great news! The Cascade Township Board officially approved the establishment of Friendship Park (formerly known as the Library Outdoor Project) at their board meeting on September 13. This name honors the Cascade Friends of the Library as one of the first donors to the project and effectively shares the community's intention for the space... (Continued on next page.)

Cascade (cont.)

In October, Cascade Regional Manager Lulu Brown and Native Edge LLC will present bids to the township board for selecting a construction management company for the project. The park is estimated to be complete by mid-June 2024. In the next two months, pavilion design will be finalized. Pictured at right is one example of a possible pavilion option.

As for the interior refresh, a kick-off meeting is scheduled for October 5 with Lulu Brown and KDL Facilities Manager Missy Lancaster present. The township board approved 2AE for the project, a significant decision as C2AE Design Architect Dennis Jensen was the original designer of the Cascade Library when it first opened. His knowledge and expertise, along with his commitment to the vision, will be an invaluable asset in this project's success.

Krause Memorial (Rockford)

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

The Krause Fundraising Cabinet is excited to meet at the Amy Van Andel Library on October 16th. Amy Van Andel will lead the group on a tour of the library with discussion regarding the process and the building itself, with tips and ideas to consider for the Krause Library expansion project.

Tyrone Township

Project Lead: Liz Knapp **Approval Date:** N/A
Status: N/A **Due Date:** N/A

Tyrone 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 library's future site. They are currently working with civil engineers to finalize the scope of work for the first stage of the project.

Walker

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

The Steering committee continues to meet every other week, focusing on reviewing ideas for the location, accessibility and the exterior of the building. The City of Walker is working toward an October 2026 completion date.
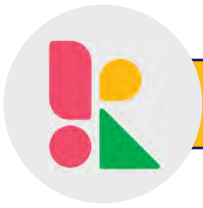
SEPTEMBER 2023 STATISTICAL SUMMARY

Active KDL Patrons:

127,128 | **141,998** | **127,677**

	Sep. 2022 (Last Year)	Aug. 2023 (Last Month)	Sep. 2023 (Current Month)
Active Last 12-36 Months	25,293	33,589	19,217
Active Last 2-12 Months	47,059	47,387	49,646
Active Last Month	54,776	61,022	58,814

- ■ Active Last Month
- ■ Active Last 2-12 Months
- ■ Active Last 12-36 Months
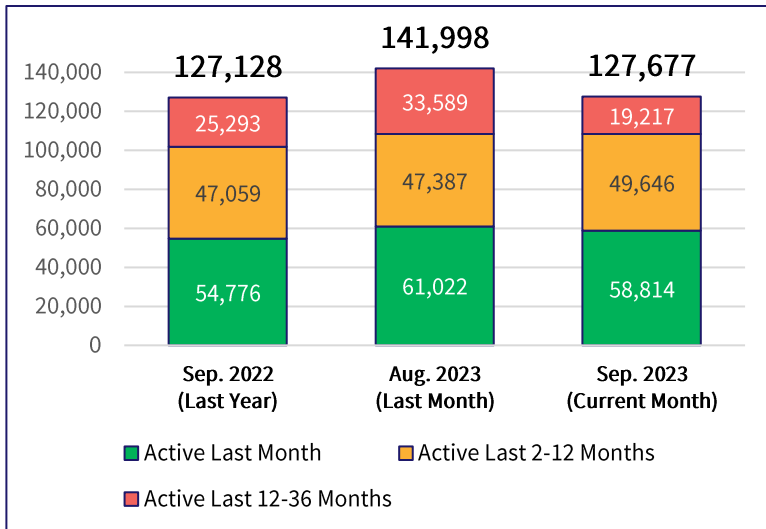
Active KDL Patrons are **down 10%** from last month *(due to the former Library Card Challenge accounts becoming inactive)* and **up 0.4%** from the same month last year.

New KDL Cards Added:

Sep. 2022 (Last Year)	Aug. 2023 (Last Month)	Sep. 2023 (Current Month)
1,859	1,698	1,497
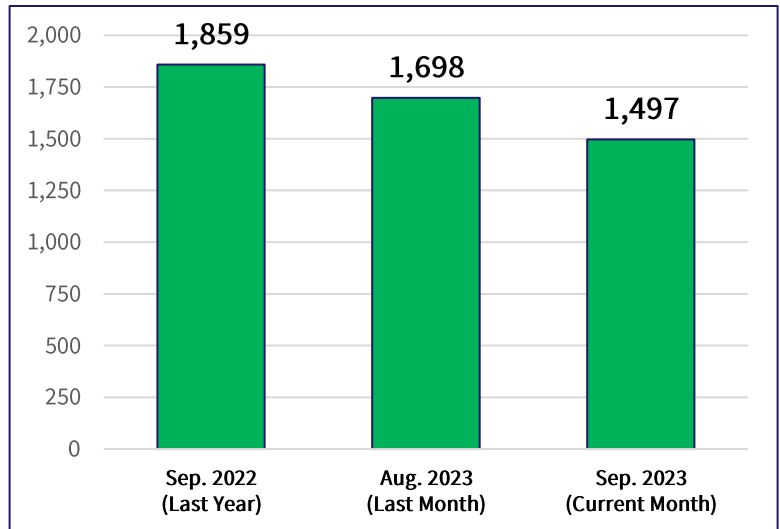
New KDL Cards Added are **down 12%** from last month and **down 19%** from the same month last year.

Total Circulation:

567,383 | **692,546** | **630,109**

	Sep. 2022 (Last Year)	Aug. 2023 (Last Month)	Sep. 2023 (Current Month)
Digital	163,109	211,460	203,518
TBBC	8,042	7,475	7,354
Physical	396,232	473,611	419,237

- ■ Physical
- ■ TBBC
- ■ Digital
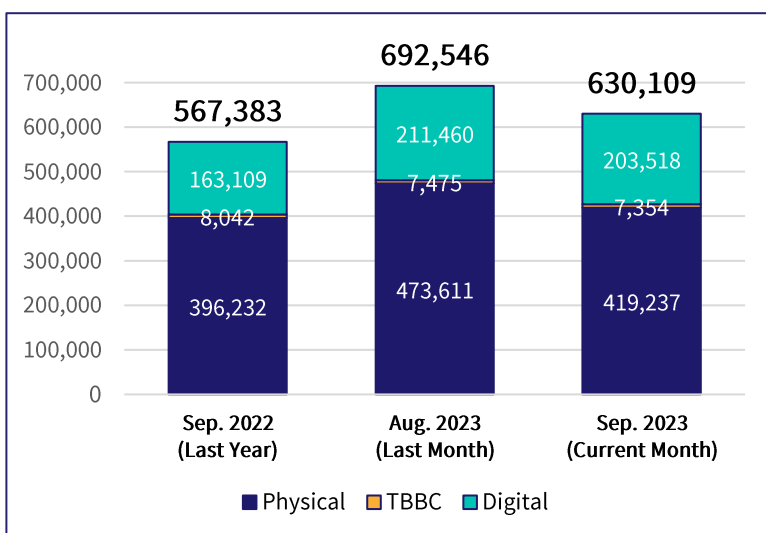
Total Circulation is **down 9%** from last month and **up 11%** from the same month last year.

