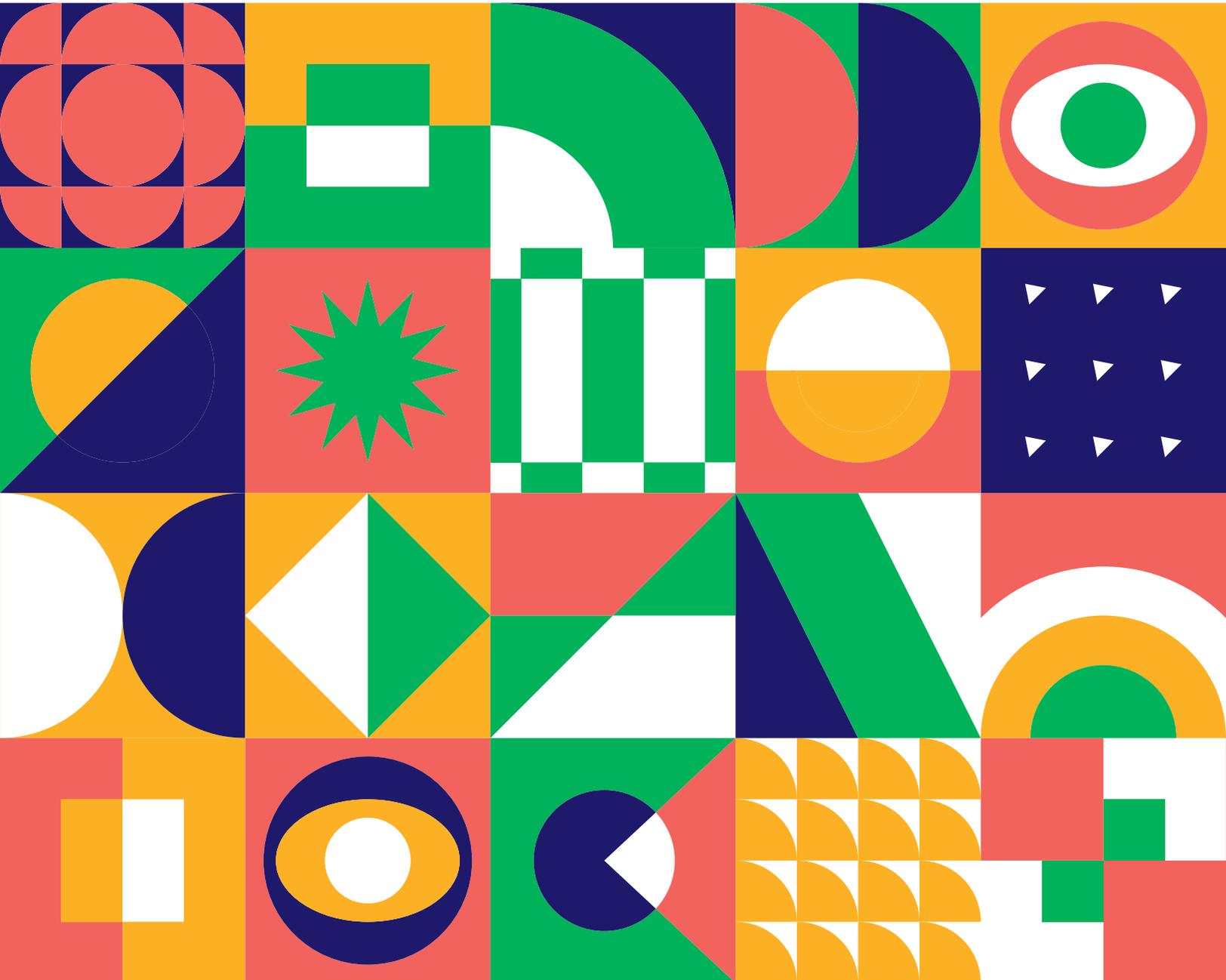# BOARD OF TRUSTEES MEETING

Kent District Library

**OCTOBER 2024**

# BOARD OF TRUSTEES
## Meeting Agenda

**LOCATION**

Kent District Library Service + Meeting Center

**DATE & TIME**

Thursday, October 17, 2024, at 4:30 PM.

1. **CALL TO ORDER**

2. **PLEDGE OF ALLEGIANCE**

3. **CONSENT AGENDA***
   A. Approval of Agenda
   B. Approval of Minutes: September 19, 2024
   C. LLC Meeting Minutes: September 12, 2024

4. **FINANCE REPORTS – September 2024***

5. **DIRECTOR'S REPORT – September 2024**

6. **OLD BUSINESS**
   A. Policy Manual: Section 4 – Patron Behavior*
   B. Issue Analysis: KDL Community Impact Scholarship*

7. **NEW BUSINESS**
   A. 2025 Budget
   B. Policy Manual: Section 5 - Budget and Finance*
   C. Resolution: Pension Board Trustees Assignment *
   D. Issue Analysis: Pension Plan De-Risking*
   E. Issue Analysis: 2025 Additional Closed Dates*
   F. 2025 Planned System Closing Schedule*
   G. 2025 Board of Trustees Schedule*
   H. 3rd Quarter Strategic Plan & KPI Update

8. **LIAISON REPRESENTATIVE COMMENTS**

9. **PUBLIC COMMENTS****

10. **BOARD MEMBERS COMMENTS**

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

12. **MEETING DATES**
    Next Regular Meeting: Thursday, November 21, 2024 –Kent District Library Caledonia Branch, 4:30 PM

13. **ADJOURNMENT***

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\*   *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."*

# Kent District Library

# 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: August 15, 2024
   C. Lakeland Library Cooperative Report: August 8, 2024
   D. Request: Krause Memorial Branch to be open on Sunday, October 6, 2024, from 1:00-4:00 PM for fundraising event.
   **Motion: Weller moved to approve the consent agenda as presented.**
   **Support: Supported by Lintemuth.**
   **RESULT: Motion carried.**

4. **FINANCE REPORTS – August 2024\***
   The Interim Director of Finance gave a brief overview of the year-to-date financials:
   - The cash balance is $19.2M as opposed to $20.2M the previous year.
   - Total revenue to date is $22.5M compared to $28.9M in the prior year. Revenue collected equates to nearly 99% of our annual revenue budget. Of note for August, $692K of penal fines were distributed to KDL and we received our annual Renaissance Zone property tax reimbursement from the State of Michigan of $62K.
   - Expenditures are $20.5M compared to $20M in the previous year.

# DRAFT

- Disbursements over $50,000 for the month of August are as follows:
  - OverDrive for $292,500.00 for digital materials deposit.
  - Priority Health for $92,460.29 for employee health and prescription claims.
  - IP Consulting for $61,664.98 for Colocation for August, service agreements for phone support, firewall monitoring.
  - Ingram Library Services for $54,289.67 for collection materials.

The Board asked questions and staff responded.

**Motion: Dykhuis moved to receive and file the August 2024 finance reports as presented.**
**Support: Supported by Gilreath-Watts.**
**RESULT: Motion carried.**

5. **DIRECTOR'S REPORT – August 2024**
Executive Director Werner commended the Finance Team for their work on the 2025 Budget. KDL Programming numbers showed an increase, highlighting the featured department. He is also looking forward to attending the MLA dinner in Traverse City.

6. **A. PUBLIC HEARING - TRUTH IN TAXATION**
**Motion: Weller moved to recess the Kent District Library Board meeting at 4:49 PM to commence the public hearing on the TRUTH IN TAXATION.**
**Support: Supported by Chrenka.**

| | | | |
|---|---|---|---|
| Chrenka – Yes | Dykhuis - Yes | Erlewein - Yes | Gilreath-Watts - Yes |
| Lintemuth - Yes | Moyer- Hotz - Yes | Tazelaar - Yes | Weller - Yes |

**RESULT: 8-0**

**Motion: Dykhuis moved to close the public hearing and reconvene the regular Board Meeting at 4:51 PM.**
**Support: Supported by Chrenka.**
**RESULT: Motion carried.**

**B. RESOLUTION: 2025 Millage Tax Rate Request**
**Motion: Tazelaar moved to approve the Resolution: 2025 Millage Tax Rate Request as presented.**
**Support: Supported by Moyer Hotz.**

| | | | |
|---|---|---|---|
| Chrenka – Yes | Dykhuis - Yes | Erlewein- Yes | Gilreath-Watts - Yes |
| Lintemuth- Yes | Moyer-Hotz - Yes | Tazelaar - Yes | Weller - Yes |

**RESULT: 8-0**

7. **OLD BUSINESS**
   A. **Policy Manual: Section 2 - Circulation ***
   **Motion: Lintemuth moved to approve the Policy Manual: Section 2 - Circulation as presented.**
   **Support: Supported by Weller.**
   **RESULT: Motion carried.**

8. **NEW BUSINESS**
   A. **Policy Manual: Section 4 - Patron Behavior \***
      The Board Members asked questions, and the staff answered.
      **Motion:** **Chrenka proposed to defer the Policy Manual: Section 4 - Patron Behavior as presented.**
      **Support:** **Supported by Moyer Hotz.**
      **RESULT:** **Motion carried.**

   B. **Issue Analysis: KDL Community Impact Scholarship \***
      **Motion:** **Lintemuth proposed to defer the Issue Analysis: KDL Community Impact Scholarship**
      **as presented.**
      **Support:** **Supported by Gilreath-Watts.**
      **RESULT:** **Motion carried.**

   C. **Executive Director's Evaluation Process**

9. **LIAISON REPRESENTATIVE COMMENTS –** None.

10. **PUBLIC COMMENTS\*\*** – Amanda Schrauben introduced herself to the board and expressed her interest in a vacant position within her region, eager to learn more about it.

11. **BOARD MEMBER COMMENTS**
    **Gilreath-Watts –** She will miss Board Member Lintemuth and thanked her for her time as a board member. She is excited about the outstanding numbers for KDL Programming.
    **Dykhuis –** He will miss Board Member Lintemuth and he is excited to see all the KDL "I love my library" signs throughout Kent County and beyond. He is impressed with the local media coverage on the KDL sorter.
    **Lintemuth –** She is saddened to be stepping down as a Board member and leaving the region but remains hopeful for KDL's continued growth within the community.
    **Chrenka –** She is grateful to Board Member Lintemuth and appreciates Executive Director Werner's support for Intellectual Freedom.
    **Weller –** She thanks Board Member Lintemuth for her service.
    **Tazelaar –** She is appreciative for Board Member Lintemuth's service to KDL.
    **Moyer Hotz –** She will miss Board Member Lintemuth and is impressed with the work Director of Projects and Planning, Jaci Cooper, did in writing the Intellectual Freedom Award.
    **Erlewein –** He will miss Board Member Lintemuth and is looking forward to attending the MLA Dinner in October.

12. **MEETING DATES**
    *Regular Meeting: Thursday, October 17, 2024 – Kent District Library Service and Meeting Center at 4:30 PM.*

13. **ADJOURNMENT**
    **Motion: Weller moved for adjournment at 5:39 PM.**
    **Support: Supported by Lintemuth.**
    **RESULT: Motion carried.**



    **ADMINISTRATIVE APPROVAL FOR DISTRIBUTION**

    Lance Werner, KDL Executive Director

**LAKELAND LIBRARY COOPERATIVE**
**BOARD MINUTES – Unofficial**
**Thursday, September 12, 2024 at 9:30 a.m.**
**Kent District Library Service Center**

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

1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:29 by John McNaughton.
2) **APPROVAL OF AGENDA:** Maggie McKeithan moved, supported by Diane Kooiker, to approve the agenda as presented - *motion carried.*
3) **QUESTIONS FROM MEMBERS:** There were no questions from members.
4) **PUBLIC COMMENTS:** There were no public comments.
5) **APPROVAL OF MINUTES:** Rob Bristow moved, supported by Ron Suszek, to approve the board minutes from August 8 2024, *motion carried.*
6) **FINANCIAL REPORT:**
    a) August 2024 Financials and Check Register: Diane Kooiker moved, supported by Rob Bristow, to approve the August 2024 Financials as presented - *motion carried.*
7) **PRESIDENT'S REPORT**
    a) Lance Werner is absent, no report.
8) **DIRECTOR'S REPORT**
    a) Carol shared that her self- evaluation will be completed this week or early next week. She also praised the current Lakeland team for how proactive they are. Carol also reminded everyone that the annual State Aid report opens on October 1 and Lakeland will be hosting training sessions in late September early October. Carol shared that she is helping several libraries with their strategic plans.
9) **COUNCIL/COMMITEE REPORTS**
    a) Advisory Council minutes from July 2024 included for information.
10) **NEW BUSINESS:**
    a) *FY24-25 Meeting Dates:* Maggie McKeithan moved, supported by Rob Bristow, to approve the FY24-25 Meeting Dates as presented - *motion carried.*
    b) *FY2024-2025 Health Care Resolution:* Rob Bristow moved, supported by Jessica Hunt, to approve the FY2024-2025 Health Care Resolution as presented - *motion carried.*
    c) *FY2023-2024 End of Year Budget Amendments:* Dale Parus moved, supported by Ron Suszek, to approve the FY2023-2024 End of Year Budget Amendments as presented - *motion carried.*
    d) *FY2024-2025 Budgets:* Rob Bristow moved, supported by Dale Parus, to approve the FY2024-2025 Budgets as presented - *motion carried.*
11) **PUBLIC COMMENTS:**
    a) None
12) **BOARD MEMBER COMMENTS:**
    a) Joe Zappacosta shared that he has chosen not to renew his spot on the board and that he appreciated his time on the board.
13) **NEXT MEETING:** Thursday, October 10, at 9:30 a.m. at Kent District Library Service Center.
14) **ADJOURNMENT:** Dale Parus moved, supported by Rob Bristow to adjourn at 9:46 - *motion carried.*

Respectfully submitted by,
Amber McLains

# Monthly Cash Position Per Bank
# Month Ended September 2024

**Kent District Library**
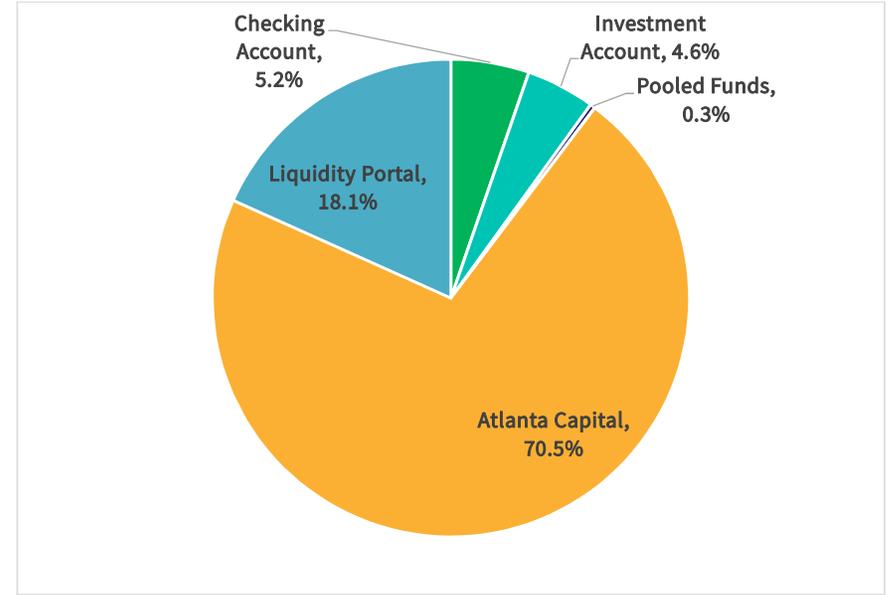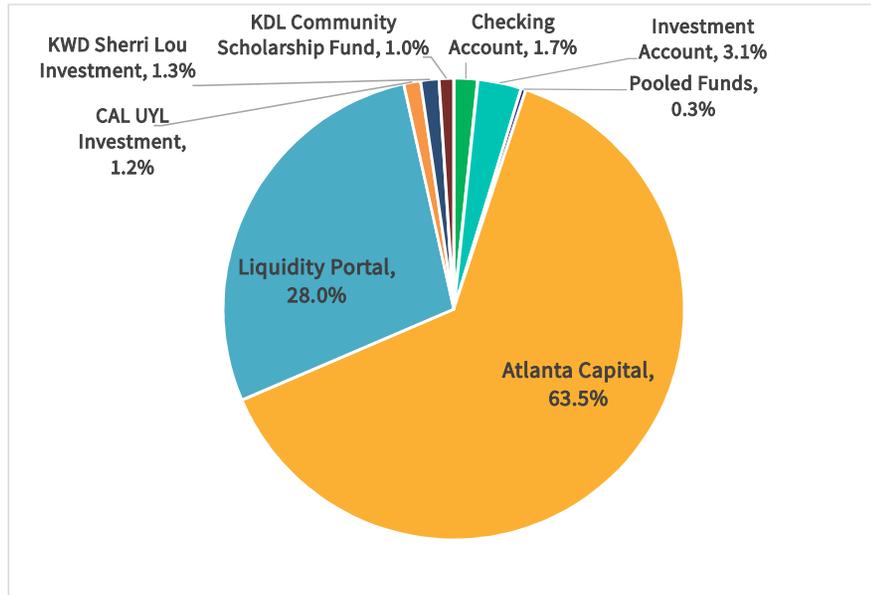




| 2024 | | |
| --- | --- | --- |
| Account | Rate | Amount |
| Huntington Checking Account | 0.500% | $295,462.78 |
| Huntington Investment Account | 2.980% | $539,832.51 |
| *Kent County Pooled Funds | 4.079% | $59,460.27 |
| Atlanta Capital Investments | | $11,218,346.00 |
| Huntington Liquidity Portal | 4.840% | $4,940,625.89 |
| Caledonia UYL Investment | 4.780% | $210,807.47 |
| KWD Sherri Lou Investment | 4.840% | $225,565.65 |
| KDL Community Scholarship Fund | 4.840% | $179,795.64 |
| | | $17,669,896.21 |

| 2023 | | |
| --- | --- | --- |
| Account | Rate | Amount |
| Huntington Checking Account | 0.500% | $876,837.70 |
| Huntington Investment Account | 1.004% | $773,690.60 |
| *Kent County Pooled Funds | 3.924% | $57,355.75 |
| Atlanta Capital Investments | | $11,827,987.00 |
| Huntington Liquidity Portal | | $3,030,315.56 |
| | | $16,566,186.61 |

* Includes Trust Pooled fund balances

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

# Monthly Revenues and Expenditures
## Month Ended September 2024

**Kent District Library**

### Revenues / Expenditures (Millions)



### Comparative Percentages Current & Prior Year
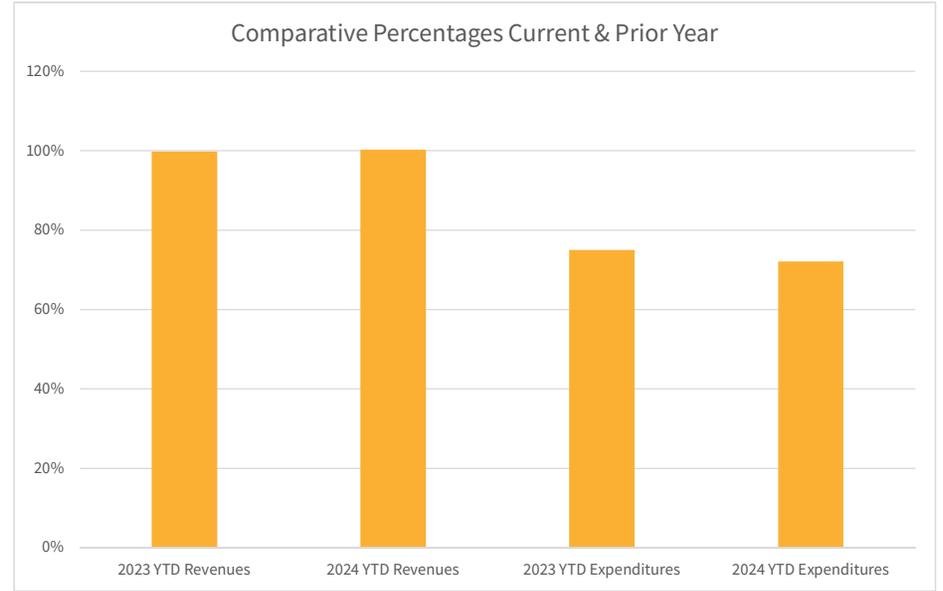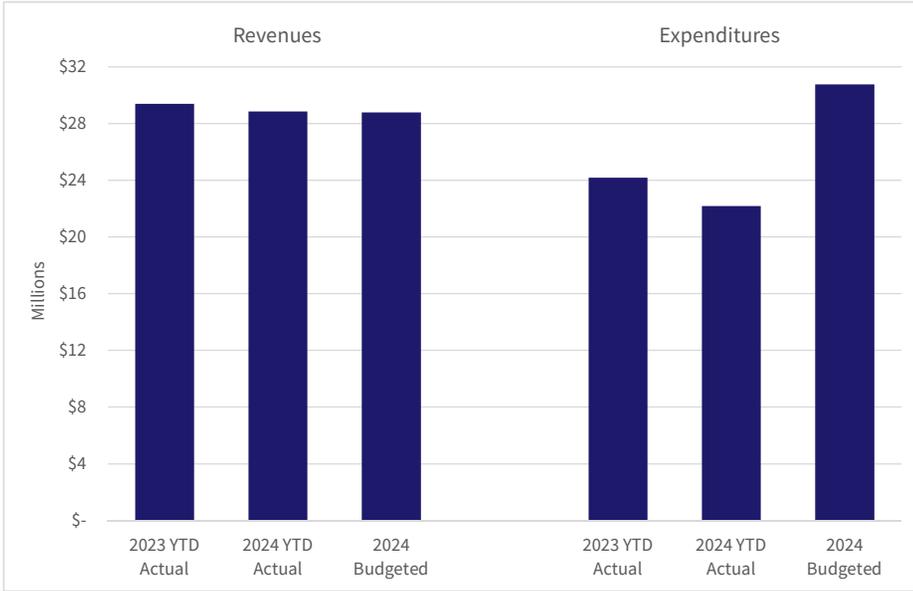


## Budget to Actual with Prior Year Comparison

**Revenues**

| | | |
|---|---|---|
| 2023 YTD Actual | $ | 29,401,265 |
| 2024 YTD Actual | $ | 28,851,185 |
| 2024 Budgeted | $ | 28,791,105 |

**Expenditures**

| | | |
|---|---|---|
| 2023 YTD Actual | $ | 24,171,372 |
| 2024 YTD Actual | $ | 22,184,210 |
| 2024 Budgeted | $ | 30,772,917 |

## Comparative Percentages Current & Prior Year

| Account | Amount |
|---|---|
| 2023 YTD Revenues | 99.7% |
| 2024 YTD Revenues | 100.2% |
| | |
| 2023 YTD Expenditures | 75.0% |
| 2024 YTD Expenditures | 72.1% |

| | 2024 YTD Actual | 2024 Amended Budget | 2024 Amended Budget to Actual Variance | Percent Remaining |
|---|---|---|---|---|
| **Revenues** | | | | |
| Property Taxes | 25,544,149 | 25,538,017 | 6,132 | 0 % |
| Penal Fines | 692,190 | 630,000 | 62,190 | 10 % |
| Charges for Services | 30,656 | 38,000 | (7,344) | (19)% |
| Interest Income | 913,301 | 562,100 | 351,201 | 62 % |
| Public Donations | 560,615 | 525,000 | 35,615 | 7 % |
| Other Revenue | 559,230 | 412,690 | 146,540 | 36 % |
| State Sources | 551,044 | 1,085,298 | (534,254) | (49)% |
| Total Revenues | 28,851,185 | 28,791,105 | 60,080 | 0 % |
| **Expenditures** | | | | |
| Salaries and Wages | 10,081,736 | 13,959,043 | 3,877,307 | 28 % |
| Employee Benefits | 2,856,799 | 4,126,316 | 1,269,517 | 31 % |
| Collections - Digital | 2,504,136 | 2,936,317 | 432,181 | 15 % |
| Collections - Physical | 1,376,873 | 2,062,452 | 685,579 | 33 % |
| Supplies | 464,472 | 806,206 | 341,734 | 42 % |
| Contractual and Professional Services | 1,917,546 | 2,445,755 | 528,209 | 22 % |
| Programming and Outreach | 328,612 | 500,843 | 172,231 | 34 % |
| Maintenance and Utilities | 1,561,373 | 2,307,050 | 745,677 | 32 % |
| Staff Development | 138,058 | 282,640 | 144,582 | 51 % |
| Board Development | 12,912 | 17,000 | 4,088 | 24 % |
| Other Expenditures | 380,859 | 497,942 | 117,083 | 24 % |
| Capital Outlay | 560,836 | 831,353 | 270,517 | 33 % |
| Total Expenditures | 22,184,210 | 30,772,917 | 8,588,707 | 28 % |
| Excess Revenue Over (Under) Expenditures | 6,666,975 | (1,981,812) | 8,648,787 | (436)% |

| | 2024 YTD Actual | 2024 Amended Budget | 2024 Amended Budget to Actual Variance | Percent Remaining |
|---|---|---|---|---|
| Revenues | | | | |
| Interest Income | 3,522 | 0 | 3,522 | 0 % |
| Public Donations | 176,974 | 0 | 176,974 | 0 % |
| Total Revenues | 180,496 | 0 | 180,496 | 0 % |
| Excess Revenue Over (Under) Expenditures | 180,496 | 0 | 180,496 | 0 % |

# Kent District Library

Statement of Revenues and Expenditures
101 - General Fund
From 9/1/2024 Through 9/30/2024

