BOARD OF TRUSTEES PACKET

APRIL 2024

Kent District Library

DRAFT

BOARD OF TRUSTEES
Meeting Agenda

LOCATION

Kent District Library Krause Memorial Branch, 140 East Bridge Street, Rockford, MI

DATE & TIME

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

1. **CALL TO ORDER**

2. **PLEDGE OF ALLEGIANCE**

3. **CONSENT AGENDA***
   A. Approval of Agenda
   B. Approval of Minutes: March 21, 2024
   C. Lakeland Library Cooperative Report: March 14, 2024

4. **REGIONAL MANAGER UPDATE – Krause, Nelson + Spencer Branches**

5. **FINANCE REPORTS – March 2024***

6. **DIRECTOR'S REPORT – March 2024**

7. **NEW BUSINESS**
   A. Strategic Plan + KPI Review
   B. Resolution: **Kline Award Future Capital Building Projects***   *Roll Call Vote*

8. **LIAISON REPRESENTATIVE COMMENTS**

9. **PUBLIC COMMENTS****

10. **MEETING DATES**
    Next Regular Meeting: Thursday, May 16, 2024 – KDL Grandville Branch, 4:30 PM

11. **CLOSED MEETING ***   *Roll Call Vote*

12. **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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DRAFT

BOARD OF TRUSTEES
Meeting Minutes

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1. **CALL TO ORDER**
   Chair Erlewein called the meeting to order at 4:30 PM.

2. **PLEDGE OF ALLEGIANCE**

3. **CONSENT AGENDA***
   A. Approval of Agenda
   B. Approval of Minutes: February 15, 2024.
   C. Lakeland Library Cooperative Board Minutes: February 8, 2024.
   D. Request: The Grandville Branch requests a late closing of 8:00 PM to accommodate the Art and Chocolate Walk on Friday, April 26.
   E. Request: The Comstock Park Branch requests closure from Monday, April 29 through Wednesday, May 1 to accommodate electrical repair and updated lighting.
   F. Request: The Byron Township Branch requests a late closing of 8:00 PM to accommodate the Byron Township Branch 20 years celebration on Saturday, May 4.
   G. Request: The Krause Memorial Branch requests a late opening of 1:00 PM to accommodate Rockford's annual Start of Summer Parade on Saturday, June 15.
   H. Request: The East Grand Rapids Branch requests a late opening of 11:00 AM to accommodate the Reeds Lake Run on Saturday, June 22.
   I. Request: The East Grand Rapids Branch requests a late opening of 11:00 AM to accommodate the Rhoades McKee Triathlon on Saturday, September 7.

J.   Request: The Amy Van Andel Library requests a late closing of 8:00 PM to accommodate Tinsel, Treats and Trolley on Friday, December 6.

Motion: Ms. Weller moved to approve the consent agenda as presented.
Support: Supported by Mr. Dykhuis.
RESULT: Motion carried.

4.   **FINANCE REPORTS – February 2024***
The Acting Director of Finance Kim Lindsay gave a brief overview of year-to-date financials:
- Cash was nearly $24.9M as compared to $24.1M at this time last year. The daily operation has been moving cash not needed to the Liquidity Portal at Huntington which continues to bring in a return.
- Revenues collected in February amounted to $20.1M or 70.4% of the 2024 budget. Revenues at this time last year were $22.9M.
- Expenditures through February were $5.6M or 18.2% of the 2024 expenditure budget. Expenditures compared to last year are virtually the same.
- Disbursements over $50,000 for the month include:
  - Ingram Library Services - $54,160.82 for collection materials

Motion: Mr. Dykhuis moved to receive and file the February 2024 finance reports as presented.
Support: Supported by Ms. Moyer Hotz.
RESULT: Motion carried.

5.   **DIRECTOR'S REPORT – February 2024**
Executive Director Werner shared updates with the Board regarding recent developments within the organization.
- The Finance Department was highlighted as the Featured Department. A lot of efficiencies have been developed within Finance. They were able to absorb the work with a departure from within the department and the department has never run so smoothly.
- Congratulations to Regional Manager I Jennifer German for 35 years of service and her tenacity.

The Board members asked questions. The staff responded.

6.   **NEW BUSINESS**
A.   **Proposal to Adjust Open Hours at the Tyrone Township and Alto Branches***
Motion: Ms. Chrenka moved to approve the Proposal to Adjust Open Hours at the Tyrone Township Branch as presented.
Support: Supported by Ms. Weller.
RESULT: Motion Carried.

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Motion: **Ms. Chrenka moved to approve the Proposal to Adjust Open Hours at the Alto Branch as presented.**
Support: **Supported by Ms. Tazelaar.**
RESULT: **Motion Carried.**

B. Resolution: KDL Millage Levy for 12.1.2024*

The Board members asked questions. The staff responded.

Motion: **Ms. Weller moved to approve the Resolution: KDL Millage Levy for 12.1.2024 as presented.**
Support: **Supported by Ms. Gilreath Watts.**

Ms. Chrenka – Yes	Mr. Dykhuis – Yes	Mr. Erlewein – Yes	Ms. Gilreath-Watts – Yes
Ms. Lintemuth – N/A	Ms. Moyer Hotz – Yes	Ms. Tazelaar – Yes	Ms. Weller – Yes

RESULT: **Motion carried 7-0.**

7. **LIAISON REPRESENTATIVE COMMENTS – None.**

8. **PUBLIC COMMENTS** – None**

9. **MEETING DATES**
   Next Regular Meeting: Thursday, April 18, 2024 – Kent District Library Krause Memorial Branch, 4:30 PM.

10. **ADJOURNMENT**
    Motion: **Mr. Dykhuis moved for adjournment at 5:23 PM.**
    Support: **Supported by Ms. Tazelaar.**
    RESULT: **Motion carried.**

ADMINISTRATIVE APPROVAL FOR DISTRIBUTION

5

LAKELAND LIBRARY COOPERATIVE
BOARD MINUTES – Unofficial
Thursday, March 14, 2024 at 9:30 a.m.
**Kent District Library Service Center**

Present: John McNaughton (GRPL), Joe Zappacosta (SM), Rob Bristow (OG), Maggie McKeithan (OS), Ron Suszek (MADL), Carol Dawe (LLC), Dale Parus (IC), Lance Werner (KDL)
Lakeland Staff Present: Ann Langlois, Amber McLain
Absent: Diane Kooiker (HDL)

1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:32. by Lance Werner.
2) **APPROVAL OF AGENDA:** John McNaughton 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:** Deb Schultz (Volunteer Coordinator for KDL) announced that there is a "Spring Linking" event for Friends groups within Lakeland – the event will cover bank accounts for friends groups as well as roundtable discussions regarding volunteer engagement, fundraising, and community involvement.
5) **APPROVAL OF MINUTES:** John McNaughton moved, supported by Maggie McKeithan, to approve the board minutes from February 8, 2024– *motion carried.*
6) **FINANCIAL REPORT:**
    a) February 2024 Financials and Check Register: Rob Bristow moved, supported by Ron Suszek, to approve the February 2024 Financials as presented - *motion carried.*
7) **PRESIDENT'S REPORT**
    a) Nothing to report.
8) **DIRECTOR'S REPORT**
    a) See written report.
    b) Carol announced that the auditor will be present for the April meeting.
    c) The Library Cooperatives of MI retreat will be held at Hackley in August.
    d) The Library Cooperatives of MI is also working on a "Leadership Wheel" that will help identify the needs of others/assist with working with others.
    e) Lakeland is working with Nick Heimler for IT.
    f) The budgeting process will begin in the coming months.
9) **COUNCIL/COMMITEE REPORTS**
    a) Advisory Council Minutes included for information.
10) **PUBLIC COMMENTS:**
    a) None.
11) **BOARD MEMBER COMMENTS:**
    a) John McNaughton – None.
    b) Ron Suszek – The Muskegon Libraries are holding a joint board meeting May 15 to discuss the process of migrating to their own ILS and the information thus far.
    c) Joe Zappacosta – Asked for IT service suggestions.
    d) Rob Bristow – None.
    e) Maggie McKeithan – Spring Lake will have their grand reopening April 20.
    f) Dale Parus – None.
12) **NEXT MEETING:** Thursday, April 11**,** at 9:30 a.m. at Kent District Library Service Center.
13) **ADJOURNMENT:** John McNaughton moved, supported by Ron Suszek, to adjourn at 9:44 - *motion carried.*

Respectfully submitted by,
Amber McLain

Monthly Cash Position Per Bank
Month Ended March 2024
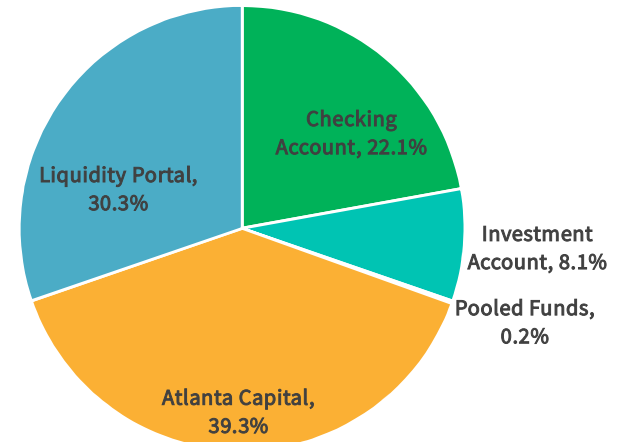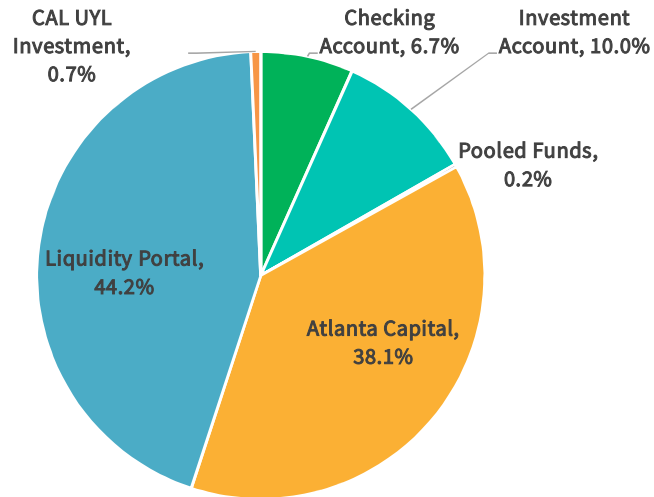
2024		
Account	Rate	Amount
Huntington Checking Account	0.500%	$1,889,393.71
Huntington Investment Account	3.289%	$2,840,515.57
*Kent County Pooled Funds	3.774%	$58,433.66
Atlanta Capital Investments		$10,768,312.00
Huntington Liquidity Portal	5.240%	$12,509,596.31
Caledonia UYL Investment		$205,433.24
		$28,066,251.25

2023		
Account	Rate	Amount
Huntington Checking Account	0.500%	$6,612,221.34
Huntington Investment Account	1.004%	$2,429,752.78
*Kent County Pooled Funds	3.924%	$56,560.96
Atlanta Capital Investments		$11,717,770.00
Huntington Liquidity Portal		$9,036,434.69
		$29,852,739.77