Visitor Count:

Sep. 2022 (Last Year)	Aug. 2023 (Last Month)	Sep. 2023 (Current Month)
161,825	208,444	179,292
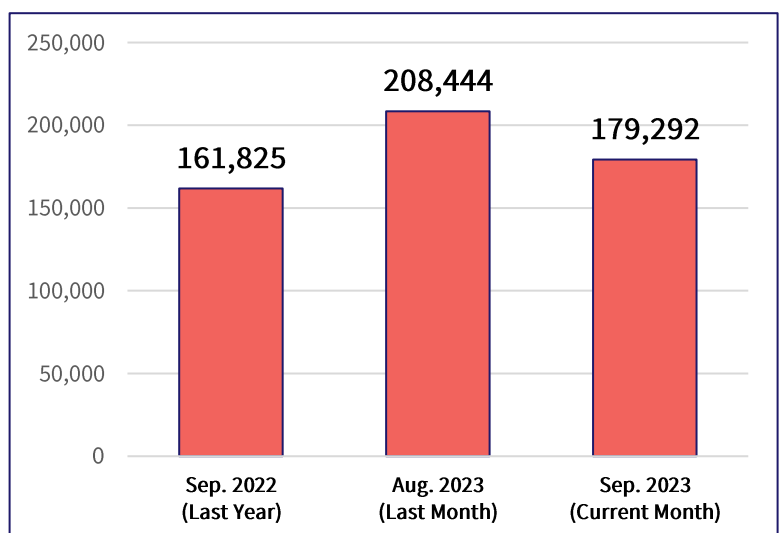
Branch visitors are **down 14%** from last month and **up 11%** from the same month last year.

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SEPTEMBER 2023 STATISTICAL SUMMARY

Physical Items Checked Out:

- Sep. 2022 (Last Year): 218,323
- Aug. 2023 (Last Month): 253,713
- Sep. 2023 (Current Month): 215,394
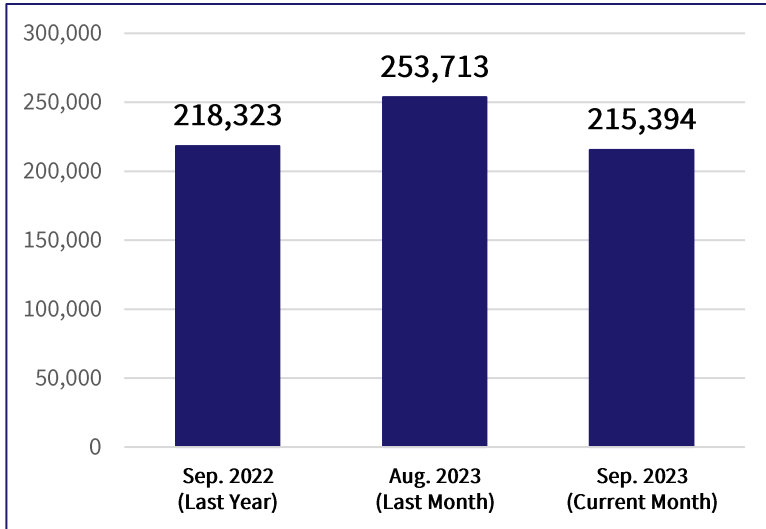
Physical checkouts are **down 15%** from last month and **down 1%** from the same month last year.

Digital Items Checked Out:

- Sep. 2022 (Last Year): 163,109
- Aug. 2023 (Last Month): 211,460
- Sep. 2023 (Current Month): 203,518
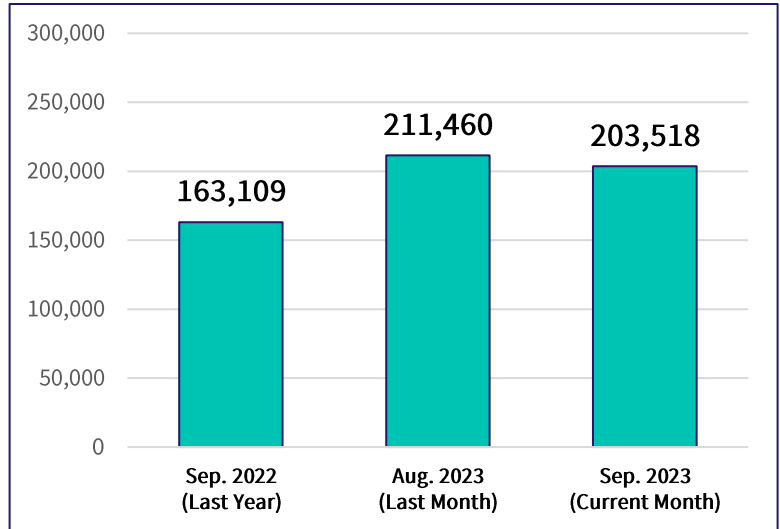
Digital checkouts are **down 4%** from last month and **up 25%** from the same month last year.

Net Promoter Score (NPS):

- Sep. 2022 (Last Year): 87.7
- Aug. 2023 (Last Month): 88.7
- Sep. 2023 (Current Month): 85.1
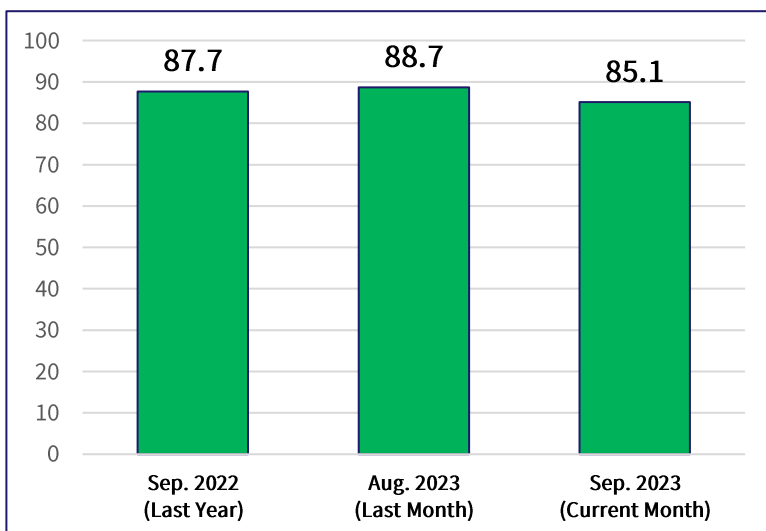
Net Promoter Score is **down 3.6%** from last month and **down 2.6%** from the same month last year.