(In Whole Numbers)

| | YTD Ending September 30, 2024 | YTD Ending September 30, 2023 | Total Variance |
|---|---|---|---|
| **Revenues** | | | |
| Property Taxes | 25,544,149 | 26,466,672 | (922,523) |
| Penal Fines | 692,190 | 631,390 | 60,800 |
| Charges for Services | 30,656 | 28,803 | 1,853 |
| Interest Income | 913,301 | 560,842 | 352,460 |
| Public Donations | 560,615 | 475,236 | 85,379 |
| Other Revenue | 559,230 | 679,710 | (120,481) |
| State Sources | 551,044 | 558,612 | (7,568) |
| Total Revenues | 28,851,185 | 29,401,265 | (550,080) |
| | | | |
| **Expenditures** | | | |
| Salaries and Wages | 10,081,736 | 9,990,406 | 91,329 |
| Employee Benefits | 2,856,799 | 4,394,878 | (1,538,079) |
| Collections - Digital | 2,504,136 | 2,294,353 | 209,783 |
| Collections - Physical | 1,376,873 | 1,390,853 | (13,981) |
| Supplies | 464,472 | 460,943 | 3,529 |
| Contractual and Professional Services | 1,917,546 | 1,771,126 | 146,420 |
| Programming and Outreach | 328,612 | 269,330 | 59,282 |
| Maintenance and Utilities | 1,561,373 | 2,141,569 | (580,196) |
| Staff Development | 138,058 | 188,253 | (50,195) |
| Board Development | 12,912 | 15,950 | (3,038) |
| Other Expenditures | 380,859 | 352,163 | 28,696 |
| Capital Outlay | 560,836 | 901,690 | (340,854) |
| Total Expenditures | 22,184,210 | 24,171,514 | (1,987,303) |
| | | | |
| Excess Revenue Over (Under) Expenditures | 6,666,975 | 5,229,751 | 1,437,223 |

# Kent District Library

Statement of Revenues and Expenditures
157 - Scholarship Fund
From 9/1/2024 Through 9/30/2024

(In Whole Numbers)

| | YTD Ending September 30, 2024 | YTD Ending September 30, 2023 | Total Variance |
|---|---|---|---|
| Revenues | | | |
| Interest Income | 3,522 | 0 | 3,522 |
| Public Donations | 176,974 | 0 | 176,974 |
| Total Revenues | 180,496 | 0 | 180,496 |
| | | | |
| Excess Revenue Over (Under) Expenditures | 180,496 | 0 | 180,496 |

| | | Current Month | 2024 YTD | 2024 Amended Budget | 2024 Amended Budget to Actual Variance | Percent Remaining |
|---|---|---|---|---|---|---|
| | Revenues | | | | | |
| | Property Taxes | | | | | |
| 4402 | Current property taxes | 170 | 25,354,389 | 25,352,532 | 1,857 | 0 % |
| 4412 | Delinquent personal property taxes | 15 | 3,814 | 10,000 | (6,186) | (62)% |
| 4432 | DNR - PILT | 221 | 40,937 | 30,000 | 10,937 | 36 % |
| 4437 | Industrial facilities taxes | 0 | 145,009 | 145,485 | (476) | (0)% |
| | Total Property Taxes | 406 | 25,544,149 | 25,538,017 | 6,132 | 0 % |
| | Penal Fines | | | | | |
| 4581 | Penal fines | 0 | 692,190 | 630,000 | 62,190 | 10 % |
| | Total Penal Fines | 0 | 692,190 | 630,000 | 62,190 | 10 % |
| | Charges for Services | | | | | |
| 4660 | Other Patron Fees | 56 | 1,331 | 0 | 1,331 | 0 % |
| 4685 | Materials replacement charges | 2,869 | 29,325 | 38,000 | (8,675) | (23)% |
| | Total Charges for Services | 2,924 | 30,656 | 38,000 | (7,344) | (19)% |
| | Interest Income | | | | | |
| 4662 | Interest Earned on Uyl Investment | 859 | 8,024 | 6,000 | 2,024 | 34 % |
| 4663 | Interest Earned on Investment | 926 | 5,410 | 3,000 | 2,410 | 80 % |
| 4664 | Interest Earned on Restricted Investments | 206 | 1,566 | 1,500 | 66 | 4 % |
| 4665 | Interest earned on deposits and investments | 120,199 | 896,445 | 550,000 | 346,445 | 63 % |
| 4666 | Interest Earned - Property Taxes | 10 | 1,855 | 1,600 | 255 | 16 % |
| | Total Interest Income | 122,200 | 913,301 | 562,100 | 351,201 | 62 % |
| | Public Donations | | | | | |
| 4673 | Restricted donations | 15,806 | 534,719 | 500,000 | 34,719 | 7 % |
| 4674 | Unrestricted donations | 5,440 | 25,896 | 25,000 | 896 | 4 % |
| | Total Public Donations | 21,246 | 560,615 | 525,000 | 35,615 | 7 % |
| | Other Revenue | | | | | |
| 4502 | Universal Service Fund - eRate | 213,766 | 425,730 | 300,000 | 125,730 | 42 % |
| 4651 | Admission/Entry fees | 0 | 458 | 500 | (42) | (8)% |
| 4668 | Royalties | 265 | 2,789 | 2,000 | 789 | 39 % |
| 4686 | Sale of Equipment | 1,145 | 3,452 | 2,500 | 952 | 38 % |
| 4688 | Miscellaneous | 200 | 962 | 3,000 | (2,038) | (68)% |
| 4695 | Health Insurance Plan Experience Rebate | 0 | 125,839 | 104,690 | 21,149 | 20 % |
| | Total Other Revenue | 215,375 | 559,230 | 412,690 | 146,540 | 36 % |
| | State Sources | | | | | |
| 4540 | State Aid | 0 | 448,226 | 448,226 | (0) | (0)% |
| 4541 | State aid - LBPH/TBBC | 0 | 41,073 | 41,072 | 1 | 0 % |
| 4548 | Renaissance Zone reimbursement | 0 | 61,745 | 76,000 | (14,255) | (19)% |
| 4549 | Personal Property tax reimbursement | 0 | 0 | 520,000 | (520,000) | (100)% |
| | Total State Sources | 0 | 551,044 | 1,085,298 | (534,254) | (49)% |
| | Total Revenues | 362,152 | 28,851,185 | 28,791,105 | 60,080 | 0 % |
| | | | | | | |
| | Expenditures | | | | | |
| | Salaries and Wages | | | | | |
| 5700 | Board Stipend | 240 | 2,250 | 3,900 | 1,650 | 42 % |
| 5706 | Extra duty stipends | 850 | 4,150 | 0 | (4,150) | 0 % |
| 5713 | Salary & Wages | 1,011,058 | 10,075,336 | 13,955,143 | 3,879,807 | 28 % |

| | | Current Month | 2024 YTD | 2024 Amended Budget | 2024 Amended Budget to Actual Variance | Percent Remaining |
|---|---|---|---|---|---|---|
| | Total Salaries and Wages | 1,012,148 | 10,081,736 | 13,959,043 | 3,877,307 | 28 % |
| | Employee Benefits | | | | | |
| 5709 | FICA | 72,782 | 739,232 | 1,105,145 | 365,913 | 33 % |
| 5717 | Defined Contribution Pension Plan Contributions | 48,620 | 469,043 | 609,671 | 140,628 | 23 % |
| 5718 | Employee Health Benefits | 125,818 | 1,216,665 | 1,928,700 | 712,035 | 37 % |
| 5720 | HSA/Flex | 533 | 370,533 | 392,000 | 21,467 | 5 % |
| 5730 | Other Employee Benefits | 3,836 | 61,326 | 90,800 | 29,474 | 32 % |
| | Total Employee Benefits | 251,589 | 2,856,799 | 4,126,316 | 1,269,517 | 31 % |
| | Collections - Digital | | | | | |
| 5785 | Cloud Library/OverDrive | 0 | 1,599,750 | 1,943,500 | 343,750 | 18 % |
| 5786 | Hoopla | 0 | 527,250 | 605,000 | 77,750 | 13 % |
| 5787 | Digital Collection | 286 | 138,078 | 151,657 | 13,579 | 9 % |
| 5788 | Miscellaneous Electronic Access | 2,423 | 239,058 | 236,160 | (2,898) | (1)% |
| | Total Collections - Digital | 2,709 | 2,504,136 | 2,936,317 | 432,181 | 15 % |
| | Collections - Physical | | | | | |
| 5791 | Subscriptions | 230 | 70,209 | 81,540 | 11,331 | 14 % |
| 5815 | KDL Cruisers | 1,833 | 11,000 | 10,100 | (900) | (9)% |
| 5871 | Branch Local Materials - Restricted Donation Expenditures | 96 | 3,042 | 5,500 | 2,458 | 45 % |
| 5982 | Collection Materials - Depreciable | 127,889 | 1,034,016 | 1,541,250 | 507,234 | 33 % |
| 5983 | CD/DVD Collection Materials - Non-Depreciable | 24,807 | 241,728 | 384,062 | 142,334 | 37 % |
| 5984 | Beyond Books Collection - Non-Depreciable | 3,117 | 16,877 | 40,000 | 23,123 | 58 % |
| | Total Collections - Physical | 157,972 | 1,376,873 | 2,062,452 | 685,579 | 33 % |
| | Supplies | | | | | |
| 5750 | Collection Processing & AV Supplies | 24,022 | 105,601 | 123,690 | 18,089 | 15 % |
| 5751 | Supplies | 12,805 | 80,105 | 160,815 | 80,710 | 50 % |
| 5760 | Technology & Accessories <$1000 | 551 | 8,988 | 59,476 | 50,488 | 85 % |
| 5764 | KDL Staff Event, Supplies & Awards | 848 | 17,374 | 31,810 | 14,436 | 45 % |
| 5768 | Promotions Supplies | 872 | 14,895 | 30,835 | 15,940 | 52 % |
| 5770 | Other Awards/Prizes | 3,042 | 101,631 | 215,325 | 113,694 | 53 % |
| 5790 | Books (not for circulation) | (3,596) | 16,230 | 30,485 | 14,255 | 47 % |
| 5851 | Mail/Postage | 510 | 25,420 | 28,770 | 3,350 | 12 % |
| 5900 | Copier/Printer Usage Charges | 11,843 | 94,227 | 125,000 | 30,773 | 25 % |
| | Total Supplies | 50,896 | 464,472 | 806,206 | 341,734 | 42 % |
| | Contractual and Professional Services | | | | | |
| 5792 | Software | 12,207 | 575,845 | 677,119 | 101,274 | 15 % |
| 5801 | Professional & Other Contracted Services | 57,594 | 489,542 | 760,190 | 270,648 | 36 % |
| 5813 | Delivery Services | 7,774 | 117,233 | 161,717 | 44,484 | 28 % |
| 5814 | Security Services | 1,613 | 12,989 | 23,000 | 10,011 | 44 % |
| 5817 | Lakeland Library Co-op services | 0 | 4,880 | 6,505 | 1,626 | 25 % |
| 5827 | Catering | 0 | 4,795 | 29,850 | 25,055 | 84 % |
| 5873 | Website | 3,422 | 171,424 | 195,635 | 24,211 | 12 % |
| 5875 | Advertising | 6,796 | 117,080 | 115,750 | (1,330) | (1)% |
| 5890 | ILS Fees | 0 | 157,786 | 159,771 | 1,985 | 1 % |

| | | Current Month | 2024 YTD | 2024 Amended Budget | 2024 Amended Budget to Actual Variance | Percent Remaining |
|---|---|---|---|---|---|---|
| 5891 | Licenses and Fees | 12,754 | 131,013 | 189,547 | 58,534 | 31 % |
| 5901 | Outsourced Printing & Publishing | 16,011 | 134,958 | 126,671 | (8,287) | (7)% |
| | Total Contractual and Professional Services | 118,170 | 1,917,546 | 2,445,755 | 528,209 | 22 % |
| | Programming and Outreach | | | | | |
| 5795 | Programming & Outreach Supplies | 13,092 | 92,502 | 201,178 | 108,677 | 54 % |
| 5885 | Speakers/Performers | 4,327 | 213,747 | 277,150 | 63,403 | 23 % |
| 5906 | Community Outreach | 2,459 | 22,363 | 22,515 | 152 | 1 % |
| | Total Programming and Outreach | 19,878 | 328,612 | 500,843 | 172,231 | 34 % |
| | Maintenance and Utilities | | | | | |
| 5810 | IT COLO Infrastructure Services | 42,020 | 342,235 | 450,000 | 107,765 | 24 % |
| 5822 | Maintenance Contracts | 0 | 10,784 | 53,199 | 42,415 | 80 % |
| 5848 | Mobile Hotspots | 29,296 | 256,050 | 399,644 | 143,594 | 36 % |
| 5849 | Cell Phones/ Stipends | 2,216 | 18,720 | 25,715 | 6,995 | 27 % |
| 5850 | Telephones | 0 | 29,949 | 42,000 | 12,051 | 29 % |
| 5852 | Internet/Telecomm Services | 2,319 | 127,154 | 150,460 | 23,306 | 15 % |
| 5919 | Waste Disposal | 530 | 5,673 | 8,200 | 2,527 | 31 % |
| 5920 | Utilties | 1,882 | 38,825 | 90,000 | 51,175 | 57 % |
| 5925 | Lawncare & Snowplowing | 8,843 | 22,751 | 43,000 | 20,249 | 47 % |
| 5928 | Branch Maintenance Fees | 0 | 424,577 | 564,786 | 140,210 | 25 % |
| 5930 | Repairs & Maintenance | 2,512 | 42,574 | 97,370 | 54,796 | 56 % |
| 5933 | Software & IT Hardware Maintenance Agreements | 0 | 95,473 | 138,000 | 42,527 | 31 % |
| 5940 | Rentals & Leases | 5,654 | 146,608 | 244,676 | 98,068 | 40 % |
| | Total Maintenance and Utilities | 95,272 | 1,561,373 | 2,307,050 | 745,677 | 32 % |
| | Staff Development | | | | | |
| 5910 | Staff Development & Conferences | 8,938 | 138,058 | 282,640 | 144,582 | 51 % |
| | Total Staff Development | 8,938 | 138,058 | 282,640 | 144,582 | 51 % |
| | Board Development | | | | | |
| 5908 | Board Development | 386 | 12,912 | 17,000 | 4,088 | 24 % |
| | Total Board Development | 386 | 12,912 | 17,000 | 4,088 | 24 % |
| | Other Expenditures | | | | | |
| 5759 | Gas, Oil, Grease | 657 | 3,658 | 8,160 | 4,502 | 55 % |
| 5860 | Parking | 280 | 929 | 2,765 | 1,836 | 66 % |
| 5861 | Mileage Reimbursement | 3,368 | 35,313 | 62,579 | 27,266 | 44 % |
| 5870 | Branch Local Misc - Restricted Donation Expenditures | 7,796 | 140,930 | 199,290 | 58,360 | 29 % |
| 5907 | Sponsorships/Donations | 0 | 2,422 | 10,675 | 8,253 | 77 % |
| 5935 | Insurance | 0 | 123,334 | 123,334 | 0 | 0 % |
| 5939 | Workers Compensation Insurance | 0 | 25,339 | 25,339 | 0 | 0 % |
| 5955 | Miscellaneous | 87 | 6,635 | 16,100 | 9,465 | 59 % |
| 5959 | Sales Taxes | (11) | (50) | 100 | 150 | 150 % |
| 5964 | Property Tax Reimbursement | 1,773 | 40,914 | 46,000 | 5,086 | 11 % |
| 5965 | MEL Return Items | 133 | 1,435 | 3,600 | 2,165 | 60 % |
| | Total Other Expenditures | 14,083 | 380,859 | 497,942 | 117,083 | 24 % |
| | Capital Outlay | | | | | |
| 5977 | Technology - Non-Depreciable ($1000-4999) | 0 | 49,944 | 72,450 | 22,506 | 31 % |

| | | Current Month | 2024 YTD | 2024 Amended Budget | 2024 Amended Budget to Actual Variance | Percent Remaining |
|---|---|---|---|---|---|---|
| 5978 | Technology - Depreciable (5,000+) | 0 | 478,922 | 483,653 | 4,731 | 1 % |
| 5979 | Equipment/Furniture - Non-Depreciable ($0-4999) | 0 | 671 | 20,000 | 19,329 | 97 % |
| 5980 | Equipment/Furniture - Depreciable ($5000+) | 0 | 31,298 | 255,250 | 223,952 | 88 % |
| | Total Capital Outlay | 0 | 560,836 | 831,353 | 270,517 | 33 % |
| | Total Expenditures | 1,732,042 | 22,184,210 | 30,772,917 | 8,588,707 | 28 % |
| | Excess Revenue Over (Under) Expenditures | (1,369,890) | 6,666,975 | (1,981,812) | 8,648,787 | (436)% |

# Kent District Library
Statement of Revenues and Expenditures
157 - Scholarship Fund
From 9/1/2024 Through 9/30/2024
(In Whole Numbers)

| | Current Month | 2024 YTD | 2024 Amended Budget | 2024 Amended Budget to Actual Variance | Percent Remaining |
|---|---|---|---|---|---|
| Revenues | | | | | |
| Interest Income | | | | | |
| 4663    Interest Earned on Investment | 741 | 3,522 | 0 | 3,522 | 0 % |
| Total Interest Income | 741 | 3,522 | 0 | 3,522 | 0 % |
| Public Donations | | | | | |
| 4673    Restricted donations | 100 | 176,974 | 0 | 176,974 | 0 % |
| Total Public Donations | 100 | 176,974 | 0 | 176,974 | 0 % |
| Total Revenues | 841 | 180,496 | 0 | 180,496 | 0 % |
| | | | | | |
| Excess Revenue Over (Under) Expenditures | 841 | 180,496 | 0 | 180,496 | 0 % |

| Check Number | Vendor Name | Check Amount | Check Date |
| --- | --- | --- | --- |
| 2024-1989 | Sirsidynix | 165,075.05 | 9/4/2024 |
| 2024-2031 | IP Consulting, Inc. | 44,875.03 | 9/18/2024 |
| 2024-2030 | Ingram Library Services Llc | 42,254.24 | 9/18/2024 |
| AP-PH09-27-20... | Priority Health | 37,247.05 | 9/27/2024 |
| 88293 | Maner Costerisan | 29,750.50 | 9/18/2024 |
| AP-9971107370 | Verizon Wireless - MiFy Routers & Cell phones | 28,820.91 | 9/3/2024 |
| AP-242300168... | Priority Health | 28,586.50 | 9/4/2024 |
| AP-PH09-06-24 | Priority Health | 26,632.32 | 9/6/2024 |
| AP-PH09-13-24 | Priority Health | 22,929.17 | 9/13/2024 |
| 2024-1982 | Ingram Library Services Llc | 19,176.89 | 9/4/2024 |
| AP-PH09-20-24 | Priority Health | 18,002.03 | 9/20/2024 |
| 88292 | Lyngsoe Systems, Inc. | 16,125.00 | 9/18/2024 |
| AP-Aug 2024 | American Heritage Life Insurance Company / Allstate Benefits | 14,425.63 | 9/12/2024 |
| 2024-2008 | Gallup, Inc. | 14,305.00 | 9/18/2024 |
| 2024-2043 | Rehmann Robson LLC | 13,400.00 | 9/18/2024 |
| 88295 | Michigan Office Solutions (MOS) | 13,187.00 | 9/18/2024 |
| 2024-1968 | Everstream Holding LLC- Michigan | 12,490.00 | 9/4/2024 |
| AP-242270061... | Priority Health | 11,222.33 | 9/3/2024 |
| 88261 | Penguin Random House, LLC | 11,000.00 | 9/4/2024 |
| 2024-1991 | The Tuesday Agency | 10,000.00 | 9/4/2024 |
| 2024-2009 | Holland Litho Printing Services | 9,468.62 | 9/18/2024 |
| 88277 | All Season Lawn Care | 8,843.25 | 9/18/2024 |
| 2024-1988 | Same Day Delivery, Inc | 7,842.64 | 9/4/2024 |
| 2024-1971 | Holland Litho Printing Services | 7,605.55 | 9/4/2024 |
| AP-05687176 | Paycor, Inc. | 7,188.62 | 9/10/2024 |
| 2024-2004 | Comerica Bank | 6,701.03 | 9/18/2024 |
| 2024-1965 | Comerica Bank | 6,666.66 | 9/4/2024 |
| 2024-2044 | RNL Graphics Solutions, LLC | 6,461.79 | 9/18/2024 |
| 88311 | Zoobean, Inc. | 6,085.00 | 9/18/2024 |
| 2024-2000 | Baker & Taylor | 6,080.73 | 9/18/2024 |
| 2024-1962 | Baker & Taylor | 5,782.53 | 9/4/2024 |
| 88302 | Pam Spring Advertising, Llc | 5,719.01 | 9/18/2024 |
| 2024-2039 | Midwest Tape LLC | 5,321.15 | 9/18/2024 |
| 2024-1967 | Envisionware, Inc. | 4,438.00 | 9/4/2024 |
| 88285 | Governmental Consultant Services Inc. | 4,000.00 | 9/18/2024 |
| 2024-1960 | Authors Unbound Agency | 3,850.00 | 9/4/2024 |
| 2024-2051 | Xerox Financial Services LLC | 3,719.86 | 9/18/2024 |
| AP-Sept 2024 | PLIC - SBD Grand Island | 3,402.79 | 9/3/2024 |
| 88280 | BrightBenefits | 3,376.75 | 9/18/2024 |
| 88303 | Playaway Products LLC | 3,325.01 | 9/18/2024 |
| 2024-1958 | AMAZON CAPITAL SERVICES, INC | 3,161.05 | 9/4/2024 |
| 88271 | Triangle Constructors | 2,710.00 | 9/4/2024 |
| 2024-2036 | Microix, Inc. | 2,584.25 | 9/18/2024 |
| 2024-1990 | TelNet Worldwide, Inc. | 2,568.44 | 9/4/2024 |
| 2024-1993 | Warner Norcross & Judd Llp | 2,566.80 | 9/4/2024 |
| 2024-1984 | Julian Newman Enterprises | 2,500.00 | 9/4/2024 |
| 88273 | Ulliance, Inc. | 2,332.44 | 9/4/2024 |
| 88237 | Bayscan Technologies | 2,024.22 | 9/4/2024 |
| 2024-2048 | UAW Local 2600 | 1,994.29 | 9/18/2024 |
| 88269 | Ten Finger Fish | 1,914.00 | 9/4/2024 |
| 88248 | GR Bikes, LLC | 1,833.33 | 9/4/2024 |

| Check Number | Vendor Name | Check Amount | Check Date |
|---|---|---|---|
| AP-201364613... | Consumers Energy | 1,817.33 | 9/4/2024 |
| AP-660506 | 123.Net, Inc | 1,724.00 | 9/12/2024 |
| 2024-1985 | Kalamazoo Sanitary Supply / KSS Enterprises | 1,674.46 | 9/4/2024 |
| 88254 | Lakeland Library Cooperative | 1,626.50 | 9/4/2024 |
| 2024-1992 | Thomas Klise/Crimson Multimedia | 1,560.00 | 9/4/2024 |
| 2024-2032 | Pre-Paid Legal Services, Inc. | 1,510.40 | 9/18/2024 |
| 2024-1957 | Abila / Community Brands Holdco, LLC | 1,432.52 | 9/4/2024 |
| 88304 | Sabopr | 1,417.65 | 9/18/2024 |
| 88305 | Safe Haven Ministries Inc | 1,403.95 | 9/18/2024 |
| 2024-2034 | Lighthouse Services L.L.C. | 1,400.00 | 9/18/2024 |
| 2024-2040 | TELUS HEALTH (US) LTD. | 1,396.50 | 9/18/2024 |
| 2024-2045 | Same Day Delivery, Inc | 1,343.58 | 9/18/2024 |
| 2024-1964 | Central Michigan Paper | 1,320.00 | 9/4/2024 |
| 2024-2002 | Central Michigan Paper | 1,320.00 | 9/18/2024 |
| 2024-1963 | Blackstone Audio Inc | 1,299.00 | 9/4/2024 |
| 88309 | Unique | 1,263.99 | 9/18/2024 |
| AP-9971220955 | Verizon Wireless - MiFy Routers & Cell phones | 1,222.07 | 9/3/2024 |
| 2024-1997 | AMAZON CAPITAL SERVICES, INC | 1,169.60 | 9/18/2024 |
| 2024-1996 | Advanced Benefit Solutions, Inc / 44 North | 1,156.00 | 9/18/2024 |
| 2024-2041 | Nationwide | 1,148.76 | 9/18/2024 |
| 88260 | Pam Spring Advertising, Llc | 1,140.00 | 9/4/2024 |
| 88245 | Comprenew | 1,086.69 | 9/4/2024 |
| 2024-1986 | Lindenmeyr Munroe | 1,042.05 | 9/4/2024 |
| 2024-2047 | Thomas Klise/Crimson Multimedia | 1,030.00 | 9/18/2024 |
| 2024-2046 | The Murder Mystery Company | 964.00 | 9/18/2024 |
| 2024-2003 | Cloud 616 LLC | 900.00 | 9/18/2024 |
| 88301 | Orkin LLC/Rollins, Inc. | 879.07 | 9/18/2024 |
| 2024-1995 | Xerox Financial Services LLC | 815.64 | 9/4/2024 |
| 2024-2035 | Lindenmeyr Munroe | 789.18 | 9/18/2024 |
| 2024-2005 | DK Security | 763.92 | 9/18/2024 |
| 88241 | Chelsea Holley | 728.00 | 9/4/2024 |
| 88306 | Smart Source, LLC | 684.92 | 9/18/2024 |
| 2024-1983 | Interphase Office Interiors, Inc. | 671.40 | 9/4/2024 |
| 2024-2001 | Blackstone Audio Inc | 658.77 | 9/18/2024 |
| AP-Sept 2024 | Delta Dental Of Michigan | 637.09 | 9/9/2024 |
| 2024-1994 | Wolverine Printing Company | 625.20 | 9/4/2024 |
| 88286 | Grand Rapids Charter Township | 544.79 | 9/18/2024 |
| AP-2954323 | Arrowaste | 530.49 | 9/17/2024 |
| 88307 | Thomas Ralston Bowles | 500.00 | 9/18/2024 |
| 88298 | Natali Rose / The Motley Misfits | 487.50 | 9/18/2024 |
| 2024-1969 | Cengage Learning | 438.28 | 9/4/2024 |
| 2024-1966 | DK Security | 424.40 | 9/4/2024 |
| 88270 | The Rosen Publishing Group, Inc. | 413.40 | 9/4/2024 |
| 2024-1970 | Grand Rapids Cable Access Center / GR Community Media Center | 400.00 | 9/4/2024 |
| 2024-2010 | Hope Network West Michigan | 396.70 | 9/18/2024 |
| 2024-1959 | Andrew Erlewein | 321.18 | 9/4/2024 |
| 88264 | Playaway Products LLC | 313.44 | 9/4/2024 |
| 2024-2042 | Performance Assessment Network | 310.00 | 9/18/2024 |
| 88276 | Absopure Water Company | 305.69 | 9/18/2024 |
| 88247 | Foster, Swift, Collins & Smith, P.C. | 301.00 | 9/4/2024 |
| 2024-2033 | Library Ideas, Llc | 286.20 | 9/18/2024 |