* Includes Trust Pooled fund balances

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

Monthly Revenues and Expenditures
Month Ended March 2024
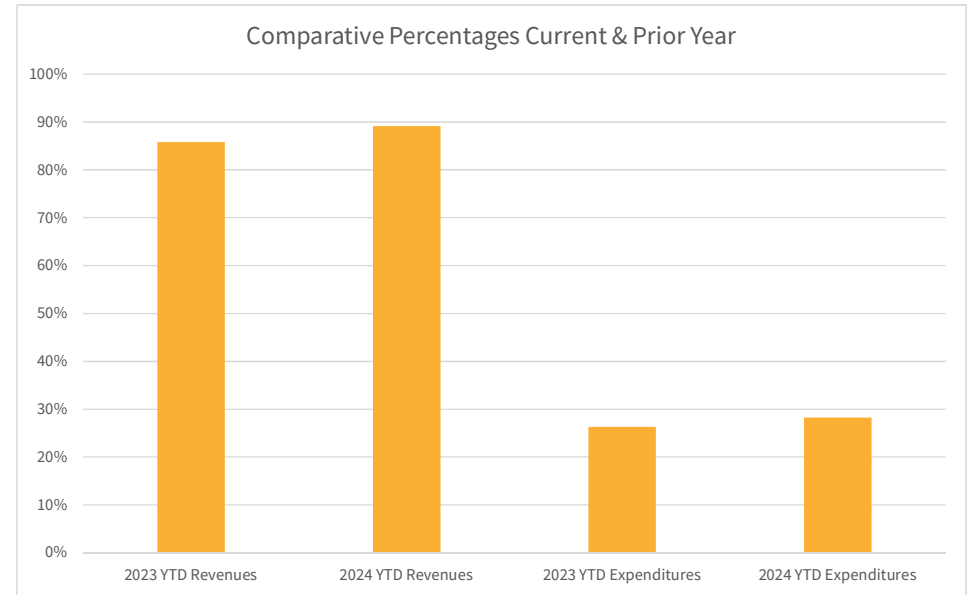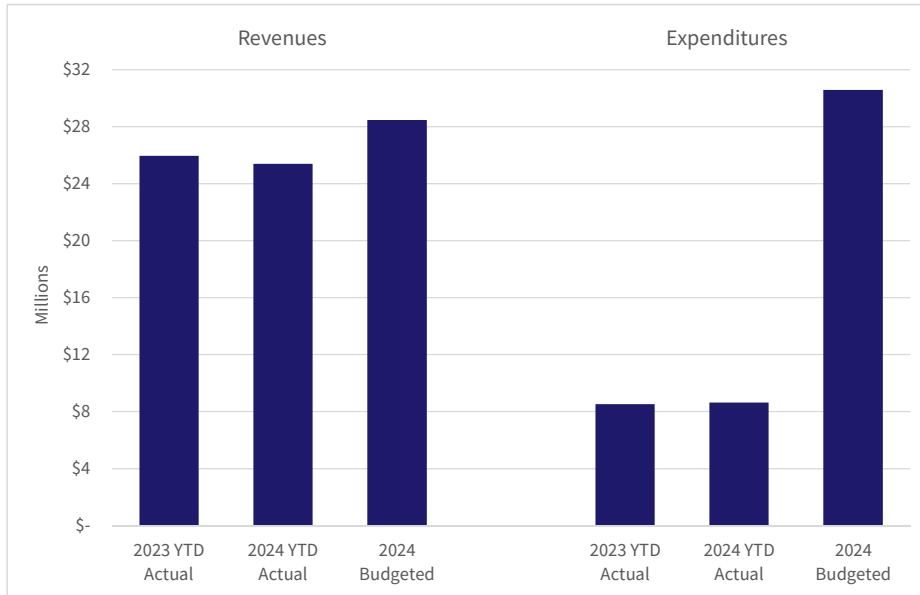
Budget to Actual with Prior Year Comparison

Revenues

2023 YTD Actual	$	25,964,295
2024 YTD Actual	$	25,397,264
2024 Budgeted	$	28,484,689

Expenditures

2023 YTD Actual	$	8,536,860
2024 YTD Actual	$	8,644,717
2024 Budgeted	$	30,595,677

Comparative Percentages Current & Prior Year

Account	Amount
2023 YTD Revenues	85.8%
2024 YTD Revenues	89.2%
2023 YTD Expenditures	26.3%
2024 YTD Expenditures	28.3%

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 3/1/2024 Through 3/31/2024
(In Whole Numbers)

	YTD Actual	2024 Original Budget	2024 Original Budget to Actual Variance	Percent Remaining
Revenues				
Property Taxes	24,871,741	25,595,017	(723,276)	(3)%
Penal Fines	0	630,000	(630,000)	(100)%
Charges for Services	35,312	38,000	(2,688)	(7)%
Interest Income	157,498	400,000	(242,502)	(61)%
Public Donations	266,237	400,000	(133,763)	(33)%
Other Revenue	45,940	353,000	(307,060)	(87)%
State Sources	20,536	1,068,672	(1,048,136)	(98)%
Total Revenues	25,397,264	28,484,689	(3,087,425)	(11)%
Expenditures				
Salaries and Wages	3,358,794	14,450,238	11,091,444	77 %
Employee Benefits	1,022,377	4,024,338	3,001,961	75 %
Collections - Digital	1,256,263	2,936,317	1,680,054	57 %
Collections - Physical	463,393	2,054,176	1,590,783	77 %
Supplies	87,960	724,835	636,875	88 %
Contractual and Professional Services	983,153	2,181,095	1,197,942	55 %
Programming and Outreach	115,826	497,015	381,189	77 %
Maintenance and Utilities	747,786	2,441,763	1,693,977	69 %
Staff Development	52,657	302,640	249,983	83 %
Board Development	6,277	15,000	8,723	58 %
Other Expenditures	205,716	399,632	193,916	49 %
Capital Outlay	344,515	568,628	224,113	39 %
Total Expenditures	8,644,717	30,595,677	21,950,960	72 %
Excess Revenue Over (Under) Expenditures	16,752,547	(2,110,988)	18,863,535	(894)%

	YTD Actual	2024 Original Budget	2024 Original Budget to Actual Variance	Percent Remaining
Revenues				
Public Donations	1,460	0	1,460	0 %
Total Revenues	1,460	0	1,460	0 %
Excess Revenue Over (Under) Expenditures	1,460	0	1,460	0 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 3/1/2024 Through 3/31/2024

(In Whole Numbers)

	YTD Ending March 31, 2023	YTD Ending March 31, 2024	Total Variance
Revenues			
Property Taxes	25,606,365	24,871,741	(734,624)
Charges for Services	9,993	35,312	25,319
Interest Income	227,114	157,498	(69,616)
Public Donations	65,153	266,237	201,084
Other Revenue	35,134	45,940	10,806
State Sources	20,536	20,536	0
Total Revenues	25,964,295	25,397,264	(567,031)
Expenditures			
Salaries and Wages	3,255,478	3,358,794	103,316
Employee Benefits	1,184,990	1,022,377	(162,613)
Collections - Digital	976,892	1,256,263	279,371
Collections - Physical	487,949	463,393	(24,555)
Supplies	118,325	87,960	(30,366)
Contractual and Professional Services	976,636	983,153	6,517
Programming and Outreach	48,488	115,826	67,338
Maintenance and Utilities	906,085	747,786	(158,299)
Staff Development	69,624	52,657	(16,967)
Board Development	5,172	6,277	1,105
Other Expenditures	183,466	205,716	22,250
Capital Outlay	323,754	344,515	20,761
Total Expenditures	8,536,860	8,644,717	107,858
Excess Revenue Over (Under) Expenditures	17,427,436	16,752,547	(674,889)

Kent District Library

Statement of Revenues and Expenditures
157 - Scholarship Fund
From 3/1/2024 Through 3/31/2024

(In Whole Numbers)

	YTD Ending March 31, 2023	YTD Ending March 31, 2024	Total Variance
Revenues			
Public Donations	0	1,460	1,460
Total Revenues	0	1,460	1,460
Excess Revenue Over (Under) Expenditures	0	1,460	1,460

		Current Month	2024 YTD	2024 Original Budget	2024 Original Budget to Actual Variance	Percent Remaining
	Revenues					
	Property Taxes					
4402	Current property taxes	5,108,325	24,698,336	25,339,532	(641,196)	(3)%
4412	Delinquent personal property taxes	116	1,551	10,000	(8,449)	(84)%
4432	DNR - PILT	1,350	26,844	30,000	(3,156)	(11)%
4437	Industrial facilities taxes	96,337	145,009	215,485	(70,476)	(33)%
	Total Property Taxes	5,206,129	24,871,741	25,595,017	(723,276)	(3)%
	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	134	24,595	0	24,595	0 %
4685	Materials replacement charges	4,235	10,717	38,000	(27,283)	(72)%
	Total Charges for Services	4,369	35,312	38,000	(2,688)	(7)%
	Interest Income					
4662	Interest Earned on Uyl Investment	905	2,650	0	2,650	0 %
4664	Interest Earned on Restricted Investments	188	374	0	374	0 %
4665	Interest earned on deposits and investments	111,564	153,418	400,000	(246,582)	(62)%
4666	Interest Earned - Property Taxes	625	1,056	0	1,056	0 %
	Total Interest Income	113,283	157,498	400,000	(242,502)	(61)%
	Public Donations					
4673	Restricted donations	18,841	262,372	400,000	(137,628)	(34)%
4674	Unrestricted donations	1,115	3,865	0	3,865	0 %
	Total Public Donations	19,956	266,237	400,000	(133,763)	(33)%
	Other Revenue					
4502	Universal Service Fund - eRate	0	0	350,000	(350,000)	(100)%
4651	Admission/Entry fees	0	458	0	458	0 %
4668	Royalties	134	754	0	754	0 %
4686	Sale of Equipment	0	1,009	0	1,009	0 %
4688	Miscellaneous	188	452	3,000	(2,548)	(85)%
4695	Health Insurance Plan Experience Rebate	0	43,268	0	43,268	0 %
	Total Other Revenue	322	45,940	353,000	(307,060)	(87)%
	State Sources					
4540	State Aid	0	0	431,600	(431,600)	(100)%
4541	State aid - LBPH/TBBC	0	20,536	41,072	(20,536)	(50)%
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	20,536	1,068,672	(1,048,136)	(98)%
	Total Revenues	5,344,059	25,397,264	28,484,689	(3,087,425)	(11)%
	Expenditures					
	Salaries and Wages					
5700	Board Stipend	210	630	3,900	3,270	84 %
5706	Extra duty stipends	0	650	0	(650)	0 %
5713	Salary & Wages	1,569,710	3,357,514	14,446,338	11,088,824	77 %
	Total Salaries and Wages	1,569,920	3,358,794	14,450,238	11,091,444	77 %

		Current Month	2024 YTD	2024 Original Budget	2024 Original Budget to Actual Variance	Percent Remaining
	Employee Benefits					
5709	FICA	116,190	247,625	1,105,145	857,519	78 %
5717	Defined Contribution Pension Plan Contributions	72,751	154,975	507,693	352,718	69 %
5718	Employee Health Benefits	193,553	225,044	1,928,700	1,703,656	88 %
5720	HSA/Flex	0	364,000	392,000	28,000	7 %
5730	Other Employee Benefits	3,657	30,732	90,800	60,068	66 %
	Total Employee Benefits	386,151	1,022,377	4,024,338	3,001,961	75 %
	Collections - Digital					
5785	Cloud Library/OverDrive	300,000	607,250	1,943,500	1,336,250	69 %
5786	Hoopla	177,000	349,500	605,000	255,500	42 %
5787	Digital Collection	0	117,749	151,657	33,908	22 %
5788	Miscellaneous Electronic Access	16,667	181,765	236,160	54,395	23 %
	Total Collections - Digital	493,667	1,256,263	2,936,317	1,680,054	57 %
	Collections - Physical					
5791	Subscriptions	(35)	69,515	81,540	12,025	15 %
5815	KDL Cruisers	0	0	10,100	10,100	100 %
5871	Branch Local Materials - Restricted Donation Expenditures	1,513	1,572	0	(1,572)	0 %
5982	Collection Materials - Depreciable	122,230	320,307	1,538,474	1,218,167	79 %
5983	CD/DVD Collection Materials - Non-Depreciable	22,346	71,124	384,062	312,938	81 %
5984	Beyond Books Collection - Non-Depreciable	121	875	40,000	39,125	98 %
	Total Collections - Physical	146,174	463,393	2,054,176	1,590,783	77 %
	Supplies					
5750	Collection Processing & AV Supplies	7,051	27,022	113,690	86,668	76 %
5751	Supplies	11,084	24,836	150,815	125,979	84 %
5760	Technology & Accessories <$1000	204	1,731	59,040	57,309	97 %
5764	KDL Staff Event, Supplies & Awards	1,663	2,450	31,950	29,500	92 %
5768	Promotions Supplies	309	309	30,835	30,526	100 %
5770	Other Awards/Prizes	3,915	11,728	215,325	203,597	95 %
5790	Books (not for circulation)	0	0	30,485	30,485	100 %
5851	Mail/Postage	1,079	1,733	7,695	5,962	77 %
5900	Copier/Printer Usage Charges	9,644	18,151	85,000	66,849	79 %
	Total Supplies	34,949	87,960	724,835	636,875	88 %
	Contractual and Professional Services					
5792	Software	45,347	324,167	635,265	311,098	49 %
5801	Professional & Other Contracted Services	14,090	222,245	576,990	354,745	61 %
5813	Delivery Services	12,572	37,716	161,717	124,001	77 %
5814	Security Services	2,973	2,973	28,000	25,027	89 %
5817	Lakeland Library Co-op services	1,627	3,253	6,505	3,252	50 %
5827	Catering	1,695	2,066	29,850	27,784	93 %
5873	Website	118	167,469	158,700	(8,769)	(6)%
5875	Advertising	8,611	25,229	113,250	88,021	78 %
5890	ILS Fees	0	116,517	159,771	43,254	27 %
5891	Licenses and Fees	21,325	48,060	189,047	140,987	75 %
5901	Outsourced Printing & Publishing	9,326	33,457	122,000	88,543	73 %

