

# BOARD OF TRUSTEES PACKET

Kent  
District  
Library



**FEBRUARY 2024**



## DRAFT



# BOARD OF TRUSTEES

## Meeting Agenda

### LOCATION

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

### DATE & TIME

Thursday, February 15, 2024, at 4:30 PM.

#### 1. CALL TO ORDER

#### 2. PLEDGE OF ALLEGIANCE

#### 3. CONSENT AGENDA\*

- A. Approval of Agenda
- B. Approval of Minutes: January 18, 2024
- C. Lakeland Library Cooperative Report: January 11, 2024
- D. Request: Kentwood (Richard L. Root) and Gaines Township change date of All Staff In-Service 2024.

#### 4. FINANCE REPORTS – January 2024\*

#### 5. DIRECTOR’S REPORT – January 2024

#### 6. OLD BUSINESS

- A. Policy Manual Review: Section 1.3 Intellectual Freedom\* *Second Reading*

#### 7. NEW BUSINESS

- A. Memo: Community Report
- B. Resolution: Beneficiary Distribution Request\* *First Reading*
- C. Q4 Strategic Plan Report

#### 8. LIAISON REPRESENTATIVE COMMENTS

#### 9. PUBLIC COMMENTS\*\*

#### 10. MEETING DATES

Next Regular Meeting: Thursday, March 21, 2024 – KDL Krause (Rockford) Branch, 4:30 PM

#### 11. ADJOURNMENT\*

\* *Requires Action*

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

## DRAFT



# BOARD OF TRUSTEES

## Meeting Minutes

### LOCATION

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

### DATE + TIME

Thursday, January 18, 2024, at 4:30 PM.

**BOARD PRESENT:** Tracy Chrenka, Peter Dykhuis, Andrew Erlewein, Sheri Gilreath-Watts, Nicole Lintemuth, Carla Moyer Hotz, Christina Tazelaar and Penny Weller.

**BOARD ABSENT:** None.

**STAFF PRESENT:** Jennifer DeVault, Sheri Glon, Randy Goble, Kim Lindsay, Brian Mortimore, Elvia Myers, Kurt Stevens, Hennie Vaandrager, Ashten VanderPloeg and Lance Werner.

**GUESTS PRESENT:** None.

#### 1. CALL TO ORDER

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

#### 2. PLEDGE OF ALLEGIANCE

#### 3. INTRODUCTION OF NEW KDL BOARD MEMBER

Chair Erlewein extended a warm welcome to Christina Tazelaar, the newest Board Member representing Region 6, encompassing the City of Kentwood, Caledonia and Gaines Townships. Mrs. Tazelaar provided a brief introduction and expressed her enthusiasm about serving on the KDL Board of Trustees.

#### 4. OATH OF OFFICE + KDL Bylaws

The Executive Director administered the Oath of Office to the Board Chair, who subsequently administered the oath to each member of the Board. Following this, they were requested to sign the Oath of Office document for filing.

The Board Chair reviewed the additions made to the KDL Bylaws by the Board of Trustees last month.

**Motion:** Mr. Dykhuis moved to approve the KDL Bylaws as presented.

**Support:** Supported by Ms. Weller.

**RESULT:** Motion carried.

## DRAFT

### 5. CONSENT AGENDA\*

- A. Approval of Agenda
- B. Approval of Minutes: December 21, 2023, Open & Closed Sessions.
- C. Lakeland Library Cooperative Board Minutes: November 9, 2023.
- D. Request: Cascade Township Branch request to remain open until 8:30 PM to accommodate Retro Arcade Program on Friday, January 26, 2024.

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

**Support: Supported by Ms. Weller.**

**RESULT: Motion carried.**

### 6. FINANCE REPORTS - December 2023\*

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

- Cash and investments as of December 31<sup>st</sup> were just over \$12.4M as opposed to \$13.5M at the end of 2022. Property tax collections for the fiscal year 2024 budget have begun to arrive and replenish the operating cash accounts.
- Revenues through December amounted to \$30.6M (101% of the budgeted amount) as compared to \$28.2M for 2022. Property taxes and investment earnings less a reduced amount of ERate revenue make up the increase year over year.
- Expenditures through December amounted to \$31.4M (97% of our budgeted amount) as compared to \$28.8M for 2022. Increased employee benefit costs (pension contribution and health insurance) are the areas that showed the biggest increase from 2022. Final year-end expenditure accruals will continue to be recorded as final invoices received in 2024 for goods and services received in 2023 as 2023 is closed out in anticipation of the annual audit.
- The largest checks for December 2023 were:
  - Lake Michigan Credit Union for \$364K for the 2024 employee HSA deposits
  - Priority Health for \$152,250.57 for employee health and dental benefits
  - IP Consulting for \$79,209.50 for December Colocation & final close out of curbside texting project
  - Ingram Library Services for \$75,507.16 for collection materials

**Motion: Mr. Dykhuis moved to receive and file the December 2023 finance reports as presented.**

**Support: Supported by Ms. Weller.**

**RESULT: Motion carried.**

## DRAFT

### 7. DIRECTOR'S REPORT – December 2023

Executive Director Werner shared that 2023 was a pivotal year for extraordinary services at KDL. In 2024, KDL will practice more authentic relationships with the municipalities and communities that KDL serves.

Director of IT Kurt Stevens briefed the Board on the recently installed AV system in the Bruursema Conference Room, outlining the technological capabilities available for board meetings. Additionally, the Board was invited to deliberate on a later meeting date on whether they wished to proceed with devices for each board member.

Director of Operations Jennifer DeVault presented Regional Manager I-in-Training Ashten VanderPloeg. Ms. VanderPloeg introduced herself to the Board and gave a summary of her tenure at KDL.

The Board posed inquiries to the staff, and the staff provided responses.

### 8. NEW BUSINESS

#### A. Conflict of Interest Statements and Board Code of Ethics

The Board received Conflict-of-Interest Statements and Board Code of Ethics forms for 2024. They were asked to review the documents and give signed copies to Executive Assistant Elvia Myers for filing.

#### B. 2024 Credit Card Agreement

The Board received Credit Card Agreement forms for 2024 and were asked to review the documents and give signed copies to Executive Assistant Elvia Myers for filing.

#### C. Policy Manual Review: Section 1.3 Intellectual Freedom\*

Trustee Dykhuis asked for the Policy Manual Review: Section 1.3 Intellectual Freedom to be moved to February for the Board of Trustees to have a more thorough review.

#### D. 4th Quarter + Annual KPI Review

Data Coordinator Sheri Glon gave a 4<sup>th</sup> Quarter + Annual KPI Review Update  
The Board posed inquiries to the staff, and the staff provided responses.

#### E. Executive Director's Evaluation\*

Chair Erlewein reported on his meeting with the Executive Director to discuss the Executive Director Evaluation 2023 and the 2024 Compensation Package.

**Motion:** Mr. Dykhuis moved to receive and file the Executive Director Evaluation 2023 and the 2024 Compensation Packet as discussed.

**Support:** Supported by Ms. Weller.

**RESULT:** Motion carried.

## DRAFT

### 9. LIAISON REPRESENTATIVE COMMENTS – None

### 10. PUBLIC COMMENTS\*\* – None

### 11. MEETING DATES

*Regular Meeting: Thursday, February 15, 2024 – Kent District Library Service and Meeting Center, 4:30 PM.*

### 12. ADJOURNMENT

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

**Support:** Supported by Ms. Lintemuth.

**RESULT:** Motion carried.

A handwritten signature in black ink, appearing to read "Sarah M. Weller", with a long horizontal line extending to the right.

**ADMINISTRATIVE APPROVAL FOR DISTRIBUTION**

**LAKELAND LIBRARY COOPERATIVE  
BOARD MINUTES – Unofficial  
Thursday, January 11 at 9:30 a.m.  
Kent District Library Service Center**

Present: Diane Kooiker (HO), Ron Suszek (MADL), Joe Zappacosta (SM), Lance Werner (KDL), Carol Dawe (LLC), Maggie McKeithan (OS), Rob Bristow (OG), Kerry Fountain (IS/IV), John McNaughton (GRPL)

Lakeland Staff Present: Amber McLain, Ann Langlois

Absent: Dale Parus (IC)

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:30 by Lance Werner.
- 2) **APPROVAL OF AGENDA:** Maggie McKeithan moved, supported by Rob Bristow, 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:** Maggie McKeithan moved, supported by Rob Bristow, to approve the board minutes from November 9, 2023 - *carried*.
- 6) **FINANCIAL REPORT:**
  - a) November & December Financials and Check Register: Ron Suszek moved, supported by Maggie McKeithan to approve the November & December Financials as presented - *motion carried*.
- 7) **PRESIDENT'S REPORT**
  - a) Lance spoke about the evaluation process for Carol as the Cooperative director.
  - b) Lance also spoke about the sub-committees of the board and their appointees.
  - c) Lance informed the board that the Kent County Commission did not re-appoint Shirley Bruursema, therefore she is no longer an ex-officio member of this board.
- 8) **DIRECTOR'S REPORT**
  - a) Carol spoke about the need for more consistent communication, and encouraged everyone to read the minutes and reports that LLC puts out.
  - b) Carol also encouraged everyone to take part in the advocacy day coming up.
  - c) Carol also highlighted an event that TLN is hosting on race and encouraged attendance.
- 9) **COUNCIL/COMMITTEE REPORTS**
  - a) None
- 10) **PUBLIC COMMENTS:**
  - a)
- 11) **BOARD MEMBER COMMENTS:**
  - a) Diane Kooiker – Herrick is finishing up the first phase of their renovation and hoping to be done within a month. Completed renovations projected by September.
  - b) Ron Suszek – None
  - c) Joe Zappacosta – Currently conducting a needs assessment and then will set goals, focusing on the annex building that Hackley owns.
  - d) Maggie McKeithan – Maggie shared news on Spring Lake's renovations and also shared a book called *I Didn't Think of It That Way* by Monica Guzman.
  - e) Rob Bristow – None
  - f) Kerry Fountain – Kerry shared that IS/IV is also deep in renovations.
  - g) John McNaughton – None, but happy to see everyone in person
  - h) Lance Werner – KDL is calling 2024 the year of gratitude and is focusing on the loneliness epidemic. KDL is also focusing on esports.
- 12) **NEXT MEETING:** Thursday, February 8, at 9:30 a.m. at Kent District Library Service Center.

**13) ADJOURNMENT:** John McNaughton moved, supported by Rob Bristow, to adjourn at 9:52 - *motion carried.*

Respectfully submitted by,  
Amber McLain



February 5, 2024

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

Dear KDL Board Members,

The Kentwood (Richard L. Root) and Gaines Township branches have typically held their regional all staff in-service day on Veterans Day (November 11<sup>th</sup>) and have remained open on election day. With both branches being polling locations and in efforts to minimize traffic and congestion at both branches the Kentwood (Richard L. Root) and Gaines Township branches are requesting to change the date they are closed to the public for the region's all staff in-service day from Monday, November 11<sup>th</sup>, 2024 to Tuesday, November 5<sup>th</sup>, 2024. Staff would gather at the Kentwood (Richard L. Root) branch as usual, mainly utilizing the staff parking area and leaving the main parking lot open for voters.

Thank you for your consideration.