| Check Number | Vendor Name | Check Amount | Check Date |
|---|---|---|---|
| 88297 | Mlive Media Group | 279.17 | 9/18/2024 |
| 2024-1987 | Midwest Tape LLC | 269.94 | 9/4/2024 |
| 88268 | Susan Erhardt | 267.90 | 9/4/2024 |
| 88238 | Brian Mortimore | 266.56 | 9/4/2024 |
| 88256 | Michelle Roossien | 263.50 | 9/4/2024 |
| AP-2911282-09... | Comcast Cable | 251.85 | 9/9/2024 |
| 88282 | Craig Buno | 245.50 | 9/18/2024 |
| 88291 | Joyanne Huston-Swanson | 245.50 | 9/18/2024 |
| 88296 | Mikki Henry | 241.50 | 9/18/2024 |
| 88290 | Joel James Armstrong | 200.00 | 9/18/2024 |
| 88294 | Maryann Lesert | 200.00 | 9/18/2024 |
| 88278 | Ashleigh Evans/InBooze | 200.00 | 9/18/2024 |
| 88259 | Orkin LLC/Rollins, Inc. | 193.07 | 9/4/2024 |
| 88279 | Brandon Copeland | 150.00 | 9/18/2024 |
| 88253 | Jay F Bittinger | 150.00 | 9/4/2024 |
| AP-3198391 | TASC | 139.11 | 9/27/2024 |
| AP-3224082 | TASC | 139.11 | 9/25/2024 |
| 88258 | Occupational Health Centers of Michigan, P.C. | 136.00 | 9/4/2024 |
| 88300 | Occupational Health Centers of Michigan, P.C. | 136.00 | 9/18/2024 |
| 88272 | Troost Service Company | 130.00 | 9/4/2024 |
| 88308 | Troost Service Company | 130.00 | 9/18/2024 |
| AP-0021585-09... | Comcast Cable | 126.90 | 9/25/2024 |
| AP-9971124145 | Verizon Wireless - MiFy Routers & Cell phones | 108.03 | 9/3/2024 |
| 88236 | Angela Culp | 101.00 | 9/4/2024 |
| 2024-2006 | Ebsco Information Services | 96.80 | 9/18/2024 |
| 88263 | Phase 3 Graphics, Inc | 95.00 | 9/4/2024 |
| 2024-2049 | Vital Records Holdings, LLC / VRC Companies, LLC | 95.00 | 9/18/2024 |
| 88299 | Natalie Tomlin | 92.00 | 9/18/2024 |
| 88234 | Absopure Water Company | 91.95 | 9/4/2024 |
| AP-9972851085 | Verizon Wireless - MiFy Routers & Cell phones | 83.16 | 9/23/2024 |
| 88310 | Western Michigan University | 75.00 | 9/18/2024 |
| AP-017192 | Medtipster.com, LLC. | 67.34 | 9/20/2024 |
| AP-20326757-8... | Dte Energy | 64.64 | 9/3/2024 |
| 2024-2007 | Cengage Learning | 55.98 | 9/18/2024 |
| 88257 | MPELRA | 50.00 | 9/4/2024 |
| 88240 | Center Point Publishing | 47.94 | 9/4/2024 |
| 88250 | Grand Rapids Public Library | 36.94 | 9/4/2024 |
| 88266 | Rachel Diane Sturgeon | 33.98 | 9/4/2024 |
| 88252 | Howell Carnegie District Library | 27.00 | 9/4/2024 |
| AP-8641512-07... | T-Mobile USA Inc. | 26.19 | 9/11/2024 |
| 88249 | Grace Kooiman | 25.94 | 9/4/2024 |
| 88287 | Hart Area Public Library | 24.95 | 9/18/2024 |
| 88239 | Capital Area District Libraries | 24.76 | 9/4/2024 |
| 88265 | Public Libraries of Saginaw | 20.00 | 9/4/2024 |
| 88281 | Capital Area District Libraries | 19.95 | 9/18/2024 |
| 88244 | City of St. Joseph | 19.00 | 9/4/2024 |
| 88284 | Gardella M Sydney | 17.99 | 9/18/2024 |
| 88267 | Saline District Library | 17.99 | 9/4/2024 |
| 88289 | Jessica Salo | 17.79 | 9/18/2024 |
| 88262 | Pere Marquette District Library | 17.50 | 9/4/2024 |
| 88246 | Erin Wallace Heeringa | 16.99 | 9/4/2024 |

| Check Number | Vendor Name | Check Amount | Check Date |
|---|---|---|---|
| 88288 | Jennifer Jackson | 14.99 | 9/18/2024 |
| 88255 | Loutit District Library | 14.95 | 9/4/2024 |
| 88235 | Allendale Township Library | 13.98 | 9/4/2024 |
| 88242 | Christie Johnson Harris | 12.99 | 9/4/2024 |
| 88251 | Herrick District Library-Ho | 12.99 | 9/4/2024 |
| 88283 | Dowling Public Library | 12.99 | 9/18/2024 |
| 88243 | City of Flat Rock | 10.00 | 9/4/2024 |
| 88274 | University of Michigan Ann Arbor | 9.00 | 9/4/2024 |
| 2024-2050 | Voices for Health, Inc. | 8.94 | 9/18/2024 |
| Report Total | | 775,111.02 | |

| Check Number | Vendor Name | Check Amount | Check Date |
|---|---|---|---|
| 88089 | Gordon M Russ Sr./Gordon the Magician | (600.00) | 9/25/2024 |
| 88273 | Ulliance, Inc. | (2,332.44) | 9/27/2024 |
| 88291 | Joyanne Huston-Swanson | (245.50) | 9/19/2024 |
| Report Total | | (3,177.94) | |

# Director's Report September 2024



## Alpine, Walker + Tyrone

In September, the teams at the Walker, Alpine and Tyrone Township Branches all created displays to promote the new Legendary Reader's program for school-aged children. In addition to promoting the program in the branch, librarians have brought handouts to elementary open houses and talked about the program to children and their caregivers. The outreach table at Kenowa Hills Zinser Elementary is pictured above.



## Comstock Park + Plainfield

Legendary creatures have arrived at the Comstock Park and Plainfield Township branches. Plainfield's book drop monster will eat up all the books you return and colorful displays at both branches will help young patrons discover their next reading challenge. Librarians at both branches are eager to tell young readers all about it.

# Director's Report September 2024

## Cascade and Caledonia

On September 14, team members joined the Cascade Township during Heritage Festival to promote Legendary Readers while celebrating former Cascade Youth Librarian Jacque Viol as the Cascade Person of the Year. This outreach resulted in more than 400 meaningful connections (need to get final numbers from Leigh) with the majority of interactions being non-library users. On September 28, Caledonia staff members Sam Holland, Lexi Chandler, and Leigh Verburg served the community through outreach during the Harvest Festival. This is the premier event of the fall season in the Caledonia community. The team had  934 unique engagements during this outreach event and organizers were so happy to have the bookmobile onsite. The prize wheel is a great asset to draw attention to our booths to drive engagement. Beyond outreach, Branch and Programming Specialist Leigh Verburg has focused on improving the communication and involvement with the schools. Teachers are promoting Legendary Readers to their students and the team is  looking forward to delivering prizes.

# Featured Department
## Facilites

The Facilities Department at the KDL Service and Meeting Center oversees the management and maintenance of physical infrastructure and resources. Their responsibilities typically include:

- Building Maintenance: Ensuring the upkeep and repair of all facilities to provide a safe and functional environment for patrons and staff.

- Safety and Security: Implementing measures to maintain a secure environment, including surveillance, alarm systems, and emergency preparedness.

- Utilities Management: Monitoring and managing utility services such as electricity, water, heating, and cooling systems to optimize efficiency and reduce costs.

- Environmental Compliance: Ensuring compliance with environmental regulations and implementing sustainable practices where feasible.

- Vendor and Contract Management: Managing relationships with vendors and contractors for services such as landscaping, and specialized maintenance.

- Emergency Response: Developing and implementing protocols for responding to emergencies such as fires, natural disasters, or medical incidents within the facility.

Overall, the Facilities Department plays a crucial role in maintaining a functional and welcoming environment at the Service and Meeting Center, supporting its mission to serve the community.

The Facilities Department team members are:
Jennifer Wheaton, Custodian, will celebrate her 16th KDL anniversary on November 3. Jen began as a contract cleaner at the Cascade branch in 2003 and was hired by KDL in 2008. Jen is responsible for managing supply orders, forklift training, fulfilling branch requisitions, and conducting light-duty and parking lot maintenance. Duties include research, inspections (e.g., sprinkler systems and fire extinguishers), cleaning, and assisting with the sale of surplus items. Additionally, coordinates food truck visits, tracks furniture and physical key assignments, troubleshoots and reports issues, and instructs Empower U students in a self-created Custodial Skills course. Jen loves to garden, and the Service Center has greatly benefited from her harvest.

Luke Ayuso, Custodian, started working for KDL in 2020 as a part time contract cleaner and was hired in March of 2023 by KDL. Luke carries out routine cleaning tasks, including sweeping, mopping, vacuuming, and dusting, as well as handling trash removal—all with an exceptionally positive and friendly demeanor.   Luke is passionate about Hockey and has traveled to see various games.

Elvia Myers, Office Manager. She started her career at KDL in October of 2020 and officially joined the team in August of 2024. She manages the Custodial Operations along with the Executive Director's calendar, contacts, and appointments and is a liaison to the Board of Trustees. She prepares bid specifications for supplies, materials, equipment, and contractual services for Service and Meeting Center facilities. Elvia procures system-wide supplies, materials, furniture, and equipment.

# Katie Kudos
## September 2024

**MaryAnn Birney  - Assistant Branch Librarian   - Cascade Township**

Nominated By: Ashley Smolinski

### Helpful

"Thank you for offering to help me out when it came to sending and scanning a document. I didn't want to interrupt a patron or to hover. Your offer helped me move faster on the back end of things. I appreciate the hand up!"

Nominated By: Tricia vanZest

### Helpful

"When a patron asked for help at the print station, MaryAnn jumped right in with such patience and kindness. She is a terrific addition to our team!"

## Megan Russ – *Branch Librarian* Grandville

Nominated By: Laura Youells

### Helpful

"Megan, thank you so much for sharing your idea with the in-branch experience team! Decorating our book drops is a simple and fun way to engage our patrons!"

## Ty Papke - *Branch Outreach & Programming Specialist* Wyoming

Nominated By: Karen Small

### Authentic

"Ty worked the Teen Zone at Kelloggsville and it usually lasts an hour. Today, more teens came so it just kept going with a gummy bear craft. Two hours later, he is still rolling with the Teen Zone. The kids are having a great time (and I think Ty is too!) staying longer and crafting. Thank you for giving that extra attention and time to the teens!"

# Upcoming Meetings + Dates of Interest

## Upcoming Meetings

Regular Board Meeting + Executive Director
Evaluation
Thursday, November 21, 2024
4:30 PM
KDL Caledonia Branch

Regular Board Meeting
Thursday, December 19, 2024
KDL Service + Meeting Center

Regular Board Meeting
Thursday, January 16, 2025
4:30 PM
KDL Service + Meeting Center

## Dates of Interest

KDL Pension Meeting
November 20, 2024
1:00 PM
KDL Service + Meeting Center

Kent District Library
kdl.org

Information
Ideas
Excitement!

# MONTHLY PROJECT REPORT

## SEPTEMBER 2024

**2** New projects approved

**11** In queue

**0** Declined

**12** Active Approved Projects

- 🟢 On Time **12**
- 🟠 Late (At Risk) **0**
- 🔴 Paused **0**
- ✅ Completed since 01/24 **10**

## Intranet Revamp

🟢 **Project Lead:** Jaci Cooper
**Status:** On Track - NEW

**Approval Date:** 09.04.2024
**Due Date:** 11.03.2025

**NEW**

KDL's intranet SharePoint page is being revamped to improve communication and address the abundance of outdated documents and disorganized subsites. Currently, the lack of structure makes searching for information difficult and unreliable. A small team, led by Jaci Cooper, Director of Projects and Planning, will focus on reorganizing content, creating a more user-friendly homepage and implementing a clear maintenance strategy to keep content up-to-date. This project aims to renew faith in the search bar!

## LibCal for Managing Book Club in a Bag Reservations

**NEW**

🟢 **Project Lead:** Morgan Hanks
**Status:** On Track - NEW

**Approval Date:** 09.25.2024
**Due Date:** 11.30.2024

To improve security, efficiency, and user experience of KDL's Book Club in a Bag reservation system, this project will transition from KitKeeper to LibCal. Not only will patrons benefit from a more robust security infrastructure and shorter wait times for book clubs, but LibCal's automated processes will save staff time and resources.

# Automated Materials Handling

**Project Lead:** Liz Guarino
**Status:** Complete

**Approval Date:** 09.13.2023
**Due Date:** 09.30.2024

The project has reached completion. The project survey closed in September and the project team reviewed and responded to feedback. The results shared that holds are changing in transit, but the Tote Check-In Server isn't catching it. Kurt Stevens and Liz Guarino met with Lyngsoe and they will be working on a software solution due in the next 2-6 months.

Checking in delivery is faster and the training was effective and well-received. Overall, the AMH has streamlined operations, reduced materials processing time and positions KDL to handle current and future delivery needs more efficiently. Many thanks to project leader Liz Guarino and her team: Kurt Stevens, Karen Small, Jill Essenburg, Rachel Cruzan, Janine Elliot, Rochelle Ball, Gwennan Lawcock, Jaime Brooks and Dave Palma.

# Esports - Phase 2: Pilot Branch

**Project Lead:** Angela Culp
**Status:** On Track

**Approval Date:** 04.24.2024
**Due Date:** 12.16.2024

The launch of the Kelloggsville Branch Gaming Lab has been a resounding success. The lab is a popular after-school destination, providing students a space to engage with each other and explore gaming. The project team anticipates completing this phase ahead of schedule and will meet with the PMO in October to review progress and discuss future phases -- including the expansion of esports and gaming programs to more branches.

# Free Printing Sustainability Plan

**Project Lead:** Faye Harbison
**Status:** On Track

**Approval Date:** 06.26.2024
**Due Date:** 01.17.2025

In a continued effort to ease patrons into enforcement of printing policies, branches will no longer allow accommodations for specialty paper, labels or other non-standard materials. IT will configure printer settings to be consistent across all locations. To deter the illegal reproduction of copyrighted materials, a shortened version of the KDL Copyright Policy will be displayed near the copy/scan station in branches to inform patrons.

The next phase of the project will require patrons to sign in before using printing services. This change is necessary to implement print limits and will help prevent printing disruptions. Additionally, branches will keep passes behind the desk, to further encourage library card sign-ups.

## In-Branch Experience

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

**Approval Date:** 02.28.2024
**Due Date:** 12.28.2024

The project team met in person in September to develop a guide of engaging experiences for branches. Randy Goble joined the meeting and shared exciting promotional and eye-grabbing signage ideas to highlight these special spaces for patrons to discover.

## Legendary Readers

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

**Approval Date:** 09.27.2023
**Due Date:** 07.31.2025

September 3 saw the official launch of Legendary Readers. Staff celebrated system-wide by wearing their "Minifoot" T-shirts. To promote the program, librarians have been actively engaging with schools and the community through classroom visits and media appearances.

The response from patrons has been positive so far -- young patrons especially seem excited about the format and its fun topic.







## MarCom Supplies Request System Upgrade

🟢 **Project Lead:** Janice Greer
**Status:** On Track

**Approval Date:** 08.28.2024
**Due Date:** 12.12.2024

The project team purchased a 1-year Wix subscription and began populating the online catalog of items. Over the month of September, they designed the webpages, tested the ordering and budget-setting processes, and continued to refine the ordering system. Branch accounts were created, and the system was made private so that only preset members can view the internal system. Next steps include drafting communication and training materials, finalizing the catalog, addressing any remaining issues and determining the launch date for the new system.

## Materials Handling Time Study

**Project Lead:** Trish Reid
**Status:** On Track

**Approval Date:** 03.25.2024
**Due Date:** 12.06.2024

The second round of data collection is scheduled to take place over two weeks, starting September 30 and ending October 11. This timeframe closely corresponds to a similar two-week period in April, when circulation stats from the previous study are most similar. Once the data is collected, a summary report analyzing efficiencies will be created for the Leadership Team and board to review.

## Next Nexus AI Summit

**Project Lead:** Hannah Lewis
**Status:** On Track

**Approval Date:** 05.01.2024
**Due Date:** 11.06.2024

On September 3, registration opened for the Next Nexus AI Summit, with 100 spaces available at both the Service Center and the Kentwood branch. While sign-ups have been gradual, interest is expected to increase as promotional efforts ramp up. Presenters are scheduled to meet at the Service Center to both rehearse and test technology.

## On the Same Page 2025

**Project Lead:** Hennie Vaandrager
**Status:** On Track

**Approval Date:** 06.01.2024
**Due Date:** 12.01.2025

The team has been working on developing supportive programming around the two authors and their work, with plans to hold these programs during the spring season, along with KDL book clubs. This will create a cohesive experience and add branch buy-in to this large initiative. The Adult Programming group will now take these ideas and work on logistics and bringing them to fruition. Collection Development has placed orders for the two books, and these will be processed, labeled with the "On the Same Page" sticker, and held back until the public announcement at the end of November. A smaller team is working on the Kaleidoscope spread/announcement for the winter issue.

## Physical Collection Audit

**Project Lead:** Joshua Bernstein
**Status:** On Track

**Approval Date:** 08.23.2023
**Due Date:** 12.16.2024

The Physical Collection Audit project is working on finalizing the last stages of the project. The team is focusing on drafting a communication plan to branches outlining the timeline for weeding and reallocation of audiobook and music CDs so that staff are equipped and ready. The team anticipates that patrons may be understandably confused to see this collection removed from their branch and is working on talking points for staff so that they feel empowered to address these concerns with patrons.

Weeding of both the audiobook and music CD collections is set to begin at the end of October. When weeding is finished, the remaining collection will be reallocated to larger branches and a few mid-sized branches. A stuff-a-bag sale will take place in November to help find new homes for the weeded materials.

## Teen Graphic Novel Contest

**Project Lead:** Madelyn Besaw
**Status:** On Track

**Approval Date:** 07.17.2024
**Due Date:** 11.24.2025

This month, the project group focused on selecting presenters for graphic novel related programs for Summer Wonder 2025. The team is excited to welcome back Wade Gugino to lead comic-style drawing workshops for teens, while new presenters Max Fellows and Ally Blovits will offer sessions on character design and zine creation. The team is also exploring a graphic novel writing workshop that would combine skills from these programs with storyboarding and lettering for a more comprehensive overview. Next, focus will shift to contest rules and guidelines and securing a publisher for the top ten anthology.

# BUILDING PROJECTS

## Cascade Township

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

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

CarbonSix presented two plans that would impact how the branch operates during a 3-month time period. Option 1 offered a 3-month construction timeline starting February 17 and the second option was a 5-month timeline. With the goal of having construction done prior to Summer Wonder, Lulu Brown decided the first option was the best choice. During this time Ashley Smolinski and Lulu Brown have worked on a plan to remain operational in the Wisner Center while balancing the needs of the Cascade Township. Rich Nagel from the IT department visited the branch to make sure the potential plan would be possible. Over the next few weeks, branch managers will be working with township personnel, KDL Human Resources, and Cascade Friends of the Library to review the plan and to make sure service to patrons will meet KDL's reputation.

### Option 1: Cascade Refresh

Branch unavailable starting Feb 17 for 3 months

1. Booksale and Wayfinding Signage
2. Host 1 & Host 2 Checkouts, Friends Sales, General Help
3. Holds Hall (still ADA complaint) Holds against wall, 1 Self-Checkout?
4. New & Express Items, Browsable Collection, 2 Self-Checkouts?
5. Program Room/Township Board Meeting Room
6. Temporary Breakroom Space for up to 4 employees
7. Workroom: 3-4 employees Curbside, delivery, curb printing?
8. Project Space Area/Manager Office Space for up to 5 employees

Patron Facing | Staff Areas

## Krause Memorial (Rockford)

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

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

The City of Rockford held an informational open house at the Krause Memorial Branch on September 18 for residents to ask questions and get more information about the proposed library expansion. A second open house is planned for October 22 from 5:30-7:00pm.

The Friends of Krause Memorial Library are turning 40, and they are celebrating by hosting a birthday party/fundraiser for the expansion project on October 6 from 1:00-4:00pm. There will be games, cake and mini golf!

# BUILDING PROJECTS

## Tyrone Township

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

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

Construction has begun to prepare for the future site of the library. In this first phase, the old church building will be demolished, and work will begin to prepare the site for the next phase of the project. KDL Engagement Director Randy Goble is working with the Kent County Community Development program manager to schedule a photo opportunity on the site. The photos will be used to raise awareness for the project and support Tyrone Township's efforts to raise funds for the next phase of the project.

## Walker

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

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

On October 10, the first meeting of the Standale Temporary Library Building subcommittee will be held. The purpose of this subcommittee is to connect KDL, the City of Walker, Studio GC and OAK to plan the transition to the temporary space. The first meeting will begin with discussing the timeline and communication strategies so that KDL can begin promoting the temporary location to library patrons. Members will also discuss the layout of the space, plans for the collection and programming. The sub-committee will meet every other week moving forward.

# SEPTEMBER 2024 STATISTICAL SUMMARY

## Active KDL Patrons:

127,677 | 132,131 | 133,562

- Sep. 2023 (Last Year): 19,217 / 49,646 / 58,814
- Aug. 2024 (Last Month): 15,403 / 51,536 / 65,192
- Sep. 2024 (Current Month): 16,141 / 54,269 / 63,152

Legend:
- Active Last Month
- Active Last 2-12 Months
- Active Last 12-36 Months
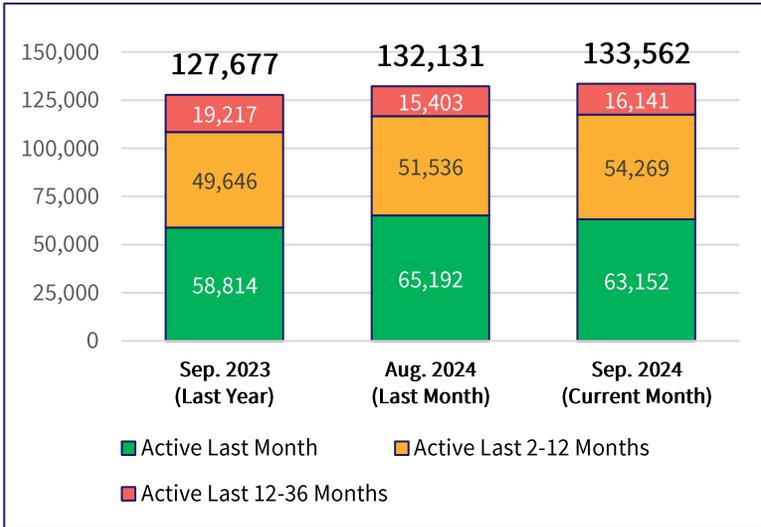
Active KDL Patrons are **up 1%** from last month and **up 5%** from the same month last year.