		Current Month	2024 YTD	2024 Original Budget	2024 Original Budget to Actual Variance	Percent Remaining
	Total Contractual and Professional Services	117,683	983,153	2,181,095	1,197,942	55 %
	Programming and Outreach					
5795	Programming & Outreach Supplies	7,958	20,588	199,850	179,262	90 %
5885	Speakers/Performers	26,654	88,229	277,150	188,921	68 %
5906	Community Outreach	221	7,009	20,015	13,007	65 %
	Total Programming and Outreach	34,833	115,826	497,015	381,189	77 %
	Maintenance and Utilities					
5810	IT COLO Infrastructure Services	39,587	140,474	600,000	459,526	77 %
5822	Maintenance Contracts	545	5,182	53,199	48,017	90 %
5848	Mobile Hotspots	34,631	72,600	398,844	326,244	82 %
5849	Cell Phones/ Stipends	2,189	5,944	25,395	19,451	77 %
5850	Telephones	5,121	17,006	42,000	24,994	60 %
5852	Internet/Telecomm Services	17,265	48,905	150,460	101,555	67 %
5919	Waste Disposal	499	1,537	8,200	6,663	81 %
5920	Utilties	5,238	6,912	90,000	83,088	92 %
5925	Lawncare & Snowplowing	1,648	8,886	43,000	34,114	79 %
5928	Branch Maintenance Fees	141,526	283,051	564,786	281,735	50 %
5930	Repairs & Maintenance	1,545	12,215	94,870	82,655	87 %
5933	Software & IT Hardware Maintenance Agreements	0	83,325	138,000	54,675	40 %
5940	Rentals & Leases	5,605	61,749	233,009	171,260	73 %
	Total Maintenance and Utilities	255,398	747,786	2,441,763	1,693,977	69 %
	Staff Development					
5910	Staff Development & Conferences	14,775	52,657	302,640	249,983	83 %
	Total Staff Development	14,775	52,657	302,640	249,983	83 %
	Board Development					
5908	Board Development	96	6,277	15,000	8,723	58 %
	Total Board Development	96	6,277	15,000	8,723	58 %
	Other Expenditures					
5759	Gas, Oil, Grease	352	481	8,160	7,679	94 %
5860	Parking	4	83	2,765	2,683	97 %
5861	Mileage Reimbursement	5,872	11,307	58,950	47,643	81 %
5870	Branch Local Misc - Restricted Donation Expenditures	9,020	24,051	93,800	69,749	74 %
5907	Sponsorships/Donations	0	250	10,675	10,425	98 %
5935	Insurance	0	118,904	114,482	(4,422)	(4)%
5939	Workers Compensation Insurance	0	25,339	41,000	15,661	38 %
5955	Miscellaneous	507	507	36,100	35,593	99 %
5959	Sales Taxes	(9)	(1)	100	101	101 %
5964	Property Tax Reimbursement	2,436	24,065	30,000	5,935	20 %
5965	MEL Return Items	481	732	3,600	2,868	80 %
	Total Other Expenditures	18,663	205,716	399,632	193,916	49 %
	Capital Outlay					
5977	Technology - Non-Depreciable ($1000-4999)	0	37,808	72,450	34,642	48 %
5978	Technology - Depreciable (5,000+)	0	275,409	476,178	200,769	42 %
5979	Equipment/Furniture - Non-Depreciable ($0-4999)	0	31,298	20,000	(11,298)	(56)%

	Current Month	2024 YTD	2024 Original Budget	2024 Original Budget to Actual Variance	Percent Remaining
Total Capital Outlay	0	344,515	568,628	224,113	39 %
Total Expenditures	3,072,308	8,644,717	30,595,677	21,950,960	72 %
Excess Revenue Over (Under) Expenditures	2,271,751	16,752,547	(2,110,988)	18,863,535	(894)%

Kent District Library

Statement of Revenues and Expenditures
157 - Scholarship Fund
From 3/1/2024 Through 3/31/2024
(In Whole Numbers)

	Current Month	2024 YTD	2024 Original Budget	2024 Original Budget to Actual Variance	Percent Remaining
Revenues					
Public Donations					
4673 Restricted donations	335	1,460	0	1,460	0 %
Total Public Donations	335	1,460	0	1,460	0 %
Total Revenues	335	1,460	0	1,460	0 %
Excess Revenue Over (Under) Expenditures	335	1,460	0	1,460	0 %

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Check Number	Vendor Name	Check Amount	Check Date
2024-1271	Overdrive, Inc	300,000.00	3/6/2024
2024-1258	IP Consulting, Inc.	84,081.59	3/6/2024
2024-1257	Ingram Library Services Llc	61,109.78	3/6/2024
AP-PH03-08-20…	Priority Health	39,050.92	3/11/2024
AP-9956297633	Verizon Wireless - MiFy Routers & Cell phones	33,639.65	3/4/2024
AP-PH03-29-20…	Priority Health	33,145.94	3/29/2024
87703	OCLC, Inc.	32,318.70	3/20/2024
AP-240090000…	Priority Health	29,705.40	3/4/2024
AP-240480191…	Priority Health	29,528.50	3/4/2024
AP-240180002…	Priority Health	29,351.60	3/4/2024
2024-1263	Linkedin Corporation	20,000.00	3/6/2024
87714	The Tuesday Agency	17,500.00	3/20/2024
2024-1268	Midwest Tape LLC	14,334.99	3/6/2024
2024-1220	Everstream Holding LLC- Michigan	13,610.62	3/6/2024
2024-1301	Ingram Library Services Llc	12,890.38	3/20/2024
87623	Issue Media Group, LLC	12,000.00	3/6/2024
2024-1278	Urban Libraries Council	12,000.00	3/6/2024
AP-LFO Settle	Priority Health	11,803.23	3/4/2024
AP-240180003…	Priority Health	11,523.08	3/1/2024
AP-240480191…	Priority Health	11,302.01	3/1/2024
AP-233560000…	Priority Health	11,080.94	3/1/2024
AP-PH03-15-24	Priority Health	10,920.62	3/15/2024
2024-1223	Holland Litho Printing Services	8,207.02	3/6/2024
2024-1270	Governmentjobs.com, Inc	8,164.10	3/6/2024
AP-PH03-22-24	Priority Health	8,012.95	3/22/2024
AP-05265390	Paycor, Inc.	7,794.52	3/7/2024
2024-1272	Same Day Delivery, Inc	7,773.57	3/6/2024
2024-1307	Marketscale LLC	7,485.00	3/20/2024
2024-1218	Comerica Bank	7,471.76	3/6/2024
2024-1288	Comerica Bank	7,010.93	3/20/2024
2024-1216	Baker & Taylor	6,886.28	3/6/2024
87712	SWANK Movie Licensing	5,861.00	3/20/2024
87650	Triangle Constructors	5,740.00	3/6/2024
2024-1261	Library Ideas, Llc	5,560.68	3/6/2024
2024-1314	Same Day Delivery, Inc	5,278.35	3/20/2024
2024-1318	Warner Norcross & Judd Llp	5,270.00	3/20/2024
2024-1276	Thomas Klise/Crimson Multimedia	4,995.00	3/6/2024
87622	Huron Associates LLC	4,200.00	3/6/2024
87619	Governmental Consultant Services Inc.	4,000.00	3/6/2024
87648	Ten Finger Fish	4,000.00	3/6/2024
AP-March 2024	PLIC - SBD Grand Island	3,535.71	3/1/2024
87662	BrightBenefits	3,344.18	3/20/2024
87633	Kent County Treasurer-Mi Tax Tribunal Refunds	3,126.83	3/6/2024
87684	J.Appleseed/Creative Library Sales	3,057.20	3/20/2024
2024-1281	Advanced Benefit Solutions, Inc / 44 North	2,915.00	3/20/2024
2024-1280	Xerox Financial Services LLC	2,904.22	3/6/2024
2024-1286	Central Michigan Paper	2,740.00	3/20/2024
87713	The Rosen Publishing Group, Inc.	2,575.40	3/20/2024
2024-1285	Baker & Taylor	2,558.47	3/20/2024
2024-1275	TelNet Worldwide, Inc.	2,554.82	3/6/2024
87696	Lerner Group	2,399.92	3/20/2024
AP-207147438…	Consumers Energy	2,380.73	3/4/2024

Check Number	Vendor Name	Check Amount	Check Date
2024-1212	Advanced Benefit Solutions, Inc / 44 North	2,312.00	3/6/2024
2024-1217	Blackstone Audio Inc	2,268.96	3/6/2024
2024-1309	Midwest Tape LLC	2,147.89	3/20/2024
AP-PH03-01-24	Priority Health	2,142.48	3/1/2024
87642	Playaway Products LLC	2,132.67	3/6/2024
2024-1277	UAW Local 2600	1,994.06	3/6/2024
2024-1302	IP Consulting, Inc.	1,984.03	3/20/2024
2024-1315	UAW Local 2600	1,946.64	3/20/2024
AP-030124DTE	Dte Energy	1,803.37	3/4/2024
87706	Playaway Products LLC	1,784.59	3/20/2024
AP-634412	123.Net, Inc	1,724.00	3/12/2024
87657	All Season Lawn Care	1,648.00	3/20/2024
2024-1260	Pre-Paid Legal Services, Inc.	1,606.10	3/6/2024
2024-1303	Pre-Paid Legal Services, Inc.	1,606.10	3/20/2024
87654	Vertiv Corporation	1,458.00	3/6/2024
2024-1221	Cengage Learning	1,444.38	3/6/2024
2024-1211	Abila / Community Brands Holdco, LLC	1,417.76	3/6/2024
AP-9956448215	Verizon Wireless - MiFy Routers & Cell phones	1,416.55	3/4/2024
2024-1310	TELUS HEALTH (US) LTD.	1,404.48	3/20/2024
2024-1213	AMAZON CAPITAL SERVICES, INC	1,345.73	3/6/2024
87715	Today's Business Solutions, Inc.	1,335.84	3/20/2024
2024-1319	Wolverine Printing Company	1,250.00	3/20/2024
87681	HighPoint Electric, Inc.	1,195.00	3/20/2024
87668	Cherry Lake Publishing/Sleeping Bear Press	1,126.95	3/20/2024
2024-1269	Nationwide	1,123.36	3/6/2024
AP-204301015...	Consumers Energy	1,053.45	3/7/2024
87617	Erica Millbrooks	1,050.00	3/6/2024
87716	Unique	1,048.34	3/20/2024
87676	Gary Schmidt / Stickney LLC	1,000.00	3/20/2024
2024-1305	Lindenmeyr Munroe	924.32	3/20/2024
87667	Center Point Publishing	903.66	3/20/2024
2024-1306	Mad Science of Detroit	900.00	3/20/2024
87683	Hr Collaborative Llc	900.00	3/20/2024
87613	DearReader.Com LLC	875.00	3/6/2024
2024-1320	Xerox Financial Services LLC	815.64	3/20/2024
87671	El Granjero Mexican Grill	810.00	3/20/2024
87704	Pam Spring Advertising, Llc	807.00	3/20/2024
87652	Troost Service Company	780.00	3/6/2024
87719	William Wolf	750.00	3/20/2024
87605	ASLdeafined	700.00	3/6/2024
2024-1313	RNL Graphics Solutions, LLC	688.81	3/20/2024
87701	Natali Rose / The Motley Misfits	650.00	3/20/2024
87669	Crabtree Publishing Co.	628.96	3/20/2024
2024-1282	AMAZON CAPITAL SERVICES, INC	592.16	3/20/2024
AP-March 2024	Delta Dental Of Michigan	554.82	3/11/2024
87655	Wolverine Power Systems	545.00	3/6/2024
87699	Maciej Biezunski / Maciej's Magic Show	540.00	3/20/2024
87687	John Ball Zoo	519.00	3/20/2024
87707	Richard Bell	514.05	3/20/2024
2024-1262	Lindenmeyr Munroe	504.67	3/6/2024
87697	Leyla Koroglu	500.00	3/20/2024
87690	Joshua Boers	500.00	3/20/2024