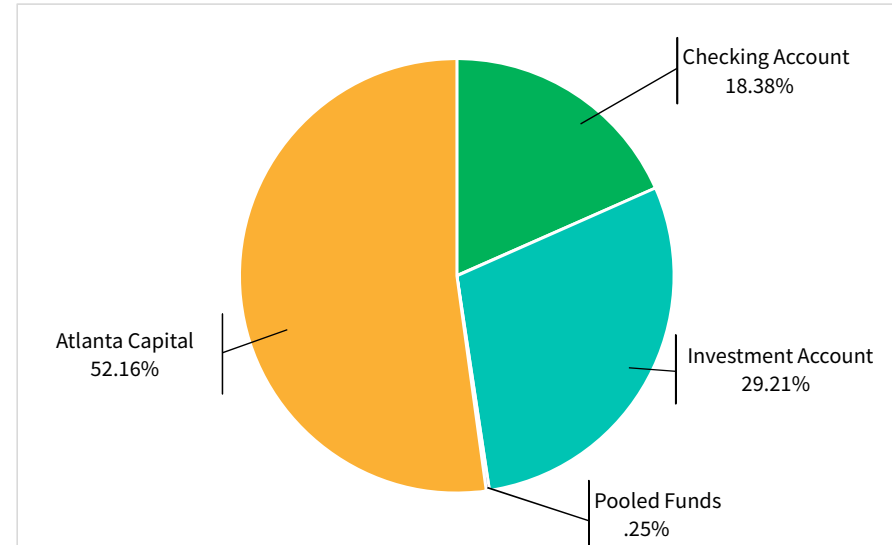
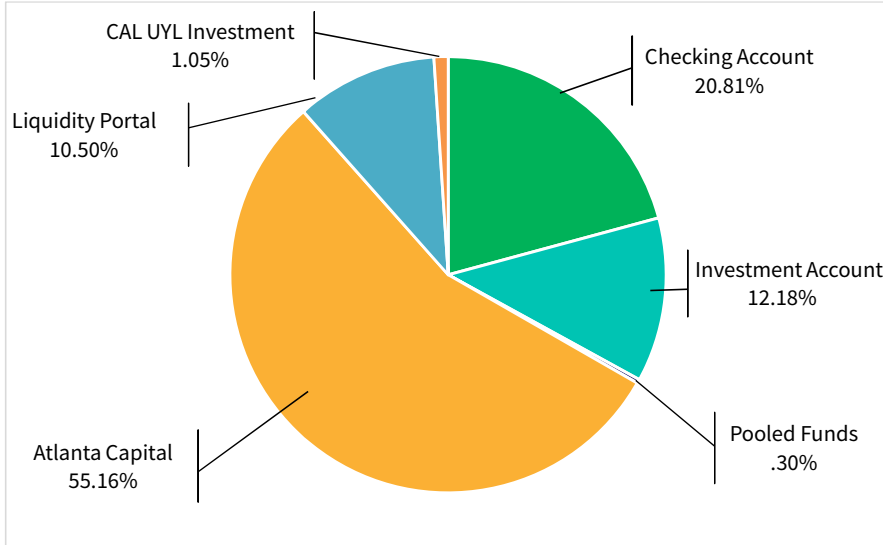
Sincerely,

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

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



## Monthly Cash Position Per Bank Month ended January 31



2024		
Account	Rate	Amount
Huntington Checking Account	0.500%	\$4,048,695.54
Huntington Investment Account	3.289%	\$2,369,846.89
*Kent County Pooled Funds	3.774%	\$58,059.70
Atlanta Capital Investments		\$10,732,394.00
Huntington Liquidity Portal		\$2,043,229.62
Caledonia UYL Investment		\$203,684.11
		<u>\$19,252,225.75</u>

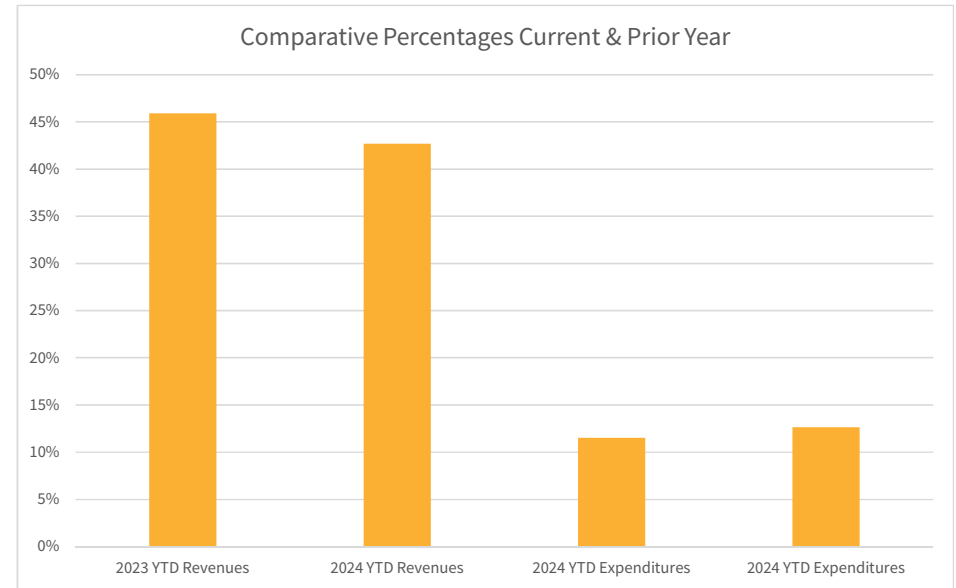
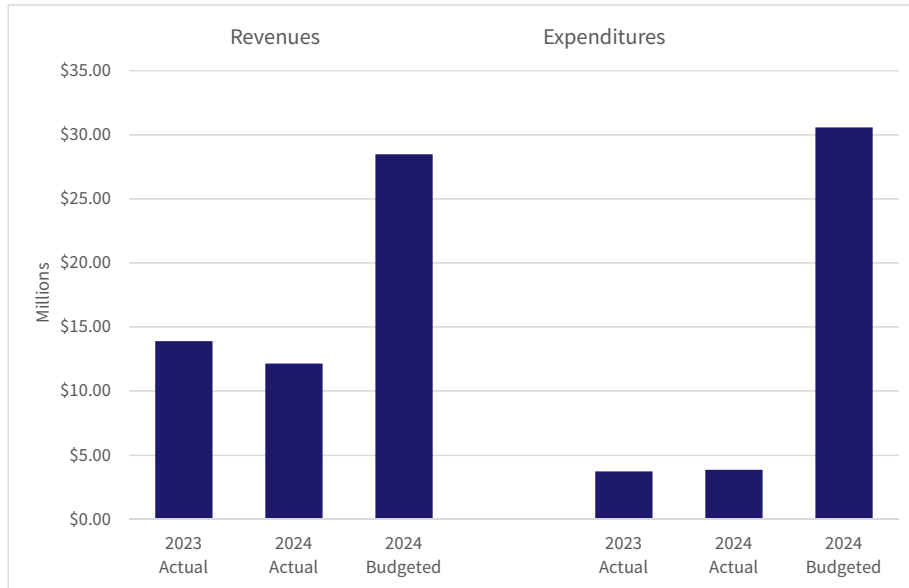
2023		
Account	Rate	Amount
Huntington Checking Account	0.100%	\$4,095,786.88
Huntington Investment Account	1.004%	\$6,511,928.56
*Kent County Pooled Funds	1.832%	\$56,367.01
Atlanta Capital Investments		<u>\$11,629,370.00</u>
		<u>\$22,293,452.45</u>

\* Includes Trust Pooled fund balances

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



## Monthly Revenues and Expenditures Month ended January 31



Budget to Actual with Prior Year Comparison		
<b>Revenues</b>		
2023 Actual	\$	13,908,037
2024 Actual	\$	12,164,716
2024 Budgeted	\$	28,484,689
<b>Expenditures</b>		
2023 Actual	\$	3,742,833
2024 Actual	\$	3,875,446
2024 Budgeted	\$	30,595,677

Comparative Percentages Current & Prior Year	
Account	Amount
2023 YTD Revenues	45.9%
2024 YTD Revenues	42.7%
2023 YTD Expenditures	11.5%
2024 YTD Expenditures	12.7%

Kent District Library  
Statement of Revenues and Expenditures  
101 - General Fund  
From 1/1/2024 Through 1/31/2024  
(In Whole Numbers)

	YTD Actual	2024 Original Budget	2024 Original Budget to Actual Variance	Percent Remaining
Revenues				
Property Taxes	12,038,846	25,595,017	(13,556,171)	(53)%
Penal Fines	0	630,000	(630,000)	(100)%
Charges for Services	3,831	38,000	(34,169)	(90)%
Interest Income	58,668	400,000	(341,332)	(85)%
Public Donations	18,442	400,000	(381,558)	(95)%
Other Revenue	44,929	353,000	(308,071)	(87)%
State Sources	0	1,068,672	(1,068,672)	(100)%
Total Revenues	12,164,716	28,484,689	(16,319,973)	(57)%
Expenditures				
Salaries and Wages	753,743	14,450,238	13,696,495	95 %
Employee Benefits	474,976	4,024,338	3,549,362	88 %
Collections - Digital	761,022	2,936,317	2,175,295	74 %
Collections - Physical	183,401	2,054,176	1,870,775	91 %
Supplies	12,644	724,835	712,191	98 %
Contractual and Professional Services	765,517	2,181,095	1,415,578	65 %
Programming and Outreach	59,246	497,015	437,769	88 %
Maintenance and Utilities	393,123	2,441,763	2,048,640	84 %
Staff Development	9,626	302,640	293,014	97 %
Board Development	3,519	15,000	11,481	77 %
Other Expenditures	157,086	399,632	242,546	61 %
Capital Outlay	301,543	568,628	267,085	47 %
Total Expenditures	3,875,446	30,595,677	26,720,231	87 %
Excess Revenue Over (Under) Expenditures	8,289,270	(2,110,988)	10,400,258	(493)%

Kent District Library  
Statement of Revenues and Expenditures  
157 - Scholarship Fund  
From 1/1/2024 Through 1/31/2024  
(In Whole Numbers)

	YTD Actual	2024 Original Budget	2024 Original Budget to Actual Variance	Percent Remaining
Revenues				
Public Donations	50	0	50	0 %
Total Revenues	50	0	50	0 %
Excess Revenue Over (Under)	50	0	50	0 %
Expenditures				

**Kent District Library**  
Statement of Revenues and Expenditures  
101 - General Fund  
From 1/1/2024 Through 1/31/2024  
(In Whole Numbers)

	YTD Ending January 31, 2023	YTD Ending January 31, 2024	Total Variance
Revenues			
Property Taxes	13,756,961	12,038,846	(1,718,116)
Charges for Services	3,677	3,831	154
Interest Income	92,970	58,668	(34,302)
Public Donations	20,481	18,442	(2,039)
Other Revenue	33,948	44,929	10,980
Total Revenues	13,908,037	12,164,716	(1,743,321)
Expenditures			
Salaries and Wages	691,227	753,743	62,515
Employee Benefits	601,032	474,976	(126,056)
Collections - Digital	942,487	761,022	(181,466)
Collections - Physical	154,853	183,401	28,548
Supplies	28,521	12,644	(15,877)
Contractual and Professional Services	662,239	765,517	103,278
Programming and Outreach	14,600	59,246	44,647
Maintenance and Utilities	410,434	393,123	(17,311)
Staff Development	16,493	9,626	(6,867)
Board Development	3,484	3,519	35
Other Expenditures	154,353	157,086	2,732
Capital Outlay	63,109	301,543	238,434
Total Expenditures	3,742,833	3,875,446	132,613
Excess Revenue Over (Under) Expenditures	10,165,204	8,289,270	(1,875,934)

**Kent District Library**  
Statement of Revenues and Expenditures  
157 - Scholarship Fund  
From 1/1/2024 Through 1/31/2024  
(In Whole Numbers)

	YTD Ending January 31, 2023	YTD Ending January 31, 2024	Total Variance
Revenues			
Public Donations	0	50	50
Total Revenues	0	50	50
Excess Revenue Over (Under) Expenditures	0	50	50

**Kent District Library**  
Statement of Revenues and Expenditures  
101 - General Fund  
From 1/1/2024 Through 1/31/2024  
(In Whole Numbers)

	Current Month	2024 YTD	2024 Original Budget	2022 Original Budget to Actual Variance	Percent Remaining
<b>Revenues</b>					
Property Taxes					
4402 Current property taxes	12,003,357	12,003,357	25,339,532	(13,336,175)	(53)%
4412 Delinquent personal property taxes	1,343	1,343	10,000	(8,657)	(87)%
4432 DNR - PILT	22,537	22,537	30,000	(7,463)	(25)%
4437 Industrial facilities taxes	11,608	11,608	215,485	(203,877)	(95)%
Total Property Taxes	12,038,846	12,038,846	25,595,017	(13,556,171)	(53)%
Penal Fines					
4581 Penal fines	0	0	630,000	(630,000)	(100)%
Total Penal Fines	0	0	630,000	(630,000)	(100)%
Charges for Services					
4660 Other Patron Fees	233	233	0	233	0 %
4685 Materials replacement charges	3,598	3,598	38,000	(34,402)	(91)%
Total Charges for Services	3,831	3,831	38,000	(34,169)	(90)%
Interest Income					
4662 Interest Earned on Uyl Investment	901	901	0	901	0 %
4665 Interest earned on deposits and investments	57,402	57,402	400,000	(342,598)	(86)%
4666 Interest Earned - Property Taxes	365	365	0	365	0 %
Total Interest Income	58,668	58,668	400,000	(341,332)	(85)%
Public Donations					
4673 Restricted donations	16,877	16,877	400,000	(383,123)	(96)%
4674 Unrestricted donations	1,565	1,565	0	1,565	0 %
Total Public Donations	18,442	18,442	400,000	(381,558)	(95)%
Other Revenue					
4502 Universal Service Fund - eRate	0	0	350,000	(350,000)	(100)%
4651 Admission/Entry fees	458	458	0	458	0 %
4668 Royalties	488	488	0	488	0 %
4686 Sale of Equipment	559	559	0	559	0 %
4688 Miscellaneous	156	156	3,000	(2,844)	(95)%
4695 Health Insurance Plan Experience Rebate	43,268	43,268	0	43,268	0 %
Total Other Revenue	44,929	44,929	353,000	(308,071)	(87)%
State Sources					
4540 State Aid	0	0	431,600	(431,600)	(100)%
4541 State aid - LBPH/TBBC	0	0	41,072	(41,072)	(100)%
4548 Renaissance Zone reimbursement	0	0	76,000	(76,000)	(100)%
4549 Personal Property tax reimbursement	0	0	520,000	(520,000)	(100)%
Total State Sources	0	0	1,068,672	(1,068,672)	(100)%
Total Revenues	12,164,716	12,164,716	28,484,689	(16,319,973)	(57)%
<b>Expenditures</b>					
Salaries and Wages					
5700 Board Stipend	240	240	3,900	3,660	94 %
5713 Salary & Wages	753,503	753,503	14,446,338	13,692,835	95 %
Total Salaries and Wages	753,743	753,743	14,450,238	13,696,495	95 %
Employee Benefits					
5709 FICA	55,777	55,777	1,105,145	1,049,367	95 %