## New KDL Cards Added:

- Sep. 2023 (Last Year): 1,497
- Aug. 2024 (Last Month): 1,933
- Sep. 2024 (Current Month): 1,988
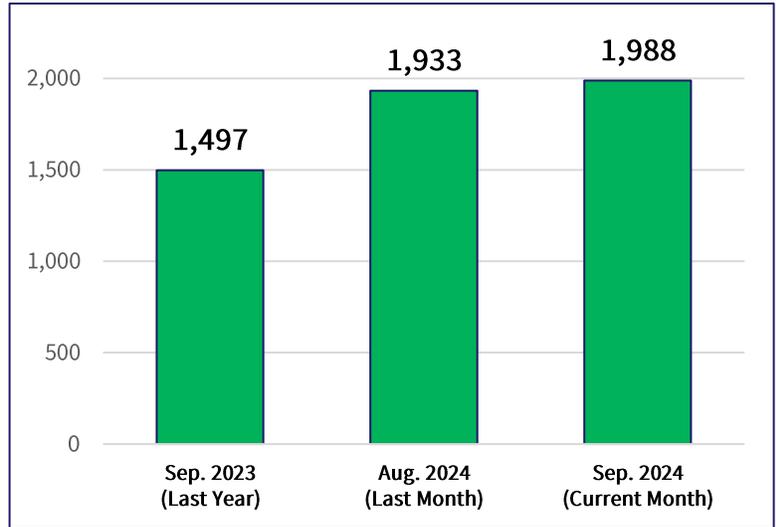
New KDL Cards Added are **up 3%** from last month and **up 33%** from the same month last year.

## Total Circulation:

630,110 | 691,385 | 619,890

- Sep. 2023 (Last Year): 203,519 / 7,354 / 419,237
- Aug. 2024 (Last Month): 219,402 / 7,980 / 464,003
- Sep. 2024 (Current Month): 208,968 / 7,479 / 403,443

Legend:
- Physical
- TBBC
- Digital
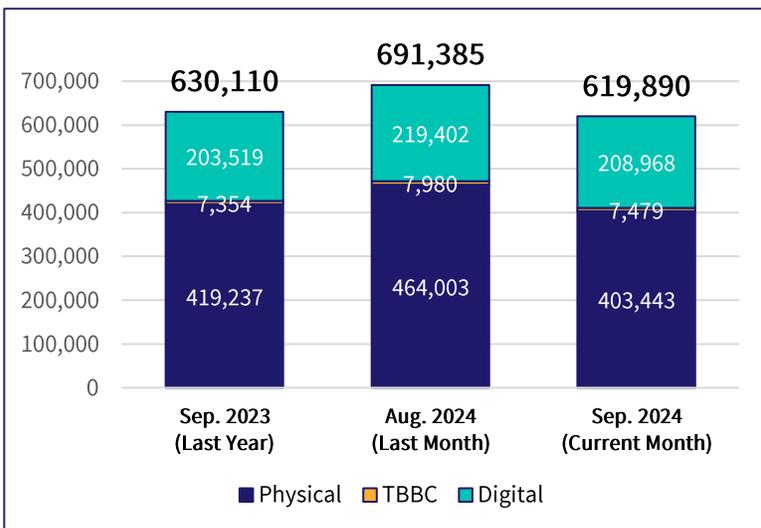
Total Circulation is **down 10%** from last month and **down 2%** from the same month last year.

## Visitor Count:

- Sep. 2023 (Last Year): 179,292
- Aug. 2024 (Last Month): 208,860
- Sep. 2024 (Current Month): 187,689
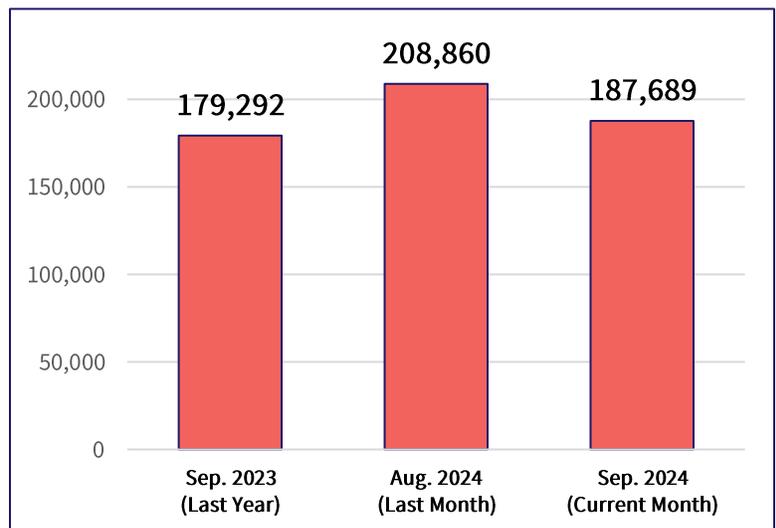
Branch Visitors are **down 10%** from last month and **up 5%** from the same month last year.

# SEPTEMBER 2024 STATISTICAL SUMMARY

## Physical Items Checked Out:

| Sep. 2023 (Last Year) | Aug. 2024 (Last Month) | Sep. 2024 (Current Month) |
|---|---|---|
| 215,394 | 246,749 | 209,492 |
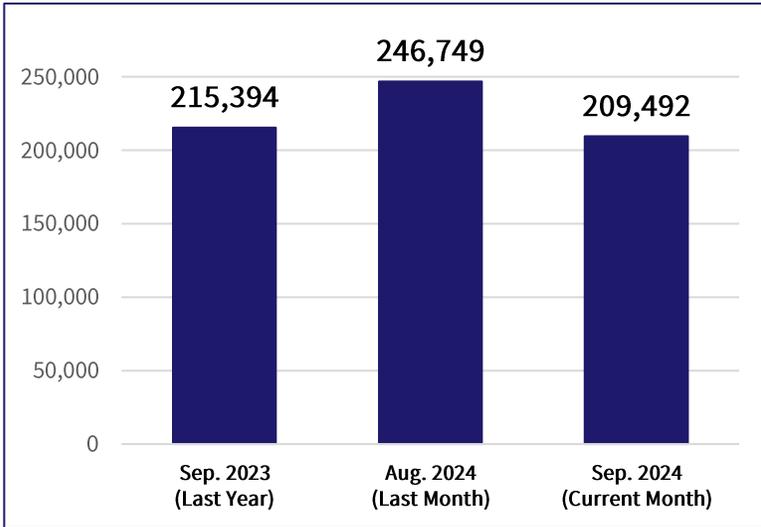
Physical checkouts are **down 15%** from last month and **down 3%** from the same month last year.

## Digital Items Checked Out:

| Sep. 2023 (Last Year) | Aug. 2024 (Last Month) | Sep. 2024 (Current Month) |
|---|---|---|
| 203,519 | 219,402 | 208,968 |
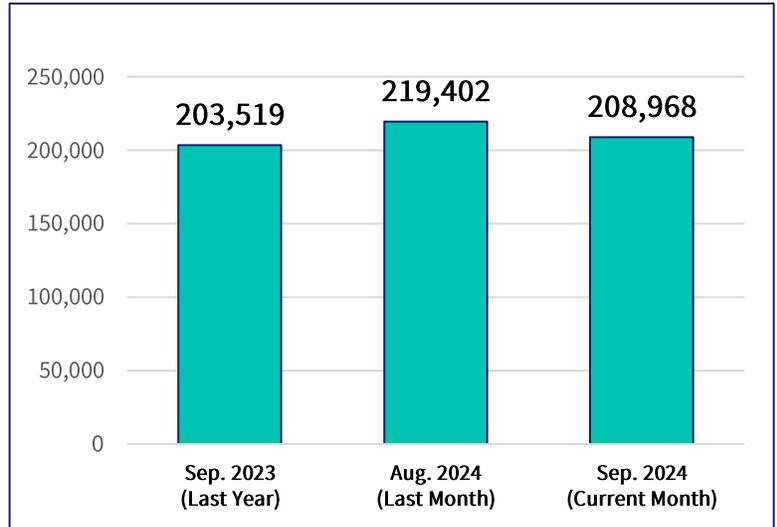
Digital checkouts are **down 5%** from last month and **up 3%** from the same month last year.

## Net Promoter Score (NPS):

| Sep. 2023 (Last Year) | Aug. 2024 (Last Month) | Sep. 2024 (Current Month) |
|---|---|---|
| 85.1 | 89.0 | 92.9 |
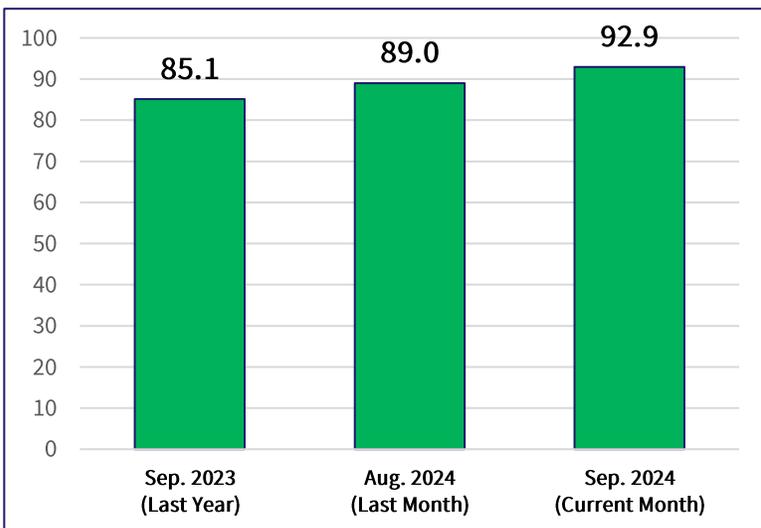
Net Promoter Score is **up 3.9%** from last month and **up 7.8%** from the same month last year.

## Programs & Outreach:

| | Sep. 2023 (Last Year) | Aug. 2024 (Last Month) | Sep. 2024 (Current Month) |
|---|---|---|---|
| Total | 22,075 | 21,186 | 20,487 |
| Outreach Attendance | 7,080 | 9,915 | 5,605 |
| Program Attendance | 14,995 | 11,271 | 14,882 |

■ Program Attendance  ■ Outreach Attendance
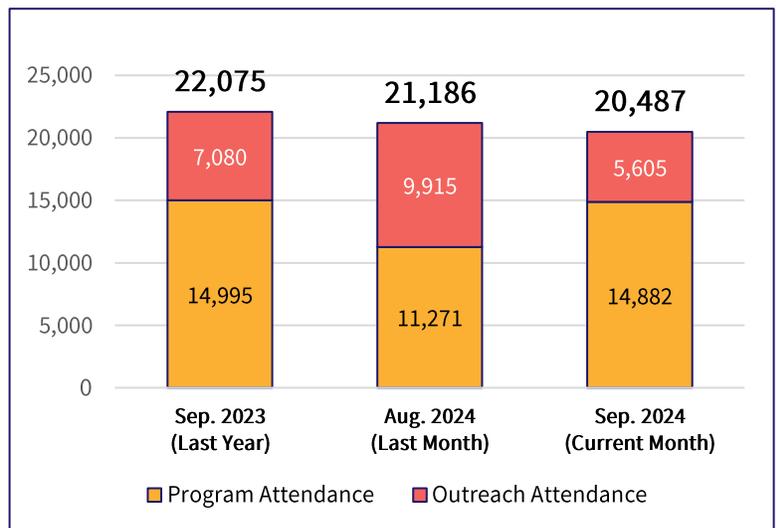
Program & Outreach Attendance is **down 3%** from last month and **down 7%** from the same month last year.

# MOST POPULAR TITLES LAST MONTH

*Click on each title for a link to the catalog*

## All Physical Items (Most Checkouts):

| Title | Checkouts |
|---|---|
| 1. KDL WiFi Mobile Hotspot | 597 |
| 2. *The Women* by Kristin Hannah | 233 |
| 3. (tie) *Camino Ghosts* by John Grisham | 141 |
| (tie) *Swan Song* by Elin Hilderbrand | 141 |
| 5. *Funny Story* by Emily Henry | 127 |
| 6. *By Any Other Name* by Jodi Picoult | 122 |
| 7. *Here One Moment* by Liane Moriarty | 110 |
| 8. *The Life Impossible* by Matt Haig | 102 |
| 9. *The Housemaid* by Freida McFadden | 96 |
| 10. *The Wedding People* by Alison Espach | 92 |

## All Physical Items (Most Holds):

| Title | Holds |
|---|---|
| 1. *All the Colors of the Dark* by Chris Whitaker | 314 |
| 2. *The Anxious Generation* by Jonathan Haidt | 265 |
| 3. *The Women* by Kristin Hannah | 262 |
| 4. *Here One Moment* by Liane Moriarty | 247 |
| 5. *The God of the Woods* by Liz Moore | 217 |
| 6. *By Any Other Name* by Jodi Picoult | 214 |
| 7. *The Wedding People* by Alison Espach | 204 |
| 8. *Counting Miracles* by Nicholas Sparks | 180 |
| 9. *Just for the Summer* by Abby Jimenez | 170 |
| 10. *The Life Impossible* by Matt Haig | 160 |

## OverDrive Items (Most Checkouts):

| Title | Checkouts |
|---|---|
| 1. *A Court of Thorns and Roses* by Sarah J. Maas (audio) | 197 |
| 2. (tie) *A Court of Mist and Fury* by Sarah J. Maas (audio) | 189 |
| (tie) *The Teacher* by Freida McFadden (audio) | 189 |
| 4. *Demon Copperhead* by Barbara Kingsolver (audio) | 177 |
| 5. *Home Is Where the Bodies Are* by Jeneva Rose (audio) | 175 |
| 6. *The Women* by Kristin Hannah (audio) | 162 |
| 7. *Hillbilly Elegy* by J. D. Vance (audio) | 161 |
| 8. *Tom Lake* by Ann Patchett (audio) | 153 |
| 9. *A Court of Wings and Ruin* by Sarah J. Maas (audio) | 151 |
| 10. *Fourth Wing* by Rebecca Yarros (audio) | 145 |

## OverDrive Items (Most Holds):

| Title | Holds |
|---|---|
| 1. *The Women* by Kristin Hannah | 1,601 |
| 2. *The Women* by Kristin Hannah (audio) | 1,196 |
| 3. *Funny Story* by Emily Henry | 1,100 |
| 4. *Funny Story* by Emily Henry (audio) | 808 |
| 5. *The Anxious Generation* by Jonathan Hadt (audio) | 751 |
| 6. *Onyx Storm* by Rebecca Yarros (audio) | 694 |
| 7. *Just for the Summer* by Abby Jimenez | 578 |
| 8. *All the Colors of the Dark* by Chris Whitaker | 543 |
| 9. *All the Colors of the Dark* by Chris Whitaker (audio) | 530 |
| 10. *First Lie Wins* by Ashley Elston | 426 |

| NEW HIRES | POSITION | EFFECTIVE |
|---|---|---|
| Hailey Mramor | Assistant Branch Librarian – Comstock Park/Plainfield | September 30 |
| Jayvian Sanders Powers | Teen Library Intern – Kelloggsville | October 14 |

| PROMOTIONS & TRANSFERS | FROM | TO | EFFECTIVE |
|---|---|---|---|
| Joyanne Huston-Swanson | Community Engagement Librarian – Service Center | Regional Manager II – Walker/Alpine/Tyrone Twp | September 23 |
| Daniel VanDyke | Sub Pool | Assistant Branch Librarian – Kentwood | September 23 |

| DEPARTURES | POSITION | EFFECTIVE |
|---|---|---|
| Dan Morris | Shelver – Gaines Township | September 16 |
| Grace Miguel Cipriano | Patron Service Librarian – Service Center | September 20 |
| Kevin Kammeraad | Community Engagement Librarian – Service Center | September 30 |
| Becca Organek | Shelver – Plainfield | October 11 |

| OPEN POSITIONS | TYPE |
|---|---|
| Community Engagement Librarian – Bookmobile (2 positions) | Full-time |
| Administrative Assistant – IT/Community Engagement | Full-time |
| Patron Services Librarian – Service Center | Full-time |
| Assistant Branch Librarian – Plainfield | Part-time |

| EMPLOYEE ANNIVERSARIES (NOVEMBER) | BRANCH OR DEPARTMENT | LENGTH OF SERVICE |
|---|---|---|
| Linda Byington | Byron Township | 30 years |
| David Shaw | Plainfield | 22 years |
| Brian Mortimore | Human Resources | 21 years |
| Judy Pawloski | Collection Services | 20 years |
| Shaunna Martz | East Grand Rapids/Amy Van Andel | 19 years |
| Zurina Zainal Ariffin | Cascade | 17 years |
| Jennifer Wheaton | Building Maintenance | 16 years |

| EMPLOYEE ANNIVERSARIES (NOVEMBER) | BRANCH OR DEPARTMENT | LENGTH OF SERVICE |
|---|---|---|
| Anjie Christiansen | Wyoming/Kelloggsville | 14 years |
| Kaitlin Dekruyter | East Grand Rapids | 14 years |
| Therese Goff | Collection Services | 14 years |
| Tricia Hetrick | Plainfield/Comstock Park | 14 years |
| Jill Anderson | Wyoming | 9 years |
| Krista Beach | Sub Pool | 9 years |
| Jessica Nelson | Human Resources | 9 years |
| Gwennan Lawcock | Information Technology | 8 years |
| Clare O'Tsuji | Kentwood/Gaines Township | 8 years |
| Shelby Toren | Caledonia | 7 years |
| Chloe Schmidt | Wyoming | 6 years |
| Katie Blakeslee | East Grand Rapids | 5 years |
| Dan Nguyen | Kelloggsville/Wyoming | 5 years |
| Hannah Moulds | Community Engagement | 4 years |
| Jennifer DeVault | Administration | 3 years |
| Kelsey Little | Project Management Office | 3 years |
| Emily Whalen | Finance | 3 years |
| Michael Ensing | Gaines Township | 2 years |
| Cameron Holmes | Kelloggsville/Wyoming | 2 years |
| Jordan Perkins | Gaines Township | 2 years |
| Elizabeth Rethman | Amy Van Andel/Ada | 2 years |
| Loraine Worden | Amy Van Andel/Ada | 2 years |
| Kelsey Malone | Krause Memorial | 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 | X | X | X | | X | X | X | X |
| May 2, 2024 (Special Meeting) | X | X | X | X | X | X | X | X |
| May 16, 2024 | X | X | X | X | X | X | X | X |
| June 20, 2024 | X | X | X | | X | X | X* | X |
| July 18, 2024 | X | X | X | X | X | X | X* | X |
| August 15, 2024 | X | X | X | X | X | X | X | X |
| September 19, 2024 | X | X | X | X | X | X | X | X |
| October 17, 2024 | | | | | | | | |
| November 21, 2024 | | | | | | | | |
| December 19, 2024 | | | | | | | | |

*BOARD PARTICIPATION VIA TELECONFERENCE

| TRUSTEE NAME | MEETING DATE | TRUSTEE NAME | MEETING DATE |
|---|---|---|---|
| | | | |
| | | | |
| | | | |
| | | | |

September 2024

# KDL POLICY MANUAL TABLE OF CONTENTS:

# SECTION 4: PATRON BEHAVIOR

# KDL Policy 4.1
## Safety &+ Personal Behavior
LAST REVISED 10.25.18

The Kent District Library (the "Library") is open for specific and designated civic, educational and cultural uses, including reading, studying, writing, participating in scheduled Library programs and using Library materials. In order to provide resources and services to all people who visit the Library facilities in an atmosphere of courtesy, respect, and excellent service, the Library Board has adopted this Patron Behavior Policy. The purpose of the Patron Behavior Policy is to assist the Library in fulfilling its mission as a community resource enriching life, stimulating intellectual curiosity, fostering literacy and encouraging an informed citizenry.

The following rules of conduct shall apply to all buildings and all branches—interior and exterior—and all grounds controlled and operated by the Library ("Library facilities") and to all persons entering in or on the premises, unless otherwise specified.

# KDL Policy 4.1.1
## Violations of Law
LAST REVISED 10.25.18

Committing or attempting to commit an activity in violation any act that violates of federal, state, or local law, ordinance or regulation (including but not limited to assault, larceny, and removing library material from the property without authorization through the approved lending procedures or vandalism) is prohibited.

# KDL Policy 4.1.2
## Weapons
LAST REVISED 10.25.18

Carrying guns, pistols or other weapons, except as specifically permitted and exempt from local regulation by law, is prohibited.

# KDL Policy 4.1.3
## Drugs, Alcohol + Smoking
LAST REVISED 5.18.23

Possessing, selling, distributing, or consuming any alcoholic or intoxicating beverage, illegal drug, or drug paraphernalia is prohibited; Alcohol may be permitted at certain Library-sponsored events if specifically approved by the Library, and within compliance of state and local laws.

Persons noticeably under the influence of any controlled substance or alcoholic or intoxicating liquor are not allowed on Library property.

Smoking, ~~using~~ e-cigarettes, vaping, ~~or~~ andchewing tobacco ~~is~~ are prohibited on Library property.

## KDL Policy 4.1.4
## Animals
LAST REVISED 6.14.19

Animals are not permitted in the Library other than therapy animals and service animals (as defined by law) for those individuals with disabilities, those used in law enforcement, or for Library programming.

Patrons are legally responsible for the behavior of their service and therapy animals. Per state law, animals will be asked to leave if the animal is out of control and causes a significant disturbance, or if the animal is not housebroken, has an accident, or otherwise damages or soils library property.

## KDL Policy 4.1.5
## Personal Property
LAST REVISED 10.25.18

Personal property brought into the Library is subject to the following:

1. The Library personnel may limit the number of parcels carried into the Library. The Library may also limit the size of items. For example, the Library prohibits large items such as suitcases, duffle bags or large plastic garbage bags.
2. The Library is not responsible for personal belongings left unattended.
3. The Library does not guarantee storage for personal property.
4. Personal possessions must not be left unattended or take up seating or space if needed by others.

The Executive Director or designee may make exceptions and accommodations for patrons.

## KDL Policy 4.1.6
## Blocking of Aisles, Doors + Entrances
LAST REVISED 6.14.19

All doors, aisles, and entrances must remain obstacle-free to keep in compliance with fire code and to prevent tripping hazards for other patrons. This includes ~~a prohibition of~~ prohibiting the running of power cords across aisles or other areas that are used for walking.

## KDL Policy 4.1.7
## Staff-Only Areas
LAST REVISED 5.18.23

Patrons shall not be permitted in any areas designated as "staff only" unless otherwise permitted by the Executive Director, designee or accompanied by a staff member.

## KDL Policy 4.1.8
## Interference With Staff
LAST REVISED 10.25.18

Patrons may not interfere with the staff's performance of staff performing their duties in the Library or on Library property. This includes engaging in conversation or behavior that monopolizes or forces the attention of staff for an extended period of time on non-library related topics, inappropriate personal comments, sexual advances, or physical and/or verbal harassment. This includes conversation or behavior that monopolizes or forces staff attention for a long time on non-library-related topics, inappropriate personal comments, sexual advances, or physical and/or verbal harassment.

## KDL Policy 4.1.9
## Unauthorized Use
LAST REVISED 6.14.19

Patrons must leave the Library at closing time and may not use the library after closing time unless authorized by the Executive Director or his or her designee. Furthermore, any patron whose privileges to use the Library have been denied may not enter the Library. Any patron whose privileges have been limited may not use the Library in any manner that conflicts with those limits placed on the patron by the Executive Director, his or her designee, or the Library Board.

## KDL Policy 4.1.10
## Considerate Use
LAST REVISED 10.25.18

Behaviors that disrupt the library use of other individuals or in any way endanger staff or other patrons are prohibited. Such behaviors include but are not limited to:
1. Spitting;
2. Running, pushing, shoving or other unsafe physical behavior;
3. Climbing furniture;
4. Using obscene or threatening language or gestures.

## KDL Policy 4.1.11
## Noise
LAST REVISED 10.25.18

Producing or allowing any loud, unreasonable, or disturbing noises in designated "quiet areas" of the library that interfere with other patrons' use of the Library or which can be reasonably expected to disturb other persons or have the intent of annoying other persons, including yelling, cheering, talking (with others or in monologues) or noises from electronic, entertainment, and communication devices, such as cell phones, tablets, headphones, and radio, is prohibited. Youth areas are not designated as a quiet area

and may have more noise.

## KDL Policy 4.1.12
## Odor
LAST REVISED 10.25.18

~~Offensive odor, including but not limited to odor due to poor hygiene or overpowering perfume or cologne that causes a nuisance is prohibited.~~Offensive odor, including odor due to poor hygiene or overpowering perfume or cologne that causes a nuisance is prohibited.

## KDL Policy 4.1.13
## Bodily Fluids + Waste
New 3.18.2021

~~..~~Patrons may not be in the library with bodily fluids and/or waste on themselves, their clothes or their belongings. Patrons must also not allow bodily fluids or waste to spill onto others or otherwise come in contact with furniture or other surfaces in the Library where patrons or staff could be exposed.

## KDL Policy 4.1.14
## Food + Drink
LAST REVISED 10.25.18

Eating or drinking may occur in designated areas of any Kent District Library branch. Eating or drinking in Library meeting rooms is subject to rules of the local governmental unit.

## KDL Policy 4.1.15
## Restrooms
LAST REVISED 5.18.23

Misuse of restrooms, including laundering, sleeping, shaving, hair cutting or trimming, bathing, sexual activity and cooking is prohibited. Library materials may not be taken into restrooms.

## KDL Policy 4.1.16
## Dress Code
LAST REVISED 10.25.18

Shirts and shoes are required for health reasons and must be worn at all times inside the Library and on Library property.

## KDL Policy 4.1.17
## Harassment
LAST REVISED 10.25.18

Staring, photographing, video recording, audio recording, following, stalking, harassing, arguing with, threatening, or behaving in a manner (1) which can reasonably be expected to disturb Library users or staff while such staff or patrons are in the Library or on Library property; and (2) that interferes with the Library patrons' use of the Library or the ability of the staff person to do his or her job is prohibited.

## KDL Policy 4.1.18
## Identification
LAST REVISED 10.25.18

Patrons must provide identification to Library staff when requested. Reasons for identification include but are not limited to safety, the filing of an incident report, and library card registration.