Check Number	Vendor Name	Check Amount	Check Date
87692	Juan Fernandez	500.00	3/20/2024
87685	Jerry Berg / Swordsmanship Museum and Academy	500.00	3/20/2024
2024-1222	Grand Rapids Cable Access Center / GRTV	500.00	3/6/2024
87711	Sonja de Wilde	500.00	3/20/2024
AP-2837954	Arrowaste	498.71	3/18/2024
87666	Capstone Press, Inc	490.58	3/20/2024
87670	David Critchlow / Critchlow Alligator Sanctuary	475.00	3/20/2024
87689	Joseph J. Kchodl	450.00	3/20/2024
2024-1287	Cloud 616 LLC	425.00	3/20/2024
2024-1289	DK Security	424.40	3/20/2024
AP-9956320255	Verizon Wireless - MiFy Routers & Cell phones	424.33	3/4/2024
87677	Graffix Plus / Extreme Graffix Inc.	418.50	3/20/2024
2024-1274	Scholastic Library Publishing	412.91	3/6/2024
87700	Mary Kathleen Arnett	350.00	3/20/2024
87629	Katelyn Webb	315.00	3/6/2024
87656	Absopure Water Company	275.20	3/20/2024
AP-2911282-03...	Comcast Cable	251.85	3/11/2024
87618	Garden Films LLC	250.00	3/6/2024
87672	Elena Hood	250.00	3/20/2024
87673	Eli Ferguson	250.00	3/20/2024
87674	Finn Rice	250.00	3/20/2024
87693	Kelly Selby	250.00	3/20/2024
87702	Nora Sportel	250.00	3/20/2024
87708	Samantha Engel	250.00	3/20/2024
2024-1273	Sarah Ann Weller	224.00	3/6/2024
87644	Scott Ninemeier	224.00	3/6/2024
87647	Tammy Schneider	224.00	3/6/2024
87643	Randall Goble	224.00	3/6/2024
87653	Ulandra Brown	224.00	3/6/2024
87651	Tricia Hetrick	224.00	3/6/2024
87705	Peter Dykhuis	224.00	3/20/2024
87635	Maria Page	224.00	3/6/2024
87636	Marie Mulder	224.00	3/6/2024
87634	Lance Werner	224.00	3/6/2024
87637	Mary Valentine	224.00	3/6/2024
87627	Johanna Boyle	224.00	3/6/2024
87632	Keeva Filipek	224.00	3/6/2024
87625	Jennifer Fitzgerald	224.00	3/6/2024
87616	Emily Dao	224.00	3/6/2024
87609	Cam Holmes	224.00	3/6/2024
87607	Brittany Zuehlke	224.00	3/6/2024
87649	Book Farm LLC	220.35	3/6/2024
2024-1304	Library Ideas, Llc	212.79	3/20/2024
87675	Flat River Community Library-Mg	201.82	3/20/2024
87661	Brian Oberlin	200.00	3/20/2024
87606	Audrey Pearson	200.00	3/6/2024
2024-1284	Anthony Geren	200.00	3/20/2024
2024-1312	Performance Assessment Network	200.00	3/20/2024
87624	James Champion	200.00	3/6/2024
2024-1292	Grammotones Music	200.00	3/20/2024
2024-1279	Warner Norcross & Judd Llp	199.80	3/6/2024

Check Number	Vendor Name	Check Amount	Check Date
2024-1291	Cengage Learning	177.55	3/20/2024
87603	Absopure Water Company	176.45	3/6/2024
2024-1259	Kalamazoo Sanitary Supply / KSS Enterprises	171.58	3/6/2024
87614	Devin Cunningham	148.55	3/6/2024
AP-3062776	TASC	142.72	3/26/2024
AP-0021585-03...	Comcast Cable	126.90	3/25/2024
87660	Blandford Nature Center	125.00	3/20/2024
2024-1219	Everlasting Green Plantscape LLC	120.00	3/6/2024
2024-1317	Voices for Health, Inc.	119.20	3/20/2024
87646	Steven Zaagman	100.00	3/6/2024
87665	Caledonia Chamber Of Commerce	100.00	3/20/2024
87608	Calvin University - Hekman Library	100.00	3/6/2024
2024-1283	Andrew Erlewein	96.00	3/20/2024
2024-1316	Vital Records Holdings, LLC / VRC Companies, LLC	95.00	3/20/2024
87620	Grainger	94.54	3/6/2024
87640	MLA- Michigan Library Association	85.00	3/6/2024
AP-9958089641	Verizon Wireless - MiFy Routers & Cell phones	83.10	3/21/2024
87718	Western Michigan University	75.00	3/20/2024
2024-1290	Ebsco Information Services	71.85	3/20/2024
87628	Joshua Bernstein	69.10	3/6/2024
87691	Joyanne Huston-Swanson	63.00	3/20/2024
87695	Kevin Kammeraad	63.00	3/20/2024
87645	Steve Loar	59.00	3/6/2024
87678	Grand Rapids Public Library	58.00	3/20/2024
87682	Holly Goulet	52.99	3/20/2024
AP-PH03-22-24in	Priority Health	51.31	3/21/2024
87663	Brittany Zuehlke	47.00	3/20/2024
87664	Caleb Perkins	47.00	3/20/2024
87610	Center Point Publishing	46.74	3/6/2024
87680	Heidi Fifield	42.00	3/20/2024
87658	Andrea Groendyk	36.98	3/20/2024
87679	Hannah Lewis	34.45	3/20/2024
87694	Kent Hendricks	33.00	3/20/2024
87615	Dowling Public Library	31.95	3/6/2024
AP-016878	Medtipster.com, LLC.	31.62	3/15/2024
87604	Annette Miller - KDL	29.25	3/6/2024
87626	Jocelyn Yost	28.48	3/6/2024
87698	Lynn Martinelli	28.00	3/20/2024
87612	David Mitchell	27.99	3/6/2024
87630	Katherine Baker	26.00	3/6/2024
87641	Nancy Zeilstra	25.90	3/6/2024
87621	Hispanic Center of Western Michigan	22.50	3/6/2024
87717	The University of Chicago	20.00	3/20/2024
87709	Sarah Niedzwiecki	19.99	3/20/2024
87639	Milan Public Library	19.50	3/6/2024
87688	Jordan Valley District Library	18.50	3/20/2024
87611	Christina Dunlop	16.99	3/6/2024
87686	Jessica Salo	16.48	3/20/2024
87638	Michelle Bretschneider	14.95	3/6/2024
87710	Sheri Glon	12.20	3/20/2024
87631	Keana Brewer	11.24	3/6/2024

Check Number	Vendor Name	Check Amount	Check Date
87659	Ashley Smolinski	11.00	3/20/2024
2024-1311	Nicole Lintemuth	0.00	3/20/2024
Report Total		1,058,504.20	

Director's Report
March 2024

Kent District Library

East Grand Rapids + Amy Van Andel Library

The Walker, Alpine and Tyrone Township branches all hosted book clubs featuring Anne Patchett's Tom Lake. The discussion at the Walker branch led to an unexpected new community connection. The Book club at the Walker is a well-established group, with dedicated members who are enthusiastic library supporters. Several regulars of the Walker book club are also members of the Walker friends' group. After the book discussion on Tom Lake, Walker Friend's President Bonnie Liden invited a new book club attendee, Marilyn Smith, to join the friend's group.

Marilyn applied to become a library ambassador, trained with Volunteer coordinator Deb Shultz, and volunteered at her first event, all within a few weeks. The community event Marilyn attended was the city of Walker annual Easter Egg Hunt. KDL staff and volunteers like Marilyn volunteered to run the Bunny Trail for kids 5 and under. Kids walk the trail in the walker roller rink and stop at stations along the way to pick up eggs and other prizes. Despite the snowy day, hundreds attended the event!

Caledonia + Cascade

Caledonia Branch Librarian, Shelby Toren was a part of the project team for On The Same Page. When branch staff participate in large projects, the excitement and energy around the project spreads quickly. The new signage for the program sparked new conversations between patrons and staff. All adult branch librarians in the region used the book during one of their monthly book clubs. In quarterly staff check-ins, the majority of staff in the region had read or were planning to read the book before the event.

The Caledonia Library and Cascade Library serve as community hubs. Regional Managers, Lulu Brown and Ashley Smolinski lean into creating an in-branch experience that meets the need in the communities we serve. Spring Break Staycation began as an idea to serve families who expressed a desire to visit the library more often during Spring break 2023. Many families shared how their children would go back to school with shame after hearing about the trips some families would go on. This year, the region focused on creating have activities that would make spring break memorable. The response from patrons was overwhelming. Special thank you to all of the branch staff at Cascade and Caledonia for rising to challenge and creating positive experiences during Spring Break for 4,674 patrons!

Comstock + Plainfield

Both libraries in Plainfield Township can boast award-winning staff. At Comstock Park, children's librarian Dave Fletcher won the 2024 KDL award for Authenticity. Fletch is beloved in the Comstock Park community, and children can often be heard telling Mr. Fletcher, "I saw you in my school!"

Lynn Goldberg, children's librarian at the Plainfield Branch is the 2024 KDL award winner for Helpfulness. The library's Facebook post about this honor generated an outpouring of support for Lynn and the help she has given the Plainfield township over her eighteen years of service in their library.

The Comstock Park branch reached out to the community in March to learn what kind of mural to add to the outside of the library building. Patrons, staff and Comstock Park residents are very excited about the first mural in Comstock Park coming soon to their library.

The Plainfield Friends of the Library donated beautiful furniture for our community through their hard work selling donated books from generous Plainfield Township residents.

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Featured Department PMO

2024 is the year for PMO 2.0! In 2023, a total of 16 projects were successfully completed, bringing the cumulative number of completed projects to 67 since the establishment of the Project Management Office. In February 2024, after an internal transfer, staffing changes were made to add full-time hours to the department's admin assistant position, and Kelsey Little was hired from the Plainfield Township Branch. Her depth of organizational awareness allowed her to quickly acclimate to her new role and have an incredibly successful start! The PMO Admin role helps supplement the front desk admin position, which is now part time.

To support a wider range of initiatives, the PMO has streamlined its structure. Previously, the PMO Advisory Group provided insights and feedback on project proposals and oversaw the ThinkTank – a collaborative platform for posting ideas for potential projects or suggestions for less formal improvements to KDL operations. This responsibility will now be automated with technology and assumed by the Task Board Team with Kelsey's support. Many suggestions from the ThinkTank focused on improving user experience at KDL, including offering reusable book bags in branches for donations, privacy screens for public computers and the option for patrons to update their preferred name when renewing their library card.

As the department enters its third year, the PMO is conducting a comprehensive review of its entire toolkit, including templates, processes and training materials. This review will ensure that these elements remain updated and aligned with current best practices and team members are empowered with the knowledge and resources they need to succeed. Documents and visuals on the dashboard are being updated (see below). Network Systems Specialist Gwennan Lawcock introduced an automated project charter creation through the proposal form. This summer, all training videos will be re-recorded to familiarize new staff with KDL's project processes during their orientation.

Given the PMO's centralized knowledge of KDL's many projects and initiatives to highlight, the department took over award writing and has had an incredibly successful start by drafting a winning narrative for the Jerry Kline award, which came with a $250,000 cash prize and a feature in the November Issue of Library Journal. On April 1, it was announced that KDL is among 30 finalists for the prestigious IMLS National Medal for Musuem and Library Service. Winners will be announced on May 27.