**Kent District Library**  
Statement of Revenues and Expenditures  
101 - General Fund  
From 1/1/2024 Through 1/31/2024  
(In Whole Numbers)

		Current Month	2024 YTD	2024 Original Budget	2022 Original Budget to Actual Variance	Percent Remaining
5717	Defined Contribution Pension Plan Contributions	32,583	32,583	507,693	475,110	94 %
5718	Employee Health Benefits	2,733	2,733	1,928,700	1,925,967	100 %
5720	HSA/Flex	364,000	364,000	392,000	28,000	7 %
5730	Other Employee Benefits	19,883	19,883	90,800	70,917	78 %
	Total Employee Benefits	474,976	474,976	4,024,338	3,549,362	88 %
	Collections - Digital					
5785	Cloud Library/OverDrive	307,250	307,250	1,943,500	1,636,250	84 %
5786	Hoopla	172,500	172,500	605,000	432,500	71 %
5787	Digital Collection	117,749	117,749	151,657	33,908	22 %
5788	Miscellaneous Electronic Access	163,523	163,523	236,160	72,637	31 %
	Total Collections - Digital	761,022	761,022	2,936,317	2,175,295	74 %
	Collections - Physical					
5791	Subscriptions	69,527	69,527	81,540	12,013	15 %
5815	KDL Cruisers	0	0	10,100	10,100	100 %
5982	Collection Materials - Depreciable	97,409	97,409	1,538,474	1,441,065	94 %
5983	CD/DVD Collection Materials - Non-Depreciable	16,466	16,466	384,062	367,596	96 %
5984	Beyond Books Collection - Non-Depreciable	0	0	40,000	40,000	100 %
	Total Collections - Physical	183,401	183,401	2,054,176	1,870,775	91 %
	Supplies					
5750	Collection Processing & AV Supplies	9,518	9,518	113,690	104,172	92 %
5751	Supplies	2,927	2,927	150,815	147,888	98 %
5760	Technology & Accessories <\$1000	349	349	59,040	58,691	99 %
5764	KDL Staff Event, Supplies & Awards	0	0	31,950	31,950	100 %
5768	Promotions Supplies	0	0	30,835	30,835	100 %
5770	Other Awards/Prizes	0	0	215,325	215,325	100 %
5790	Books (not for circulation)	0	0	30,485	30,485	100 %
5851	Mail/Postage	436	436	7,695	7,259	94 %
5900	Copier/Printer Usage Charges	(586)	(586)	85,000	85,586	101 %
	Total Supplies	12,644	12,644	724,835	712,191	98 %
	Contractual and Professional Services					
5792	Software	263,905	263,905	635,265	371,360	58 %
5801	Professional & Other Contracted Services	164,811	164,811	576,990	412,179	71 %
5813	Delivery Services	13,243	13,243	161,717	148,474	92 %
5814	Security Services	0	0	28,000	28,000	100 %
5817	Lakeland Library Co-op services	1,627	1,627	6,505	4,879	76 %
5827	Catering	0	0	29,850	29,850	100 %
5873	Website	166,459	166,459	158,700	(7,759)	(5)%
5875	Advertising	2,703	2,703	113,250	110,547	98 %
5890	ILS Fees	116,517	116,517	159,771	43,254	27 %
5891	Licenses and Fees	12,077	12,077	189,047	176,970	94 %
5901	Outsourced Printing & Publishing	24,175	24,175	122,000	97,825	80 %
	Total Contractual and Professional Services	765,517	765,517	2,181,095	1,415,578	65 %
	Programming and Outreach					
5795	Programming & Outreach Supplies	5,334	5,334	199,850	194,516	97 %
5885	Speakers/Performers	53,738	53,738	277,150	223,412	81 %

**Kent District Library**  
Statement of Revenues and Expenditures  
101 - General Fund  
From 1/1/2024 Through 1/31/2024  
(In Whole Numbers)

	Current Month	2024 YTD	2024 Original Budget	2022 Original Budget to Actual Variance	Percent Remaining
5906 Community Outreach	175	175	20,015	19,841	99 %
Total Programming and Outreach	59,246	59,246	497,015	437,769	88 %
Maintenance and Utilities					
5810 IT COLO Infrastructure Services	39,378	39,378	600,000	560,622	93 %
5822 Maintenance Contracts	4,637	4,637	53,199	48,562	91 %
5848 Mobile Hotspots	37,885	37,885	398,844	360,959	91 %
5849 Cell Phones/ Stipends	2,235	2,235	25,395	23,160	91 %
5850 Telephones	9,337	9,337	42,000	32,663	78 %
5852 Internet/Telecomm Services	15,926	15,926	150,460	134,534	89 %
5919 Waste Disposal	498	498	8,200	7,702	94 %
5920 Utilities	158	158	90,000	89,842	100 %
5925 Lawncare & Snowplowing	1,233	1,233	43,000	41,767	97 %
5928 Branch Maintenance Fees	141,526	141,526	564,786	423,261	75 %
5930 Repairs & Maintenance	3,140	3,140	94,870	91,730	97 %
5933 Software & IT Hardware Maintenance Agreements	83,325	83,325	138,000	54,675	40 %
5940 Rentals & Leases	53,843	53,843	233,009	179,166	77 %
Total Maintenance and Utilities	393,123	393,123	2,441,763	2,048,640	84 %
Staff Development					
5910 Staff Development & Conferences	9,626	9,626	302,640	293,014	97 %
Total Staff Development	9,626	9,626	302,640	293,014	97 %
Board Development					
5908 Board Development	3,519	3,519	15,000	11,481	77 %
Total Board Development	3,519	3,519	15,000	11,481	77 %
Other Expenditures					
5759 Gas, Oil, Grease	0	0	8,160	8,160	100 %
5860 Parking	0	0	2,765	2,765	100 %
5861 Mileage Reimbursement	3,113	3,113	58,950	55,837	95 %
5870 Branch Local Misc - Restricted Donation Expenditures	4,945	4,945	93,800	88,855	95 %
5907 Sponsorships/Donations	0	0	10,675	10,675	100 %
5935 Insurance	118,904	118,904	114,482	(4,422)	(4)%
5939 Workers Compensation Insurance	30,028	30,028	41,000	10,972	27 %
5955 Miscellaneous	0	0	36,100	36,100	100 %
5959 Sales Taxes	(1)	(1)	100	101	101 %
5964 Property Tax Reimbursement	0	0	30,000	30,000	100 %
5965 MEL Return Items	98	98	3,600	3,502	97 %
Total Other Expenditures	157,086	157,086	399,632	242,546	61 %
Capital Outlay					
5977 Technology - Non-Depreciable (\$1000-4999)	2,309	2,309	72,450	70,141	97 %
5978 Technology - Depreciable (5,000+)	267,937	267,937	476,178	208,241	44 %
5979 Equipment/Furniture - Non-Depreciable (\$0-4999)	31,298	31,298	20,000	(11,298)	(56)%
Total Capital Outlay	301,543	301,543	568,628	267,085	47 %
Total Expenditures	3,875,446	3,875,446	30,595,677	26,720,231	87 %
Excess Revenue Over (Under) Expenditures	8,289,270	8,289,270	(2,110,988)	10,400,258	(493)%

**Kent District Library**  
Statement of Revenues and Expenditures  
157 - Scholarship Fund  
From 1/1/2024 Through 1/31/2024  
(In Whole Numbers)

	Current Month	2024 YTD	2024 Original Budget	2022 Original Budget to Actual Variance	Percent Remaining
Revenues					
Public Donations					
4673 Restricted donations	50	50	0	50	0 %
Total Public Donations	50	50	0	50	0 %
Total Revenues	50	50	0	50	0 %
Excess Revenue Over (Under) Expenditures	50	50	0	50	0 %

**Kent District Library**  
Check/Voucher Register - Check Register - Board Report  
From 1/1/2024 Through 1/31/2024

Check Number	Vendor Name	Check Amount	Check Date
2024-1113	Overdrive, Inc	307,250.00	1/24/2024
2024-1110	Midwest Tape LLC	176,704.81	1/24/2024
2024-1050	IP Consulting, Inc.	131,666.48	1/11/2024
87448	Travelers	114,955.00	1/11/2024
2024-1106	Library Ideas, Llc	69,500.00	1/24/2024
87476	City Of Wyoming - Treasurer's Office	69,420.94	1/24/2024
2024-1047	Ingram Library Services Llc	66,939.72	1/11/2024
2024-1012	Ebsco Information Services	45,436.85	1/11/2024
2024-1104	Kanopy Inc.	44,347.00	1/24/2024
2024-1016	Holland Litho Printing Services	38,996.34	1/11/2024
AP-9953833666	Verizon Wireless - MiFy Routers & Cell phones	36,685.32	1/31/2024
2024-1061	Midwest Tape LLC	34,826.65	1/11/2024
87406	Byron Township	32,171.92	1/11/2024
2024-1102	Interphase Office Interiors, Inc.	31,298.31	1/24/2024
87403	AVI Systems, Inc.	29,889.35	1/11/2024
87461	Ada Township	29,429.78	1/24/2024
2024-1011	Dew-El Corporation	28,886.67	1/11/2024
87439	Newsbank, Inc.	27,413.00	1/11/2024
87509	Travelers	25,743.00	1/24/2024
87434	Michigan Office Solutions (MOS)	21,744.17	1/11/2024
87456	Walker City Treasurer	21,610.32	1/11/2024
87473	City Of Kentwood Treasurer	20,482.50	1/24/2024
87487	Grand Rapids Chamber of Commerce Capital Campaign	20,000.00	1/24/2024
AP-9951361371	Verizon Wireless - MiFy Routers & Cell phones	18,373.60	1/3/2024
2024-1101	Ingram Library Services Llc	17,979.17	1/24/2024
2024-1048	Interphase Office Interiors, Inc.	14,971.41	1/11/2024
AP-PH01-06-24	Priority Health	14,402.35	1/26/2024
2024-1010	Comerica Bank	14,341.82	1/11/2024
2024-1089	Gallup, Inc.	14,230.00	1/24/2024
87411	Cascade Charter Township	14,037.83	1/11/2024
2024-1014	Everstream Holding LLC- Michigan	13,610.62	1/11/2024
87471	City Of East Grand Rapids	13,475.00	1/24/2024
2024-1068	Rehmann Robson LLC	13,000.00	1/11/2024
AP-Dec 2023	American Heritage Life Insurance Company / Allstate Benefits	12,868.25	1/11/2024
2024-1015	Cengage Learning	12,792.80	1/11/2024
87503	Plainfield Charter Township	12,565.50	1/24/2024
2024-1067	ProQuest LLC	12,530.65	1/11/2024
87485	Graffix Plus / Extreme Graffix Inc.	12,350.00	1/24/2024
2024-1005	Baker & Taylor	12,308.23	1/11/2024
87454	Urban Libraries Council	12,000.00	1/11/2024
87408	Cannon Township Treasurer	11,836.20	1/11/2024
87472	City Of Grandville	11,624.00	1/24/2024
2024-1070	Same Day Delivery, Inc	11,403.28	1/11/2024
87470	Cascade Charter Township	10,956.50	1/24/2024
2024-1007	Canva US, Inc.	10,164.00	1/11/2024
2024-1088	CS Erickson	8,531.56	1/24/2024
2024-1049	FE Technologies / Invengo American Corp	7,772.00	1/11/2024
87468	Caledonia Township	7,732.00	1/24/2024
87435	Midwest Collaborative For Library Services	7,579.76	1/11/2024
87495	Marketscale LLC	7,485.00	1/24/2024
2024-1087	Comerica Bank	7,394.48	1/24/2024