## KDL Policy 4.1.19
## Recreational Equipment + Personal Transport Devices
LAST REVISED 10.25.18

Use of skateboards, rollerblades, roller skates, or other wheeled ~~form~~forms of recreational equipment is not allowed in the Library or on Library property. Library patrons must park bicycles or other recreational vehicles only in authorized areas. Wheelchairs and other personal transport devices are permitted by those individuals with disabilities or injuries.

## KDL Policy 4.1.20
## Panhandling, Solicitation + Selling
LAST REVISED 6.14.19

Panhandling or soliciting Library staff or patrons for money, products, or services inside the Library or on Library property is prohibited. Sales of products or services that are incidental to Library programming may be permitted if approved in advance by the Executive Director.

Selling merchandise on Library property without prior permission from the Executive Director is prohibited.

# KDL Policy 4.1.21
# Campaigning, petitioning, interviewing, etc.
LAST REVISED 10.25.18

Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting are prohibited inside the Library building.

Campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting outside the Library building but on Library property are subject to the following requirements:

a. Persons or groups are required to notify staff ~~sign in~~ at the ~~Checkout~~ Service Desk in advance.

b. Use of the Library property does not indicate the Library's opposition or endorsement of the candidate or issue that is the subject of the petition, interview, campaign or discussion.

c. Permitted areas for campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting outside of the Library building is determined by the municipality that owns the library facility.

d. No person shall block ingress or egress from the Library building.

e. Permitted times will be limited to the operating hours of the Library.

Campaign material, literature or petitions may not be brought into the Library, posted at the Library or left on Library property.

# KDL Policy 4.1.22
# Children in The Library
LAST REVISED 10.25.18

**Use by Children**
Children are welcome and encouraged to use the Library at all times. The Library desires to make each visit an important one for the child. A "Child" means a minor under the age of 18.

**Rules and Regulations Regarding Children**

1. All patrons, including children, are expected to comply with the Library's policies. Parents, guardians or responsible caregivers shall review and be fully aware of all Library policies governing children, particularly the Internet Use Policy.

2. Parents, guardians and caregivers are responsible for the behavior, safety, and supervision of their children regardless of age while in the Library or on Library property.

3. Library staff will not be expected to supervise or monitor children's behavior. Children under the age of 8 must be attended by a parent, guardian or responsible caregiver. The parent, guardian or responsible caregiver (who must be at least 14 years old) shall remain in the Library at all times, within reach. If a child under the age of 8 is attending a Library- sponsored program on the premises, the parent, a guardian, or responsible caregiver is to remain on the premises for the duration of the program. If a child under the age of 5 is attending a Library-sponsored program on the premises, the parent, a guardian, or responsible caregiver is to accompany the

child for the entire duration of the program.

4. Children of any age who, because of developmental disability, mental illness, or physical disability, require supervision or personal care shall be attended by a parent, guardian or responsible caregiver at all times.

5. Staff will not be responsible if unattended children of any age leave the Library premises alone or with other persons. Further, staff will not be responsible for children 8 years or older who may be asked to leave the Library if the child is in violation of Library policy.

6. We request that all unattended children be picked up at least ten minutes before closing time. Parents, guardians and responsible caregivers need to be aware of when the Library closes.

7. Children 8 years or older must know their telephone number and other contact information if they are unattended at the Library. It is a violation of Library policy to not pick up your unattended child immediately if the Library calls.

**Contact of Parent or Guardian**
Library staff may attempt to contact a parent, legal guardian, custodian or caregiver when:

- The health or safety of an unattended child is in doubt.
- A child is frightened while alone at the Library.
- A child has been left unattended for an extended period of time, or multiple times.
- The unattended child has not been met by a parent, legal guardian, custodian or responsible caregiver at closing time. A child is considered unattended at closing time if the child is under the age of 8 or the child needs assistance procuring transportation.

**Unattended Children at Closing**
If a parent, legal guardian, custodian or caregiver cannot be reached by closing time or fails to arrive within a reasonable time after being contacted, Library staff may contact law enforcement officials to take charge of the situation involving the unattended child. Library employees are not permitted to transport an unattended child or vulnerable adult under any circumstances.

If the parent, legal guardian, custodian or caregiver can be reached by closing time, the staff member shall explain the Library's policy and provide a copy of this policy.

# KDL Policy 4.1.23
# Face Mask Requirement During Pandemic
LAST REVISED 5.20.21

It is the policy of the Kent District Library (KDL) to follow all federal, state and local orders, including the Executive Orders of the Michigan Department of Health and Human Services (MDHHS). **When there is a federal, state or local order requiring people to wear face coverings (as defined by such order) while in indoor public spaces, KDL shall also require all patrons to wear face coverings while visiting all KDL locations**.

In support of the health and safety of all those who enter the library as defined by the MDHSSMDHSS, all patrons and staff (except those exempted as defined by federal, state and local orders) must wear a face mask\* covering their nose and mouth while inside any KDL location (unless the patron is unable medically to tolerate a face covering). Disposable face masks will be provided for those who do not have their own.

Refusing to follow the mask requirement will be considered a violation of the Library Patron Responsibilities. Patrons who violate these rules and responsibilities will be asked to leave the library. Patrons may appeal this decision by contacting the Executive Director, or the Director's designee, in accordance with KDL Policy 4.5: Right of Appeal.

Curbside service will be offered as a reasonable accommodation to those without medical conditions who do not wish to wear a mask.

~~* MDHHS defines a face mask as a tightly woven cloth or other multi-layer absorbent material that closely covers an individual's mouth and nose. Medical or surgical grade masks are included within this definition. The **CDC does not recommend** the use of face shields as a substitute for cloth face masks. However, a face shield that covers the eyes, nose and mouth can be worn in addition to a cloth mask if desired. Moreover, a face shield may be worn by younger children who are not required to wear a cloth mask, in other settings when a face mask is not required, or by **athletes under certain conditions.**~~

## KDL Policy 4.1.24
## Sleeping in The Library
New 5.18.23

Sleeping in the library is prohibited when the behavior is disruptive to others using the library. Staff may intervene when the sleeping is disruptive, if the patron may need medical help, or if the patron is unresponsive. Behaviors that may be considered disruptive include but not limited to:
1. fully laying out on a couch with feet on the furniture;
2. snoring loudly;
3. occupying multiple workspaces;
4. sleeping at a public PC that is needed by others;
5. leaving a child unattended while sleeping.

# Library Patron Responsibilities

Kent District Library and its branches support the right of all individuals to use the library safely and without discrimination. In order to properly maintain a clean, safe, and comfortable environment for our patrons and employees, the Kent District Library Board has adopted the following rules and responsibilities:

- Obey all laws, library policies, and local ordinances.
- Stealing, defacing, or damaging library equipment, materials, or facilities is not allowed.
- Respect other patrons and employees. Do not annoy or harass other persons, engage in loud or disruptive conduct, or cause a public disturbance.
- Solicitation and loitering are not allowed.
- For your children's safety, do not leave them unattended.
- To protect your personal belongings, do not leave them unattended.
- Shirt and shoes are required.
- The library is a smoke-free building.
- No pets allowed in the library.
  *Service and therapy animals are permitted*
- Offensive odor, including, but not limited to odor due to poor personal hygiene or overpowering perfume or cologne, that causes a nuisance is not allowed.
- Sleeping, when disruptive to others, is prohibited in the library.
- In support of the health and safety of all those who enter the library as defined by MDHSS, all patrons and staff (except those exempted as defined by federal, state and local orders) must wear mask* covering their nose and mouth while inside any KDL location (unless the patron is unable medically to tolerate a face covering). Disposable face masks will be provided for those who do not have their own.

**Patrons who violate these rules and responsibilities will be asked to leave the library. They can appeal this decision by contacting the Executive Director or the Executive Director's designee, in accordance with KDL Policy 4.5: Right of Appeal.**

## KDL Policy 4.2
## Use + Preservation of Library Materials + Property
LAST REVISED 10.25.18

Patrons must not deface, vandalize, or damage library property, or improperly remove Library materials, equipment, or furniture. Patrons shall be responsible to reimburse the Library for costs incurred by the Library for violating this provision. Patrons shall not cause damage by returning books containing bedbugs, cockroaches, moths, other bugs or bringing bedbugs into the Library.

## KDL Policy 4.2.1
## Copyright Policy
LAST REVISED 5.18.23

U.S. Copyright law (Title 17 U.S. Code) prohibits the unauthorized reproduction or distribution of copyrighted material, except as permitted by the principles of fair use. Additionally, individuals may not copy or distribute electronic materials including email, text, images, programs, or data without the explicit permission of the copyright holder. Any responsibility for the consequences of copyright infringement lies with the user. Kent District Library expressly disclaims any liability or responsibility arising from use of its equipment or technology, including use of information obtained through its electronic information systems.

## KDL Policy 4.3
## Acceptable Technology Use
LAST REVISED 5.20.21

The Library allows access to a variety of electronic resources. This includes the KDL catalog, the catalogs of other libraries, a variety of databases, and the Internet. The Internet stations also provide access to a variety of office software. No station provides support for all file types, browser plug-ins, or Internet technologies. The Library recognizes this is a dynamic environment with programs and content that constantly changes.

Kent District Library neither has control over resources offered through the Internet nor has complete knowledge of what is on the Internet. Information on the Internet may be reliable and current or may be inaccurate, out-of-date, and unavailable at times. Some content may be offensive. Library users access the Internet at their own discretion. The Internet is not governed by any entity, so there are no limits or checks on the kind of information contained there. Only a user can decide on the accuracy, completeness, and currency of the content.

Consistent with the Library Privacy Act, MCL 397.601 et seq. ("Privacy Act"), and this Acceptable Use Policy, Kent District Library respects the privacy of patrons when they use a Library computer. The Library reserves the right, however, to monitor a patron's use of a Library computer for compliance with this Acceptable Use Policy. Although the Library generally shall not retain a record of a patron's use of a Library computer beyond 24 hours, the Library may retain such a record for any investigation and determination of a potential or actual violation of this Policy (including appeals).

In particular, and without limiting the foregoing, Library staff may produce a ~~screen shot~~ record of the site

visited of a Library computer for evidentiary purposes if a Library staff member has a reasonable suspicion that a patron is using the computer in violation of this Acceptable Use Policy. Any record of a patron's use, including a screen shot, shall be retained by the Library only so long as appropriate for any investigation and determination regarding a potential or actual violation. By accepting this Policy prior to using a Library computer, a patron is consenting to monitoring of the patron's use of the Library computer. (including screen shots).

**Filtering**

In accordance with Federal and State law (the Children's Internet Protection Act, 47 USC §254 and 20 USC §101, and Section 6 of the Privacy Act), all Library computers with Internet access are filtered. Note, however, that no filter is 100% effective. Parents or legal guardians are responsible for their minor child's reading, listening, and viewing of Library material, including the Internet.

Compliance with the Children's Internet Protection Act (CIPA) requires filters that block access to visual depictions that are obscene or child pornography, as defined by 47 USC §254. CIPA also requires protection against access by patrons under age 17 to visual depictions that are harmful to minors, as defined by 47 USC §254. A patron who is at least 17 years of age may request the disabling of software used to filter visual depictions on a computer used by that patron, provided that he/she will use the unfiltered computer for bonafide research or other lawful purposes. Library staff will not inquire into the reasons for disabling the filter.

Patrons are responsible for complying with this Policy when accessing the Internet. In addition to other provisions of this Policy, patrons (including minors) shall not access visual depictions that are obscene or child pornography as defined by Federal law (47 USC§254(h)(7)(E), (F)) and shall not access or view obscene matter as defined in §2 of 1984 PA 343, MCL 752.362 (PA 343). In addition, patrons who are minors for purposes of Federal law shall not access visual depictions that are harmful to minors as defined by Federal law (47 USC§254(h)(7)(G)) and patrons who are minors under State law shall not access or view sexually explicit matter that is harmful to minors as defined in PA 343. Subject to other demands on staff time for library services, the Library staff will make a good faith effort to periodically monitor the use of Library computers by minors. Notwithstanding the foregoing, the Library holds the parents or legal guardians responsible for their minor children's use of the Internet in light of the fallibilities of filters and other demands on Library staff time.

In order to further comply with CIPA the Library has taken certain measures to assist in the safe and effective use of the Internet by individuals under the age of 17, as follows:

To address the issue of access by minors to inappropriate matter on the Internet, including material that is harmful to minors, the Library:

    a. Maintains the filtering program described above to block Internet access to visual depictions that are obscene, child pornography and, in the case of use by minors, harmful to minors.
    b. Allows adults to request that content filters be turned off.

To address the issue of the safety and security of minors when using electronic mail, chat rooms, and other forms of direct electronic communications, as well as unauthorized disclosure of, use, and dissemination of personal identification regarding minors, the Library urges minors to follow the safety guidelines below:

    1. Never give out identifying information such as home address, school name, or telephone number.

2. Let parents or guardians decide whether personal information such as age or financial information should be provided online.
3. Never arrange a face-to-face meeting with someone through a computer without parent or guardian approval.
4. Never respond to messages that are suggestive, obscene, or threatening.
5. Remember that people online may not be who they say they are.

To address the issue of unauthorized access, including so-called "hacking" and other unlawful activities by minors online, minors and all other Library Internet users are required to agree to an online Internet User Agreement that states that "Library computers are not to be used for any illegal activity."

In addition, if a patron requests a specific site to be unblocked from the filtering program, the branch manager shall refer the request for review by administrative staff to determine whether it contains obscene matter or sexually explicit matter that is harmful to minors. If it does not, the administrative staff may authorize the system wide unblocking of the site. The patron will be informed of the decision in writing. The decision may be appealed in writing within ten (10) business days to the Executive Director, or the Executive Director's designee, whose decision shall be final.

### Violations
The Library's computers, network, and Internet connection may not be used for any illegal activity or in an unauthorized manner in violation of this Acceptable Use Policy. Illegal acts will be prosecuted to the full extent of the law.

Users violating this Policy will first be asked to comply. For individuals who repeatedly violate this Policy after previous warnings, the Library reserves the right to prohibit use of the Library's computers, network, Internet connection, and/or the Library for a period up to 72 hours by action of the branch manager or the staff member in charge. An individual may appeal this decision to the Executive Director, or the Executive Director's designee.

The Library also reserves the right to prohibit use of the Library's computers, network, Internet connection, and/or the Library for a period of time exceeding 72 hours by action of the Executive Director. In such instances, an individual will be informed of the decision in writing by certified mail, and may appeal this decision in writing within ten (10) business days to the Executive Director, or the Executive Director's designee, whose decision shall be final.

### Time and Other Limits
Each individual is allowed to use the Library's public computers one (1) hour per day. More time may be allowed if computer stations are free. Extensions for additional time are done electronically at those branches with reservation software. At branches without this software, patrons may ask staff to extend the time limit.

All computers will be electronically shut down five (5) minutes before the Library closes.

### Precautions
Software and other files downloaded from the Internet may contain viruses or spyware that may infect other computers. Kent District Library is not responsible for damage or loss that may occur from use of the Library's computers.

Since the Internet is not secure, patrons are responsible to ensure that their personal data is not compromised. Sending any information, including credit card numbers, via the Internet is at the sole risk of the user. Kent District Library has no control over the security of this data.

# KDL Policy 4.3.1
## Photography + Recording Policy
LAST REVISED 01.21.22.

The Kent District Library permits photography and other forms of recording (videography, filming, audio, etc.) under the conditions listed below to the extent that it does not interfere with the operations, programs and activities of the Library.

1. Casual amateur photography and other forms of recording are permitted for patrons and visitors provided it does not interfere with the operations of the Library or individuals using the Library and not capture any identifiable likenesses of individuals without their permission. Photographers are responsible for securing the necessary releases. Anyone photographing or recording with the library must respect other patrons and employees. Do not annoy or harass other persons, engage in loud or disruptive conduct or cause a public disturbance (See Library Patron Responsibilities which detailed in Section 4.2).

2. No commercial, media photography or recording may occur in Library facilities without prior written permission.

3. Permission may be revoked at any time if the photographer or person recording fails to comply with the terms of this policy or other rules and regulations of the Library.

# KDL Policy 4.4
## Disciplinary Process for Library Facilities
LAST REVISED 6.14.19

The Executive Director or the Executive Director's designee may restrict access to Library facilities with immediate dismissal of the patron from the premises, by suspending the patron's access to Library facilities for a set period of time, or by denying access to specific services and/or programs pursuant to this policy. If necessary, the local police may be called to intervene.

**A. Incident Reports**
Library staff shall record in writing in the form of an Incident Report any violation of this policy that resulted in multiple verbal warnings or a suspension of Library privileges. By the end of the day on which the incident occurred, an Incident Report shall be written and forwarded to the Executive Director for logging and review. The report should include physical descriptions in addition to the name of the patron, when known. A copy of the suspension of privileges letter should be attached, if applicable.

**B. Violation of the Policy – Suspension of Privileges**
Unless otherwise provided in this policy, (see Section C below), the Library shall handle violations as follows:

1. *Initial Violation*: Library patrons observed violating this policy will be asked to cease the violation with a verbal request. If the patron does not comply with the request, he or she will be

asked to leave the building for the day. If he or she refuses, the police may be called.

2. *Subsequent Violations*: The Executive Director or the Executive Director's authorized designee may further limit or suspend the patron's Library privileges if infractions continue. Such limitation or revocation shall be in writing specifying the nature of the violation. Subsequent violations of the same rule shall result in additional suspensions of increasing length.

### C. Violations that Affect Safety and Security

Violations involving verbal abuse, violence, threatening behaviors, sexual harassment, vandalism, drug sale or use or attempted drug sale or use, intoxication, theft or attempted theft, physical harassment, sexual misconduct or any behavior that threatens the safety and security of staff and/or patrons shall be handled as follows:

1. *Initial Violation*: The police will be called immediately if patron is asked to leave and does not comply. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. Violations of this nature will result in an immediate minimum two-week suspension of Library privileges in order to give the Library sufficient time to investigate the incident.

After the investigation is completed, the Executive Director or his/her designee may add additional time to the initial limitation or suspension period.

*Subsequent Violations*: The police will be called immediately. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. The Executive Director or the Executive Director's authorized designee, may further limit or suspend the patron's Library privileges in escalating responses, which will be documented in writing. Subsequent violations of the same rule will result in additional suspensions of increasing length.

## KDL Policy 4.5
## Right of Appeal
LAST REVISED 10.25.18

Patrons may appeal a decision to limit or suspend privileges by sending a written appeal to the Library Board within ten (10) business days of the date the privileges were suspended or limited. The appeal should be sent to the President of the Library Board. The decision of the Library Board is final.

# Kent District Library

## INTRO

**AGENDA ITEM FOR CONSIDERATION:** The KDL Community Impact Scholarship
**BOARD MEETING DATES:** Thursday, September 19, 2024 *(first reading)*;
Thursday, October 2024 *(second reading)*
**TIMELINE:** Scholarship announcement and application opening: December 1, 2024; Application deadline: March 1, 2025; Board Closed Session Decision: April 17, Winner announcement: May 1, 2025.
**BUDGET LINE ITEM(S):** 157.000.0000.5895.000.95
**TOTAL ESTIMATED COST:** $5,000 per scholarship awarded. The number per year may fluctuate; it will be between 1 and 3 annually.

## PURPOSE

This recommendation seeks approval for the Kent District Library (KDL) Community Impact Scholarship selection process and details. The scholarship is designed to support high school seniors and adults returning to school who have demonstrated exceptional dedication to community service, inclusivity, and innovation, and who maintain a meaningful relationship with their local library.

## OVERVIEW/NEEDS/BACKGROUND INFO

KDL is committed to fostering community engagement and lifelong learning. In 2023, KDL received the Library Journal Jerry Kline Community Impact Prize Award, which provided the opportunity to establish this scholarship fund. The scholarship aims to recognize and support students who are actively contributing to their communities, creating a positive impact, and showing potential for continued success in their academic and professional endeavors. **The scholarship will be available to both trade-bound and college-bound students who reside within the KDL service area.**

## BENEFITS

- Encourages and rewards community involvement and leadership among local students.
- Strengthens the relationship between KDL and the community.
- Promotes inclusivity, innovation, and lifelong learning, aligning with KDL's mission.
- Provides financial assistance to deserving students, potentially easing the burden of educational expenses.

## DISADVANTAGES

- There may be challenges in ensuring a fair and unbiased selection process and ensuring there are no perceptions of bias, despite the implementation of a double-blind review.
- KDL will need to get the word out about the scholarship.
- This scholarship will be a separate application process from others that may be available and combined into one application process.
- Our current process will require a manual verification that those selected are active cardholders and KDL service area residents.

- This is the first year so there will be efficiencies not yet realized in the process until going through it

## COST

The 2023 Jerry Kline Community Impact Prize was awarded to the Kent District Library on November 1st, 2023. KDL's wish was to invest the entire award back into the communities.

One way of doing that was to create a scholarship fund with the award proceeds, along with interest from the Kent District Library investments from the Grand Rapids Community Foundation.

The Library Board approved the creation of the Kent District Library Community Scholarship Fund on November 16th, 2023, for students that reside within the Kent District Library Service area.

The resolutions approved disbursed $50,000 from the 2023 Jerry Kline Community Impact Prize, as well as $124,643 from the Kent District Library investments from the Grand Rapids Community Foundation, to create the Kent District Library Community Scholarship Fund on November 16, 2023. Staff and patrons may also donate to the scholarship fund.

The 2023 Jerry Kline Community Impact Prize check was received and deposited into a designated fund on April 4th, 2024. The proceeds from the Grand Rapids Community Foundation were received and deposited into a designated fund on April 18th, 2024. The scholarship fund balance is currently $181,415.

## IMPLEMENTATION

The KDL Community Impact Scholarship will be administered through Submittable, an online submission management platform, ensuring a streamlined and user-friendly application process for students. Here's how the process will work:

1. **Application Launch:**
   - The scholarship application will open on December 1, 2024, on the KDL website. A direct link to the Submittable platform will be provided, guiding students to create an account or log in if they already have one.
2. **Creating a Submittable Account:**
   - Students will be prompted to create a free Submittable account by entering their email address and creating a password. Once logged in, they can access the KDL Community Impact Scholarship application form.
3. **Completing the Application:**
   - The online application form will include fields for personal information, academic background, and essay responses to selected prompts. Students can save their progress and return to the application at any time before the deadline.
   - The platform will allow students to upload supporting materials such as transcripts, letters of recommendation, and any additional documents that showcase their community involvement or innovative projects. These uploads can be in PDF, JPEG, or PNG format.
4. **Application Review:**

- o The Office Manager will access all submitted applications through Submittable, ensuring that all required documents are included. They will then ensure that all personally identifiable information is excluded to maintain a double-blind review process, assigning each application a unique identification number, and verifying that all within the candidate pool are KDL cardholders and service area residents.
- o The scholarship committee, comprising representatives from the KDL Board of Trustees, will review the anonymized applications through Submittable, using an evaluation rubric to score each entry and determine their 3 top candidates.
- o Winner will be decided upon at the April Board meeting each year in a closed work session.

5. **Notification and Follow-Up:**
   - o Submittable allows for efficient communication with applicants. After the committee makes its final selections, all applicants will be notified of the outcome through the platform. Winner(s) will receive a congratulatory message with details about the award ceremony at the May KDL Board meeting, while non-recipients will be encouraged to continue their engagement with KDL.

6. **Publicize the Award**
   - o Publicly announce the scholarship recipient(s) through KDL's website, social media channels, and other relevant platforms.
   - o Feature the recipient in KDL newsletters or other communications to highlight their achievements and the impact of the scholarship.
   - o Schedule award ceremony for the beginning of the May Board meeting.

7. **Coordinate with the Recipient's Educational Institution**
   - o **Obtain Enrollment Confirmation:** Request that the recipient provides a copy of their enrollment confirmation from their chosen college, university, or trade school. This ensures that the funds will be directed to the correct institution.
   - o **Gather Financial Details:** Work with the recipient to obtain the necessary financial details from the educational institution, such as the school's financial aid office contact information, and any specific forms or account numbers needed for the transfer of funds.

8. **Disperse & Transfer Award**
   - o **Create a Disbursement Request:** Prepare a formal disbursement request within KDL's financial system, specifying the scholarship amount ($5,000) and the details of the recipient's educational institution.
   - o **Coordinate with KDL Finance Department:** Provide the Finance Department with the recipient's information and the educational institution's details. The Finance Department will then initiate the transfer of funds directly to the institution.
   - o **Confirm Transfer:** Once the transfer has been initiated, confirm with the educational institution that the funds have been received and allocated correctly to the recipient's account for tuition, fees, or other educational expenses.

**RECOMMENDATION**

It is recommended that the Board approve the establishment and implementation of the KDL Community Impact Scholarship process as outlined, beginning with the 2024-2025 academic year. This scholarship initiative is directly inspired by the prestigious Library Journal Jerry Kline Community Impact Award, which KDL proudly received in 2023. The award recognized our commitment to community engagement, innovation, and leadership, providing us with a unique opportunity to further invest in the future of our community.

By creating the KDL Community Impact Scholarship, we aim to extend the recognition we received from the Jerry Kline Award back to our community, ensuring that this honor has a lasting and tangible impact. The scholarship embodies the same values that earned us the award—supporting individuals who are passionate about making a difference, championing inclusivity, and fostering innovation.

Through this scholarship, we not only celebrate our community's recognition on a national level but also empower the next generation of leaders to continue building on the foundation of community engagement and lifelong learning. This initiative ensures that the legacy of the Jerry Kline Award lives on within the community, fostering an environment where our residents feel valued and motivated to contribute to the common good. In this way, the award and its values will continue to resonate and be celebrated by the community for years to come.