Programs & Outreach:

	Program Attendance	Outreach Attendance	Total
Sep. 2022 (Last Year)	11,309	8,894	20,203
Aug. 2023 (Last Month)	10,406	7,582	17,988
Sep. 2023 (Current Month)	14,995	7,080	22,075

■ Program Attendance ■ Outreach Attendance
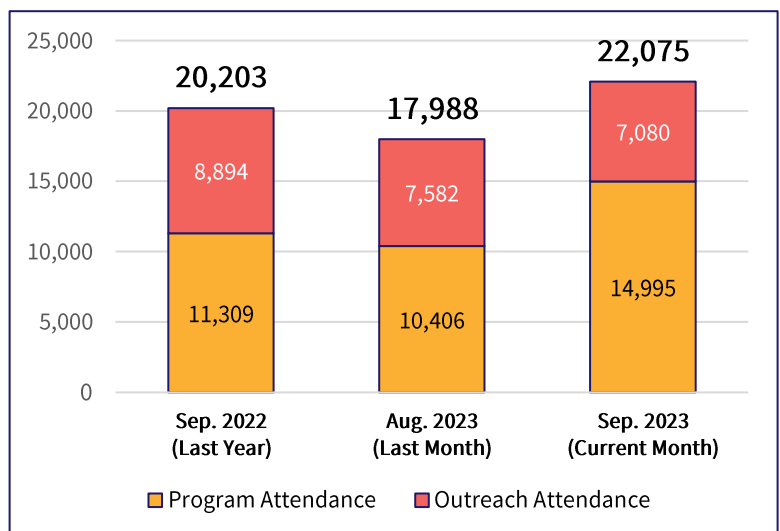
Program & Outreach Attendance is **up 23%** from last month and **up 9%** from the same month last year.

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MOST POPULAR TITLES LAST MONTH

Click on each title for a link to the catalog

All Physical Items (Most Checkouts):

Title	Checkouts
1. KDL WiFi Mobile Hotspot	232
2. *Tom Lake* by Ann Patchett	229
3. *The Five-Star Weekend* by Elin Hilderbrand	141
4. *Happy Place* by Emily Henry	137
5. *Fourth Wing* by Rebecca Yarros	132
6. *Lessons in Chemistry* by Bonnie Garmus	116
7. *Twenty Thousand Fleas Under the Sea* by Dav Pilkey	101
8. *The River We Remember* by William Kent Krueger	100
9. *Demon Copperhead* by Barbara Kingsolver	97
10. *Meet Me at the Lake* by Carley Fortune	94

All Physical Items (Most Holds):

Title	Holds
1. KDL WiFi Mobile Hotspot	320
2. *Tom Lake* by Ann Patchett	246
3. *None of This Is True* by Lisa Jewell	218
4. *Counting the Cost* by Jill Duggar	193
5. *The Covenant of Water* by Abraham Verghese	191
6. *The Housemaid* by Freida McFadden	167
7. *The River We Remember* by William Kent Krueger	144
8. *Fourth Wing* by Rebecca Yarros	124
9. (tie) *Lessons in Chemistry* by Bonnie Garmus	122
(tie) *Things We Left Behind* by Lucy Score	122

OverDrive Items (Most Checkouts):

Title	Checkouts
1. *Fourth Wing* by Rebecca Yarros (audio)	532
2. *A Court of Thorns and Roses* by Sarah J. Maas (audio)	275
3. *The Covenant of Water* by Abraham Verghese (audio)	226
4. *You Shouldn't Have Come Here* by Jeneva Rose (audio)	194
5. *Verity* by Colleen Hoover	186
6. (tie) *A Court of Mist and Fury* by Sarah J. Maas (audio)	173
(tie) *The Coworker* by Freida McFadden (audio)	173
8. *Happy Place* by Emily Henry	171
9. *The Seven Husbands of Evelyn Hugo* by Taylor Jenkins Reid	158
10. *A Court of Wings and Ruin* by Sarah J. Maas (audio)	146

OverDrive Items (Most Holds):

Title	Holds
1. *Happy Place* by Emily Henry	762
2. *Lessons in Chemistry* by Bonnie Garmus	739
3. *Lessons in Chemistry* by Bonnie Garmus (audio)	601
4. *Fourth Wing* by Rebecca Yarros	571
5. *Iron Flame* by Rebecca Yarros (audio)	567
6. *Tom Lake* by Ann Patchett	545
7. *Tom Lake* by Ann Patchett (audio)	526
8. *Happy Place* by Emily Henry (audio)	482
9. *Spare* by Prince Harry (audio)	467
10. *None of This Is True* by Lisa Jewell	374

NEW HIRES	POSITION	EFFECTIVE
Camille Lewis	Assistant Branch Librarian – Gaines Township	October 16
Ezra Awdey	Assistant Branch Librarian – Wyoming	October 16
Emmett Hein	Assistant Branch Librarian – Comstock Park	October 16
Colleen Comstock	Assistant Branch Librarian – Tyrone Township	October 16
Mikki Cronkhite	Assistant Branch Librarian – East Grand Rapids	October 16
Emily LaJoie	Assistant Branch Librarian – Cascade	October 16
Ajang Kudior	Intern – Kelloggsville	October 16
Johana Miranda-Morales	Intern – Kelloggsville	October 9

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Jennifer Poling	Shelver – Cascade	Shelver – Walker	October 16
Mary Pawneshing	Shelver – Cascade	Shelver – Krause Memorial	October 16
Daniel Morris	Shelver – Cascade	Shelver – Gaines Township	October 16

DEPARTURES	POSITION	EFFECTIVE
Joe Kulpa	Assistant Branch Librarian – Gaines Township	November 3
Emma Newman	Shelver – Cascade	November 3
Errin Fornicola	Assistant Branch Librarian – Wyoming	November 12
Ciara Fornicola	Assistant Branch Librarian – East Grand Rapids	November 12

OPEN POSITIONS	TYPE
Assistant Branch Librarian – East Grand Rapids	Part-time

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EMPLOYEE ANNIVERSARIES (NOVEMBER)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Linda Byington	Byron Township	29 years
David Shaw	Plainfield	21 years
Brian Mortimore	Human Resources	20 years
Judy Pawloski	Collection Services	19 years
Shaunna Martz	East Grand Rapids	18 years
Zurina Zainal Ariffin	Cascade	16 years
Jennifer Wheaton	Building Maintenance	15 years
Kaitlin Dekruyter	East Grand Rapids	13 years
Anjie Gleisner	Wyoming/Kelloggsville	13 years
Therese Goff	Collection Services	13 years
Tricia Hetrick	Plainfield	13 years
Amanda Johnston	Information Technology	9 years
Jill Anderson	Wyoming	8 years
Krista Beach	Sub Pool	8 years
Jessica Nelson	Human Resources	8 years
Gwennan Lawcock	Information Technology	7 years
Clare O'Tsuji	Kentwood/Gaines	7 years
Shelby Toren	Caledonia	6 years
Chloe Schmidt	Wyoming	5 years
Katie Blakeslee	Project Management Office	4 years
Dan Nguyen	Kelloggsville	4 years
Barbara Malburg	Sub Pool	3 years
Hannah Moulds	Bookmobile	3 years
Jennifer DeVault	Administration	2 years
Kelsey Little	Plainfield	2 years
Emily Whalen	Finance	2 years
Michael Ensing	Gaines Township	1 year
Cameron Holmes	Kelloggsville	1 year
Jordan Perkins	Krause Memorial	1 year
Elizabeth Rethman	Amy Van Andel / Ada	1 year
Loraine Worden	Amy Van Andel / Ada	1 year