In March, Data Coordinator Sheri Glon presented at the annual Customers of SirsiDynix Users Group, Inc. (COSUGI) conference. She was invited to co-lead a pre-conference session on developing and building Data Dashboards in BLUEcloud Analytics (BCA), the SirsiDynix reporting and data visualization software, and was also part of a panel that presented best practices in a separate BCA Sharing Session during the main conference. Many conference attendees and even the SirsiDynix Product Manager for BCA complemented KDL for the impressive work we have done in this area.

Featured Department PMO

Kent District Library

IDEA TO PROJECT FLOWCHART

I HAVE AN IDEA!

It is a program ---------- Bring to your BOPS

Not sure if it is a project. I don't have all of the details. ---------- Post in the Think Tank!

It is a project- I have details and research! ---------- Fill out Project Proposal Form!

PROJECT PROPOSED! ✦

APPROVAL PROCESS ◄

1. LEADERSHIP TEAM

PMO receives proposal & begins charter draft. Proposal is reviewed by LT for sponsorship & feasibility.

Timeline, budget, and/or scope are not available, details are insufficient, or project doesn't meet strategic focuses.

Project declined.

2. KEY STAKEHOLDERS

PMO meets or consults with key stakeholders* to further develop charter details and continue to gauge feasibility.

Project details emerge but project may be reconsidered or declined at this time if necessary.

3. MANAGERS

RM1s (RM2s if necessary) advise on project team member goals/deliverables and other details and helps to finalize charter draft.

4. LEADERSHIP TEAM

Leadership reviews final project charter details to approve and sign off on.

If budget threshold is met, an Issue Analysis goes to the Board of Trustees.

✦ **Project Approved!** ✦

*Those (or a representation of those) whose branches/departments would be most impacted by the project.

Katie Kudos

QUINN DAVEY Patron Services Librarian Service Center

Nominated By: Brynn Doering
Inclusive
"Quinn is always coming up with fresh ideas that benefit our patrons, our organization, and our community. Thank you for fighting for the greater good! Your work is invaluable!"

Nominated By: Emily Dao
Helpful
"Quinn helped research why a batch of MeLcat holds arrived at the Caledonia Township branch incorrectly. Thank you, Quinn!"

CAMILLE LEWIS Assistant Branch Librarian Gaines Township

Nominated By: Kiosha Jeltema
Helpful
"Camille and Beth worked to simplify the Gaines Township branch's SharePoint page. They added and rearranged information to facilitate easier navigating. Thanks, Camille!"

Nominated By: Kiosha Jeltema
Helpful
"Camille took the time to make a spot for and advertise the availability of the old 1KB4K book bags. I appreciate her volunteering for this. Thank you, Camille!"

Nominated by: Beth Green
Helpful
"Thank you, Camille, for helping me with the finishers for "Let it Snow" in Beanstack! I didn't even really need to show her how to do it. I made a little mistake, and she fixed it. And since then, I have not had to enter even one finisher because the box is always empty!"

APRIL KOEHLER   Assistant Branch Librarian   Caledonia Township

Nominated By: Samantha Holland for being Helpful
"April was so kind to take on a task I left her on Monday night. Not only did she replace the disintegrating tag on our study room key so we could continue checking them out to patrons, but she went above and beyond by adding a RIFD tag to make processing the keys so much quicker! She even impressed a study room super-user who thought it was nifty. The patron could just swipe the tag instead of trying to get the barcode scanner to work. Thanks for taking that task and going above and beyond, April!"

Nominated By: Margo Taylor for being Helpful
"Thursday evening more … Morgan and April worked as a team to delight an older patron who had lost a special bookmark. April did the online sleuthing to locate the obituary and funeral home. They convinced the funeral home to reprint the bookmark and send it to the patron. Great teamwork!Awesome job sharing the KDL love with our patrons.! Attagirl!"

Nominated By: Lulu Brown for being Helpful
"I loved seeing you provide excellent customer service as you started the day off right at CAL. You took the time to walk the patrons to the areas they needed to explore. This saved me when I was sleep deprived with two brain cells fighting each other. Also, you were a great support to Tony as he subbed at CAL. Phenomenal five-star level service from the great April in the most amazing sweater at CAL today."

Nominated By: Ashley Smolinski for being Inclusive, Positive, and Helpful
"You did a phenomenal job juggling multiple happenings in the branch today. You gave excellent customer service to someone new to our library. You helped our sub navigate a new branch. You delivered great service to a frustrated patron. I was so grateful to have you on our team today, April." along with "I got such a kind e-mail over the weekend telling the story of how April and Morgan worked to find an obituary bookmark in a returned book. When they didn't find it, they took further steps to contact the funeral home, confirmed it was the family, and called to stay they had alternative for her. They demonstrated such warmth, empathy, and compassion. I am so thankful to have you both of you in our region."
rge of the set-up, tear down, and breakfast and snacks. Thank you all for being such considerate hosts!" and "Thank you for a great suggestion for a patron who wanted to make his library card easier to access instead of carrying it around. Thinking quickly that he might want to see the app made things so much easier for him. It made his first experience here a really great one. You are excellent at knowing what first-time card holders want. April, Great Job!"

Nominated By: Emily Dao for being Courageous
"Morgan and April noticed some troubling behavior being displayed by a patron and kept an eye on them until the situation was resolved. We are all grateful for their eagle eyes!" and "April and Sam took on a major shifting project one Saturday. The results are fantastic! Thank you both for keeping the collection browsable and beautiful!"

Nominated By: Sophia Bailey for being Courageous
"April has handled a difficult recurring situation with a patron so well. She is always paying attention to ensure that staff and patrons are in a positive, safe situation! I appreciate all you do April!"

Upcoming Meetings + Dates of Interest

Upcoming Meetings

Regular Board Meeting
Thursday, May 16, 2024
4:30 PM
KDL Grandville Branch

Regular Board Meeting
Thursday, June 13, 2024
4:30 PM
KDL Service + Meeting Center

Regular Board Meeting
Thursday, July 18, 2024
4:30 PM
KDL Comstock Park Branch

Dates of Interest

KDL Pension Meeting
May 15, 2024
1:00 PM
KDL Service + Meeting Center

MLA 2024 Conference
October 16-18, 2024
Traverse City, MI

Kent District Library
kdl.org

Information
Ideas
Excitement!

MONTHLY PROJECT REPORT

MARCH 2024

2 New projects approved

6 In queue

0 Declined

10 Active Approved Projects

- 🟢 On Time   9
- 🟠 Late (At Risk)   0
- 🔴 Paused   1
- ✅ Completed since 01/24   4

AHA Blood Pressure Monitors

🟢 **NEW**

Project Lead: Sara Proano
Status: On Track (NEW)

Approval Date: 03.11.2024
Due Date: 06.30.2024

KDL is partnering with the American Heart Association (AHA) to increase awareness of heart health. KDL will add blood pressure (BP) monitors to its Beyond Books Collection, allowing patrons to check out kits and monitor their blood pressure at home. The AHA will provide all necessary components for the BP kits, along with funding to promote this resource to local community organizations who serve populations who would benefit from this service. Training materials will be provided for both staff and patrons, alongside a promotional campaign to highlight this new addition to KDL.

Materials Handling Time Study

🟢 **NEW**

Project Lead: Trish Reid
Status: On Track (NEW)

Approval Date: 02.28.2024
Due Date: 06.30.2024

This project, a part of the technology strategic focus, will help prioritize patron interaction by leveraging technology to streamline materials handling. Through two systemwide time studies (shelving and delivery) and a strategic reallocation plan, staff will be freed from repetitive tasks and empowered to focus on patron engagement.

Automated Materials Handling

Project Lead: Liz Guarino
Status: On Track

Approval Date: 09.13.2023
Due Date: 09.30.2024

The sorter is on schedule to be delivered by May 14. The project team is focusing on assembling a group to lead in-branch trainings on the Tote Check-In Software. These trainings are scheduled for the first two weeks of June, with the goal of having all branches trained and implementing the new process by June 17.

Esports - Phase 1: Test Lab

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

Approval Date: 11.03.2023
Due Date: 04.30.2024

On March 30 the esports project team held their third open house at the Service Center, attracting 48 visitors and 5 staff members. The day offered open play, tournaments for Fortnite and Rocket League, with a live-streamed Rocket League exhibition match that generated enthusiastic engagement from attendees. The project group gained valuable insight from the event and feedback was overwhelmingly positive.

In Branch Experience

● **Project Lead:** Laura Youells
Status: On Track

Approval Date: 02.28.2024
Due Date: 12.28.2024

The project team held a kick-off meeting on March 25, with a focus on ways to capture input from all branch staff. The team plans to visit every KDL branch, alongside select museums and local libraries, to research and identify promising in-branch experience concepts. This research will help generate ideas to pilot in branches in the coming months.

MarketScale

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

Approval Date: 09.27.2023
Due Date: 06.30.2024

The project group completed training on all features of MarketScale's service. Brand guidelines and fonts were uploaded to ensure consistency in the final video deliverables. Currently, the team is actively testing MarketScale's ability to generate interview videos from outside participants, an additional feature that has potential for community engagement.

Mission: Read! Revamp

● **Project Lead:** Monica Walen
Status: On Track

Approval Date: 09.27.2023
Due Date: 07.31.2025

The system-wide K-5th grade voting process concluded and the winning theme for the program is Cryptids. With this patron-backed theme selected, the project team can now finalize details that were previously on hold. Currently, group members are researching potential prizes for participants and anticipate finalizing the program's physical format within the next month.

Dinosaurs

Bugs

Sea Creatures

WINNER!
Cryptids
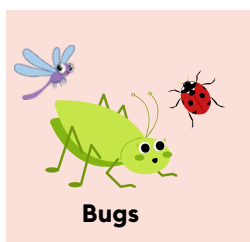
On the Same Page 2024

Project Lead: Hennie Vaandrager
Status: On Track

Approval Date: 03.22.2023
Due Date: 05.31.2024

Registration for On the Same Page opened on March 15, filling all available 1,100 spots by 11:00am. Due to high demand, there is an eager list of registrants and a growing waitlist of over 480 people. The project team is finalizing details including signage, volunteer assignments, scripts for the introductions and questions for the Q&A. With months of preparation coming to a head, excitement is building for this community event.

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Open Lab AI Exploratory Project

Project Lead: Morgan Hanks
Status: On Track

Approval Date: 02.28.2024
Due Date: 06.30.2024

The kick-off meeting for this project is scheduled for March 29. The first goal will be establishing guidelines and standards for AI experimentation within the organization. The project team will create a preliminary outline of AI Exploration, which will be available for use by KDL employees who are outside the project group but still interested in using AI tools.

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Physical Collection Audit

Project Lead: Joshua Bernsetin
Status: Paused

Approval Date: 08.23.2023
Due Date: 09.30.2024

The previously planned weeding/shifting process for the Physical Collection Audit will be paused due to competing priorities. Branches will be notified in August of the revised timeline, which includes completion of the final phase of the project in September.

Cascade Township

● **Project Lead:** Lulu Brown   **Approval Date:** N/A
  Status: N/A   **Due Date:** N/A

Friendship Park construction continues to remain ahead of schedule and under budget. This positive development has allowed the project to expand its scope. Utilizing remaining funds, the entrance to the library will be enhanced to create a more inviting atmosphere for visitors. Additionally, the parking lot will be repaved before Fall 2024 to enhance the park's overall atmosphere.

In March seating options were narrowed down and musical instruments installed. Construction on the pavilion continued with Harder and Warner completing the concrete pouring. Visser Brothers are on track to finish the brickwork, ensuring it matches the library's exterior. Residents will have the opportunity to name a bench after a loved one through the Friends of the Library.

Turning to the library's interior, Lulu Brown and Ashley Smolinksi met with C2AE to finalize zones of the library. This plan includes relocating the children's area to create dedicated spaces for social-emotional learning and minimize noise disruption for other patrons.
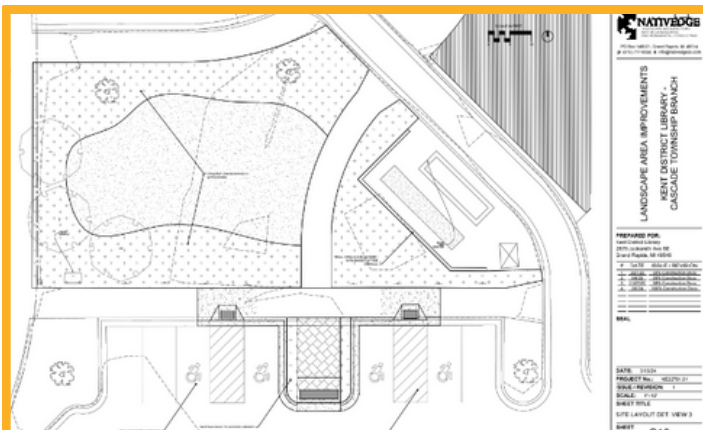
Krause Memorial (Rockford)

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

No new updates to report this month.