**Document History:**
1. First Draft – Jaci Cooper
2. Revision – Jaci Cooper, Emily Whalen, Randy Goble, Elvia Myers and Remington Steed
3. Final Draft – Jaci Cooper & Elvia Myers

**KDL Community Impact Scholarship Application (To Be Input into Submittable or Webform)**

**Personal Information:**

- Full Name:
- Address:
- City:
- State:
- ZIP Code:
- Email Address:
- Phone Number:
- High School Name:
- Expected Date of Graduation:
- Your Local KDL Branch:
- KDL Library Card Number:

**Academic Information:**

- Cumulative GPA (on a 4.0 scale) - Transcript  *(minimum required is a 2.5)*
- Intended College, University, or Trade School:
- Intended Major or Field of Study:

**1. Tell us your story! (Max. 500 words):***
- Who are you, what are you passionate about, and what drives you?
- What are your goals and aspirations for the future?
- How will this scholarship help you achieve your dreams?

**Choose 2 prompts to answer from the list below:**

**2. Beyond the textbooks: (Max. 300 words):**

- Share your experiences outside of the classroom - volunteering, community service, part-time jobs, or extracurricular activities.
- What did you learn from these experiences and how did they make a difference?
- Did you face any challenges? How did you overcome them?

**3. Making a difference, together: (Max. 300 words):**

- Have you ever witnessed or experienced an issue in your community or at your school?

- Did you take action to address it? How did you involve others?
- How do you believe we can create a more inclusive and welcoming environment for everyone?

## 4. Leading the way: (Max. 300 words):

- Whether in school, clubs, or your personal life, describe a situation where you took initiative and showed leadership.
- What skills did you use? What was the outcome?
- Did you face any obstacles? How did you overcome them?

## 5. Innovation Station: (Max. 300 words):

- Have you ever had an "offbeat idea" that turned out to be a great solution?
- Tell us about a time you thought outside the box to solve a problem, big or small.
- What were the challenges and did you learn anything new from this experience?

## 6. Your library connection: (Max. 300 words):

- How has your local KDL library been a resource for you?
- Did you participate in any library programs, use specific resources, or find inspiration through the library?
- Share any stories that showcase your connection with the library.

## Document Uploads (Optional):

- Upload any supporting materials such as photographs, videos, articles, or documents that highlight your community engagement, leadership, library relationship, environmental sustainability efforts, or innovative projects. (Please ensure files are in PDF, JPEG, or PNG format.)

## Certification:

I certify that all information provided in this application is true and complete to the best of my knowledge. I understand that any false statements or omissions may disqualify me from consideration for the KDL Community Impact Scholarship.

## Applicant's Signature:

[Your Name]

## Date:

[Date]

Please have all letters of recommendation emailed to scholarship@kdl.org in the form of a PDF.

## Confidentiality:

The Kent District Library (KDL) is committed to protecting the privacy of all information submitted by scholarship applicants. All application materials will be handled with strict confidentiality and only reviewed by authorized personnel involved in the scholarship selection process. We will not share any personal information with third parties without your consent, except as required by law.

In accordance with our existing policies and local regulations, we will not access or review any individual's borrowing history, book selections, or personal library records as part of the KDL Community Impact Scholarship application process.

Your library card number is solely used to verify your eligibility as a KDL patron and will not be used for any other purpose related to the scholarship.

For any questions regarding the handling of your application information, please contact the KDL Scholarship Committee at scholarship@kdl.org.

# Marketing Brief

**What PMO or programming proposal is this part of and who is the main point person?** Jaci Cooper and the Chair of the KDL Board of Trustees.

**Campaign description**: The KDL Community Impact Scholarship

| GOALS | |
|---|---|
| | • Campaign Purpose and Objectives (Launch of something new, expansion, update?)<br>• What does success look like? Metrics? |

- Generate awareness and applications for this new scholarship program.
- This is the inaugural year of this scholarship, so there's no existing baseline for the number of applications.
- Our goal is to attract multiple qualified applicants, so the Board of Trustees has a good field to review and choose from. 20 applications per month seems like a decent number to aim for, but we'll ultimately learn what to expect after this first year.

| AUDIENCE | |
|---|---|
| | • Target Audience (Who is the primary benefactor and who is the primary decision-maker?) |

- Primary audience and decision maker:
  o High school seniors and adults who are returning to school (either college or trade schools)
  o Parents of students
- Secondary audience:
  o High schools, colleges and trade schools who may provide financial aid information to students.

| CHANNEL | |
|---|---|
| | • Campaign Strategy (Specifically how will the audience be reached? What is their call to action? Partnerships? Outreach?)<br>• Tactics and Deliverables (Printed materials, web pages/blogs/heroes/booklists, social media, press release, languages, marketing toolkit, etc.) |

- **Main message**: KDL introduces a new scholarship offered for college and trade school bound students and adults.
- **Additional messaging**: Include references to community impact and investing in the future. Include the ease of applying, when scholarships will be awarded and that the scholarships are awarded to help cover tuition, materials and living expenses for students enrolled in college or trade school. Near the end, include how people can donate to the scholarship fund.
- **Call to action**: Apply now (December 1 through March 1).
- **Promotion:**
  1. Launch
     ▪ Press release (distribute to news media and KISD)
     ▪ kdl.org
     ▪ Kaleidoscope (Winter edition)
     ▪ eNewsletter
     ▪ Social media (Spanish and English)
     ▪ In-branch digital signage

- Dedicated email
2. Sustaining
    - kdl.org
    - eNewsletter
    - Social media (Spanish and English)
    - In-branch digital signage
3. Final push
    - All of the above plus boosted social media

| TIME & BUDGET | • Schedule, budget for launch and sustaining. |
|---|---|

- Applications may be received December 1 through March 1 (three months).
- **Launch promotion** will begin December 1. The rationale for not starting earlier is that 1) promotions are best when people can immediately take action and 2) with Thanksgiving being the prior week, any promotion that week or earlier will be forgotten by the time that people can apply.
- **Sustaining promotion** will take place in January.
- **Final push promotion** during February will create a sense of urgency before the deadline arrives.
- There may be minor cost for boosting social media posts – probably less than $300 total, which will covered by the MarCom budget.

| STAKEHOLDERS | • Workgroups, branches, partners outside of KDL, etc. |
|---|---|
| | • Who will sustain any content that's created? |
| | • Spokesperson for PR? |

- KDL Board of Trustees will review applications, select and award winners.
- MarCom manages Submittable (online applications) and all promotion.
- A spokesperson for PR would ideally be a member of the KDL Board of Trustees. Someone from Leadership Team would serve as a backup if needed.

| OTHER |
|---|

## KENT DISTRICT LIBRARY
## 2025 OPERATING BUDGET

## KENT DISTRICT LIBRARY
## 2024 AUGUST AS AMENDED

| REVENUES: | | | REVENUES: | | $ CHANGE | % CHANGE |
|---|---|---|---|---|---|---|
| Property Taxes | 27,765,820 | | Property Taxes | 25,538,017 | 2,227,803 | 8.72% |
| Penal Fines | 675,000 | | Penal Fines | 630,000 | 45,000 | 7.14% |
| Charges for services | 32,000 | | Charges for services | 38,000 | (6,000) | -15.79% |
| Interest Income | 450,000 | | Interest Income | 562,100 | (112,100) | -19.94% |
| Public Donations | 250,000 | | Public Donations | 525,000 | (275,000) | -52.38% |
| Other Revenue | 506,000 | | Other Revenue | 412,690 | 93,310 | 22.61% |
| State Sources | 1,101,044 | | State Sources | 1,085,298 | 15,746 | 1.45% |
| TOTAL REVENUES & OTHER FINANCING SOURCES | 30,779,864 | | TOTAL REVENUES & OTHER FINANCING SOURCES | 28,791,105 | 1,988,759 | 6.91% |

| EXPENDITURES: | | | % of total exp | EXPENDITURES: | | $ CHANGE | % CHANGE |
|---|---|---|---|---|---|---|---|
| Salaries and Wages | 14,537,900 | | | Salaries and Wages | 13,959,043 | 578,857 | 4.15% |
| Employee Benefits | 4,401,333 | 18,939,233 | 62% | Employee Benefits | 4,126,316 | 275,017 | 6.66% |
| Collections - Digital | 3,178,195 | | | Collections - Digital | 2,936,317 | 241,878 | 8.24% |
| Collections - Physical | 1,817,840 | 4,996,035 | 16% | Collections - Physical | 2,062,452 | (244,612) | -11.86% |
| Supplies | 746,832 | | | Supplies | 806,206 | (59,374) | -7.36% |
| Contractual and Professional Services | 2,100,941 | | 7% | Contractual and Professional Services | 2,445,755 | (344,814) | -14.10% |
| Programming and Outreach | 518,810 | | | Programming and Outreach | 500,843 | 17,967 | 3.59% |
| Maintenance and Utilities | 2,361,352 | | 8% | Maintenance and Utilities | 2,307,050 | 54,302 | 2.35% |
| Staff Development | 317,015 | | | Staff Development | 282,640 | 34,375 | 12.16% |
| Board Development | 18,625 | | | Board Development | 17,000 | 1,625 | 9.56% |
| Other Expenditures | 399,420 | | | Other Expenditures | 497,942 | (98,522) | -19.79% |
| Capital Outlay | 376,925 | | | Capital Outlay | 831,353 | (454,428) | -54.66% |
| TOTAL EXPENDITURES & OTHER FINANCING USES | 30,775,188 | | 92% | TOTAL EXPENDITURES & OTHER FINANCING USES | 30,772,917 | 2,271 | 0.01% |
| REVENUES OVER (UNDER) EXPENDITURES | 4,675 | | | REVENUES OVER (UNDER) EXPENDITURES | (1,981,812) | 1,986,487 | -100.24% |

| | |
|---|---|
| Estimated Unassigned 12-31-24 Fund Balance | 6,851,727 |
| Adjusted Budgeted Increase (Decrease) | 4,675 |
| Budgeted 12-31-2025 Fund Balance | 6,856,402 |
| Budgeted Unrestricted 12-31-2025 Fund Balance | 6,856,402 |
| Fund Balance as a % of Total Expenditures | 22.28% |
| Board Policy for Fund Balance | 15-20% |

**KENT DISTRICT LIBRARY**
**2025 SCHOLARSHIP BUDGET**

**KENT DISTRICT LIBRARY**
**2024 SCHOLARSHIP YTD**

**REVENUES:**

| | | | | $ CHANGE | % CHANGE |
|---|---|---|---|---|---|
| Interest Income | 4,000 | Interest Income | 2,781 | 1,219 | 43.83% |
| Public Donations | 1,000 | Public Donations | 178,734 | (177,734) | -99.44% |
| Transfers In | - | Transfers In | 61 | (61) | -100.00% |
| **TOTAL REVENUES & OTHER FINANCING SOURCES** | **5,000** | **TOTAL REVENUES & OTHER FINANCING SOURCES** | **181,576** | (176,576) | -97.25% |

**EXPENDITURES:**

| | | | | | |
|---|---|---|---|---|---|
| Scholarship Awards | 15,000 | Scholarship Awards | - | 15,000 | - |
| Transfers Out | - | Transfers Out | - | - | - |
| **TOTAL EXPENDITURES & OTHER FINANCING USES** | **15,000** | **TOTAL EXPENDITURES & OTHER FINANCING USES** | **-** | 15,000 | - |

| | | | | | |
|---|---|---|---|---|---|
| **REVENUES OVER (UNDER) EXPENDITURES** | **(10,000)** | **REVENUES OVER (UNDER) EXPENDITURES** | **181,576** | (191,576) | -105.51% |

**MAJOR CHANGES / ASSUMPTIONS IN 2023 BUDGET**

**Revenues**

**Overall revenues budgeted at $1,533,466 more than our projected 2024 actual revenues.**

1  Actual taxable value from the county levied at 1.10 mills with and anticipated 98.5% collection rate for 2025 budget.  This is roughly an increase of $2,215,500 from our estimate actual 2024.

2  Interest/Investment Income is budgeted at $450,000 to reflect a decrease in the current interest rate environment.

3  Erate revenue is projected up slightly in 2025 due to additional funding expected for hotspots.

**Expenditures**

**Overall expenditures budgeted at $109,955 increase than our projected 2024 actual revenues; which offers a balanced budget for 2025.**

4  Wages reflect ongoing labor agreement discussions and discussions with HR.  All vacant, sub and intern positions are included in the budget.

5  Increase in health insurance (12%) to reflect current market and level of staff illnesses.  No rebates anticipated in 2025.

6  Digital collection increased 8% overall to match patron appetite for digital materials and cost increases with Hoopla and Libby.

7  Physical collection decreased by 14% compared to 2024 budget, which includes foregoing KDL Cruisers, 18% decrease in magazines, 7% decrease in physical materials, and 29% decrease in CD/DVD materials.

8  Contractual and Professional Services decrease of 14% due to forgoing Government Consultant Services, CAD drawings of SC, Millage Advertising, as well as new accounting rules around subscriptions such as Snap Scheduling.

9  Staff development maintained at roughly 2% of wages.

10  Miscellaneous expense decreased due to 2025 preset branch budgets related to Local Misc expenditures.

11  Capital outlay decreased significantly due to completion the Bin-Sorter for the Service Center.

**KENT DISTRICT LIBRARY**
**PROPERTY TAX VALUATION AND LEVY HISTORY (LAST 5 YEARS)**

| Taxable Year | KDL Funding Year | Taxable Value | Increase from Previous Year | % Increase | Millage Rate Levied | Potential Tax Generated | Increase from Previous Year | % Increase | Headlee Reduction Factor | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2024 | 12/31/2025 | $ 25,445,208,576 | $ 2,058,469,345 | 8.80% | 1.1000 | $ 27,989,729 | $ 2,264,316 | 8.802% | No Reduction | | | | |
| 2023 | 12/31/2024 | $ 23,386,739,231 | $ 1,845,887,086 | 8.57% | 1.1000 | $ 25,725,413 | $ (888,310) | -3.338% | 0.9897 | | | | |
| 2022 | 12/31/2023 | $ 21,540,852,145 | $ 1,384,385,152 | 6.87% | 1.2355 | $ 26,613,723 | $ 1,450,389 | 5.764% | 0.9897 | Average | 26,221,000 | 0.9852 |
| 2021 | 12/31/2022 | $ 20,156,466,993 | $ 869,672,363 | 4.51% | 1.2484 | $ 25,163,333 | $ 898,617 | 3.703% | 0.9923 | 0.99196 | 24,785,883 | 0.9850 |
| 2020 | 12/31/2021 | $ 19,286,794,630 | $ 860,042,390 | 4.67% | 1.2581 | $ 24,264,716 | $ 934,605 | 4.006% | 0.9937 | | 24,006,516 | 0.9894 |
| 2019 | 12/31/2020 | $ 18,426,752,240 | $ 968,022,009 | 5.54% | 1.2661 | $ 23,330,111 | $ 1,099,910 | 4.948% | 0.9944 | | 23,128,111 | 0.9913 |

**Property Taxes**

| | | | |
|---|---|---|---|
| 12-1-24 Levy @ 100% | | $ 27,989,729 | Info from 2024 Kent County |
| Historical collection rate | | 98.50% | Equalization Report |
| | | | 2024 Equalization Report.indd (accesskent.com) |
| Projected revenue | | 27,569,883 (1) | |

**IFT's**

| | | | |
|---|---|---|---|
| | Total Value | 485,012,500 | Pages 60-63  2024 Equalization Report.indd (accesskent.com) |
| Less: | Cedar Springs | (3,466,800) | |
| | City of GR | (35,711,300) | |
| | Solon | (11,576,900) | |
| | Sparta Twp | (12,058,700) | |
| | | 422,198,800 | |
| | | 50% | |
| | | 211,099,400 | |
| / 1000 | | 1.1 | |
| | | 232,209 | |
| Historical Collection Rate | | 65% | |
| Projected Revenue | | 150,936 (2) | |

| | | | | |
|---|---|---|---|---|
| 4402 | Current Property Taxes | 27,569,883 (1) | | |
| 4412 | Delinquent Personal Property Taxes | 5,000 | Based on past receipts | |
| 4432 | DNR - PILT | 40,000 | Based on past receipts | |
| 4437 | Industrial Facilities Taxes | 150,936 (2) | | |
| | Total Property Taxes | 27,765,820 | | |
| 4581 | Penal Fines | 675,000 | 2024 Actual | 692,190.00 |
| 4660 | Charges for Services | 32,000 | | |
| 4665 | Interest Income | 450,000 | Reducing from 2024 anticipating rate reductions | |
| 4674 | Public Contributions | 250,000 | | |
| | | 0 | E*rate reimbursements on captial expenditure items | E*Rate |
| | | 500,000 | | Recurring |
| 4695 | Health Insurance Plan Rebate | - | Expecting -0- for 2025 based on self-fuding model | Category 1 = 90% |
| 4688 | Other revenues | 6,000 | Royalties/Sale of Equipment/Miscellaneous revenue based on past receipts | |
| | Total Other Revenues | 506,000 | | Everstream 134,892.00 |
| | | | | IP Consulting 63,180.00 |
| 4540 | State Aid | 448,226 | No changes anticipated - use 2024 actuals | Verizon 302,400.00 |
| 4541 | LBPH/TBBC | 41,073 | No changes anticipated - use 2024 actuals | 500,472.00 |
| 4548 | Renaissance Zone Reimbursement | 61,745 | No changes anticipated - use 2024 actuals | |
| 4549 | Personal Property Tax Reimbursement | 550,000 | Personal Property Tax Reimbursements (michigan.gov) | No info for 2024 yet - comes out end of October |
| | Total State Sources | 1,101,044 | | PY $572,004 |
| | Total Revenues | 30,779,864 | | |

| | % of Total Revenues/ Expenditures | 1.1 Mill Estimated 2025 | 1.1000 Mill Estimated Actual 2024 | Amended Budget 2024 | 2025 Budget to 2024 Amended Budget Change | |
|---|---|---|---|---|---|---|
| **REVENUES** | | | | | | |
| 4402 Current Property Taxes | | 27,569,883 | 25,354,389 | 25,352,532 | | |
| 4412 Delinquent Personal Property Taxes | | 5,000 | 5,000 | 10,000 | | |
| 4432 DNR - PILT | | 40,000 | 40,937 | 30,000 | | |
| 4437 Industrial Facilities Taxes | | 150,936 | 145,009 | 145,485 | | |
| Total Property Taxes | 90.2% | 27,765,820 | 25,545,335 | 25,538,017 | 2,220,485 | 8% |
| **1** | | | | | | |
| 4581 Penal Fines | 2.2% | 675,000 | 692,190 | 630,000 | (17,190) | |
| 4685 Charges for Services | 0.1% | 32,000 | 31,000 | 38,000 | 1,000 | |
| 4665 Interest Income | 1.5% | 450,000 | 913,301 | 562,100 | (463,301) | |
| **2** | | | | | | |
| 4673 Public Contributions | 0.8% | 250,000 | 560,615 | 525,000 | (310,615) | -124% |
| 4502 Universal Service Fund - Erate | | 500,000 | 425,730 | 300,000 | | |
| 4695 Health Insurance Plan Rebate | | - | 125,839 | 104,690 | | |
| 4688 Other revenues | | 6,000 | 7,500 | 8,000 | | |
| Total Other Revenues | 1.6% | 506,000 | 559,069 | 412,690 | (53,069) | -10% |
| **3** | | | | | | |
| 4540 State Aid | | 448,226 | 448,226 | 448,226 | | |
| 4541 LBPH/TBBC | | 41,073 | 41,073 | 41,072 | | |
| 4548 Renaissance Zone Reimbursement | | 61,745 | 61,745 | 76,000 | | |
| 4549 Personal Property Tax Reimbursement | | 550,000 | 520,000 | 520,000 | | |
| Total State Sources | 3.6% | 1,101,044 | 1,071,044 | 1,085,298 | 30,000 | |
| TOTAL REVENUES | 100.0% | 30,779,864 | 29,372,554 | 28,791,105 | 1,407,310 | 5% |

| | | % of Total Revenues/ Expenditures | 1.1 Mill Estimated 2025 | 1.1000 Mill Estimated Actual 2024 | Amended Budget 2024 | 2025 Budget to 2024 Amended Budget Change | |
|---|---|---|---|---|---|---|---|
| **EXPENDITURES** | | | | | | | |
| **Salaries and Wages** | | | | | | | |
| 5700 | Board Stipend | | 3,900 | 3,900 | 3,900 | | |
| 5706 | Extra duty stipends | | - | 3,300 | | | |
| 5713 | Salary & Wages | | 14,534,000 | 13,955,143 | 13,955,143 | | |
| **Total Salaries and Wages** | 4 | 47.2% | 14,537,900 | 13,962,343 | 13,959,043 | 575,557 | 4% |
| | | | | | | | |
| **Employee Benefits** | | | | | | | |
| 5709 | FICA | | 1,111,851 | 1,105,145 | 1,105,145 | 6,706 | 1% |
| 5716 | Defined Benefit Pension Plan Expenditures | | - | | | | |
| 5717 | Defined Contribution Pension Plan Contributions | | 607,964 | 609,671 | 609,671 | (1,707) | 0% |
| 5718 | Employee Health Benefits | | 2,198,718 | 1,928,700 | 1,928,700 | 270,018 | 12% |
| 5720 | HSA/Flex | | 392,000 | 380,000 | 392,000 | 12,000 | 3% |
| 5724 | Life Insurance | | | | | | |
| 5730 | Other Employee Benefits | | 90,800 | 90,800 | 90,800 | | |
| 5842 | Unemployment Claims | | - | | | 2025 to 2024 Change | |
| **Total Employee Benefits** | 5 | 14.3% | 4,401,333 | 4,114,316 | 4,126,316 | 287,017 | 7% |
| | | | | | | | |
| **Collections - Digital** | | | | | | | |
| 5785 | OverDrive | | 2,103,500 | 1,943,500 | 1,943,500 | 160,000 | 8% |
| 5786 | Hoopla | | 755,000 | 605,000 | 605,000 | 150,000 | 20% |
| 5787 | Other Digital Collection | | 82,157 | 151,657 | 151,657 | | |
| 5788 | Electronic Resources | | 237,538 | 240,000 | 236,160 | 2025 to 2024 Change | |
| **Total Collections - Digital** | 6 | 10.3% | 3,178,195 | 2,940,157 | 2,936,317 | 238,038 | 7% |
| | | | | | | | |
| **Collections - Physical** | | | | | | | |
| 5791 | Subscriptions | | 69,040 | 81,540 | 81,540 | (12,500) | -18% |
| 5815 | KDL Cruisers | | - | 11,000 | 10,100 | | |
| 5871 | Branch Local Mat'l - Rest Donation Exp | | - | 5,500 | 5,500 | | |
| 5982 | Collection Materials - Depreciable | | 1,434,500 | 1,541,250 | 1,541,250 | (106,750) | -7% |
| 5983 | CD/DVD Collection Materials - Non Depr | | 297,300 | 384,062 | 384,062 | (86,762) | -29% |
| 5984 | Beyond Books Collection - Non Depr | | 17,000 | 40,000 | 40,000 | 2025 to 2024 Change | |
| **Total Collections - Physical** | 7 | 5.9% | 1,817,840 | 2,063,352 | 2,062,452 | (245,512) | -14% |
| | | | | | | | |
| **Supplies** | | | | | | | |
| 5750 | Collection Processing | | 107,690 | 123,690 | 123,690 | (16,000) | -15% |
| 5751 | Supplies | | 149,785 | 144,734 | 160,815 | 5,052 | 3% |
| 5760 | Technology & Accessories < $1,000 | | 59,115 | 53,528 | 59,476 | 5,587 | 9% |
| 5764 | KDL Staff Event, Supplies & Awards | | 93,400 | 28,629 | 31,810 | 64,771 | 69% |
| 5768 | Promotions Supplies | | 31,860 | 27,752 | 30,835 | | |
| 5770 | Other Awards/Prizes | | 192,425 | 193,793 | 215,325 | (1,368) | -1% |
| 5790 | Books (not for circulation) | | 20,500 | 20,000 | 30,485 | | |
| 5851 | Mail/Postage | | 7,057 | 30,000 | 28,770 | | |
| 5900 | Copier/Printer Lease Payments | | 85,000 | 125,000 | 125,000 | 2025 to 2024 Change | |
| **Total Supplies** | | 2.4% | 746,832 | 747,125 | 806,206 | (293) | 0% |