BOARD OF TRUSTEES ATTENDANCE - 2023

	SHIRLEY BRUURSEMA	TRACY CHRENKA	ANDREW ERLEWEIN	PETER DYKHUIS	SHERRI GILREATH WATTS	CARLA MOYER HOTZ	NICOLE LINTEMUTH	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	X	X	X	X	X*	X	X	X
October 12, 2023	X	X	X	X	X	X	X	X
October 26, 2023								
November 16, 2023								
December 21, 2023								

*BOARD PARTICIPATION VIA TELECONFERENCE

TRUSTEE NAME	MEETING DATE	TRUSTEE NAME	MEETING DATE

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SECTION 3: FACILITIES AND OPERATIONS

SECTION 4 PATRON BEHAVIOR

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SECTION 6: PERSONAL

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KDL POLICY 3.4
WEBSITES, SOCIAL MEDIA, PRIVACY AND ONLINE ACCESSIBILITY POLICY

NEW

Kent District Library (KDL) utilizes its websites and social media platforms to connect with its patrons by informing them of Library services and providing a forum for public feedback. All such sites will have prior authorization from KDL's Marketing Communications office to act as official KDL sites and will be branded in accordance with KDL standards.

KDL recognizes and respects differences in opinion. Comments, posts and messages are welcome and will be reviewed. Content deemed inappropriate may be removed. However, KDL is not obligated to take any such actions, and will not be responsible or liable for content posted by users of KDL sites or social media platforms.

Social Media Usage Rules

KDL operates and maintains social media sites as a public service to provide information regarding Library services, programs, materials, events and activities. Although KDL welcomes the comments, posts and messages of other social media users and recognizes and respects differences in opinion, the social media sites are limited public forums and are subject to review by Library staff members. KDL reserves the right to (but is not required to) remove any comment, post or message that it deems in violation of this Policy. The Rules are as follows:

1. **Privacy**: Users should have no expectation of privacy when commenting on KDL posts or tagging KDL. Comments and posts may be read by anyone once posted, regardless of one's friends, followers or subscribers list. KDL advises users against posting their personal information or contact information on social media sites. Comments and posts may also be subject to disclosure under the Freedom of Information Act.
2. **Library's Rights**: KDL reserves the right to reproduce comments and posts tagging KDL in other public venues (ex: testimonials). Reproductions of this nature may be edited for space or content, but the original intent of the comment or post will be maintained.
3. **No Endorsement**: KDL is not responsible for the content of posts made by third parties, including patrons, reviewers, advertisers and others who may post comments. Public posts by third parties do not reflect the positions of the Library, its employees or any individual Board member.
4. **Unauthorized Content**: To ensure a healthy, safe space to discuss Library services, resources and events, content containing any of the following may be removed immediately from any Library social media forum:
    *   Obscene, illegal, sexually harassing, threatening or abusive speech or nudity.
    *   Any post that affects the safety and security of the Library, its property, patrons and staff or creates a hostile work environment.

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- Private or personal information, including phone numbers and addresses, or requests for personal information.
- Any statement by a user under a false name or any falsification of identity.
- Comments, links or information unrelated to the purpose of the limited public forum.
- Spam or other commercial messages.
- Any postings that would violate the Michigan Campaign Finance Act, KDL Privacy Act or other Michigan or federal laws.
- Solicitation of funds.
- Any comment, post or other content that violates any person's intellectual property rights, including but not limited to violations of the Copyright Act.
- Any information deemed harmful to minors in violation of the Michigan Library Privacy Act.
- Any post that violates any Library policy.
- Any images, links or other content that falls into the above categories.
5. **Third Party Usage Rules**: In addition, users are expected to abide by the terms and conditions set by third party social media platforms as well as follow appropriate federal and state laws.

Violations and Appeals of Usage Rules.

KDL reserves the right to ban or block users who have posted in violation of this Policy or to delete posts or comments. To the extent KDL has sufficient contact information, KDL will message users who have been blocked or whose content is deleted to explain the issue and notify the person of the action. Any person who has been blocked or whose post or comment has been deleted has the right to appeal that decision to the KDL Board. The appeal should be sent to KDL Executive Director within 10 business days of the (1) decision to block or ban or (2) deletion of the post or comment, whichever is applicable. The KDL Board shall decide the appeal.

Privacy Information

KDL takes very seriously the issue of patron privacy. We ask all patrons, including minors, using services on the website or on websites affiliated with KDL to limit the amount of personal information they provide. We do not require more personal information than is necessary to participate and providing additional information is optional. We encourage everyone to be mindful of (i) not revealing personal information online and (ii) asking for permission before giving their last name or personal information to any website. The latter is particularly important for parents and caregivers to oversee and inform their children about the importance of privacy.

For details on privacy of user records, refer to KDL Policy 2.4.

Third-Party Services

KDL enters into agreements with third parties to provide online services, digital collections and streaming media content, as well as to improve the website. When using some of these services, you may also connect with social networks and other users of these services.

Third-party services may gather and disclose your information, including:

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1. Personal identifiable information you knowingly provide, including when you register for the site, provide feedback and suggestions, request information or create shared content;
2. Other information that could be used to identify you, such as your IP address, search history, location-based data and device ID;
3. Non-personally identifiable information, such as your ad views, analytics, browser information (type and language), cookie data, date/time of your request, demographic data, hardware/software type, interaction data, serving domains, pageviews and the web page you have visited immediately prior to visiting the site; and
4. Other data that third-party services may collect as described in the vendor's privacy policy and terms of use.

For more information on these services and the specific types of data that may be gathered and disclosed by each service, please refer to the Terms of Use and Privacy Policies for the services you use. You may choose not to use these third-party services if you do not accept their Terms of Use and Privacy Policies; please read them carefully. In cases where patrons leave the Library's website to visit one of its partners' websites, patrons are encouraged to learn about the privacy policies of the websites they visit.