**Kent District Library**  
Check/Voucher Register - Check Register - Board Report  
From 1/1/2024 Through 1/31/2024

Check Number	Vendor Name	Check Amount	Check Date
AP-05088061	Paycor, Inc.	6,882.80	1/8/2024
87467	Byron Township	6,305.00	1/24/2024
87426	HighPoint Electric, Inc.	6,027.49	1/11/2024
87506	Sabopr	6,011.48	1/24/2024
87425	Grattan Township	6,008.38	1/11/2024
87449	Triangle Constructors	5,300.00	1/11/2024
2024-1077	Warner Norcross & Judd Llp	5,000.00	1/11/2024
87463	American Society of Composers, Authors and Publishers	4,854.00	1/24/2024
87482	Gaines Charter Township	4,630.00	1/24/2024
87451	Tumbleweed Press Inc.	4,500.00	1/11/2024
87512	Uline Shipping Supply Specialists	4,497.64	1/24/2024
2024-1123	WW North America Holdings, LLC	4,485.00	1/24/2024
87475	City Of Rockford	4,277.50	1/24/2024
87404	Bmi	4,205.00	1/11/2024
87508	Spencer Township	4,109.35	1/24/2024
87507	SofterWare, Inc.	4,055.18	1/24/2024
87484	Governmental Consultant Services Inc.	4,000.00	1/24/2024
2024-1076	UAW Local 2600	3,998.25	1/11/2024
87501	Nelson Township	3,943.00	1/24/2024
87474	City Of Lowell	3,870.50	1/24/2024
87438	Nelson Township	3,835.89	1/11/2024
87514	Walker City Treasurer	3,800.00	1/24/2024
2024-1083	Baker & Taylor	3,766.65	1/24/2024
87464	Atlanta Capital Management Co, LLC	3,705.00	1/24/2024
AP-January 2024	PLIC - SBD Grand Island	3,525.97	1/2/2024
87511	Tyrone Township	3,525.77	1/24/2024
87405	BrightBenefits	3,478.48	1/11/2024
2024-1122	Wolverine Printing Company	3,477.65	1/24/2024
2024-1116	Same Day Delivery, Inc	3,454.92	1/24/2024
AP-9951384216	Verizon Wireless - MiFy Routers & Cell phones	3,406.84	1/3/2024
87466	BrightBenefits	3,201.42	1/24/2024
87488	Green Frog Photo	3,000.00	1/24/2024
87401	All Season Lawn Care	2,963.00	1/11/2024
87469	Cameron Zvara	2,950.00	1/24/2024
2024-1079	Xerox Financial Services LLC	2,904.22	1/11/2024
87465	Bowne Township	2,736.00	1/24/2024
2024-1073	TelNet Worldwide, Inc.	2,539.83	1/11/2024
AP-207058821508	Consumers Energy	2,526.51	1/3/2024
2024-1080	AMAZON CAPITAL SERVICES, INC	2,222.64	1/24/2024
87421	Playaway Products LLC	2,207.58	1/11/2024
2024-1062	Nationwide	2,203.32	1/11/2024
2024-1120	UAW Local 2600	2,115.22	1/24/2024
2024-1053	Lindenmeyr Munroe	2,057.00	1/11/2024
87414	Crosby And Henry	2,039.00	1/11/2024
87455	Vanguard Fire & Security Systems Inc	2,033.46	1/11/2024
87493	Kushner & Company Inc	1,951.90	1/24/2024
87399	616 Amusements LLC	1,900.00	1/11/2024
87458	616 Amusements LLC	1,900.00	1/24/2024
87446	TMC Furniture, Inc.	1,850.00	1/11/2024
87424	Graffix Plus / Extreme Graffix Inc.	1,750.00	1/11/2024
87489	Lions & Rabbits Center for the Arts	1,750.00	1/24/2024
AP-627282	123.Net, Inc	1,724.00	1/11/2024

**Kent District Library**  
Check/Voucher Register - Check Register - Board Report  
From 1/1/2024 Through 1/31/2024

Check Number	Vendor Name	Check Amount	Check Date
AP-9953856472	Verizon Wireless - MiFi Routers & Cell phones	1,698.59	1/31/2024
2024-1051	Pre-Paid Legal Services, Inc.	1,692.85	1/11/2024
2024-1000	Abila / Community Brands Holdco, LLC	1,681.45	1/11/2024
87430	Lakeland Library Cooperative	1,626.50	1/11/2024
2024-1074	Thomas Klise/Crimson Multimedia	1,620.00	1/11/2024
AP-9951513015	Verizon Wireless - MiFi Routers & Cell phones	1,612.84	1/3/2024
2024-1105	Pre-Paid Legal Services, Inc.	1,606.10	1/24/2024
2024-1108	Mad Science of Detroit	1,600.00	1/24/2024
87452	Ulliance, Inc.	1,573.20	1/11/2024
AP-9953985787	Verizon Wireless - MiFi Routers & Cell phones	1,565.15	1/31/2024
87453	Unique	1,531.77	1/11/2024
87419	Feller Express LLC	1,510.00	1/11/2024
87462	Alpine Township	1,503.50	1/24/2024
AP-2036757-1223	Dte Energy	1,456.50	1/4/2024
87490	Janway Company Usa, Inc.	1,373.92	1/24/2024
87499	Mermaid Molly Entertainment LLC	1,370.00	1/24/2024
87431	Liberty Mutual Insurance	1,368.00	1/11/2024
87428	John Ball Zoo	1,206.00	1/11/2024
87498	Maurice Imhoff	1,200.00	1/24/2024
AP-PH01-19-24	Priority Health	1,170.89	1/19/2024
87412	Center Point Publishing	1,143.36	1/11/2024
87420	Film Ideas, Inc.	1,143.35	1/11/2024
2024-1111	Nationwide	1,115.58	1/24/2024
87418	Erica Millbrooks	1,050.00	1/11/2024
AP-201186300775	Consumers Energy	1,039.34	1/5/2024
2024-1064	Nicole Zaagman Enterprises, LLC	1,037.50	1/11/2024
2024-1001	AMAZON CAPITAL SERVICES, INC	969.90	1/11/2024
87445	The Candied Yam	919.10	1/11/2024
87429	Kent County Treasurer-Mi Tax Tribunal Refunds	910.94	1/11/2024
2024-1124	Xerox Financial Services LLC	815.64	1/24/2024
87441	Pam Spring Advertising, Llc	807.00	1/11/2024
87415	Quinn Consulting Services, LLC	750.00	1/11/2024
AP-January 2024	Delta Dental Of Michigan	737.06	1/8/2024
2024-1065	Penworthy Co.	708.40	1/11/2024
2024-1006	Blackstone Audio Inc	640.90	1/11/2024
87440	Occupational Health Centers of Michigan, P.C.	624.78	1/11/2024
87409	Capstone Press, Inc	617.46	1/11/2024
87515	Wolverine Power Systems	606.75	1/24/2024
87460	Absopure Water Company	578.85	1/24/2024
2024-1103	IP Consulting, Inc.	557.88	1/24/2024
87491	Jerry Berg / Swordsmanship Museum and Academy	500.00	1/24/2024
87433	Michelle Loyd-Paige	500.00	1/11/2024
AP-2801685	Arrowaste	498.33	1/17/2024
2024-1078	Wolverine Printing Company	489.00	1/11/2024
2024-1052	Library Ideas, Llc	448.79	1/11/2024
2024-1009	Cloud 616 LLC	425.00	1/11/2024
2024-1114	Penworthy Co.	409.20	1/24/2024
87447	Town & Country Technologies	407.38	1/11/2024
87450	Tsai Fong Books, Inc.	400.02	1/11/2024
87478	Educational Development Corporation	334.58	1/24/2024
87457	Wolverine Power Systems	299.00	1/11/2024
87513	Vanguard Fire & Security Systems Inc	270.00	1/24/2024

**Kent District Library**  
Check/Voucher Register - Check Register - Board Report  
From 1/1/2024 Through 1/31/2024

Check Number	Vendor Name	Check Amount	Check Date
2024-1066	Performance Assessment Network	270.00	1/11/2024
87500	MLA- Michigan Library Association	270.00	1/24/2024
AP-2911282-0124	Comcast Cable	248.85	1/9/2024
87496	Mary Kathleen Arnett	220.00	1/24/2024
2024-1084	Blackstone Audio Inc	210.00	1/24/2024
87427	Home Repair Services of Kent County, Inc.	200.00	1/11/2024
2024-1069	RNL Graphics Solutions, LLC	174.50	1/11/2024
2024-1121	Warner Norcross & Judd Llp	153.90	1/24/2024
87417	Erik Samuelsson	150.00	1/11/2024
87413	Comstock Park Rotary	144.00	1/11/2024
2024-1107	Lindenmeyr Munroe	142.98	1/24/2024
AP-3006179	TASC	142.72	1/26/2024
87477	Demco, Inc	131.58	1/24/2024
AP-0021585-0124	Comcast Cable	126.90	1/25/2024
87481	Playaway Products LLC	124.95	1/24/2024
2024-1013	Everlasting Green Plantscape LLC	120.00	1/11/2024
87510	Tsai Fong Books, Inc.	106.97	1/24/2024
2024-1119	Tracy Chrenka	105.53	1/24/2024
2024-1081	Andrew Erlewein	89.16	1/24/2024
87436	MLA- Michigan Library Association	85.00	1/11/2024
AP-9953163797	Verizon Wireless - MiFy Routers & Cell phones	83.10	1/23/2024
87486	Grainger	81.66	1/24/2024
87402	Aqua Blue Aquarium Solutions	75.00	1/11/2024
87416	Deb Schultz	73.73	1/11/2024
2024-1115	Performance Assessment Network	70.00	1/24/2024
AP-016803	Medtipster.com, LLC.	64.22	1/22/2024
2024-1117	Sarah Ann Weller	58.95	1/24/2024
2024-1118	Sheri Gilreath-Watts	58.81	1/24/2024
2024-1112	Nicole Lintemuth	57.74	1/24/2024
2024-1063	Nicole Lintemuth	57.12	1/11/2024
2024-1075	Tracy Chrenka	56.20	1/11/2024
2024-1086	Christina Tazelaar	55.59	1/24/2024
87443	Shirley Bruursema	52.66	1/11/2024
87480	Esther Stoel	52.49	1/24/2024
87407	Calvin University - Hekman Library	50.00	1/11/2024
2024-1085	Carla Hotz	49.83	1/24/2024
2024-1008	Carla Hotz	49.39	1/11/2024
2024-1072	Sheri Gilreath-Watts	48.86	1/11/2024
87502	Peter Dykhuis	47.96	1/24/2024
87442	Peter Dykhuis	47.55	1/11/2024
2024-1002	Andrew Erlewein	42.45	1/11/2024
87432	Megan Gundy	39.99	1/11/2024
2024-1071	Sarah Ann Weller	36.42	1/11/2024
87410	Carol Jewell	34.98	1/11/2024
87505	Portland District Library	32.98	1/24/2024
87494	MacDonald Public Library	28.99	1/24/2024
87492	Joyanne Huston-Swanson	26.47	1/24/2024
AP-PH01-12-24	Priority Health	25.08	1/12/2024
87479	Emily Hecker	24.99	1/24/2024
87423	Foster, Swift, Collins & Smith, P.C.	23.50	1/11/2024
87483	Geoffrey Horvath	20.99	1/24/2024
87400	Absopure Water Company	20.50	1/11/2024
87422	Fleschner Memorial Library	20.00	1/11/2024

**Kent District Library**  
Check/Voucher Register - Check Register - Board Report  
From 1/1/2024 Through 1/31/2024

Check Number	Vendor Name	Check Amount	Check Date
87497	Mason County District Library	19.00	1/24/2024
87504	Portage District Library	15.79	1/24/2024
87437	Monroe County Library System	12.99	1/11/2024
87444	Sunfield District Library	4.99	1/11/2024
Report Total		2,003,737.34	

# Director's Report January 2024



## Gaines + Kentwood

Regional Manager I Kiosha Jeltema volunteered at Village Water Filters. She spent her time assembling kits to be sent around the world that will ensure access to clean water. Regional Manager II Angela Culp spent time at Kids' Food Basket. She now receives weekly communications from the organization and plans to volunteer in her personal time in the future.