Tyrone Township

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

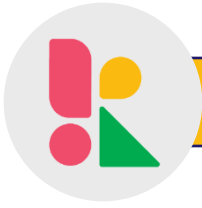No new updates to report this month.

Walker

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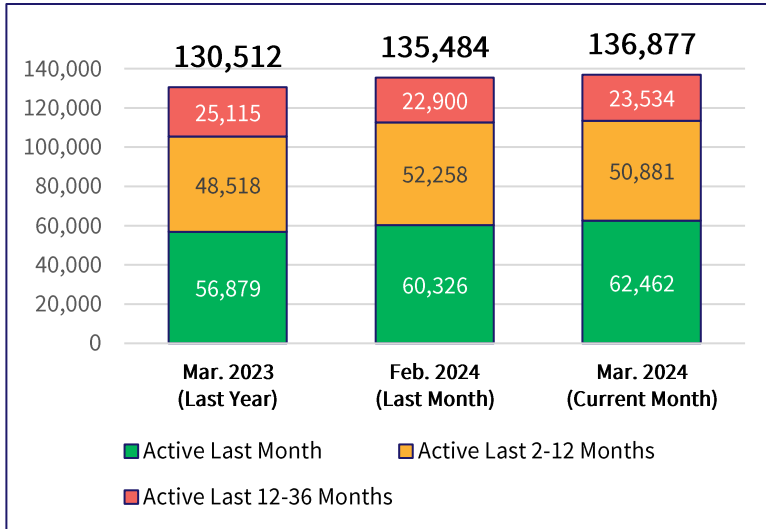
Approval Date: N/A
Due Date: N/A

Walker residents were introduced to the proposed new library design in the city's newsletter. The newsletter also shared Mayor Gary Carey's commitment to including the current library in the new plans, while expanding the total space by 19,000 square feet, resulting in a grand total of 27,000 square feet.
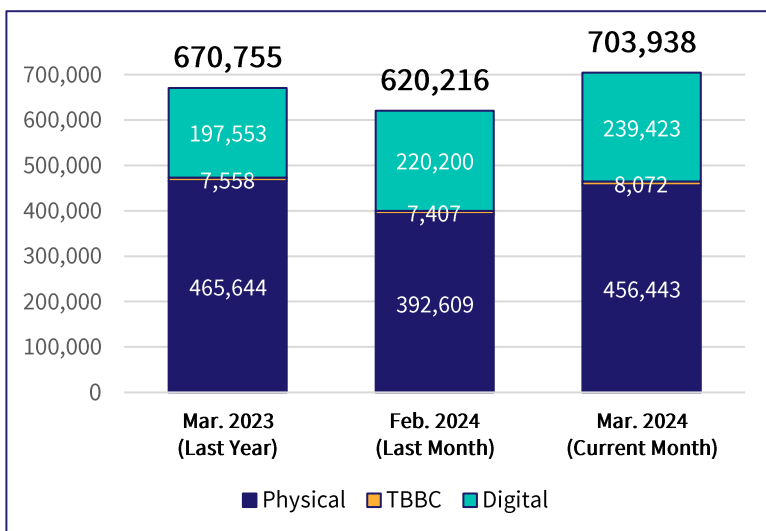
MARCH 2024 STATISTICAL SUMMARY

Active KDL Patrons:

130,512 | 135,484 | 136,877

	Mar. 2023 (Last Year)	Feb. 2024 (Last Month)	Mar. 2024 (Current Month)
Active Last 12-36 Months	25,115	22,900	23,534
Active Last 2-12 Months	48,518	52,258	50,881
Active Last Month	56,879	60,326	62,462

- Active Last Month
- Active Last 2-12 Months
- Active Last 12-36 Months

Active KDL Patrons are **up 1%** from last month and **up 5%** from the same month last year.

New KDL Cards Added:

Mar. 2023 (Last Year)	Feb. 2024 (Last Month)	Mar. 2024 (Current Month)
1,684	1,422	1,847
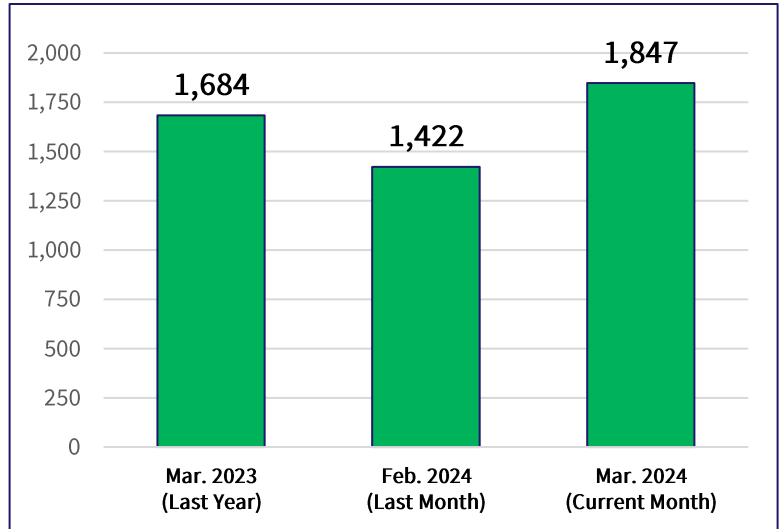
New KDL Cards Added are **up 30%** from last month and **up 10%** from the same month last year.

Total Circulation:

670,755 | 620,216 | 703,938
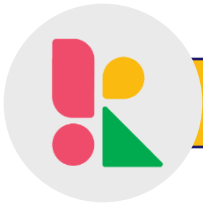
	Mar. 2023 (Last Year)	Feb. 2024 (Last Month)	Mar. 2024 (Current Month)
Digital	197,553	220,200	239,423
TBBC	7,558	7,407	8,072
Physical	465,644	392,609	456,443

- Physical
- TBBC
- Digital

Total Circulation is **up 13%** from last month and **up 5%** from the same month last year.

Visitor Count:

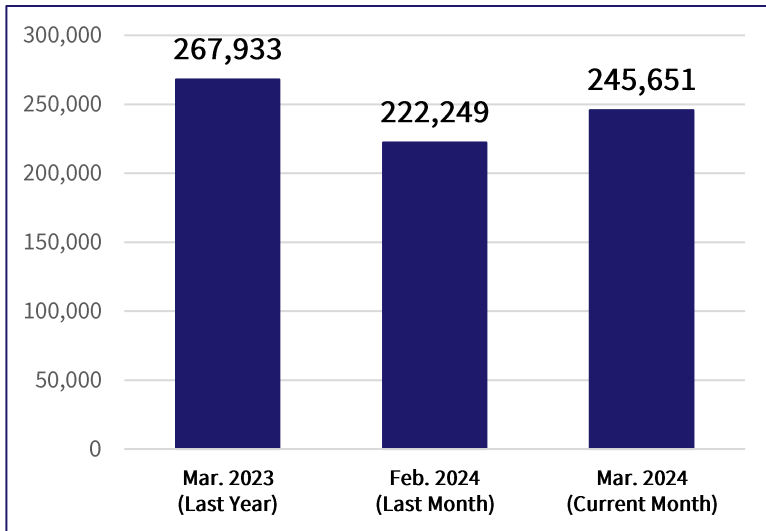| Mar. 2023 (Last Year)	Feb. 2024 (Last Month)	Mar. 2024 (Current Month)
209,196	194,851	205,874
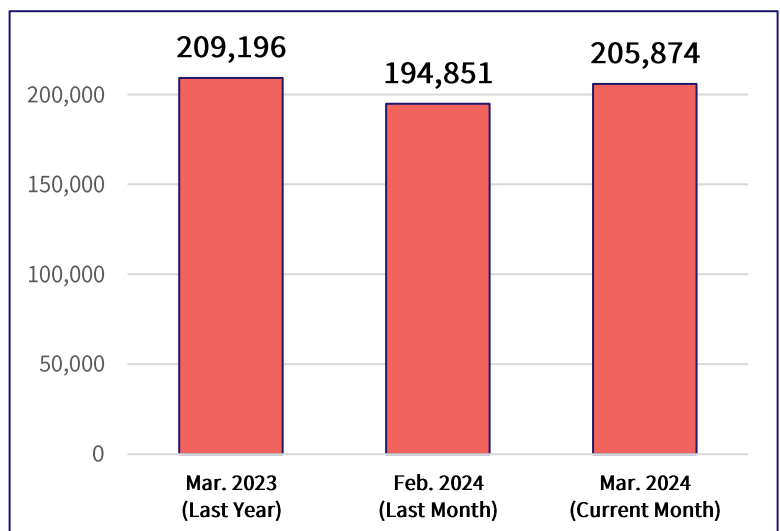
Branch Visitors are **up 6%** from last month and **down 2%** from the same month last year.

MARCH 2024 STATISTICAL SUMMARY

Physical Items Checked Out:

	Mar. 2023 (Last Year)	Feb. 2024 (Last Month)	Mar. 2024 (Current Month)
	267,933	222,249	245,651

Physical checkouts are **up 11%** from last month and **down 8%** from the same month last year.

Digital Items Checked Out:

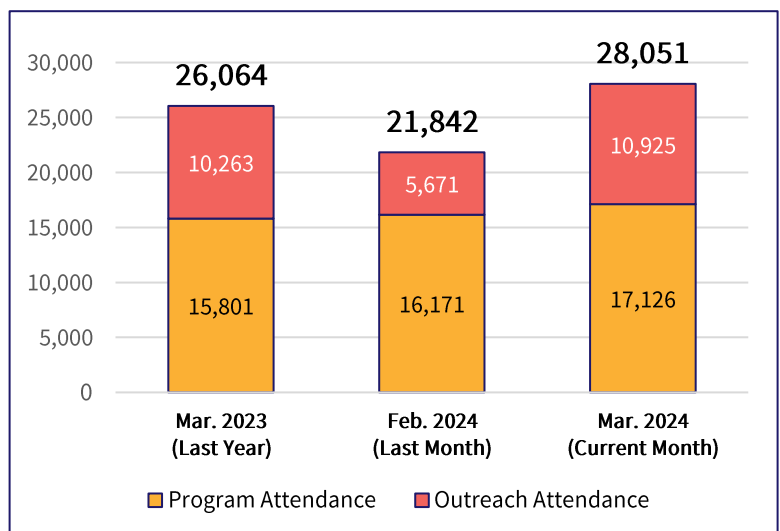|	Mar. 2023 (Last Year)	Feb. 2024 (Last Month)	Mar. 2024 (Current Month)
	197,553	220,200	239,423
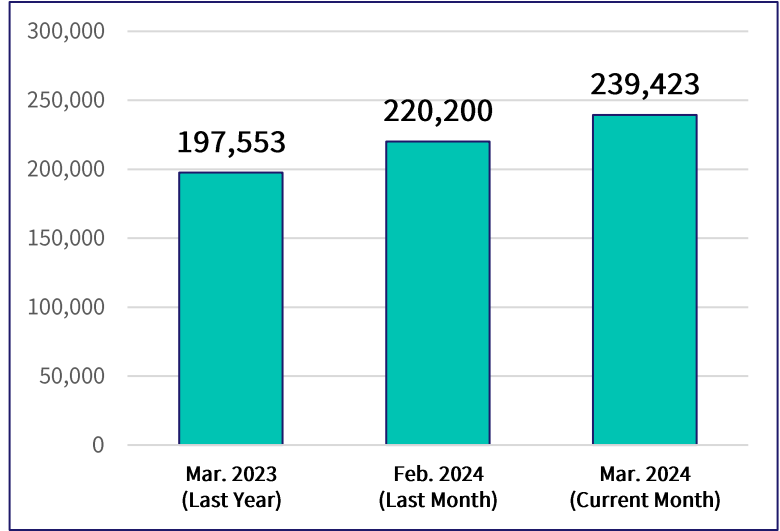
Digital checkouts are **up 9%** from last month and **up 21%** from the same month last year.