Cookies

A cookie is a small amount of data, which often includes a unique identifier that is sent to your computer, mobile phone or device browser from a website's computer and is stored on your device's hard drive. Each website can send its own cookie to your browser if your browser preferences are set to allow it. Many websites do this whenever a user visits their website to track online traffic flows. Websites also use cookies to customize your user experience to your preferences.

 KDL uses cookies to verify that you are an authorized user in order to allow access to licensed KDL resources, to customize web pages for your use, to help make the website more useful to visitors and to learn about the number of visitors to the website and the types of technology that visitors use.

Some of the applications or external sites that you may be referred to from KDL web pages, devices or equipment also use cookies. For more information on the use of cookies by each service, please refer to the Terms of Use and Privacy Policies for the services you use. You may set the preferences in your web browser to refuse cookies or to tell you when a cookie is being sent. This may result in an inability to access some KDL services from computers outside the Library.

Privacy Statement for kdl.org

Kdl.org is the primary website used for online access to resources and information about services, including programs. Most of the information on kdl.org may be used anonymously. Users with a valid KDL card may log in to access additional information that is specific to their account and use of library services. Specific details on privacy for use of kdl.org may be found at kdl.bibliocommons.com/info/privacy.

Commitment to Online Accessibility for kdl.org

Kdl.org is maintained to comply with Web Content Accessibility Guidelines (WCAG) 2.1 level AA. Specific details may be found at kdl.bibliocommons.com/info/accessibility/.

KDL POLICY 4.3.2 is being removed.

KDL POLICY 4.3.2

Social Networking Policy

Kent District Library (KDL) utilizes its websites and social media platforms to connect with its patrons by informing them of Library services and providing a forum for public feedback. All such sites will have prior authorization from KDL's Marketing Communications office to act as official KDL sites and will be branded in accordance with KDL standards.

KDL recognizes and respects differences in opinion. Comments, posts and messages are welcome and will be reviewed. Content deemed inappropriate may be removed. However, KDL is not obligated to take any such actions, and will not be responsible or liable for content posted by users of our sites or social media platforms.

Social Media Usage Rules.

Rules of Social Media

KDL operates and maintains social media sites as a public service to provide information regarding Library services, programs, materials, events, and activities. Although KDL welcomes the comments, posts, and messages of other social media users that relate to and recognizes and respects differences in opinion, the social media sites are limited public forums and are subject to review by Library staff members. KDL reserves the right to (but is not required to) remove any comment, post, or message that it deems in violation of this Policy. The Rules are as follows:

1. **Privacy**: Users should have no expectation of privacy when commenting on KDL posts or tagging KDL. Comments and posts may be read by anyone once posted, regardless of one's friends, followers, or subscribers list. KDL advises users against posting their personal information or contact information on social media sites. Comments and posts may also be subject to disclosure under the Freedom of Information Act.

2. **Library's Rights**: KDL reserves the right to reproduce comments and posts tagging KDL in other public venues (ex: testimonials). Reproductions of this nature may be edited for space or content, but the original intent of the comment or post will be maintained.

3. **No Endorsement**: KDL is not responsible for the content of posts made by third parties, including patrons, reviewers, advertisers, and others who may post comments. Public posts by third parties do not reflect the positions of the Library, its employees, or any individual Board member.

4.   **Unauthorized Content**: To ensure a healthy, safe space to discuss Library services, resources, and events, content containing any of the following may be removed immediately from any Library social media forum:

• Obscene, illegal, sexually harassing, threatening or abusive speech or nudity in profile pictures.

• Any post that affects the safety and security of the Library, its property, patrons and staff or creates a hostile work environment.

• Private or personal information, including phone numbers and addresses, or requests for personal information.

• Any statement by a user under a false name or any falsification of identity.

• Comments, links, or information unrelated to the purpose of the limited public forum.

• Spam or other commercial messages.

• Any postings that would violate the Michigan Campaign Finance Act, KDL Privacy Act or other Michigan or federal laws.

• Solicitation of funds.

• Any comment, post or other content that violates any person's intellectual property rights, including but not limited to violations of the Copyright Act.

• Any information deemed harmful to minors in violation of the Michigan Library Privacy Act.

• Any post that violates any Library policy.

• Any images, links, or other content that falls into the above categories.

• Any post that requires immediate action because KDL does not monitor its social media 24 hours a day.

• Any document, information, or image that would be considered a Library record that is posted without permission of the patron or person identified in that record. For example, no picture of a Library program shall be posted without permission of every person in that picture.

5.   **Third Party Usage Rules**: In addition, users are expected to abide by the terms and conditions set by third party social media platforms as well as follow appropriate federal and state law.

Violations and Appeals of Usage Rules.

KDL reserves the right to ban or block users who have posted in violation of this Policy or to delete posts or comments. To the extent KDL has sufficient contact information and KDL will message users

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who have been blocked or whose content is deleted to explain the issue and notify the person of the action. Any person who has been blocked or whose post or comment has been deleted has the right to appeal that decision to KDL Board. The appeal should be sent to KDL Director within 10 business days of the (1) decision to block or ban or (2) deletion of the post or comment, whichever is applicable. KDL Board shall decide the appeal.

Guidelines: Inappropriate Content

The following will be considered inappropriate:

1. Obscene content
2. Offensive terms that target specific individuals or groups, including terms whose use would violate KDL's nondiscrimination policies
3. Personal attacks, insults, or threatening language
4. Potentially libelous statements
5. Plagiarized material
6. Private, personal information published without consent
7. Comments totally unrelated to the subject content of the forummatter of the specific institutional post.
8. Photos and hyperlinks to material that are not directly related to the discussion
9. Commercial promotions, spam, political campaigning or lobbying, or proselytizing
10. Fraudulence, including impersonating someone else or misrepresentations
11. Anything that violates laws or KDL policies

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The KDL uses cookies to verify that you are an authorized user in order to allow access to licensed KDL resources, to customize web pages for your use, to help make our site more useful to visitors, and to learn about the number of visitors to our site and the types of technology our visitors use.

Some of the applications or external sites that you may link to from our pages, devices, or equipment also use cookies. For more information on the use of cookies by each service, please refer to the Terms of Use and Privacy Policies for the services you use. You may set the preferences in your web browser to refuse cookies or to tell you when a cookie is being sent. This may result in an inability to access some KDL services from computers outside the Library.

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Inquiries about this Policy

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Please direct inquiries about this policy to KDL's Marketing Communications office at marcom@kdl.org.

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KDL POLICY 6.4.1

PERFORMANCE EVALUATION

LAST REVISED 9.21.23

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 of the employee's work performance and budget availability. Such consideration shall be documented quarterly, as well as throughout the initial employment period. Pay increases will occur during the first pay period in January, and/or, in a manner consistent with the labor agreement.

STRATEGIC PLAN 2021-2023

THIRD QUARTER UPDATE

2023

2021-2023 Strategic Goal:
Align all library services, staffing makeup and partnerships to be reflective and inclusive of the diverse communities we serve.