Assistant Branch Librarian Alicia Peckham enjoyed her time at The Bridge of Arbor Circle. She was welcomed by a group of teens and learned that a specific teen liked to help in the kitchen, as it provided an atmosphere of calm. Branch Librarian Audrey Barker volunteered at the Lions Club. Not only did her group have an amazing time filled with laughter, but they were also able to sort through boxes of glasses for people in other countries.

These volunteer opportunities were wonderful ways for staff to serve the community and learn about the many resources available in our area.



## Kelloggsville + Wyoming

All but two staff members participated in volunteering during Honoring the Life and Legacy of MLK week. Of the staff that participated in 2023, half of them returned to the same location to volunteer while the other half tried something new. Staff were excited to talk about their experiences, they shared pictures on our social Teams platform, and were grateful for the opportunity to volunteer.

## Krause, Nelson + Spencer

Krause Branch Assistant Branch Librarian Tina Cornwell volunteered at Kids Food Basket. She volunteered there as part of KDL's MLK Day observance in 2022 and enjoyed it so much that she continues to volunteer periodically on her own. Tina says that she really feels like she makes a difference in the greater community when volunteering at Kids Food Basket.

Regional Manager I Jennifer German, once again partnered with the City of Rockford to help plan Rockford's third annual MLK Day program, which was held at the Rockford Community Cabin on January 15. The speaker this year was Mark Washington, the first African American City Manager of the City of Grand Rapids.



# Katie Kudos

January 2024



## **AMBER CALDERSON**

### **HELPFUL**

#### **GRANDVILLE**

Nominated by Heather Blake

"Today was a very interesting Sunday at our branch. It had many challenging situations and unique problems. I'm recovering from ankle surgery and am just back to work with a lot of restrictions. Amber was incredibly helpful and patient with me today. I appreciate her!"

## **FAYE HARBISON**

### **PLAINFIELD**

Nominated by Rebecca Behrens

### **INCLUSIVE**

"I had some unusual things come in delivery on Thursday. Faye was patient and helpful as I interrupted her with my many questions about what to do with the various items. Thank you, Faye!"

Nominated by: Susan Erhardt

### **Helpful**

"Faye offered to flex her schedule so she could attend a family outreach at York Creek apartments. Not everyone is willing to work two nights in a row, so I really appreciate her willingness to help out."

Nominated by: Johanna Boyle

### **Positive**

"We had an impromptu request from a reporter today to do a story on the thermal cameras in the Beyond Books collection. Not having any on the shelf to show them, I went on a desperate hunt to track one down. Faye was willing to bring in the one she had checked out so we could use it for the interview. This will give viewers a better idea of what is available in the collection. Thanks for being willing to bring the camera in! It made my afternoon a lot easier!"

Nominated by: Penni Zurgable

### **Authentic**

"Faye has been extremely helpful advocating to our Friends of the Library to fund the projects we would like to begin in our branch. She convinced them to update our bookstore / magazine room. She will be presenting the quote for plant service in the branch this week."

# Katie Kudos

January 2024 cont.



## PHILLIP SAWYER

### ALTO TOWNSHIP

Nominated By: Catherine Gutowski

#### Authentic

“Phil started a program called “Loose Parts Play” for Friday mornings to draw patrons in. Phil is doing an awesome job with this venture! He literally gets down to the patron’s level and interacts with them during the event be it on the floor in a chair. Patrons come in during the week disappointed that it’s not the correct day for “Loose Parts Play with Mr. Phil”. Phenomenal job, Phil, and keep up the good work!”

Nominated By: David Palma

#### Inclusive

“Phil did a lot of work refreshing out the Adult Non-Fiction at the Alto Township branch this week. I really appreciate his work in this area as will the Alto’s patrons.”



# Volunteer Services Featured Department

In 2023, the KDL Volunteer Department was enhanced by a reevaluation of the accountability and responsibilities it serves to the community. To align the department with necessary but not recognized needs, the department restructured the VolunteerHub system (saved \$7,000 with new contract) background checks, Friends of the Library members, specialized events, and community networking. This was all accomplished in a year with the active support of Deb Schultz, KDL Volunteer Coordinator. The following information shared are the 2023 highlights, accomplishments, and growth within the Volunteer Department.

## Highlights

- Created an onboard packet to train each new volunteer that creates a user account and has an approved background check.
- Developed a Department Responsibility packet for reference and clarity of the role and positions filled.
- Hosted off site volunteer opportunities for Grand Valley State University Thompson Scholar Students and ROI Design Company.
- Tallied Spartan Nash receipts for Direct Your Dollars that resulted in \$2,000 reimbursement.
- Developed the Ambassador Program and trained 17 ambassador volunteers to promote and care for the KDL values and atmosphere by partaking in impact challenges and secret shopping.
- Seed Library- 64 volunteers that accumulated 312 volunteer hours to deliver 6,464 seed packets to 20 branches and the Bookmobile.
- Teen Crew- 249 participants that accumulated 3,870 hours.
- Gala-assisted with the planning and overseeing of 12 volunteers with guest registration, auction, and sales.
- Alliance-hosted bi-monthly meetings and the Friends Appreciation Luncheon for 98 members
- Write Michigan Reviewers -151 volunteers that accumulated 800 hours of reviewing time.
- MLK Motivate! This year the decision was made to enhance the opportunity with a weeklong recognition that was developed into “Honoring the Life and Legacy of Reverend Martin Luther King series, and staff participation (84) with 22 different organization volunteer events.



# Volunteer Services Featured Department

## Accomplishments

- Acquired J Schanke from the well know PBS show “Life in Bloom” for a flower presentation at the Grandville Branch (March 2023).
- Volunteer accommodations for international patrons in branches. (Brazil and Ukraine).
- Seed Library Presentation at the LLC continuing education classroom. (November 2023) .
- Curate a Paul Collins original artwork piece titled “Road Towards Equality.” (December 2023).
- Planning and Production of the MLK Motivate! Week.



## Growth and Development

- Adult volunteers that claimed events-270 with 2,490 hours.
- Teen volunteers-278 with 3,563 hours.
- Active volunteers –795 (has participated in an event over the last two years)
- Total registered volunteers -2,355
- Weekly Volunteers -nine volunteers have assignments at Walker, Cascade, Caledonia, East Grand Rapids, Plainfield, and Walker to provide basic support to staff with cleaning, sanitizing, dusting, appearance of branch and shelving units, and craft prep work.
- Community Service-Developed relationships with court liaison for three volunteers that have accumulated 278 hours.
- Points of Light Conference- (June 2023)
- Volunteer Bootcamp for Managing-(May 2023)

The pictures are of staff that took the opportunities to volunteer during the MLK Motivate! week of service during January 15-19, 2024



# Upcoming Meetings + Dates of Interest

## Upcoming Meetings

Regular Board Meeting  
Thursday, March 21, 2024

4:30 PM

KD Krause Memorial Branch

Regular Board Meeting  
Thursday, April 18, 2024

4:30 PM

KDL Service + Meeting Center

Regular Board Meeting  
Thursday, May 16, 2024

4:30 PM

KDL Grandville Branch

## Dates of Interest

KDL Pension Meeting  
February 21, 2024

1:00 PM

KDL Service + Meeting Center

PLA 2024 Conference  
April 3-5, 2024

Columbus, Ohio

Kent  
District  
Library  
[kdl.org](http://kdl.org)



Information  
Ideas  
Excitement!



# MONTHLY PROJECT REPORT

**JANUARY  
2024**

**0** New projects approved


**6** In queue

**0** Declined


**7**

Active Approved  
Projects


 On Time 6

 Late (At Risk) 1

 Paused 0

 Completed since 01/24 3


## Automated Materials Handling

 **Project Lead:** Liz Guarino  
**Status:** On track

**Approval Date:** 09.13.23  
**Due Date:** 09.30.24

The Automated Materials Handling team is having a kickoff meeting with the vendor, Lyngsoe Systems, on Friday, February 16. Delivery of the sorter is scheduled for mid-May with installation, testing and training wrapping up before the end of the month, if all go well with no unforeseen issues. The PMO will be scheduling a meeting in the coming weeks to begin planning for the spatial issues and moving the delivery area in the interim while the machine is being installed.


## Esports - Phase 1: Test Lab

 **Project Lead:** Kurt Stevens  
**Status:** On Track

**Approval Date:** 11.03.23  
**Due Date:** 04.30.24

On January 27, members of KDL's Esports Project Team hosted a small, invitation-only "open house" in the Esports lab at the KDL Service and Meeting Center. Approximately 20 people of diverse ages and experience attended the event. The goal was to gather valuable feedback from a small number of players after they tested the gaming equipment in an unmoderated environment. The event was a great success and using the feedback gathered, a subsequent open house is set for February 24, featuring an expanded invitation pool.

## MarketScale

 **Project Lead:** Josh Mosey  
**Status:** On Track

**Approval Date:** 09.27.23  
**Due Date:** 06.30.24

The MarketScale project group is scheduled for its first full-group meeting in mid-February. The MarCom team conducted preliminary testing prior to this group's meeting, to ensure there is adequate understanding of the MarketScale product before assigning a wider audience to test its functionality. This early testing will provide both insight and facilitate informed discussions for the group.

## Mission: Read! Revamp



**Project Lead:** Monica Walen

**Status:** On Track

**Approval Date:** 09.27.23

**Due Date:** 07.31.25

The Mission: Read Revamp team met with educators from KISD (Kent Intermediate School District) to discuss the best format for an elementary reading program that would be suitable for at-home use but could be promoted by teachers. Reading incentives were also discussed and the team wants to strive to align incentivization with current teaching philosophy. Surveys have been sent to educators across the service area, and responses are currently being collected.

## New Cardholder Drive



**Project Lead:** Joshua Mosey

**Status:** Complete

**Approval Date:** 02.22.23

**Due Date:** 01.31.24

The year ended with a final count of 20,167 new cards created, which was slightly fewer than last year's number and short of the 25,000 goal. Changes in the student card processes and marketing focuses on the millage may have contributed to the unmet goal. Some lessons learned were documented and some strategies will be repeated in the future while others will not be.

## On the Same Page 2024



**Project Lead:** Hennie Vaandrager

**Status:** On Track

**Approval Date:** 03.22.23

**Due Date:** 05.31.24

The project team visited the Calvin University venue on January 18. The first-hand experience will help the team to assess needs and work on a schedule for the evening. An additional meeting has been arranged with Michael Wildschut, Director of the January Series at Calvin University, to address specific details and gain clarity on various staffing inquiries. While physical copies of the book are filling holds easily, the eBook still requires further purchases to alleviate holds. Hennie Vaandrager, Programming & Outreach Manager, will work with Randy Goble, Director of Engagement, and Collection Development to allocate a budget for this purpose. The waiting list for the eBook is currently at 616, with 83 additional holds suspended. Nearly 500 individuals have already subscribed to receive On the Same Page email updates, indicating strong anticipation and turnout for the upcoming event on April 24.

## One Community Relationship Building



**Project Lead:** Elvia Myers

**Status:** Complete

**Approval Date:** 01.25.23

**Due Date:** 12.31.23

The first year of OneCommunity was a success and helped create framework for partnerships. The relationships form with the local Native American communities will be intentionally maintained. KDL plans to create and maintain both economic engagement and learning opportunities with the local AAPI (Asian American and Pacific Islander) community for 2024. Collaboration will take place with the Grand Rapids Asian-Pacific Foundation (GRAPF) throughout the year, encompassing participation in their three major events: Noodle Fest in March, the AAPI Festival in June, and the Global Water Fest in July.

## Physical Collection Audit



**Project Lead:** Joshua Bernstein  
**Status:** Late

**Approval Date:** 02.22.23  
**Due Date:** 12.31.23

The Physical Collection Audit team has successfully completed all audit-related tasks. Work is currently being done consolidating key talking points and developing the necessary training materials needed prior to weeding out the outdated and low-circulating material and shifting the remaining material to the chosen home branches. The weed and shift phase will occur in mid-April.

---

## Preschool Booster Packs



**Project Lead:** Jackie Boss  
**Status:** On Track

**Approval Date:** 08.23.23  
**Due Date:** 02.01.24

A training plan was created for staff, providing details about which branches the new Preschool Booster Packs will be going to and an overview of each packs' unique contents and supplies. The training also emphasized the importance of following procedure for when pieces or items from the packs need replacing. Following the launch on February 1, the team will assess data collected to expand the Preschool Booster Packs collection using funds raised from Giving Tuesday.