| | | % of Total Revenues/ Expenditures | 1.1 Mill Estimated 2025 | 1.1000 Mill Estimated Actual 2024 | Amended Budget 2024 | 2025 Budget to 2024 Amended Budget Change | |
|---|---|---|---|---|---|---|---|
| **Contractual and Professional Services** | | | | | | 2025 to 2024 Change | |
| 5792 | Software | | 618,113 | 677,119 | 677,119 | (59,006) | -10% |
| 5801 | Professional and Other Contracted Services | | 505,475 | 760,190 | 760,190 | (254,715) | -50% |
| 5813 | Delivery Services | | 165,556 | 161,717 | 161,717 | 3,839 | 2% |
| 5814 | Security Services | | 33,000 | 23,000 | 23,000 | 10,000 | 30% |
| 5817 | Lakeland Library Co-op Services | | 6,830 | 6,505 | 6,505 | 325 | 5% |
| 5827 | Catering | | 20,450 | 29,850 | 29,850 | (9,400) | -46% |
| 5873 | Website | | 193,550 | 195,635 | 195,635 | (2,085) | -1% |
| 5875 | Advertising | | 94,500 | 120,000 | 115,750 | (25,500) | -27% |
| 5890 | ILS Fees | | 165,075 | 157,786 | 159,771 | 7,289 | 4% |
| 5891 | Licenses and Fees | | 186,892 | 189,547 | 189,547 | (2,655) | -1% |
| 5901 | Outsourced Printing & Publishing | | 111,500 | 134,958 | 126,671 | (23,458) | -21% |
| **Total Contractual & Professional Services** | **8** | **6.8%** | 2,100,941 | 2,456,307 | 2,445,755 | (355,366) | -17% |
| **Programming and Outreach** | | | | | | | |
| 5795 | Programming & Outreach Supplies | | 179,400 | 201,178 | 201,178 | | |
| 5906 | Community Outreach | | 38,010 | 277,150 | 277,150 | | |
| 5885 | Speakers/Performers | | 301,400 | 22,515 | 22,515 | 2025 to 2024 Change | |
| **Total Programming and** | | **1.7%** | 518,810 | 500,843 | 500,843 | 17,967 | 3% |
| **Maintenance and Utilities** | | | | | | | |
| 5810 | IT COLO Infrastructure Services | | 600,000 | 450,000 | 450,000 | 150,000 | 25% |
| 5822 | Maintenance Contracts | | 37,035 | 53,199 | 53,199 | | |
| 5848 | Mobile Hotspots | | 346,689 | 399,644 | 399,644 | (52,955) | -15% |
| 5849 | Cell Phones/Stipends | | 18,125 | 25,715 | 25,715 | | |
| 5850 | Telephones | | 60,000 | 42,000 | 42,000 | | |
| 5852 | Internet/Telecomm Services | | 150,460 | 150,460 | 150,460 | - | 0% |
| 5919 | Waste Disposal | | 8,200 | 8,200 | 8,200 | | |
| 5920 | Utilties | | 71,000 | 90,000 | 90,000 | | |
| 5925 | Lawncare & Snowplowing | | 43,000 | 43,000 | 43,000 | | |
| 5928 | Branch Maintenance Fees | | 564,786 | 564,786 | 564,786 | - | 0% |
| 5930 | Repairs & Maintenance | | 109,620 | 97,370 | 97,370 | | |
| 5933 | Software & IT Hardware Maintenance Agreements | | 163,085 | 138,000 | 138,000 | | |
| 5940 | Rentals & Leases | | 189,352 | 244,676 | 244,676 | 2025 to 2024 Change | |
| **Total Maintenance and Utilities** | | **7.7%** | 2,361,352 | 2,307,050 | 2,307,050 | 54,302 | 2% |

|  |  | % of Total Revenues/ Expenditures | 1.1 Mill Estimated 2025 | 1.1000 Mill Estimated Actual 2024 | Amended Budget 2024 | 2025 Budget to 2024 Amended Budget Change |  |
|---|---|---|---|---|---|---|---|
| **Staff Development** |  |  |  |  |  |  |  |
| 5910 | Staff Development, Conferences & Dues |  | 317,015 | 282,640 | 282,640 | 2025 to 2024 Change |  |
| **Total Staff Development** | **9** | **1.0%** | 317,015 | 282,640 | 282,640 | 34,375 | 11% |
|  |  | **2.2%** |  |  |  |  |  |
| **Board Development** |  |  |  |  |  |  |  |
| 5908 | Board Development, Conferences |  | 18,625 | 17,000 | 17,000 | 2025 to 2024 Change |  |
| **Total Board Development** |  | **0.1%** | 18,625 | 17,000 | 17,000 | 1,625 | 9% |
| **Other Expenditures** |  |  |  |  |  |  |  |
| 5759 | Gas & Oil |  | 7,660 | 8,160 | 8,160 |  |  |
| 5860 | Parking |  | 2,435 | 2,765 | 2,765 |  |  |
| 5861 | Mileage Reimbursement |  | 56,550 | 62,579 | 62,579 |  |  |
| 5870 | Branch Local Mis - Restricted Donation Exp |  | 103,850 | 179,361 | 199,290 | (75,511) | -73% |
| 5907 | Sponsorships/Donations |  | - | 3,000 | 10,675 |  |  |
| 5935 | Insurance |  | 120,825 | 123,334 | 123,334 |  |  |
| 5939 | Workers Compensation Insurance |  | 35,000 | 25,339 | 25,339 |  |  |
| 5955 | Miscellaneous |  | 30,000 | 16,100 | 16,100 | 13,900 | 46% |
| 5959 | Sales Taxes |  | 100 | - | 100 |  |  |
| 5964 | Property Tax Reimbursement |  | 40,000 | 46,000 | 46,000 |  |  |
| 5965 | MEL Return Items |  | 3,000 | 2,000 | 3,600 | 2025 to 2024 Change |  |
| **Total Other Expenditures** | **10** | **1.3%** | 399,420 | 468,638 | 497,942 | (69,218) | -17% |
| **Capital Outlay** |  |  |  |  |  |  |  |
| 5974 | Land Improvements - Depreciable |  | - | - |  |  |  |
| 5976 | Building Improvements - Depreciable |  |  |  | - |  |  |
| 5977 | Technology - Non-Depreciable |  | 90,300 | 65,205 | 72,450 |  |  |
| 5978 | Technology - Depreciable (5,000+) |  | 256,625 | 478,922 | 483,653 |  |  |
| 5979 | Equipment/Furniture - Non Depreciable |  | 30,000 | 20,000 | 20,000 |  |  |
| 5980 | Equipment/Furniture - Depreciable |  | - | 255,250 | 255,250 | 2025 to 2024 Change |  |
| **Total Capital Outlay** | **11** | **1.2%** | 376,925 | 819,378 | 831,354 | (442,453) | -117% |
| Transfers Out |  |  |  |  |  |  |  |
| 5995 | Transfers Out |  | - |  |  |  |  |
| **Total Transfers Out** |  |  | - |  | - | 2025 to 2024 Change |  |
| **Total Expenditures** |  | **102%** | 30,775,188 | 30,679,149 | 30,772,918 | 96,039 | 0.3% |
|  | NET REVENUE OVER (UNDER) EXPENDITURES |  | 4,675 | (1,306,595) | (1,981,813) | 1,311,271 | 28046% |

# Policy Manual

Edited October 2024

# KDL POLICY MANUAL TABLE OF CONTENTS:

## SECTION 5: BUDGET AND FINANCE

# SECTION 5: BUDGET AND FINANCE

# KDL Policy 5.1
# Investments
LAST REVISED 8.19.22

## 1. STATEMENT OF PURPOSE
It is the policy of Kent District Library to invest its funds in accordance with the investment objectives listed below in order to meet the daily cash flow needs of the Library while complying with all state statutes governing the investment of public funds.

## 2. SCOPE OF POLICY
This investment policy applies to all financial assets of Kent District Library. These assets are accounted for in the various funds of the Library and include the general fund, special revenue funds, debt service funds, capital project funds, enterprise funds, internal service funds, fiduciary funds, permanent funds, and any new fund established by Kent District Library.

## 3. INVESTMENT OBJECTIVES
The primary objectives, in priority order, of Kent District Library's investment activities shall be:

a. **Safety** – Safety of principal is the foremost objective of the investment program. Investments shall be undertaken in a manner that seeks to ensure the preservation of the capital in the overall portfolio.

b. **Diversification** – The investments will be diversified by security type and institution in order that potential losses on individual securities do not exceed the income generated from the remainder of the portfolio.

c. **Liquidity** – The investment portfolio shall remain sufficiently liquid to meet all operating requirements that may be reasonably anticipated.

d. **Return on Investment** – The investment portfolio shall be designed with the objective of obtaining a market average rate of return during budgetary and economic cycles while taking into account investment risk constraints and liquidity needs. Return on investment is of secondary importance compared to the safety and liquidity objectives.

## 4. DELEGATION OF AUTHORITY TO MAKE INVESTMENTS
Authority to manage the investment program is derived from MCL 397.182. Management responsibility for the investment program is hereby delegated to the Board Treasurer (or Director of Finance as designee of the Board Treasurer) who shall establish written procedures and internal controls for the operation of the investment program consistent with this investment policy. Procedures shall include references to: Safekeeping, delivery vs. payment, investment accounting, repurchase agreements, wire transfer agreements, collateral/depository agreements, and banking service contracts. No person may engage in an investment transaction except as provided under the terms of this policy and the procedures established by the Board Treasurer. The Board Treasurer shall be responsible for all transactions undertaken and shall establish a system of controls to regulate the activities of subordinate officials.

The Board Treasurer may delegate any day-to-day functions under this investment policy to the Director of Finance as his or her designee.


## 5. LIST OF AUTHORIZED INVESTMENTS

Kent District Library is limited to the following investments authorized by Public Act 20 of 1943, as amended and may invest in the following:

a.  The Kent County Investment Pool or an investment pools organized under the Local Government Investment Pool Act, 1985 PA 121, MCL 129.141 et seq.

b.  Bonds, securities, and other obligations of the United States or any agency or instrumentality of the United States.and investment pools consisting of these securities and other obligations.

c.  Certificates of deposit, savings accounts, deposit accounts or depository receipts of a financial institution as defined in MCLA 129.91 provided that the financial institution is eligible to be a depository of funds belonging to the state under a law or rule of the State of Michigan or the United States.

d.  Repurchase agreements consisting of instruments listed in b., above.

## 6. AUTHORIZED FINANCIAL DEALERS & INSTITUTIONS

Cash equivalents or deposits shall be authorized with those Financial Institution(s) through a Resolution by the Board of Trustees, to perform the banking function of the Organization. The approved financial institution shall certify that they have: (1) received KDL's investment, (2) have read the policy, and (3) will comply with said terms of the policy.

## 7. STATEMENT CONCERNING SAFEKEEPING AND CUSTODY

All security transactions, including collateral for repurchase agreements and financial institution deposits, entered into by Kent District Library shall be on a cash basis accounted for via the modified accrual basis of accounting. Securities may be held by a third party custodian designated by the Board Treasurer (or Director of Finance as designee of the Board Treasurer) and evidenced by safekeeping receipts as determined by the Board Treasurer (or Director of Finance as designee of the Board Treasurer).

## 8. STANDARD OF PRUDENCE

The Board Treasurer (and the Director of Finance as designee of the Board Treasurer) shall make such investments and only such investments as a prudent person would make in dealing with the property of another having in view the preservation of the principal and the amount and the regularity of the income to be derived.

## 9. STATEMENT OF ETHICS

The Board Treasurer, the Director of Finance as designee of the Board Treasurer, and any other Board members and staff involved in the investment of funds shall refrain from personal business activity that could conflict with the proper execution and management of District Library investments or that could impair their ability to make impartial investment decisions.

## 10.   INVESTMENT ACTIVITY REPORT

The Board Treasurer and the Director of Finance shall provide monthly reports to the Board concerning the investment of District Library funds. The Director of Finance shall provide a detailed annual investment report, including account and fund information. The KDL Board will annually designate its

depositories and/or its investment advisors for the coming year during the adoption of the budget.

# KDL Policy 5.1.1
# Annual Budget + Adjustments
LAST REVISED 8.15.19

The Kent District Library Board of Trustees will establish an annual budget at its November meeting for the following calendar year. The Executive Director and Director of Finance will present the annual budget with historical data and future projections to the Board at its annual budget work session in October.

The budget is a working document. Changes in projections, projects, or unknown events are cause for variations from budget to actual numbers. As such, during the course of the fiscal year (January – December), budget adjustments will be presented by the Executive Director and Director of Finance to the Board as needed to keep the budget accurate. Budget adjustments will be requested as needed.

# KDL Policy 5.1.2
# Fund Balance
LAST REVISED 6.15.2023

This policy has been adopted by the Kent District Library Board of Trustees to address the implications of Governmental Accounting Standards Board (GASB) Statement No. 54. The policy is created in consideration of unanticipated events that could adversely affect the financial condition of the Library and jeopardize the continuation of public services. This policy will ensure that the Library maintains adequate fund balances and reserves in order to:

- Provide sufficient cash flow for daily financial needs;
- Offset significant economic downturns or revenue shortfalls;
- Provide funds for unforeseen expenditures related to emergencies; and
- Secure and maintain investment grade bond ratings.

The following definitions of fund types will be used in reporting governmental fund activity. The Library may or may not report all fund types in any given reporting period based on actual circumstances and activity.

**General Fund** – used to account for all financial resources not accounted for and reported in another fund.

**Special Revenue Fund** – used to account and report the proceeds of specific revenue sources that are restricted or committed to expenditures for specific purposes other than debt service or capital projects.

**Debt Service Fund** – used to account for all financial resources restricted, committed, or assigned to expenditures for principal and interest.

**Capital Projects Fund** – used to account for all financial resources restricted, committed, or assigned to expenditures for the acquisition or construction of capital assets.

**Permanent Funds** – used to account for resources restricted to the extent that only earnings, and not principal, may be used for purposes that support the Library's objectives.

**Internal Service Fund** – used to report an activity that provides services or goods to departments of the library on a cost-reimbursement basis.

The following categories will be used to report governmental fund balances in accordance with the definitions provided by GASB Statement No. 54:

**Non-spendable Fund Balance** – amounts that cannot be spent because they are either not in a spendable form or are legally or contractually required to be maintained intact. *Classification* of non-spendable amounts will be determined before all other classifications and consist of the following:

- The Library will maintain a fund balance equal to the balance of any long-term outstanding ~~balances~~ receivables due from others;
- The Library will maintain a fund balance equal to the value of inventory balances and prepaid items unless those items are offset with liabilities and result in fund balance;
- The Library will maintain a fund balance equal to the principal of any permanent funds that are legally or contractually required to be maintained intact; and
- The Library will maintain a fund balance equal to the balance of any land or other nonfinancial assets held for sale.

**Restricted Fund Balance** – amounts that can be spent only for specific purposes stipulated by the constitution, external resource providers, or through enabling legislation.

**Committed Fund Balance** – amounts that can be used only for the specific purposes determined by a formal action of the KDL Board. (*Authority to Commit:* a majority vote is required to approve a commitment and a two-thirds majority vote is required to remove a commitment.)

**Assigned Fund Balance** – amounts intended to be used by the Library for specific purposes, but do not meet the criteria needed to be classified as restricted or committed. In governmental funds, other than the General Fund, the assigned fund balance represents the remaining amount that is not restricted or committed. (Authority to Assign: the KDL Board delegates to the Director of Finance the authority to assign amounts to be used for specific purposes. Such assignments cannot exceed the available [spendable, unrestricted, uncommitted] fund balance in any individual fund.)

**Unassigned Fund Balance** – is the residual classification for the Library's General Fund and includes all spendable amounts not included in the other classifications. In other funds, the unassigned classification is used to report a deficit balance from overspending amounts that have been designated as restricted, committed, or assigned.

The following guidelines address the classification and use of fund balance in governmental funds:

**Classifying Fund Balance Amounts** – Fund balance classifications indicate the nature of the net resources that are reported in a governmental fund. An individual governmental fund may include non-spendable resources and amounts that are restricted, committed, or assigned, or any combination thereof. The General Fund may also include an unassigned amount.

**Encumbrance Reporting** – ~~Encumbering amounts for specific purposes for which resources have already been restricted, committed, or assigned should not result in separate display of encumbered amounts. Encumbered amounts not previously restricted, committed, or assigned, will be classified as committed~~

**Prioritization of Fund Balance Use** – When an expenditure is incurred, when both restricted and unrestricted (committed, assigned, or unassigned) amounts are available, it will be the policy of the Library to consider restricted amounts to have been reduced first. If an expenditure is made that is applicable to any of the unrestricted fund balance classifications, it will be the policy of the Library to reduce committed amounts first, followed by assigned amounts, and then unassigned amounts.

**Minimum Unassigned Fund Balance** – The Board has designated a minimum unassigned fund balance for the Library's General Fund of 15-20 percent of the subsequent year's budget. This minimum fund balance is to protect against cash flow shortfalls related to timing of projected revenue receipts and to maintain a budget stabilization commitment. The Executive Director and Director of Finance will provide a report of the fund balance as part of setting the annual budget, approving budget adjustments, or as requested.

# KDL Policy 5.2
# Purchasing Policy
LAST REVISED 6.15.2023

This policy provides the framework for the purchase of all goods and services by Kent District Library personnel. The purchase of goods or services needed by Kent District Library shall be made using sound purchasing practices and business procedures to ensure the timely receipt of goods, services and works of improvement of a quality appropriate to the needs of the Library at the lowest responsible costs. Guidance and direction for the implementation of this policy and the related acceptable procedures and best practices will be governed by administrative guidelines produced by the Finance Department.

Reason for Policy:

- Provide clear direction to all Kent District Library staff and vendors on the purchasing process.
- Provide institutional consistency, discipline and accountability over all funds entrusted to Kent District Library by taxpayers, donors and other sources of funding.
- Avoid the intent and appearance of unethical or compromising practice in relationships, actions, and communications.
- Avoid any personal business or professional activity that would create a conflict between personal interests and the interests of Kent District Library.
- Promote positive supplier relationships through professionalism, courtesy and impartiality.
- Ensure procurement is open, non-discriminatory, and fair to all who participate.
- Additionally, we actively seek to provide opportunities for diverse and small local businesses.

The purchases of all goods and services, unless noted by exemption, are subject to the requirements and restrictions in this policy. No purchase of goods or services on Kent District Library's behalf may be made in any manner, which violates this policy. The amounts below, "Commitment to Purchase", shall be applied to orders, contracts, agreements, and any other similar arrangement, which obligates or commits Kent District Library's funds to purchases at these levels. Splitting orders, contracts, or agreements to circumvent these limits is prohibited.

### Approval Thresholds
For individual purchase transactions and commitments, the Executive Director and Director of Finance are each authorized to make purchases for all items when the cost per item is under $25,000.  For individual purchase transactions and commitments when the cost per item exceeds $25,000 and is under $50,000,

the Executive Director and Director of Finance are authorized to make purchases after obtaining a minimum of three quotations.  The above-noted purchases require the ~~signatures~~ approvals of both the Executive Director and the Director of Finance.

For Commitments to Purchase costing over $50,000, a Request for Proposal (RFP) will be generated, and a bid process will be used. RFPs will be available on the Kent District Library's website and shall be advertised once a week for two consecutive weeks in at least one print and one online newspaper of general circulation within Kent County and on other electronic sites that are standard platforms for the goods or services that are being purchased. The Library Board of Trustees' approval is required prior to awarding the contract for such goods or services. Kent District Library reserves the right to accept or reject any or all bids, to waive defects or irregularities in any bid, or to accept or eliminate any portion of any bid.

When necessary, Kent District Library personnel responsible for making the purchase may reach out to one vendor for an estimate so Kent District Library personnel can determine the appropriate approval process. If a quote/competitive proposal/RFP process is determined to be required by Kent District Library personnel, this estimate shall not replace the required quotes, competitive proposals, or RFP responses and the vendor shall be responsible for responding to the same requests required of the other potential vendors. The same information shared with the vendor providing the estimate shall be shared with all other potential vendors and the vendor providing the estimate will not receive preferential treatment.

The following purchases are exempt from the approval thresholds and quote requirements as outlined in this policy and may be awarded without obtaining quotes and/or Library Board of Trustees' approval if the price is considered to be reasonable by the Executive Director or Director of Finance:

- Goods or services accepted by grant, gift, or bequest
- Water, sewer, steam, gas, electrical utility, and telephone services
- Library materials (including but not limited to items such as books, databases, subscriptions)
- Other regularly recurring expenditures as approved by the Executive Director and Director of Finance

Notwithstanding any other provision of this Section 5.2, the Board may waive the requirement for bids for the purchase of goods and services if the Board determines that such action is in the best interest of Kent District Library under the circumstances of a particular contract.

## Sole Source Purchases
The number of bids or quotes requirement can be foregone if the purchase can only be made from a single source. Justification for each sole source purchase shall be documented in writing and approved by the Library Board of Trustees prior to any purchase. The sole source justification does not relieve the responsibility of the purchaser to obtain a fair and reasonable price. Sole source purchases may include:

- Product or service is available from only one vendor
- Purchase must match an existing product or service
- There is a compelling and valid interest in selecting a particular vendor
- The proposed vendor is uniquely qualified to provide the product or service

## Emergency Purchases
If there is evidence of imminent danger to persons or property and when deemed necessary to guarantee the safety of patrons, staff, and visitors, emergency purchases may be authorized by the Executive Director or his/her designee in excess of the $25,000 limit outlined above. Emergency purchases may also be necessary if there is an occurrence of technology failure, technology security breach, or other circumstances caused by forces of nature.  Prior to authorizing these emergency purchases, the Executive

Director must consult with the Chairperson of the Library Board of Trustees or his/her designee. The Executive Director shall document the reason for any emergency purchase and inform the Library Board of Trustees at the next regularly scheduled meeting.

### Contracts
The Kent District Library ~~will~~may have outside legal counsel evaluate all new contracts with a Commitment to Purchase of greater than $50,000. The Kent District Library shall have the option of renewing expired contracts (up to two times) provided a fair price can be negotiated and the Kent District Library has determined the renewal to be in its best interest. Renewal terms shall not require Library Board of Trustees approval, with the exception of audit and legal services. These services are commissioned by the Library Board of Trustees and will need to be renewed by a majority vote upon contract expiration.

### Non-discrimination
When soliciting and selecting vendors, Kent District Library shall not in any way discriminate against any vendor because of age, race, color, religion, marital status, sex/gender, pregnancy, sexual orientation, gender identity, gender expression, height, weight, national origin, disability, political affiliation, familial status, veteran status or genetics and/or any other legally protected class not heretofore mentioned. Nor shall Kent District Library ~~patronize, or~~patronize or continue to patronize vendors known to practice any form of discrimination.

### Government Contracts
To obtain the benefits of volume purchasing or reduced administrative expenses when purchasing similar goods and services, Kent District Library may utilize existing governmental contracts. Examples of these could be from the State of Michigan, the Regional Education Media Center (REMC), MiDeal, Sourcewell, MiCTA, and NCPA. If an existing, beneficially priced agreement is active, the Kent District Library may forego its normal quoting or bidding process and negotiate for goods and services using the terms of another governmental unit's contract. Any purchase through this process must be documented on the purchase order, with reference to the governmental unit and contract number.

### Universal Service Administrative Co. Funding
For all eRate eligible products and services Kent District Library has applied or will be applying for Universal Service Administrative Co. (USAC) funding or reimbursement, the Kent District Library shall forego the policy outlined here and instead follow the competitive bid process as required by USAC.

# KDL Policy 5.3
# Conflict of Interest—Board & Staff
LAST REVISED 9.23.21

Kent District Library complies with Michigan Compiled Laws 15.321 *et seq.* Members of the Board of Trustees will annually sign a Conflict of Interest Statement (see below) to ensure compliance with the law.

### CONFLICT OF INTEREST STATEMENT - BOARD
I have read and understand the law pertaining to conflicts of interest (Michigan Compiled Laws 15.321 et seq.), which was provided to me. There are no present or potential future conflicts of interest other than those listed below. I have and will continue to observe the law carefully including, without limitation, the obligation to promptly disclose any pecuniary interest in a contract to be considered by the Board.

Signature:_____Date: _____

DISCLOSURES (Indicate "none" if applicable. Otherwise, please give a brief explanation of the conflict):

Trustees may not use their position or the knowledge gained ~~as a result of~~because of their position for private or personal advantage or to obtain financial gain.  Specifically, ~~in the event that~~if a trustee recognizes an actual or potential conflict of interest, the trustee is expected to disclose to the board any financial or personal beneficial interest, direct or indirect, and abstain voluntarily from discussion or voting on any issue that raises such conflict of interest.

**CONFLICT OF INTEREST STATEMENT – STAFF**
Kent District Library respects the rights of its employees in their activities that are private in nature and in no way conflict with or reflect upon the Library. Financial or personal obligations such as part-time employment with outside firms or individuals which affect judgment in carrying out Library business, or that would create the appearance of impropriety, shall be avoided.

To that end, all supervisors and non-union staff will annually read and sign Conflict of Interest Statements. All other staff will sign a Conflict of Interest Statement at the time of hire. If there are any situations which arise during the year that create a potential conflict as described in this policy, the employee shall make a written disclosure to the Executive Director who shall provide it to the Kent District Library Board of Trustees.

**STAFF CONFLICT OF INTEREST STATEMENT**
I have read and understand Kent District Library Policy 5.3 governing conflict of interest. I understand that by signing this statement, I certify that I and my family have no direct or indirect interest in firms or individuals doing business with Kent District Library (other than those disclosed below). I also certify that neither I nor my family act in a fiduciary capacity for firms or individuals doing business with Kent District Library (other than those disclosed below).

I understand and agree that if a potential conflict arises after the filing of this statement, I will disclose it to the Executive Director in writing and receive approval from the Library Board before proceeding to become involved.

Signature:_____Date: _____
DISCLOSURES (Indicate "none" if applicable. Otherwise, please give a brief explanation of the conflict):


# KDL Policy 5.3.1
# Contest Participation
LAST REVISED 8.15.19

To promote Library services and support the Library's mission, KDL sponsors contests for its patrons. Contests are open to all KDL cardholders and interested parties regardless of affiliation with the Library pursuant to the specific rules and regulations of each contest. KDL strives to administer all contests fairly and impartially, awarding prizes in accordance with the specific rules and regulations of each contest.

# KDL Policy 5.4
## Code of Ethics—Board
LAST REVISED 9.23.21

The Kent District Library Board of Trustees recognizes that sound, ethical standards of conduct serve to increase the effectiveness of the Library Board, promote public confidence, and further the attainment of Library goals. The Board has determined that it is in the Library's best interests to adopt a code of ethics setting forth the following standards of conduct required of all Library Board members.