2023 Initiative #1

Intentionally deepen relationships with Kent County communities, focusing on one community at a time, by asking questions, listening with humility, creating partnerships remaining open to opportunities and providing economic engagement when applicable.

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

2023 Q3 Update

On Track   Paused/Delayed   Canceled   Completed

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 was 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.

On September 26, KDL launched a special programming series titled "Native American Storytelling," aimed at amplifying indigenous voices and inviting all members of the Kent County community to learn and celebrate together. The program features Skyler Wolverton, a citizen of the Pokagon Band of Potawatomi and President of the Native American Student Organization at Western Michigan University, who led a celebration of traditional storytelling, as well as Wandering Nations' Jonathan Rinehardt, who led an introductory drum ceremony. The program will repeat at various KDL branches throughout the month of October.

As part of an internal staff training, KDL also invited Dr. Dee Sherwood of Western Michigan University to present on "Centering Native Knowledge and Cultures" on September 28, which was engaging and impactful for all who participated. Special thanks to Sara Magnuson, Emily Whalen and Elvia Myers for their hard work and organization. A recording of the discussion is available for any staff who were unable to attend.

2021-2023 Strategic Goal:

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

2023 Initiative #2

To be more welcoming to refugees and non-English speaking members of our community and make the library more accessible by providing more translating services, including over the phone interpretation on demand, reassessing in-branch signage and marketing materials and introducing storytimes in other languages, beginning with Spanish and ASL.

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

2023 Q3 Update

On Track   Paused/Delayed   Canceled   Completed

The Language Accessibility project has successfully been introduced to the staff, and the direct language lines are live and ready to go: KDL now offers immediate and 24/7 Over the Phone Interpretation in over 200 languages for anyone who calls the Patron Services Department! 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. KDL is proud to celebrate this important step in making language services more accessible for all residents of Kent County.

ASL and Spanish storytimes have drawn a great amount of interest. The last ASL storytime had 27 and 32 participants. Spanish storytimes draw 5 regular Spanish-learning families each time. KDL will look into doing more Spanish language promotion to native Spanish speakers.

Lastly, in branch signage has yet to be evaluated and will be the last step for this strategic initiative.

2021-2023 Strategic Goal:
Increase the value delivered to the community by focusing on demonstrated needs.

2023 Initiative #3

Hold a new cardholder drive to engage people who may have antiquated views of the library. Educate them about the fantastic services that KDL offers. User market data to identify areas in the county where there is opportunity for new cardholder growth while meeting people where they are.

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
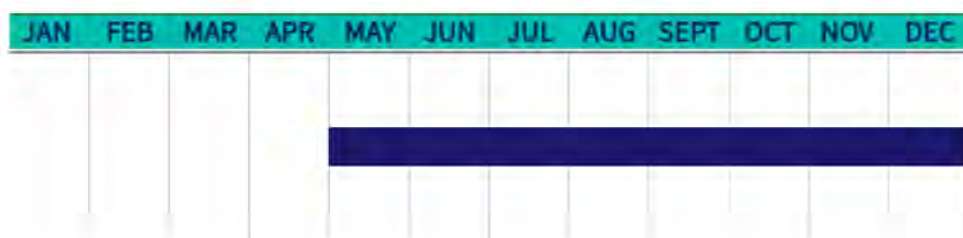
2023 Q3 Update

On Track   Paused/Delayed   Canceled   Completed

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).

In September 2023, KDL signed up 1,497 new cardholders. This number is down 19% from 2022 at this same time and down 57% from what would be required to reach this year's audacious goal (set at 5K over last year). That isn't to say that 1,497 new cardholders aren't something to celebrate. In fact, there were a number of branches who exceeded their 2022 numbers. Wyoming (16%+), Byron Township (1%+), Englehardt (15%+), Krause Memorial (24%+), Alpine (56%+), Nelson Township (53%+) all saw incredible increases in numbers, and Tyrone Township blew it out of the water with a 100% increase in cardholders from what they signed up in 2022.

In October, this project will add a new incentive for patrons via the Refer-a-Friend contest. Branches have been handing out flyers inviting current patrons to talk to their neighbors, family and friends about getting a library card. Folks that sign up for a card with the completed form are entered into a raffle for free movie passes.

2021-2023 Strategic Goal:
Increase the value delivered to the community by focusing on demonstrated needs.

2023 Initiative #4

In an effort to support the educational and social/emotional needs of children who have spent and continue to spend their formative years during a global pandemic, KDL will enhance and heavily promote its early literacy offerings to children ages 0 to 5. This will include refreshing One Thousand Books Before Kindergarten (1KB4K), piloting pre-school booster packs and introducing a Picture Books CORE collection, as well as partnering with local daycares and pre-schools to promote the aforementioned offerings, WonderKnook playspaces, Early Lit Bit Newsletter and storytimes.

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
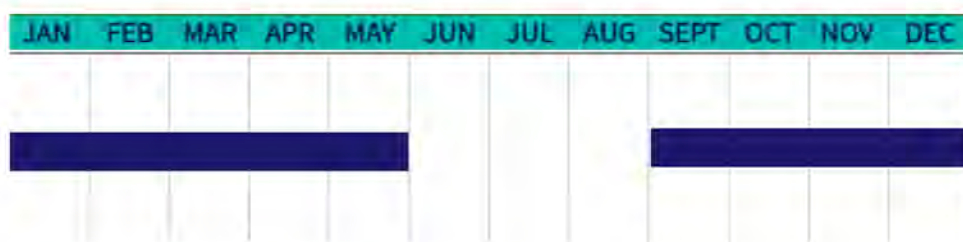
2023 Q3 Update

On Track   Paused/Delayed   Canceled   Completed

The 1KB4K project team experienced a few roadblocks earlier this month with when delivery of the wire bound 1KB4k tracking and activity booklets were delayed on the vendor's end. Regardless, branches still got to work transitioning patrons over to the new 1KB4K program on Beanstack. Brad Baker, Dan Palasek and Katie Zuidema in Marketing + Communications have been instrumental in making sure all branches were stocked up with physical materials, including an in-house printed booklet that patrons can exchange for the official wire bound booklet once delivered. Webmaster Remington Steed also implemented a new design for the 1KB4K website at kdl.org/1kb4k, which features a fun promotional video from Sara Proano and Kevin Kammeraad. Despite the delays, the team has worked hard to otherwise stay on track with this project's stated timeline and deliverables.

The Preschool Booster Packs team just had its first meeting and the team is eager to jump head first into the project. Preschool packs will expand the existing collection of reading booster packs already available to school aged children and will include books, games and activities that caregivers can do at home with their young ones to encourage early literacy skills. The preschool packs in particular will focus on teaching letters, numbers, colors, shapes, sizes, opposites, patterns and sequencing.