---

## Temi Robot at Grattan



**Project Lead:** Brian Mortimore  
**Status:** Complete

**Approval Date:** 09.06.23  
**Due Date:** 01.31.24

The Temi Robot stationed at Grattan was set up to welcome patrons, assist in registering for library cards, access KDL's virtual programming, and facilitate video chats with the Patron Services department. Naming the robot was one of the final steps in the Temi project. A social media contest ran for a few weeks in January, resulting in the robot being named Booker, winning over other contenders such as Read2D2, Readly, and Tidbit. Initially, the robot experienced some battery issues, and currently, it is facing intermittent internet connectivity problems, which KDL's IT team is collaborating with CS Erikson to resolve.

---

# BUILDING PROJECTS

## Cascade Township



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

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

The Design Committee has worked diligently to ensure the upcoming library renovation project reflects the needs and desires of the Cascade community. As part of this effort, Lulu Brown, Regional Manager I, invited community members to join one of seven interest groups to provide valuable insights and feedback to influence the library design. These sessions were instrumental in building a library that is welcoming, accessible and responsive to the needs of residents, patrons, library staff and partners at the township. C2AE will provide designs in late February or early March for the design committee to review. The project is estimated to start in Winter 2024 with completion by Summer 2025.

## Krause Memorial (Rockford)



**Project Lead:** Jennifer German  
**Status:** N/A

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

As part of the effort to receive state and federal funding, members of the Krause Finance Cabinet have scheduled a library tour and meeting with Congresswoman Hillary Scholten for February 20. Members are also working with Senator Debbie Stabenow's staff to schedule a tour and meeting in February.

The third annual Rockford's Got Talent show was held on February 3 at the Rockford High School auditorium and was a great success. This event was started by the Rockford Area Community Endowment as a fundraiser for itself and the Krause Library expansion, with the profits being split evenly between the two groups. This year, the Rockford Area Community Endowment made the very generous decision for all the proceeds to benefit the library expansion project. The total dollar amount added to the Krause expansion funds will be reported when available.

## Tyrone Township



**Project Lead:** Liz Knapp  
**Status:** N/A

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

The Environmental Review process is ongoing for the future site of the new library for Tyrone Township. Currently, work is focused on creating a plan to demolish the old building on the site in an environmentally sound way. The township has received portions of the environmental review report but is awaiting the comprehensive asbestos remediation report, which is still pending. Typically, the environmental review process spans a duration of 2-6 months.

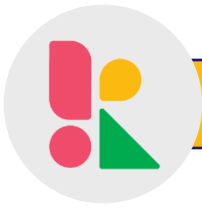
## Walker



**Project Lead:** Craig Buno  
**Status:** N/A

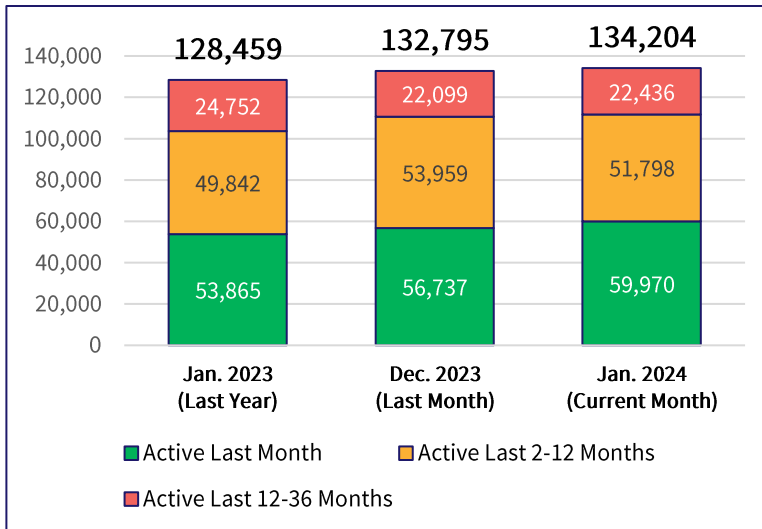
**Approval Date:** N/A  
**Due Date:** N/A

The Walker Library Steering Committee continues to meet and is moving forward quickly with the project. On January 12, the Walker Library Steering Committee interviewed two firms for the Construction Manager position on the project team. The companies that were selected for interviews were Owens, Ames and Kimball (OAK) and Triangle Associates. These two excellent companies were selected from a strong pool of seven prequalified companies around west Michigan. Ultimately, the group is recommending OAK for the role of Construction Manager for the Walker Library.



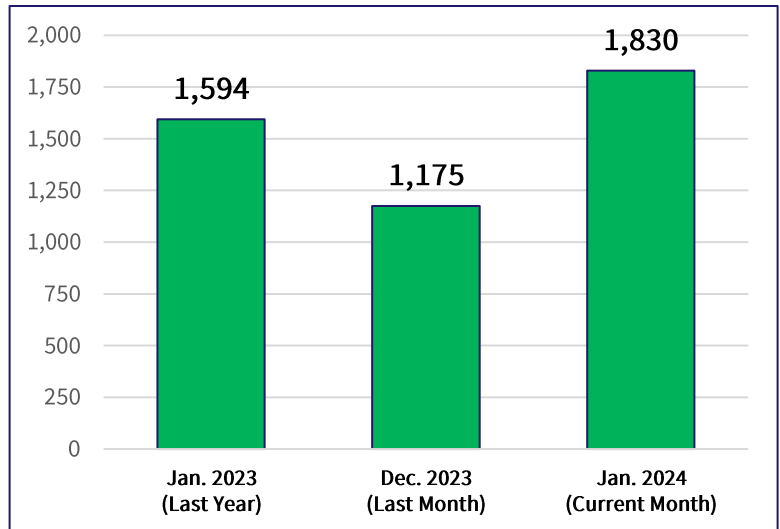
## JANUARY 2024 STATISTICAL SUMMARY

### Active KDL Patrons:



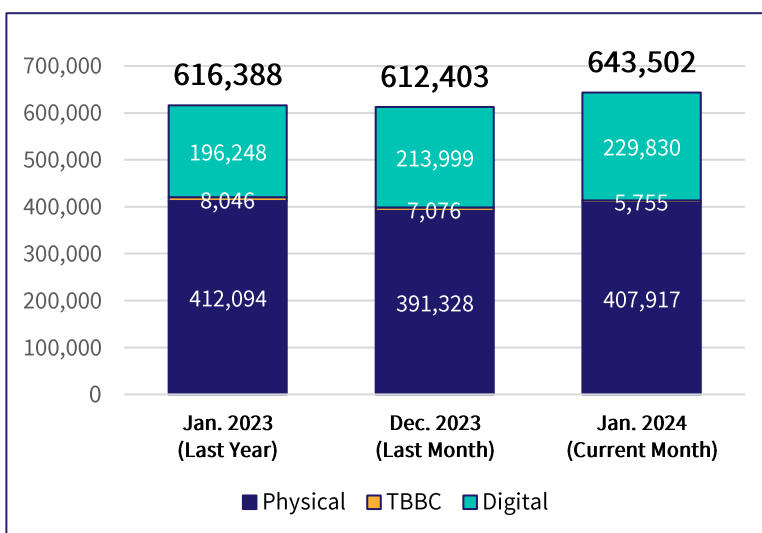
Active KDL Patrons are **up 1%** from last month and **up 4%** from the same month last year.

### New KDL Cards Added:



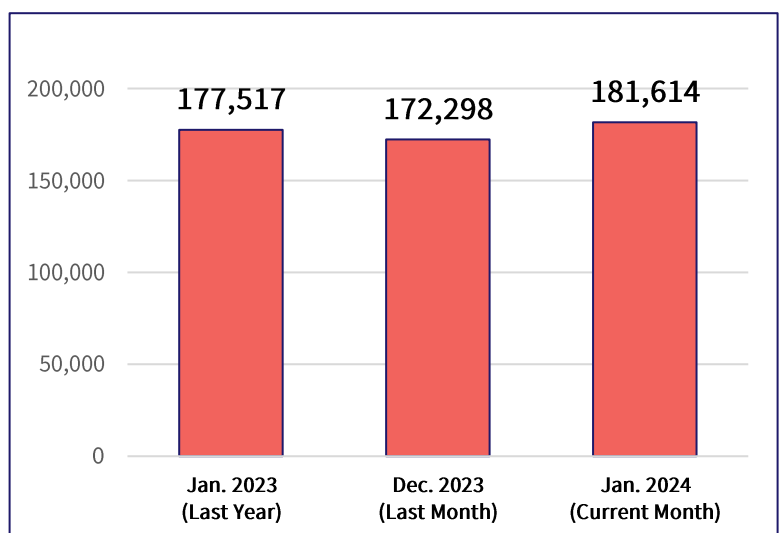
New KDL Cards Added are **up 56%** from last month and **up 15%** from the same month last year.

### Total Circulation:

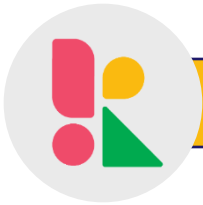


Total Circulation is **up 5%** from last month and **up 4%** from the same month last year.

### Visitor Count:

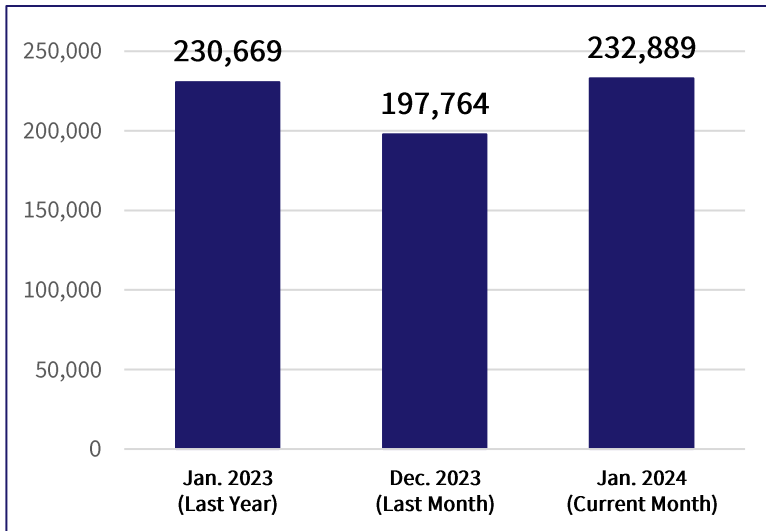


Branch Visitors are **up 5%** from last month and **up 2%** from the same month last year.



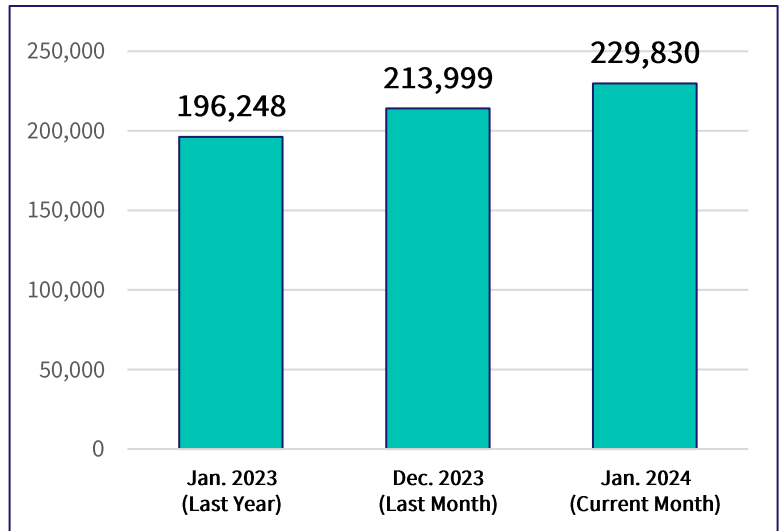
## JANUARY 2024 STATISTICAL SUMMARY

### Physical Items Checked Out:



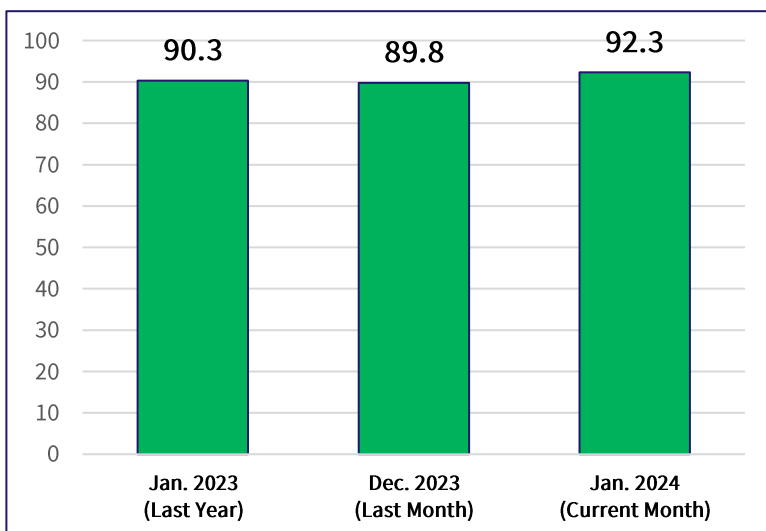
Physical checkouts are **up 18%** from last month and **up 1%** from the same month last year.