Net Promoter Score (NPS):

	Mar. 2023 (Last Year)	Feb. 2024 (Last Month)	Mar. 2024 (Current Month)
	89.9	91.5	92.4
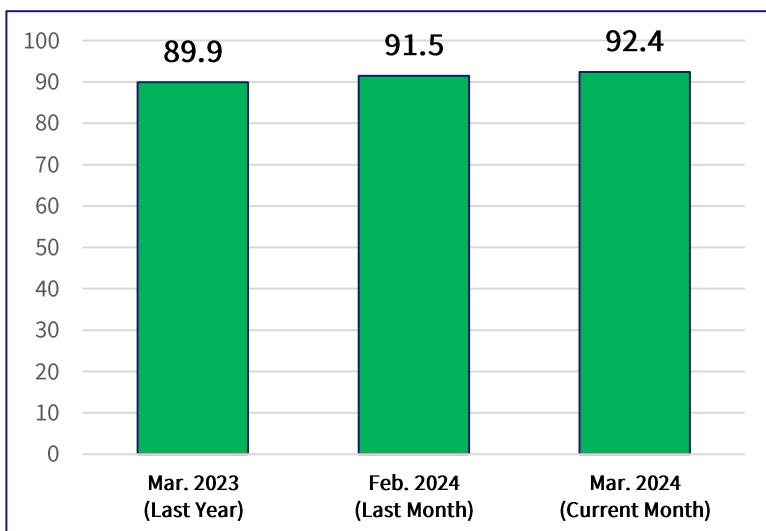
Net Promoter Score is **up 0.9%** from last month and **up 2.5%** from the same month last year.

Programs & Outreach:

	Mar. 2023 (Last Year)	Feb. 2024 (Last Month)	Mar. 2024 (Current Month)
Total	26,064	21,842	28,051
Outreach Attendance	10,263	5,671	10,925
Program Attendance	15,801	16,171	17,126

■ Program Attendance ■ Outreach Attendance

Program & Outreach Attendance is **up 28%** from last month and **up 8%** 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. *Tom Lake* by Ann Patchett	467
2. KDL WiFi Mobile Hotspot	434
3. *The Women* by Kristin Hannah	281
4. *The Exchange* by John Grisham	150
5. *Oppenheimer* DVD	143
6. *Fourth Wing* by Rebecca Yarros	131
7. *Happy Place* by Emily Henry	120
8. *Lessons in Chemistry* by Bonnie Garmus	112
9. *Iron Flame* by Rebecca Yarros	108
10. *The Edge* by David Baldacci	104

All Physical Items (Most Holds):

Title	Holds
1. *The Women* by Kristin Hannah	821
2. KDL WiFi Mobile Hotspot	345
3. *Super Mario Bros. Wonder* Video Game	245
4. *First Lie Wins* by Ashley Elston	230
5. *Never Lie* by Freida McFadden	142
6. (tie) *The Housemaid's Secret* by Freida McFadden	135
(tie) *Wonka* DVD	135
8. *Mario vs Donkey Kong* Video Game	132
9. (tie) *The Housemaid* by Freida McFadden	126
(tie) *Dog Man: The Scarlet Shedder* by Dav Pilkey	126

OverDrive Items (Most Checkouts):

Title	Checkouts
1. *Tom Lake* by Ann Patchett (audio)	555
2. *Tom Lake* by Ann Patchett	438
3. *Iron Flame* by Rebecca Yarros (audio)	415
4. *Fourth Wing* by Rebecca Yarros (audio)	403
5. *The Teacher* by Freida McFadden (audio)	370
6. *A Court of Thorns and Roses* by Sarah J. Maas (audio)	341
7. *A Court of Mist and Fury* by Sarah J. Maas (audio)	250
8. *A Court of Wings and Ruin* by Sarah J. Maas (audio)	232
9. *A Court of Silver Flames* by Sarah J. Maas (audio)	230
10. *Never Lie* by Freida McFadden (audio)	199

OverDrive Items (Most Holds):

Title	Holds
1. *The Women* by Kristin Hannah	1,481
2. *The Women* by Kristin Hannah (audio)	1,050
3. *Fourth Wing* by Rebecca Yarros	800
4. *Funny Story* by Emily Henry	775
5. *Funny Story* by Emily Henry (audio)	630
6. *The Woman in Me* by Britney Spears (audio)	581
7. *Lessons in Chemistry* by Bonnie Garmus	564
8. *The Heaven & Earth Grocery Store* by James McBride	560
9. *Lessons in Chemistry* by Bonnie Garmus (audio)	521
10. *First Lie Wins* by Ashley Elston	508

NEW HIRES	POSITION	EFFECTIVE
Holland Rietberg-Miller	Assistant Branch Librarian – Wyoming/Kelloggsville	April 29
Kristen Lach	Assistant Branch Librarian – East Grand Rapids	April 29

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Jordan Perkins	Branch Librarian – Krause Memorial	Branch Librarian – Gaines Township	April 1

DEPARTURES	POSITION	EFFECTIVE
Sara Proano	Community Engagement Manager	May 15

OPEN POSITIONS	TYPE
Seasonal Library Interns – All Branches + Community Engagement & Patron Services Department	Temporary
Branch Librarian – Krause Memorial	Part-time
Assistant Branch Librarian – East Grand Rapids	Part-time

EMPLOYEE ANNIVERSARIES (MAY)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Marisa Demoor	Kentwood	23 years
Lynn Goldberg	Plainfield	18 years
Toby Schuler	East Grand Rapids	18 years
Laurie Winkler	Collection Services	18 years
Sara Magnuson	Nelson / Krause Memorial / Spencer	17 years
Denise Wohlferd	Krause Memorial	17 years
Liz Wierenga	Amy Van Andel / Ada	15 years
Lance Werner	Administration	13 years
Maria Page	Grandville	11 years
Angela Culp	Kentwood / Gaines Township	10 years
Jill Essenburg	Collection Services	8 years

EMPLOYEE ANNIVERSARIES (MAY)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Bethany Metivier	Nelson Township	8 years
Trish Reid	Human Resources	8 years
Curt Kieliszewski	Information Technology	7 years
Molly Marshall	Cascade	5 years
Jennifer Savage-Dura	East Grand Rapids	5 years
Lulu Brown	Cascade / Caledonia	3 years
Will McAfee	Englehardt	3 years
Oryan Hammond	Krause Memorial	2 years
Hatka Kecalovic	Kentwood	2 years
Alex Pawneshing	Kentwood	2 years
Wendy Charles	Englehardt	1 year
Holli Land	Byron Township	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	X	X	X	X			X	X
March 21, 2024	X	X	X	X		X	X	X
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

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'24-'26 Strategic Plan.

Q1 2024

Kent District Library
kdl.org

Information
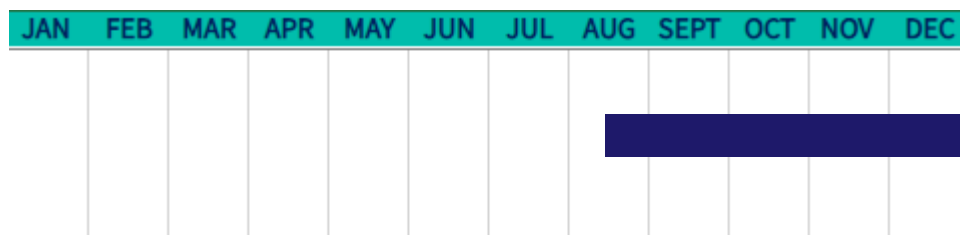Ideas
Excitement!

2024-2026 Strategic Goal:

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

2024 Initiative #1

Community Partnership Evaluation

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

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

2024 Q1 Update

On Track   Paused/Delayed   Canceled   Completed

Not yet started. Pre-work has been assigned.

2024-2026 Strategic Goal:

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

2024 Initiative #2

Assess each in-branch experience to optimize engagement opportunities and to encourage gathering as well as one-on-one engagement between patrons, and between staff and patrons. Find ways to make the branch a destination.

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

2024 Q1 Update
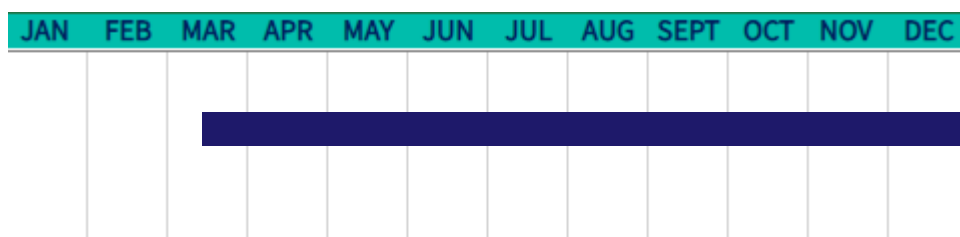
On Track   Paused/Delayed   Canceled   Completed

A kick-off meeting was scheduled by Laura Youells, project lead and Regional Manager II (Krause Memorial, Spencer Twp., and Nelson Twp. branches) for March 25 so the team could review the project's goals, team member expectations and initial steps. It was decided that collaborative research was the first priority. Subgroups will be formed to visit all 20 KDL branches, along with local libraries and museums. This approach aims to identify successful engagement strategies from both within the KDL system and from other libraries and even other types of institutions. Current in-branch engagement includes puzzle tables, participatory sticker art, scavenger hunts, contests, book drop decorations, art wall, fun polls, trivia questions, questions of the day, pumpkin/gingerbread contests, etc. By assessing current offerings, KDL can determine what is working well, promote more idea sharing, identify areas where engagement could be stronger, and try new things.

From these insights, the team will then develop passive programs to pilot in different branches in the coming months. The team has a strong ABL (Assistant Branch Librarian) presence to really energize those in this role and help continue to align KDL's service priorities to help foster patron interactions. This project promises to enrich the library's offerings and enhance visitor engagement across all KDL libraries.

Strengthening Community

2024-2026 Strategic Goal:

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

2024 Initiative #1

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

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
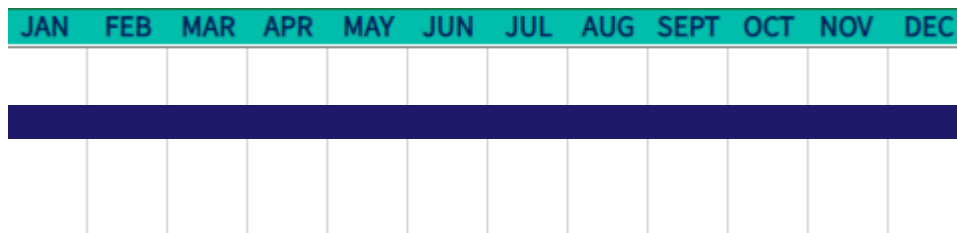
2024 Q1 Update

(On Track)   Paused/Delayed   Canceled   Completed

January kicked off with a pilot open house at the KDL Esports Lab at the Service Center. A group of approximately 20 people of diverse ages and gaming experience attended the event and were asked to test the equipment and provide their reactions and feedback. The goal of this event was a success, as valuable responses were collected, which the project team used to prepare for the next event in February.

February saw several possibilities for future collaboration. A group of students and staff from Kelloggsville High School visited the Esports Lab to test the gaming equipment and discuss how KDL and Kelloggsville could work together in future partnerships. Kelloggsville staff were excited about the impact this could have on the school's esports program. A second open house took place on February 24. This event was larger in terms of attendance and included new game features. Participant feedback confirmed the project aligns with the gaming community's interests.

On March 30 the esports project team held their third open house event. 48 visitors and 5 staff members participated in open play and gaming tournaments. The project group received overwhelmingly positive feedback, solidifying the project's potential and providing data that will be instrumental in future phases of the esports project. Phase 1, which centered around exploration, testing equipment, building community, gauging interest, and determining possibilities, is set to finish in late April. Phase 2, which will center around launching an in-branch lab and fine-tuning gaming services, is scheduled to launch in May.