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2021-2023 Strategic Goal:
Evaluate and streamline operational, environmental and fundraising processes to ensure a sustainable library.

2023 Initiative #5

Conduct an audit of KDL's magazine, music compact disc and audiobook collections. Assess circulation at each branch and compare designated shelf space and budget. Make reductions to these spaces where circulation, availability and interest do not justify their spatial and budgetary impact. Create training and promote patron adaptation of the digital versions for these dying media formats so that budget dollars and space can be dedicated to items with a higher return on investment.

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
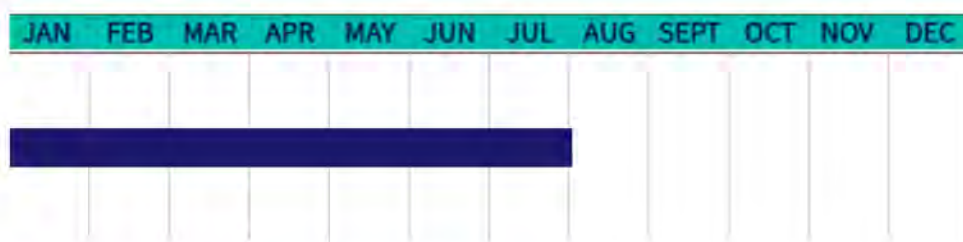
2023 Q3 Update

On Track   Paused/Delayed   Canceled   Completed

The physical collection audit team has completed the budget reduction recommendation portion of the project. All three collections (magazine, CDs, ad physical audiobooks) 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.

With this out of the way, the project team will now focus on crafting an internal Communication Bulletin detailing the changes, as well as exploring sustainable options for dealing with weeded material, making collection recommendations based on unique spatial needs at individual branches, and creating training materials for the new year.

Sustainability

2021-2023 Strategic Goal:
Evaluate and streamline operational, environmental and fundraising processes to ensure a sustainable library.

2023 Initiative #6

Redesign a SharePoint communication homepage to better promote internal communication as well as showcase relevant weekly news, trainings, communications and weekly service fundamentals. Reduce staff time spent on various platforms obtaining relevant information so that they can spend more time engaging and serving patrons.

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
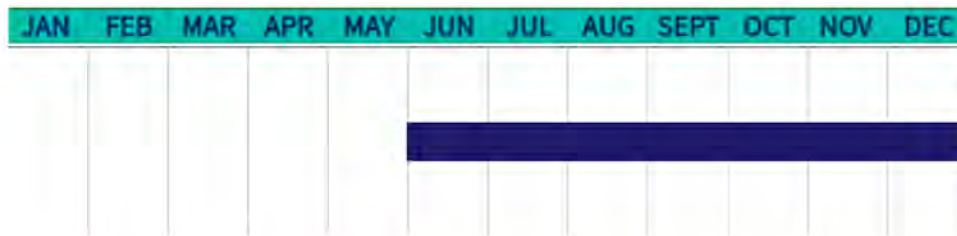
2023 Q3 Update

On Track   Paused/Delayed   Canceled   Completed

The PolicyTech to SharePoint Conversion project proved to be a smashing success, with staff and administration rejoicing in equal parts with the sunsetting of PolicyTech software. As of this report, all policies, communications and documents originally stored on PolicyTech have been transferred over to SharePoint and the new KDL InfoHub, a communication-style landing page, is up and running and better than ever. Staff report quicker searching and loading times for all documents and the organization will save an average of $8.7K annually. Special thanks to the project team for all of their hard work.

Sustainability

KPI VARIANCE REPORT: BOARD

3rd Quarter 2023 (July - September)

STATUS	KPI	TARGET	ACTUAL	VARIANCE	
🟢	Total Circulation	**1,288,812** total checkouts (756,999 physical + 531,813 digital)	**1,355,815** total checkouts (733,397 physical + 622,418 digital)	5%	**PATRON / OPERATIONAL**
🟡	Visitor Count	608,517	603,301	-1%	
🟢	Net Promoter Score	85+	87.1	2.1%	
🟢	Programming Attendance *(In-branch, in-person total)*	38,876	54,795	41%	
🟢	Outreach Attendance *(In-person total)*	14,882	18,064	21%	
🟡	Engaged Cardholders	112,408	108,460	-4%	
🟢	Tech Effectiveness *(Combination of new patron tickets and percentage of resolved patron tickets)*	16+ points	18 points (37 avg. new monthly tickets + 94% resolved tickets)	+2 points	**INNOVATION**
🟢	Projects on Time	> 80%	100%	20%	

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🟢	**Employee Turnover** *(Projected annual total, updated quarterly)*	< 15%	12.72%	**-2.28%**	CULTURE
🟢	**Employee Engagement** *(updated annually)*	34% (Gallup National Average)	68%	**34%**	

🟢	**Donations** *(updated quarterly)*	$100,000	$325,415	**225%**	FINANCIAL
🔴	**Budget Expenditures** *(Percentage through the year vs. budget spent)*	75%	68%	**7%**	

🟢	**Early Literacy Program Participation** *(In-branch, in-person total)*	16,938	20,608	**22%**	STRATEGIC
🔴	**New Cardholder Signups**	7,331 (original) 8,552 (recalculated "catch-up" target)	4,993	**-32%** **-42%**	

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Kent District Library Improves Hiring Outcomes, Staff Diversity with Evidence-Based Selection

by Brian L. Mortimore
Oct 11, 2023 | Filed in News

Talented staff who are capable of understanding, embracing, and exercising their inherent and learned talents are fundamental to every organization's ability to fulfill its mission. Historically, employers hired people they knew. Simply knowing someone would often be enough to affirm their "qualification" for a job. Such actions contributed to generations of implicit bias–based decision-making. In time, communities grew such that everyone didn't know everybody, and a more formal meeting would occur between an applicant and their prospective employer. These meetings, or "interviews," provided for better-informed decisions to support their organization's mission. Still, implicit bias continued to impact the hiring process.

West Michigan organizations such as St. Mary's, Gordon Foods, the City of Grand Rapids, Grand Rapids Community College, and dozens more shared a goal of strengthening hiring and related outcomes through adopting the science of evidence-based selection (EBS). EBS is the process by which valid tests and assessments are utilized to determine if a candidate is a match for a particular job based upon the knowledge, skills, abilities, and personality requirements that have been identified as critical to its success. Through the evidence of test results, for tests that measure specific competencies required of a job, a hiring supervisor can make a better informed decision on an individual's likelihood of being successful in a given position. All of these companies and institutions, including Kent District Library (KDL)–HR, were trained in evidence-based-selection through West Michigan's HireReach initiative (see hirereach.org).