### Digital Items Checked Out:



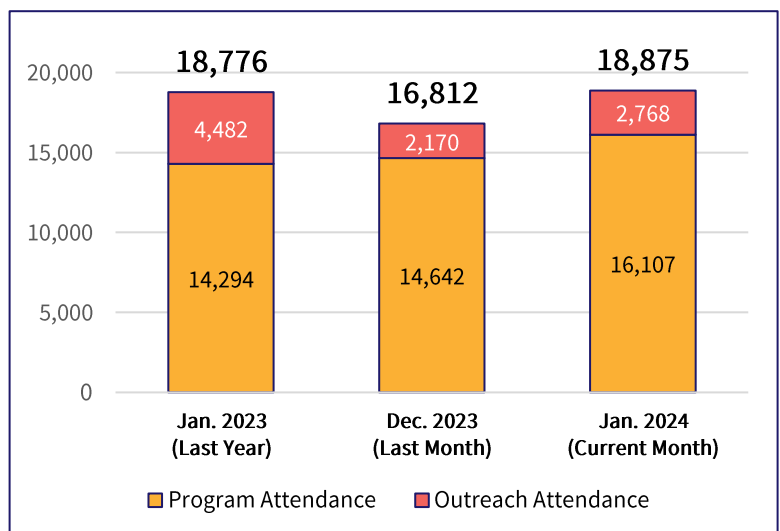
Digital checkouts are **up 7%** from last month and **up 17%** from the same month last year.

### Net Promoter Score (NPS):



Net Promoter Score is **up 2.5%** from last month and **up 2%** from the same month last year.

### Programs & Outreach:



Program & Outreach Attendance is **up 12%** from last month and **up 1%** from the same month last year.



## MOST POPULAR TITLES LAST MONTH

Click on each title for a link to the catalog

### All Physical Items (Most Checkouts):

<u>Title</u>	<u>Checkouts</u>
1. <i>Tom Lake</i> by Ann Patchett	685
2. KDL WiFi Mobile Hotspot	230
3. <i>Fourth Wing</i> by Rebecca Yarros	174
4. <i>The Exchange</i> by John Grisham	171
5. <i>Oppenheimer</i> DVD	156
6. <i>Dirty Thirty</i> by Janet Evanovich	126
7. <i>Iron Flame</i> by Rebecca Yarros	123
8. <i>Happy Place</i> by Emily Henry	119
9. <i>Lessons in Chemistry</i> by Bonnie Garmus	118
10. <i>Remarkably Bright Creatures</i> by Shelby Van Pelt	106

### All Physical Items (Most Holds):

<u>Title</u>	<u>Holds</u>
1. <i>The Women</i> by Kristin Hannah	621
2. <i>Super Mario Bros. Wonder</i> Video Game	260
3. KDL WiFi Mobile Hotspot	251
4. <i>The Heaven &amp; Earth Grocery Store</i> by James McBride	199
5. <i>First Lie Wins</i> by Ashley Elston	197
6. <i>Fourth Wing</i> by Rebecca Yarros	153
7. <i>The Frozen River</i> by Ariel Lawhon	149
8. <i>Super Mario RPG</i> Video Game	143
9. (tie) <i>None of This Is True</i> by Lisa Jewell	133
(tie) <i>Oath and Honor</i> by Liz Cheney	133

### OverDrive Items (Most Checkouts):

<u>Title</u>	<u>Checkouts</u>
1. <i>Fourth Wing</i> by Rebecca Yarros (audio)	605
2. <i>Iron Flame</i> by Rebecca Yarros (audio)	521
3. <i>A Court of Thorns and Roses</i> by Sarah J. Maas (audio)	343
4. <i>Demon Copperhead</i> by Barbara Kingsolver	280
5. <i>Demon Copperhead</i> by Barbara Kingsolver (audio)	266
6. <i>A Court of Mist and Fury</i> by Sarah J. Maas (audio)	236
7. <i>The Covenant of Water</i> by Abraham Verghese (audio)	220
8. <i>Tom Lake</i> by Ann Patchett (audio)	218
9. <i>Yellowface</i> by R. F. Kuang (audio)	216
10. <i>Verity</i> by Colleen Hoover	190

### OverDrive Items (Most Holds):

<u>Title</u>	<u>Holds</u>
1. <i>Fourth Wing</i> by Rebecca Yarros	826
2. <i>The Woman in Me</i> by Britney Spears (audio)	749
3. <i>Tom Lake</i> by Ann Patchett (audio)	721
4. <i>Lessons in Chemistry</i> by Bonnie Garmus	717
5. <i>Tom Lake</i> by Ann Patchett	708
6. <i>Lessons in Chemistry</i> by Bonnie Garmus (audio)	654
7. <i>The Women</i> by Kristin Hannah	622
8. <i>The Women</i> by Kristin Hannah (audio)	573
9. <i>Funny Story</i> by Emily Henry	536
10. <i>The Heaven &amp; Earth Grocery Store</i> by James McBride	466

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Katie Fox Webb	Assistant Branch Librarian Sub	Administrative Assistant - Administration	January 22
Holly Cotter	Assistant Branch Librarian – East Grand Rapids	Assistant Branch Librarian Sub	February 5
Kelsey Little	Assistant Branch Librarian – Plainfield	Administrative Assistant – Project Management Office	February 5

DEPARTURES	POSITION	EFFECTIVE
Mary Oosterbaan	Assistant Branch Librarian – Grandville	January 25
Courtney DeLongchamp	Assistant Branch Librarian – East Grand Rapids	February 9
Reilly Brady	Governmental Fund Accounting Specialist – Finance	February 16
Patricia Wells	Branch Librarian – Gaines Township	March 23

OPEN POSITIONS	TYPE
Assistant Branch Librarian – Alpine	Part-time
Branch Librarian – Wyoming	Part-time
Assistant Branch Librarian – Grandville	Part-time
Collection Services Assistant – Service Center	Part-time
Assistant Branch Librarian – East Grand Rapids (2 positions)	Part-time
Assistant Branch Librarian – Plainfield	Part-time

EMPLOYEE ANNIVERSARIES (MARCH)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Diane Damuth	Human Resources	20 years
Josh Bernstein	Grandville / Byron Twp.	16 years
Brad Allen	Collection Services	14 years
Melody Kastanek	Englehardt	14 years
Hollis Goulet	East Grand Rapids	13 years
Laura Youells	Krause / Nelson Twp / Spencer Twp	10 years

EMPLOYEE ANNIVERSARIES (MARCH)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Janine Elliott	Collection Services	9 years
Dave Palma	Englehardt / Alto	9 years
Autumn Shattuck	Kentwood	9 years
Jennifer Furner	Kentwood	8 years
Barbara Schantz	Walker	8 years
Jared Seigel	Cascade	8 years
Anne Bartsch	Alpine	7 years
Jacquelyn Boss	Wyoming	7 years
Jacqueline Jurgens	Patron Services	7 years
Adam Marth	Wyoming	7 years
Sara Proano-Motta	Community Engagement	6 years
Brittany Zuehlke	Walker	6 years
Rachel Groters	Grandville	5 years
Jacob Hop	Wyoming	5 years
Amy Richardson	Englehardt	4 years
Laura DeJong	Plainfield	3 years
Taylor Docter	Spencer Twp.	3 years
Amra Hrnjic	Kentwood	3 years
Abby Lynn	Patron Services	3 years
Kristen Vandussen	Sub Pool	3 years
Madelyn Besaw	Englehardt	2 years
Sidra Elvey	Walker	2 years
Brock Gabbert	Collection Services	2 years
Lauren Hagerman Tekelly	Programming	2 years
Jacob Huber	Kentwood	2 years
Cari Kovach	Sub Pool	2 years
Janelle Waugh	Finance	2 years
Luke Ayuso	Building Maintenance	1 year
Mariangela McNair	Sub Pool	1 year

## BOARD OF TRUSTEES ATTENDANCE - 2024

	TRACY CHRENKA	PETER DYKHUIS	ANDREW ERLEWEIN	SHERRI GILREATH WATTS	NICOLE LINTEMUTH	CARLA MOYER HOTZ	CHRISTINA TAZELAAR	PENNY WELLER
January 18, 2024	X	X	X	X	X	X	X	X
February 15, 2024								
March 21, 2024								
April 18, 2024								
May 16, 2024								
June 20, 2024								
July 18, 2024								
August 15, 2024								
September 19, 2024								
October 17, 2024								
November 21, 2024								
December 19, 2024								

\*BOARD PARTICIPATION VIA TELECONFERENCE

TRUSTEE NAME	MEETING DATE		TRUSTEE NAME	MEETING DATE

# Policy Manual

January 2024 EDITS

## **SECTION 1: COLLECTION AND REFERENCE**

KDL Policy 1.1

[Materials Selection](#)

KDL Policy 1.2

[Gifts](#)

KDL Policy 1.3

[Intellectual Freedom](#) **EDITS**

KDL Policy 1.4

[Collection Maintenance](#)

KDL Policy 1.5

[Reference + Research](#)

KDL Policy 1.6

[Shared Collection](#)

KDL Policy 1.7

[Inter-Library Loan](#)

## KDL Policy 1.3

### Intellectual Freedom

LAST REVISED 6.15.2023

~~Kent District Library supports the principles of intellectual freedom adopted by the American Library Association and stated in the Library Bill of Rights and the first amendment rights as outlined in the US Constitution.~~

~~Kent District Library upholds the principles of intellectual freedom as a basic right that is guaranteed by the First Amendment of the United States Constitution. By virtue of the Fourteenth Amendment, the First Amendment's constitutional right of free speech and intellectual freedom also applies to state and local governments. Government agencies and government officials are forbidden from regulating or restricting speech or other expression based on its content or viewpoint.~~

- ~~• It is the right of every individual to seek and receive information from all points of view without content restriction. It provides free access to expressions of ideas where any and all sides of a question, cause or movement may be explored, including presentation of all points of view on current and historical issues.~~
- ~~• Materials should not be proscribed or removed because of partisan or doctrinal disapproval.~~
- ~~• The exchange of information and ideas are supported and facilitated in a democratic society, and with respect to each individual's rights to privacy and choice.~~
- ~~• A person's right to use a library should not be denied or abridged because of origin, age, background, or views.~~
- ~~• The core purpose of the Library is to further all people by enriching lives through access and personal discovery for all.~~

The Library assures equal access, ~~without censorship or scrutiny~~, to all library resources by patrons within the constraints of Michigan law. Patrons are free to select or reject for themselves any item in the collection. Individual or group prejudice about a particular item or type of material in the collection may not preclude its use by others. Parents or legal guardians have the right and the responsibility to restrict the access of their children to library resources. Parents or legal guardians who do not want their children to have access to certain library services, materials, or facilities ~~shall should~~ so advise their children. Library staff ~~cannot lack legal authority to~~ assume the role of parents or the functions of parental authority.

# Memo

Re: FY 2024- Community Report Presentations

**Question:** Should the Kent District Library (KDL) change the approach and offer to make annual presentations before each municipality, to seek more two-way dialog or an opportunity for the municipality to pass on the offer?

**Background:** During my tenure as Executive Director of KDL (and before) we have requested to visit participating municipalities to speak during public comment or during a special presentation to deliver KDL's community report. There are two participating municipalities that have requested that we not be present (Oakfield and Grand Rapids Twps.). Presentations to the other municipalities are typically short, cordial and appreciative. Every municipality in the KDL service area receives copies of the annual community report.

**Recommendation:** In the spirit of building relationships with municipalities, we believe that the best approach is to continue to ask the municipalities if they would like us to schedule time for us to present the annual community report by a letter with the community reports are mailed to the municipalities. The difference is that the request is delivered in the form of a letter with copies of the annual report instead of an email. We would start by asking if they would like a presentation. If they would, do they prefer the historic format of the presentation or change to a conversational format with an agenda (created by KDL and the municipality).