Technology

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2024-2026 Strategic Goal:

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

2024 Initiative #2

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

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
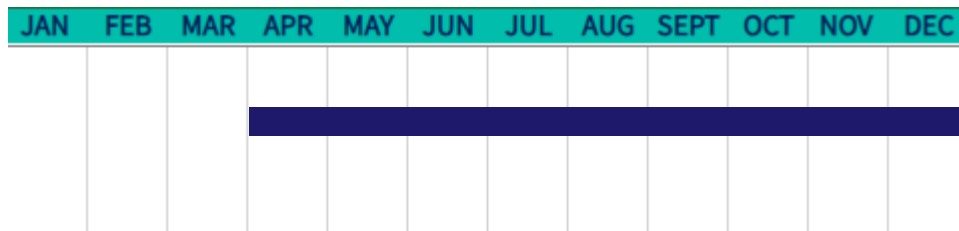
2024 Q1 Update

On Track   Paused/Delayed   Canceled   Completed

This project is on track to begin in April with the Training Manager as project leader. Pre-work has started with the plan to conduct two time studies in late April to capture workflow before new sorter arrives in May: one for shelving and one for delivery. Data Coordinator Sheri Glon pulled stats to determine which week in September or October would be a good basis for comparison to run the time studies again after the new sorter machine is in place and workflows have had enough time to get ironed out.

Technology

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2024-2026 Strategic Goal:

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

2024 Initiative #1

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

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
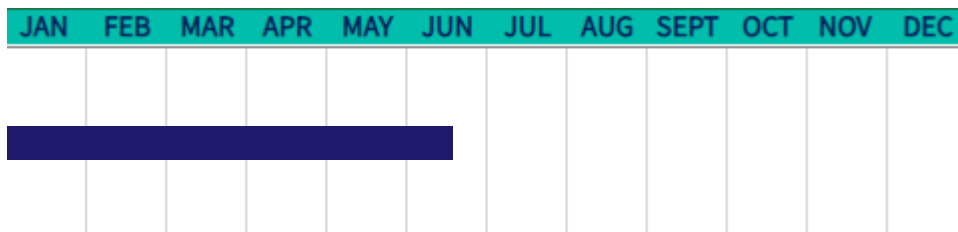
2024 Q1 Update

On Track   Paused/Delayed   Canceled   Completed

In January the project team toured the event venue at Calvin University with Michael Wildschut, Director of the January Series. This visit allowed the team to address specific details and prepare for the various aspects of planning and delegation among group members. In an effort to ensure all interested patrons were able to access the eBook, more copies were purchased to encourage community participation.

Planning continued in February, with the project team creating a detailed task list and assigning roles to each member, including finalizing details with Ann Patchett's agent. Multiple interviews and press releases spread the word about the event in April and over 500 individuals subscribed to receive On the Same Page email updates, indicating strong anticipation and turnout.

On March 15, registration for On the Same Page opened and all 1,100 spots were filled by 11:00am, with a waitlist of 480 people at last count. The project team focused on finalizing details including signage, volunteer assignments and scripts. Community excitement for this program is undeniable and the project team expects a successful and engaging community gathering.

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2024-2026 Strategic Goal:

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

2024 Initiative #2

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

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
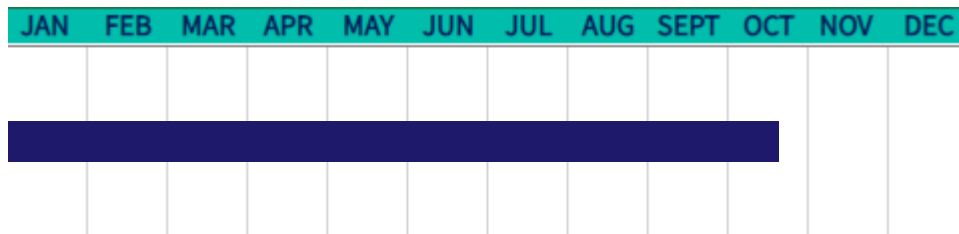
2024 Q1 Update

On Track   Paused/Delayed   Canceled   Completed

The Mission: Read! Revamp project team met with educators from KISD (Kent Intermediate School District) for input on the best format for an elementary reading program that would be suitable for at-home use but endorsed and promoted by teachers. Surveys were sent to educators across the KDL service area during the month of January.

In February, four potential themes were chosen for the replacement reading program: Dinosaurs, Bugs, Sea Creatures and Cryptids. The project team wanted input from the target audience (K - 5th grade) and a sticker poll was created for all branches, asking young patrons to cast their vote. The reason for voting was purposefully vague, as the sunsetting of Mission: Read! has not been formally announced to patrons.

In March the voting concluded, with the winning theme being Cryptids. With patron and teacher stakeholder perspectives included and the mechanics of the program established, the project group will focus on details like prizes and art design. The name "Legendary Readers" has been selected, which suggests an exploration of mythical creatures and timeless tales, and empowers students to become legendary in their own right. Currently Marcom is working on securing the trademark.
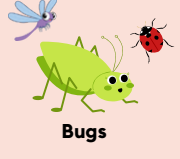
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VOTE FOR YOUR FAVORITE!
Kids in grades K - 5, add a sticker by the one YOU like most!

Dinosaurs

Bugs

Sea Creatures

WINNER! Cryptids (Legendary Creatures)

KPI VARIANCE REPORT: BOARD
1st Quarter 2024 (January - March)

STATUS	KPI	TARGET	ACTUAL	VARIANCE	
🟡	Physical Checkouts	717,906	700,789	-2%	**PATRON / OPERATIONAL**
🟢	Digital Checkouts	655,284	689,453	5%	
🟢	Visitor Count	579,244	582,339	1%	
🟢	Net Promoter Score	85+	92	7%	
🟢	Programming Attendance *(In-branch, in-person total)*	43,360	49,404	14%	
🟡	Outreach Attendance *(In-person total)*	20,132 (18,033 Branch + 2,099 Community Engagement)	19,372 (15,992 Branch + 3,380 Community Engagement)	-4%	
🟢	Engaged Cardholders	112,046	113,343	1%	
🟢	Tech Effectiveness *(Combination of new patron tickets and percentage of resolved patron tickets)*	16+ points	20 points (28 avg. new monthly tickets + 94% resolved tickets)	+4 points	**INNOVATIO**
🟢	Projects on Time	> 80%	90%	10%	

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●	Employee Turnover *(Projected annual total, updated quarterly)*	< 15%	9.4%	**-5.6%**
●	Employee Engagement *(updated annually)*	34% (Gallup National Average)	68%	**34%**

●	Budget Expenditures *(Percentage through the year vs. budget spent)*	25%	28%	**3%**

KPI VARIANCE REPORT: BOARD

DEFINITIONS				
KPI	DEFINITION	OWNER	TARGET RANGES	CATEGORY
Physical Checkouts	Number of physical items checked out *(does not include renewals)*	Jennifer DeVault	**Green:** On target or above **Yellow:** Less than 5% below target **Red:** More than 5% below target	**Patron / Operational**
Digital Checkouts	Number of digital items checked out	Jennifer DeVault	**Green:** On target or above **Yellow:** Less than 5% below target **Red:** More than 5% below target	**Patron / Operational**
Visitor Count	Number of patrons who visit the physical library.	Jennifer DeVault	**Green:** On target or above **Yellow:** Less than 5% below target **Red:** More than 5% below target	**Patron / Operational**

KPI	DEFINITION	OWNER	TARGET RANGES	CATEGORY
Net Promoter Score	NPS = % of Promoters – % of Detractors Patrons are asked: How likely are you to recommend KDL to others...?" and answer on a scale of 0 to 10 - "Promoters" rated 9-10 - "Detractors" rated 0-6 - "Passives" rated 7-8	Randall Goble	**Green:** 85 or above **Yellow:** 80 - 84.9 **Red:** Below 80	**Patron / Operational**
Programming Attendance	Number of attendees for programs systemwide.	Randall Goble	**Green:** On target or above **Yellow:** Less than 5% below target **Red:** More than 5% below target	**Patron / Operational**
Outreach Attendance	Number of attendees for outreach events systemwide.	Randall Goble	**Green:** On target or above **Yellow:** Less than 5% below target **Red:** More than 5% below target	**Patron / Operational**
Engaged Cardholders	Total number of cardholders who have used their card in the last year (opposed to ACTIVE cardholders which is 3 years - a stat required by State Aid). This is a number that is captured at the time the data is collected rather than being a quarterly average.	Randall Goble	**Green:** On target or above **Yellow:** Less than 5% below target **Red:** More than 5% below target	**Patron / Operational**

KPI	DEFINITION	OWNER	TARGET RANGES	CATEGORY
Tech Effectiveness	A snapshot of patron-facing tickets at month end, including all new tickets opened in comparison to the number of resolved and unresolved tickets.	Kurt Stevens	Criteria 1: Number of New Patron Tickets Opened in a Month Fewer than 30: 10 points 31 - 50: 8 points 51 - 70: 5 points More than 70: 2 points Criteria 2: Percentage of Resolved Patron Tickets from Total Open Patron Tickets in a Month (Open Tickets at Previous Month's End + New Tickets from Current Month) 80% - 100%: 10 points 70% - 79%: 8 points 60% - 69% : 5 points Less than 60%: 2 points Combine points from both Criteria to score Green / Yellow / Red: **Green:** 16 - 20 Points **Yellow:** 12 - 15 Points **Red:** 4 - 11 Points	**Innovation**
Projects on Time	Percentage of total systemwide projects that are on their projected timeline.	Jaci Cooper	**Green:** More than 80% **Yellow:** 70-79.9% **Red:** Less than 69.9%	**Innovation**

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KPI	DEFINITION	OWNER	TARGET RANGES	CATEGORY
Employee Turnover	Percentage of employee resignations during the last 12 months, divided by the average number of employees for that same period. Excludes retirements, transfers, and promotions.	Brian Mortimore	**Green:** On target (15%) or below **Yellow:** 15.1 - 18% **Red:** More than 18%	**Culture**
Employee Engagement	KDL partners with Gallup each fall to conduct the Q12, twelve questions that are proven to correlate with and measure employee engagement. Gallup measures the number of engaged employees, not engaged employees, and actively disengaged employeed based in their 1-5 numeric ranking of the questions.	Brian Mortimore	Above Gallup's National Average for engaged emmployees. **Green:** On target or above **Yellow:** Less than 5% below target **Red:** More than 5% below target	**Culture**
Expenditures: Budget to Actual	The percentage of dollars remaining in the budget compared to the percentage KDL is through the fiscal year.	Lance Werner	**Green:** 0-2% variation **Yellow:** 3-5% variation **Red:** More than 5% variation	**Financial**

RESOLUTION

Kline Award Future Capital Building Projects

A regular meeting of the Library Board (the "Board") of the Kent District Library (the "Library") was held at the Kent District Library Krause Memorial Branch on April 18, 2024, at 4:30 PM.

The meeting was called to order by_____.

PRESENT: _____

_____

_____

ABSENT: _____

RESOLUTION

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

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

WHEREAS, The 2023 Jerry Kline Community Impact Prize (Kline Award) was awarded to the Kent District Library on November 1st, 2023 and

WHEREAS, The 2023 Jerry Kline Community Impact Prize check was presented to the Kent District Library on April 4, 2024 and

WHEREAS, The Board approved $200,000 of the Kline Award proceeds be set aside for future capital building projects within the district on November 16, 2023.

 NOW, THEREFORE, BE IT RESOLVED THAT:

The Board hereby approves and adopts the following recommendations for the disbursement of $200,000 for future capital building projects:

$50,000 will be sent to City of Rockford for the KDL Krause Memorial Branch and

$50,000 will be sent to City of Walker for the KDL Walker Branch and

$50,000 will be sent to Tyrone Township for the KDL Tyrone Township Branch and

$50,000 will be sent to Grattan Township for the KDL Grattan location.

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THE FOREGOING 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 18th day of April 2024.

RESOLUTION DECLARED ADOPTED.

CERTIFICATION

I HEREBY CERTIFY that the foregoing is a true and complete copy of a resolution adopted by the Board of Trustees of the Kent District Library, County of Kent, Michigan, at a regular meeting held on April 18, 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: April 18, 2024

_____   _____
Andrew Erlewein, KDL Board Chair   Carla Moyer Holtz, KDL Board Secretary

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