In support of this initiative, KDL-HR has done the following:

- Mapped all position competencies to the U.S. Department of Labor O*NET (Occupational Information Network) databases to ensure the skills we seek are accurately and consistently defined.
- Coordinated sessions in which KDL staff—serving as subject matter experts—collaborated with consultants to review position competencies. Doing so ensured the accuracy of skill sets deemed critical for selection, further validating the testing criteria to be used.

- Identified and began utilizing several assessment tools. Job candidates with the highest scores across all assessments are presented to the hiring supervisor in consideration to be selected for interview. The hiring supervisor selects their top three candidates for interview.

Although testing procedures have added considerably to the staffing workload in the HR department, hiring supervisors have repeatedly commented on the strength of presenting candidates and the fact that they feel confident in selecting any of those presented for interview, recognizing they've been properly vetted, and they've demonstrated in their interviews that they are all highly competent. This saves time during the interview process.

In the past, and as with many institutions, familiarity with a candidate could play a serious role in determining who was endorsed to be interviewed and considered for the job. Adding more science to the art of hiring as we have done has eliminated much of that bias and in turn promotes equity in our staffing process with the outcome of an even more competent workforce now and in the years ahead. Put simply: Competition for jobs is less about "who you know" and more about "what you know and are capable of doing."

Implicit bias is often cited as a hinderance to hiring a more diverse workforce as well. Prior to using EBS, KDL's workforce had few persons of color—approximately two percent—and that percentage has now grown to approximately 10 percent today, with 17 percent of professional hires under EBS processes (i.e., managers, librarians) representing persons of color. Workforce representation is trending in the right direction.

Testing and Predictive Validity: Test assessments help predict future job performance, fit (or lack of future trouble on the job), ability to work with the team, and likelihood of retention on the job. Testing provides a field of viable candidates who have strong predictive validity to perform well in the future while eliminating implicit bias, providing managers and staff with confidence in the ability of those who are being considered.

Legal Defensibility: Under the Civil Rights Act of 1964 and decisions of the Equal Employment Opportunity Commission (EEOC), employers have a legal responsibility to establish that their employment selection procedures are job-related and consistent with business necessity. The O*NET Job Analysis process, coupled with testing to ensure relevant candidate competencies as predictors of future success, are designed to comply with standards established by the EEOC for legal defensibility of the selection process.

STEP-BY-STEP HIRING PROCESS

The following process is designed to efficiently and effectively maintain staffing at the library with those who are best qualified from each candidate pool.

Step 1: Vacancy occurs due to turnover or newly budgeted positions.

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Step 2: The designated hiring supervisor completes a position requisition and the position is posted.

Step 3: Posting takes place internally and externally.

Step 4: Applications are received in the Applicant Tracking System (ATS). The designated HR team member reviews applications, cover letters, and résumés to first identify those who are qualified versus those who are not.

Step 5: Applicants competing for the position are compared against each other by the designated HR team member to further identify those who meet basic qualifications versus those who are best qualified to be successful on the job, given their work history and career progression. A combination of two to three assessments (depending upon the position) are then applied for those recognized as best qualified.

The first assessment measures foundational skills. Visual acuity, numerical reasoning, and vocabulary skills are measured as a means of quickly determining an applicant's foundational skill level. Research shows that those with strong foundational skills perform at higher levels and greater likelihood of success on the job.

The second assessment determines one's job readiness, learning ability, and attention to detail through a series of short questions and exercises.

The third assessment is titled "Bookmark." This is KDL's proprietary public library employment assessment tool, which measures an applicant's aptitude and predictive success in working in a public library. See BookmarkHR.com to learn more.

The fourth assessment measures aptitude and specifically identifies those traits that research has found to be most relevant for the specific position for which they have applied across several general categories.

The fifth assessment measures the candidate's personality profile and identifies those characteristics that are most prevalent.

Test scores are compiled, resulting in a compensatory scoring report that recognizes those candidates with the strongest scores as eligible for further consideration. The list of eligible candidates may be as few as two, but typically will be between five and 10 in number to create greater choice for the hiring supervisor. This eligibility list is then forwarded to the hiring supervisor.

Step 6: The hiring supervisor reviews the eligibility list and selects who they wish to interview.

Step 7: Prior to the interview, HR obtains reference feedback using the Applicant Tracking System for those selected for interview. Information is shared with the hiring supervisor to glean further insight into the applicant's candidacy.

Step 8: Structured interviews are conducted by HR, along with the hiring supervisor.

Step 9: The hiring supervisor and/or their direct supervisor will make the decision who to hire, no later than two business days following the last interview.

Step 10: Human Resources will convey regrets to those who were not selected, while the hiring supervisor will generally make the job offer. To ensure internal equity, hiring supervisors are not permitted to negotiate wages of salaried employees.

Step 11: Employment paperwork is signed and onboarding begins.

With an ever-increasing desire to promote equity within an organization, library leaders need to ask, "What exactly are we doing to promote equity with our staffing process?" Although a fully integrated system of evidence-based selection might seem daunting or overwhelming to implement, it's easy to start with a couple of simple assessments that are valid for some key library positions. Doing so will not only strengthen the legal defensibility of a library's hiring process, but it will send the proper message that statements of equity are more than statements —they are actions that achieve real results.

Brian Mortimore is the Director of Human Resource and Organizational Development for Kent District Library, Grand Rapids, MI. An HR professional with over 25 years' experience, he enjoys sharing "what's really working" with others in the library industry and beyond. He can be reached at bmortimore@kdl.org, where he and his team can share information to help you get started with evidence-based selection.

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Michigan Library Appreciation Month October 2023

Proclamation

Whereas, the Michigan Library Association (MLA) annually designates the month of October as a statewide observance to celebrate the contributions of Michigan's public, school, academic, tribal, cooperative and special libraries;

WHEREAS, Michigan's libraries are essential institutions that serve as cornerstones of knowledge, learning, and community engagement; and

WHEREAS, libraries play a vital role in fostering education, lifelong learning, and literacy for people of all ages, backgrounds, and abilities; and

WHEREAS, libraries provide a welcoming and inclusive environment that encourages exploration, discovery, and personal growth; and

WHEREAS, libraries offering access to a diverse array of resources including books, digital media, educational programs, and technology; and

WHEREAS, libraries play a significant role in promoting the right to read and the right to access information, enabling individuals to make informed decisions and engage in open discourse; and

WHEREAS, libraries provide essential services to underserved communities, bridging the digital divide and offering critical support for job seekers, students, and individuals seeking to improve their lives; and

Whereas, hundreds of libraries and millions of library supporters across Michigan are celebrating Michigan Library Appreciation Month this October;

Now, therefore, I, Gretchen Whitmer, Governor of Michigan, do hereby proclaim October 2023 as Michigan Library Appreciation Month. During this time, I encourage all residents, community organizations, and public officials to join in celebrating the libraries in our state, their dedicated staff, and the countless ways in which libraries enrich our lives and contribute to the betterment of society.