**Rationale:** We enjoy excellent day-to-day relationships with the municipalities due to the efforts of our Regional Managers, so the annual presentations often do not offer anything new to share or discuss. This recommendation creates a more collaborative approach to annual presentations and nurtures our relationships with municipalities. If they do not want an annual presentation but have questions, we can respond with a call, email or other meeting. This recommendation is very close to the current practice, but the difference being that we would 1) inquire about an annual presentation via letter and have them reach out to the KDL Executive Assistant to schedule as opposed to reaching out to them via email, and 2) provide options which include entirely passing on the annual presentation.

**Next steps if the Board approves the recommended course of action:** The Board Chair in conjunction with the Leadership Team and Executive Assistant will develop a framework and timeline for the process of Annual Report requests for presentation and present it as an informational item in the March Board Packet.



## RESOLUTION

### Beneficiary Distribution Request

#### MEETING INFORMATION

A regular meeting of the Library Board (the "Board") of the Kent District Library (the "Library") was held at the Kent District Library – Service Center, on February 15, 2024, at 4:30 PM.

The meeting was called to order by: \_\_\_\_\_.

**PRESENT:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**ABSENT:** \_\_\_\_\_

#### RESOLUTION

**WHEREAS**, Article II, Section 2.3, of the Kent District Library Board of Trustees Bylaws, states that it is the duty of the Board of Trustees to employ a Library Director who will be administratively responsible for executing the policies of the Library Board and for directing all phases of the operation of the District Library; and

**WHEREAS** the Library Board defines acceptance of financial contributions on behalf of the District Library as an expressed function of the Library Director.

#### NOW, THEREFORE, BE IT RESOLVED THAT:

The Library Board hereby specifically names Lance Werner the Library Director and has been given him authority to perform necessary duties and execute financial transactions for the Kent District Library in accordance with the Board's Bylaws, the Kent District Library's finance policies and specifically for the financial gift to be received from decedent estate of Sherri L. Johnson.

THE FORGOING RESOLUTION was adopted on a motion made by \_\_\_\_\_  
and seconded by \_\_\_\_\_. Upon roll call vote, the following voted aye: \_\_\_\_\_

\_\_\_\_\_. The following voted nay: \_\_\_\_\_  
\_\_\_\_\_. The  
Chair declared the motion carried and the Resolution duly adopted on the 15th of February 2024.

#### RESOLUTION DECLARED ADOPTED.

STATE OF MICHIGAN  
SS.  
COUNTY OF KENT

## **CERTIFICATION**

I HEREBY CERTIFY that the foregoing is a true and complete copy of a resolution adopted by the Board of Trustees of the Kent District Library, County of Kent, Michigan, at a regular meeting held on February 15, 2024 and that said meeting was conducted and public notice of said meeting was given pursuant to and in full compliance with the Open Meetings Act, being Act 267, Public Acts of Michigan, 1976, and that the minutes of said meeting were kept and will be or have been made available as required by said Act.

Dated: February 15, 2024

---

Andrew Erlewein, KDL Board Chair

---

Carla Moyer Hotz, KDL Board Secretary

# STRATEGIC PLAN 2021-2023

FOURTH QUARTER UPDATE  
2023

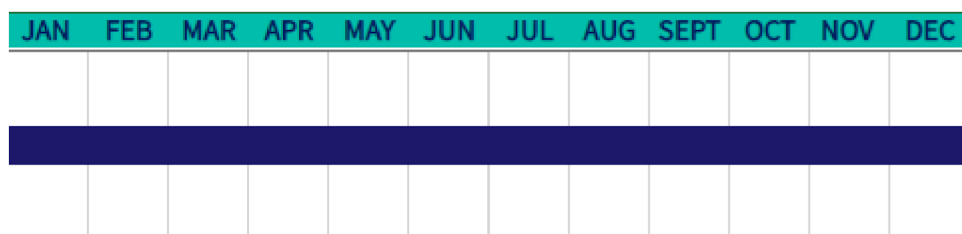


# 2021-2023 Strategic Goal:

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.



## 2023 Q4 Update

On Track

Paused/Delayed

Canceled

Completed

KDL's first One Community partnership was a success and will help shape the organization's intentional relationship building moving forward, led by the EDI Advisory Group. KDL partnered with Dee Sherwood, who presented an impactful training to KDL in September to lay an educational foundation for the many wonderful programs offered in the fall. KDL ultimately decided to forgo an organizational approach to land acknowledgements, as advised by these partnerships. Tribes will often ask for this if they would like it. Tribes are not a monolith and often have many different opinions on this. KDL wants to ensure that the partnerships are partner-informed and not performative.

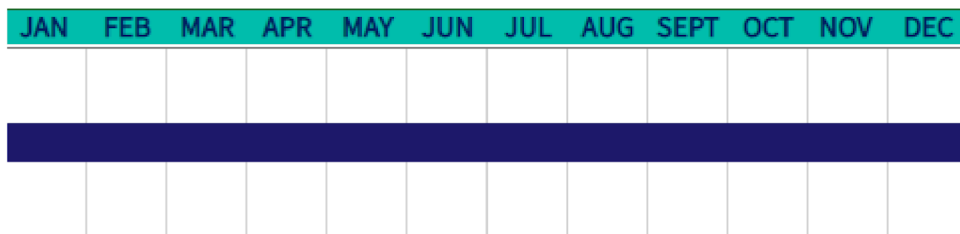
As part of the ongoing One Community initiative, KDL is aiming to create and maintain both economic engagement and learning opportunities with the local AAPI (Asian American and Pacific Islander) community for 2024. Collaboration will take place with the Grand Rapids Asian-Pacific Foundation (GRAPF) throughout the year, encompassing participation in their three major events: Noodle Fest in March, the AAPI Festival in June, and the Global Water Fest in July. For the latter event, consideration is being given to KDL sponsoring a Dragon Boat. Efforts also include reaching out to speakers for staff training and public events, as well as arranging for food trucks and catering from locally owned restaurants for summits, large meetings, and other gatherings. Moreover, discussions are underway with GRAPF to identify community needs where KDL can offer assistance, such as support for small businesses, translation services, and international language materials, among other services.

# 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.



## 2023 Q4 Update

On Track

Paused/Delayed

Canceled

Completed

The OPI (over-the-phone interpretation) project was finished last quarter. Spanish and ASL storytimes still continue, but the in-branch signage has not yet been assessed.

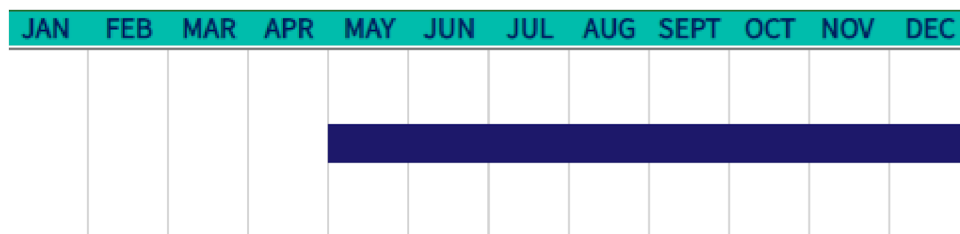
Equity, Diversity, Inclusion (EDI)

## 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. Use market data to identify areas in the county where there is opportunity for new cardholder growth while meeting people where they are.



## 2023 Q4 Update

On Track

Paused/Delayed

Canceled

Completed

The year ended with a final count of 20,167 new cards created, which was slightly fewer than last year's number. Library checkouts (both digital and physical) and program attendance were significantly increased over the prior year, so this did not align with expectations. As a system, KDL did a few new efforts to incentivize getting library cards. It was possible that the team tried too many things because staff seemed confused at times on what was being asked of them. A big contributor to lower numbers was likely the changes in KDL's student and minor no-cosigner policy, neither of which were anticipated when projecting and determining goals.

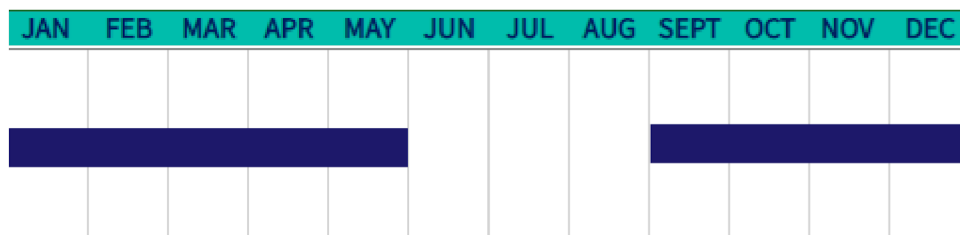
Some strategies (like outreaches at apple orchards and other events) will be carried forward. Having more management buy-in and awareness may also help with any card campaigns KDL endeavors to do moving forward.

# 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 1,000 Books Before Kindergarten (1KB4K), piloting preschool booster packs and introducing a Picture Books CORE collection, as well as partnering with local daycares and preschools to promote the aforementioned offerings, WonderKnook playspaces, Early Lit Bits Newsletter and storytimes.



## 2023 Q4 Update

On Track

Paused/Delayed

Canceled

Completed

The last project under this initiative is the exciting launch of the preschool booster packs! KDL budgeted for an initial collection of 50 packs. All materials have been received and put together. Yuko finished cataloguing each one to ensure that the packs were holdable but not available until their February 1 launch. A staff training plan was created for staff, informing them of which branches the packs will be going to and allowing them to become familiar with what each pack contains. The training also included a reminder for staff to review missing pieces procedures should they need future replacement items. After the launch, the team will assess the data to see which branches and which types of packs to add to expand the collection with the funds raised from Giving Tuesday. Within the first few days of the launch, each English pack had about 20-30 holds and each Spanish pack had about 4-5.

[See the current holds here.](#)



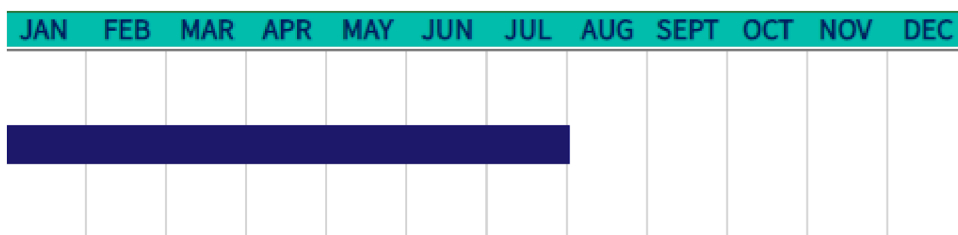
Engagement + Service

# 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.



## 2023 Q4 Update

On Track

Paused/Delayed

Canceled

Completed

The project closeout for this meeting got pushed into the new year to accommodate schedules. The project scope did not include the actual weeding of these collections but rather a documented plan of recommendations for each branch, staff talking points, a training plan, etc. Those deliverables will need to be met before closing out and weeding is scheduled to begin later in the year. The plan will be to phase out the music CD and physical audiobook collections over the next three years with budget decreases each year, and to allocate these collections to KDL's larger branches or those branches where circulation of these materials is higher.

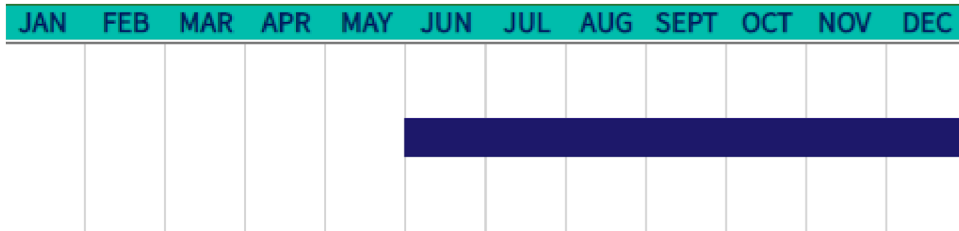
Sustainability

## 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.



## 2023 Q4 Update

## On Track

Paused/Delayed

Canceled

Completed

The pre-work to transfer policies and procedures to SharePoint has gone better than even anticipated. Staff love not having an extra login, the searchability, and the speed at which they can locate important documents to perform their work.

With the new millage timeline, other projects, and advances in technology, the SharePoint Intranet main page revamp project has been canceled. The functionality of the main page, while not optimized, is fine, and as AI continues to evolve, there may be opportunities to use new tools Microsoft is rolling out for SharePoint retrieval purposes to help staff find what information and documents they are looking for to serve patrons with even faster efficiency and speed.

# Sustainability