1. **Mission and Policies:** A trustee shall abide by and support the mission statement of the Library and the policies adopted by the Board.

2. **Matters before the Board:** A trustee shall not receive or enter into any agreement, expressed or implied, for compensation for services to be rendered in relation to any matter before the Library Board of Trustees.

3. **Confidential Information:** No trustee shall disclose confidential information acquired by him or her in the course of his or her official duties or use such information to further his or her personal interest. In addition, he or she shall not disclose information regarding any matters discussed in a closed session of the Board of Trustees.

4. **Board Action:** Unless delegated by the Board, a trustee has no individual authority to bind the Board. Board decisions may only be made by a majority vote at an open meeting. A trustee shall abide by a majority decision of the Board even if he/she personally disagrees and shall take no public or private action that compromises or disparages Board decisions and actions.

5. **Participation:** A trustee shall participate in official Board discussions and decisions and reach conclusions after deliberation and full public debate with fellow trustees in a public meeting.

6. **Improper Influence:** A trustee shall not improperly influence or attempt to improperly influence other officials, including fellow trustees, to act at his/her behest. A trustee shall follow only legal and ethical procedures to bring about desired changes.

7. **Cooperation:** A trustee shall work cooperatively and effectively with governmental agencies, political subdivisions, and other organizations ~~in order to~~to further the interests of the Library.

8. **Gifts:** No trustee shall directly or indirectly solicit, accept, or receive any money or gift, whether in the form of cash, check, loan, credit, services, travel, entertainment, hospitality or any other form, under circumstances in which it could reasonably be inferred that the money or gift was intended to influence him or her in the performance of his or her official duties or was intended as a reward for any official action on his or her part.

9. **Complaints:** A trustee shall not act on complaints from the public or staff on Library ~~matters, but~~matters but shall refer complaints to the Executive Director. Unresolved complaints may be taken up for Board action if a policy revision is necessary or legal consequences result.

10. **Investments in Conflict with Official Duties:** No trustee of the Library shall engage in or have a financial or other interest, directly or indirectly, in any activity that conflicts with their

duties and responsibilities in the Library.  When a trustee determines that the possibility of a personal interest conflict exists, she/he should, prior to the matter being considered by the Board or administration, disclose his/her interest (such disclosure shall become a matter of record in the minutes of the Board).

11.  **Private Employment:** No trustee of the Library shall engage in, solicit, negotiate ~~for~~for, or promise to accept private employment or render services for private interests when such employment or service creates a conflict with or impairs the proper discharge of his or her official duties.

12.  **Use of Library Property:** No Library trustee shall use or permit the use of property, ~~owned~~owned, or leased by the Library, for anything other than official purposes or for activities not otherwise officially approved by the Library Board of Trustees.

## DISTRIBUTION OF THIS CODE
A copy of this code shall be distributed annually to, and acknowledged by, every trustee of the Library. Each trustee appointed thereafter shall be furnished a copy before entering upon the duties of his or her office and shall acknowledge receipt thereof.

## CODE OF ETHICS – ACKNOWLEDGEMENT
I understand that the purposes of this policy are to increase the effectiveness of the Library's decision-making process, to enable Library constituents to have confidence in the Library's integrity, and to further Library goals.

~~I understand that this policy is meant to be a supplement to good judgment, and I will respect its spirit as well as its wording.~~I understand that this policy is meant to supplement good judgment and will respect its spirit and wording.

Signature: _____

Print Name: _____

Date: _____

# KDL Policy 5.5
# Petty Cash
LAST REVISED 8.15.19

The Board of Trustees of Kent District Library authorizes individual petty cash funds to exist at the Finance Department and at the branches. The funds are to be used for small miscellaneous purposes. The Director of Finance and the branch managers shall serve as petty cash custodians.

# KDL Policy 5.6
# Acceptance of Non-Book Gifts
LAST REVISED 8.15.19

Kent District Library may accept non-book gifts (e.g., plants, art, musical instruments, aquariums, office equipment, etc.), if the cost of supporting the ongoing maintenance is part of the gift. If maintenance is not part of the original gift, the gift will be accepted only if the funding for the maintenance is within the budget of the Library. Gifts involving ongoing maintenance costs require the approval of the Executive Director prior to acceptance. No gifts are accepted with restrictions. All gifts may be utilized, sold, or disposed of in the best interest of the Library.

### Event Sponsorships
Programs held at KDL's branch libraries that are underwritten by an individual or corporate sponsor may be acknowledged at the branch by appropriate signage. ~~Such signage will be placed within close proximity of the event's promotion.~~ Such signage will be placed close to the event's promotion. The signage shall be removed after the sponsored event has taken place.

### Acknowledging Sponsorship of Equipment, Furniture, and Fixtures
Signage acknowledging a donor's sponsorship of durable equipment, furniture, and/or fixtures that stay at the branch until and if the Library deems it appropriate to remove it. Such signage shall remain near the sponsored equipment/furniture and will list the name of the donor(s).

The library reserves the right to have the donor's name engraved on certain types of furniture such as benches, play stations, outdoor playsets, etc.

# KDL Policy 5.7
# Credit Card Use
LAST REVISED 8.19.22

Kent District Library recognizes that bank corporate credit cards offer an alternative to existing procurement processes and provide a convenient, efficient method of purchasing goods and services.  Library employees, authorized by the Executive Director, may use credit cards for Library-related purposes and only those types of expenditures that are for the benefit of the Library and service a valid and proper public purpose and only in accordance with this policy, the approved budget, and Library purchasing guidelines.  Credit cards shall not be used to circumvent the general purchasing procedures required by Michigan law and Board policy.

The Director of Finance shall be responsible for the issuance, accounting, monitoring, and general oversight of credit card use in the Library system and shall develop the administrative guidelines.  The credit limit of individual credit cards shall be authorized and monitored by the Director of Finance.

The Director of Finance shall conduct independent regular reviews of each cardholder's activity to verify that the credit card is being used in accordance with this policy and administrative guidelines. Card holders are required to provide receipts for all card usage and provide those as substantiation for purchases.

Cardholders must use common sense and good judgment when using Library resources. This policy and related administrative guidelines cannot cover every issue, exception, or contingency that may arise during the cardholder's use of the credit card.

Cardholders will immediately surrender their cards upon request of the Director of Finance and shall surrender their cards upon separation from employment. Cardholders are required to take reasonable prudent measures to protect the use and custody of the card and shall immediately notify the Finance Department ~~office~~ if the card is lost or stolen.

The credit card may never be used to purchase alcohol or personal items or services. Library issued credit cards may never be attached to an employee's personal accounts. Inappropriate use of a credit card may result in a loss of credit card privileges and other disciplinary action.

The Kent District Library will seek restitution, including any costs associated with obtaining restitution, for any inappropriate charges made to an account.

All credit card charges shall be approved according to the Library's purchasing approval processes prior to payment. All credit card charges will be paid monthly to the issuing financial institution.

# KDL Policy 5.8
# Non-Sufficient Funds (NSF) Check Return Fee
LAST REVISED 7.21.17

Kent District Library will charge $30.00 per check for all returned checks. The $30.00 fee covers the cost of labor to handle the returned ~~check~~check, and the bank fee charged to KDL for the return.

# KDL Policy 5.9
# Fraud Prevention
LAST REVISED 8.15.19

Fraud generally involves a willful or deliberate act with the intention of obtaining an unauthorized benefit, such as money or property, by deception or other unethical means. All fraudulent acts or related misconduct are included under this policy and include, but are not limited to, such activities as:
- Embezzlement, theft, misappropriation or other financial irregularities.
- Forgery or alteration of documents (checks, time sheets, contractor agreements, purchase orders, other financial documents, electronic files).
- Improprieties in the handling or reporting of financial transactions.
- Misappropriation of funds, securities, supplies, inventory, or any other asset belonging to the Library, its employees, or Library visitors (including collection materials, furniture, fixtures, or equipment).
- Authorizing or receiving payment for goods not delivered/received or services not performed.
- Authorizing or receiving payments for hours not worked.

Fraud or related misconduct will not be tolerated. Employees found to have participated in such conduct will be subject to disciplinary action, up to and including termination.

Any employee or trustee who knows or has reason to know of fraud or related misconduct shall report that to the Executive Director or the Chair of the Board of Trustees. Trustees and employees are expected to use their best efforts to be aware of indications of fraud and related misconduct in their areas of responsibility.

When fraud or related misconduct is reported, the Director of Finance, under the direction of the Executive Director, will conduct an appropriate investigation and take all necessary action, including reporting such activity to the appropriate authorities.

# KDL Policy 5.10
# Capture of KDL Millage
LAST REVISED 7.21.17

Kent District Library is a taxing authority permitted to levy ad valorem taxes for library purposes by virtue of a voter approved millage ("Library Millage"). In keeping with the designated purpose of the approved millage, the Kent District Library Board seeks to maintain and preserve Library Millage for library purposes.

Municipalities located within the district served by Kent District Library are authorized to establish various tax increment authorities under state law and to adopt development and tax increment financing plans that may result in the capture of a portion of Library Millage by such authorities. These tax increment authorities may include, but are not limited to, downtown development authorities, local development finance authorities, and corridor improvement authorities.

Under certain circumstances, the Kent District Library Board is authorized to exempt Library Millage from capture by such authorities. As a means of preserving Library Millage for library purposes, the Library Board will exercise its right to exempt Library Millage from capture by such authorities to the extent permitted by law.

# KDL Policy 5.11
# Fundraising
LAST REVISED 7.21.17

Kent District Library will adhere to the highest ethical standards while engaging in fundraising activities. Kent District Library supports the Association of Fundraising Professionals' Code of Ethical Principals and Standards.

Kent District Library believes that responsible stewardship and respect for donors is essential. Kent District Library supports a Donor Bill of Rights to direct our relations with current and prospective donors.

# KDL Policy 5.12
# Records Retention
LAST REVISED 7.21.17

In order to meet the administrative, legal, fiscal, and archival requirements of the State of Michigan, Kent District Library will manage its records in accordance with the [General Schedule #17 (GS #17)](#) developed for Michigan public libraries. If and when GS #17 is amended, Kent District Library will modify its procedures as necessary to remain in compliance with this schedule.

# KDL Policy 5.13
# Fixed Assets
LAST REVISED 6.15.2023

Kent District Library purchases short-term and long-term fixed assets. Fixed Assets include land, land improvements, buildings, building improvements, equipment, furniture, physical ~~collection~~collection, and fixtures that:

1. Have a useful life of more than one year;
2. Are acquired for use in the KDL operation; and
3. Are not intended for resale.

### Threshold
The cost of an individual asset item to be capitalized shall exceed $5,000. Any asset not meeting this threshold shall be expensed in the current period.

### Additions
The acquisition cost of land, buildings, and equipment shall include all reasonable and necessary expenditures to get the item(s) in place and ready for the intended use. This includes, but is not limited to, invoice price, legal fees, installation costs, and freight. All additions shall be made in compliance with Policy 5.2 and recorded in the current period and correctly classified.

### Disposals
No item of property or equipment shall be removed from Library property without the approval of the Finance Department. Furniture and equipment valued at less than $500 may be offered to KDL employees for purchase at fair market value, determined by the Library, on a first come, first served basis. Furniture and equipment valued at more than $500 will be offered to the public.

The Library is not responsible or liable for the condition of any surplus furniture or equipment nor will the Library provide support or maintenance for furniture or equipment purchased by staff or through public auction.

~~At the time the property is retired, it will be recorded as required by generally accepted accounting principles.~~When the property is retired, it will be recorded as required by generally accepted accounting principles. When the disposal is via a trade-in of a similar asset, the acquired asset should be recorded at the book value of the trade-in asset plus any additional cash paid. In no instance should such cost exceed the fair market value for the new asset. ~~Fully depreciated assets remain on the fixed asset list with related accumulated depreciation as long as the property is still in use.~~Fully depreciated assets remain on the fixed asset list with related accumulated depreciation if the property is still in use.

# RESOLUTION
**Pension Board Trustees Assignment**

## 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 October 17, 2024 at 4:30 PM.

The meeting was called to order by: _____.

PRESENT: _____

_____

_____

ABSENT: _____

## RESOLUTION

**WHEREAS**, the Kent District Library Pension Board of Trustees will change its representative from Charles Myers to Peter Dykhuis. The KDL Board of Trustees wishes to thank Charles Myers for his past service to the pension and the retirees, present and future of the Kent District Library.

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

The Board hereby approves and adopts this action.

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 as (past/fail) and the Resolution duly adopted on the 17 of October 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 May 20 2021 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: October 17, 2024

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

# Kent District Library

# BOARD OF TRUSTEES
## ISSUE ANALYSIS

## INTRO

**AGENDA ITEM FOR CONSIDERATION:** Supporting KDL Retirees
**BOARD MEETING DATES:** Oct 17, 2024 (first reading); November 21, 2024 (second reading)
**TIMELINE:** January of 2025
**BUDGET LINE ITEM(S):** *Paid as an expense of the pension plan trust*
**TOTAL ESTIMATED COST: $18,000-$26,000 legal. $63,000 annual fees for ongoing advisory and investment services offset by the cancellation of existing consulting services. Additional fees for transactions when the pension board takes action to annuitize benefits.**

## PURPOSE

De-Risking represents the next phase of managing the plan which was closed to new entrants in 2009. Given the uncertainty of our current economy and the future, due to a variety of factors beyond our control, we feel the responsible action is to mitigate potential risks to the organization, but more importantly, protect and preserve our staff pension funds by transferring the fiduciary responsibility to a federally insured insurance company.

## OVERVIEW/NEEDS/BACKGROUND INFO

*Risk* in pensions is primarily that of investment earnings not meeting the obligation of future payments to retirees. *De-risking* systematically reduces this risk by transferring ownership of assets and future pension benefit payments to large insurance companies who in turn, invest funds and provide benefits as an annuity. Through analysis with Warner, Norcross & Judd, LLP, and following initial review of three firms, attorney Jennifer Watson recommended an initial viability analysis be conducted by Kevin Morrison of Agilis, LLC.

## BENEFITS

Provide for a safe and secure provider of future retiree benefits.

## DISADVANTAGES

The pension fund trust would be used to purchase annuities for retirees at various time intervals, changing the focus of the investment strategy to that of a plan with a managed "glide-path" towards eventual closure, rather than one whose purpose is to grow the fund with equivalent investment risk.

## COST

Paid as an expense of the plan through the Pension Plan Trust
See attached from Agilis, LLC
See attached from Warner, Norcross & Judd LLP

## ADDITIONAL INFORMATION

The KDL Pension Plan provides approximately $250,000.00 per month in pension benefits to retirees of the library and has been largely self-sustaining in recent years due to market performance, investment design, and plan design since closing in 2009.  The fees to conduct de-risking would be partially offset by changes in the plan consultant's oversight given the derisking strategy that would be managed by Agilis.

## IMPLEMENTATION

Agilis would identify current retiree accounts to be secured with annuities.
Agilis would manage this process with oversight from the pension board and law firm.

## RECOMMENDATION

KDL Board of Trustees would direct the Pension Board to work with Agilis and Warner et al, to begin derisking the plan over a multi-year effort.

**Document History:**
1. First Draft – Brian Mortimore
2. Second Draft – Kim Lindsay and Lance Werner
3. Final Draft – Brian Mortimore

## INTRO

**AGENDA ITEM FOR CONSIDERATION:** Request for Additional Closing Dates for 2025
**BOARD MEETING DATES:** Thursday, September 19, 2024 (first reading); October 17, 2024 (second reading)
**TIMELINE:** 2025 and beyond
**BUDGET LINE ITEM(S): No budget implications.**
**TOTAL ESTIMATED COST: $0**

## PURPOSE

The purpose of this recommendation is to propose the closure of two new dates annually for KDL: Mother's Day and Juneteenth. Theseclosures aim to honor cultural and family values, ensuring that our library's operations are in alignment with community needs and national observances.

Additionally, KDL would like to host an IMLS Medal Celebration Day during its proposed All Staff for 2025.

## OVERVIEW/NEEDS/BACKGROUND INFO

**Mother's Day:** Mother's Day is a widely celebrated holiday where families traditionally gather to honor and spend time with their mothers. The current library operations on Mother's Day may impede staff members from participating in these celebrations, which could impact morale and lead to reduced engagement. Staff have requested this over the last few years. Additionally, because KDL is closed on Sundays during the summer months, fathers always have Father's Day off.

**Juneteenth:** Juneteenth is a significant cultural observance marking the end of slavery in the United States. As it gains national recognition, closing the library on this day would demonstrate our commitment to acknowledging important cultural milestones and supporting our community in celebrating this day. Juneteenth became a federal holiday in 2021 and Michigan state holiday in 2023. At least 28 states and the District of Columbia have designated Juneteenth as a permanent paid and/or legal holiday.

**All Staff/IMLS Celebration Day** - To recognize and celebrate the dedication, hard work, and achievements of the KDL staff, as well as celebrate being recognized by the Institute of Museum and Library Services (IMLS) towards being named 2024 IMLS Winner. This day serves as an opportunity for team bonding, reflection on our collective successes, and renewed motivation for the future.

## BENEFITS

**Enhancement of Staff Morale:** Allowing staff to spend time with their families on Mother's Day and to observe Juneteenth fosters a positive work environment and enhances morale.

**Community Engagement:** Aligning with national holidays strengthens community relations and supports cultural observance.

**Reputation:** Demonstrating cultural sensitivity by acknowledging Juneteenth can enhance the library's reputation as an inclusive and supportive community institution.

**Equity:** KDL staff are always off for the Fourth of July and Father's Day for celebrations of freedom and parental appreciation. Extending closures to include Mother's Day and Juneteenth would align our policies with these values, ensuring that all staff have the opportunity to observe and participate in significant cultural and familial events. Closing for these holidays would not only demonstrate KDL's commitment to diversity, equity, and inclusion but also provide an opportunity for staff to engage in meaningful celebrations with their families and communities.

## DISADVANTAGES

**Service Disruption:** Closing on these days may inconvenience patrons who depend on the library's services, particularly on weekends.

**Potential Loss of Foot Traffic:** The library may miss out on visits from individuals who specifically use library services on holidays.

**Consistency and Precedent Setting:** Closing on these specific days could lead to questions about why other holidays or significant cultural days are not also observed, potentially leading to expectations for additional closures. This could create challenges in maintaining consistency in holiday policies and determining which holidays warrant closure.

**Governmental Organization:** Closing on dates that are not recognized as governmental holidays, such as Mother's Day, could be seen as a reduction in the tax-funded services. Additionally, it might set a precedent that leads to requests for closures on other dates, such as Good Friday, Washington' Birthday, Veterans Day, etc. .

**Impact on Library Programs and Events:** Many library systems plan special events and programs for holidays like Mother's Day and Juneteenth, which could be impacted by a closure. Canceling or rescheduling these events might reduce community engagement and the library's ability to serve as a hub for cultural and educational activities on these important days.

## COST

Direct financial costs are minimal, slight adjustments to staffing budgets.

## ADDITIONAL INFORMATION

Mother's Day visitor counts tend to be about **45% below** the typical counts for the surrounding weeks:

| Date | Visitors | | Date | Visitors |
|---|---|---|---|---|
| Sunday, April 25, 2021 | 1,808 | | Sunday, April 24, 2022 | 1,662 |
| Sunday, May 2, 2021 | 1,525 | | Sunday, May 1, 2022 | 1,894 |
| Sunday, May 9, 2021 | 1,257 | | Sunday, May 8, 2022 | 852 |
| Sunday, May 16, 2021 | 1,838 | | Sunday, May 15, 2022 | 1,200 |
| Sunday, May 23, 2021 | 2,246 | | Sunday, May 22, 2022 | 1,672 |
| | | | | |
| Mother's Day Below Avg.: | -32% | | Mother's Day Below Avg.: | -47% |
| * GDV closed May 2 & 9 | | | | |

| Date | Visitors | | Date | Visitors |
|---|---|---|---|---|
| Sunday, April 30, 2023 | 2,078 | | Sunday, April 28, 2024 | 2,235 |
| Sunday, May 7, 2023 | 1,796 | | Sunday, May 5, 2024 | 1,655 |
| Sunday, May 14, 2023 | 1,017 | | Sunday, May 12, 2024 | 1,091 |
| Sunday, May 21, 2023 | 1,482 | | Sunday, May 19, 2024 | 1,588 |
| | | | | |
| | | | | |
| Mother's Day Below Avg.: | -43% | | Mother's Day Below Avg.: | -40% |

- In **2022**, Juneteenth was on a Sunday, when KDL would have been closed anyways. Visitor counts for Monday (the "observed" date) were **12% below** the average of other June Mondays.

- In **2023** & **2024**, Juneteenth was during the week, so there wasn't the factor of an "observed" date. 2023 was **17% below** the average of the other June weeks and 2024 was just **4% below**.

## Percentage of private employers observing Juneteenth as a paid holiday

Surveys of up to 721 U.S. companies conducted February 2021 to March 2024; Annually; 2021~2024
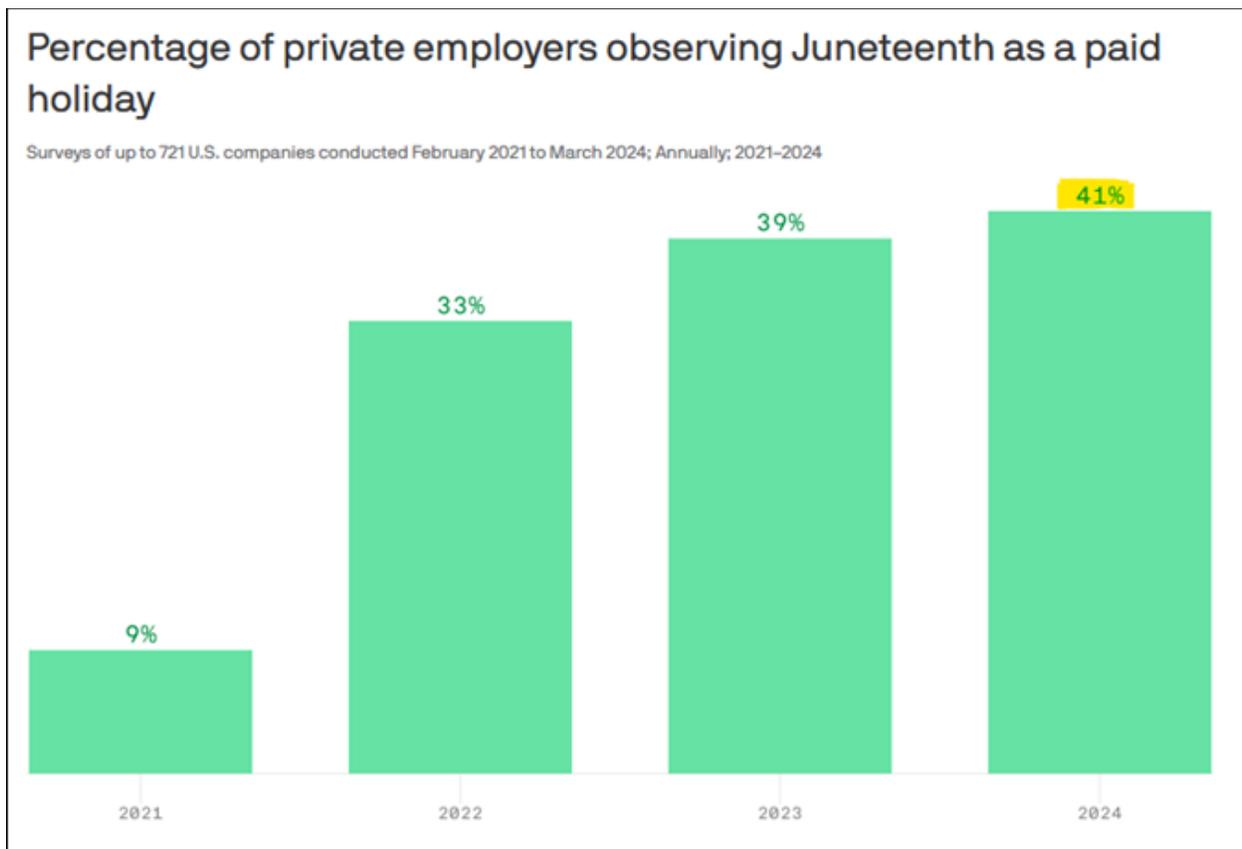


**IMPLEMENTATION**

The proposed closures would be communicated to the public well in advance through various channels including social media, the library website, and on-site signage. Staff schedules will be adjusted accordingly, with any necessary training or meetings rescheduled. The implementation timeline is as follows:

**Preparation and Communication:** November 1, 2024
**First Closure Date (All Staff/IMLS Celebration):** April 28 2025
**Second Closure Date (Mother's Day):** May 11, 2025
**Third Closure Date (Juneteenth):** June 19, 2025

The subsequent years would be at the board's discretion and these dates would be included with other annual closing requests each September.

## RECOMMENDATION

It is recommended that the library closes on Mother's Day and Juneteenth starting 2025. This decision is based on the cultural significance of these days and the positive impact on staff and community relations.

**Document History:**

1. First Draft – Elvia Myers
2. Revision – Jaci Cooper, Jennifer DeVault, Randy Goble, Brian Mortimore
3. Final Draft – Brian Mortimore

# 2025 Planned Closed Dates

| DATE | DAY | HOLIDAY/EVENT |
|---|---|---|
| 01.01.2025 | Wednesday | New Year's Day |
| *04.20.2025 | Sunday | Easter Sunday |
| 04.28.2025 | Monday | All Staff/IMLS Celebration |
| *05.11.2025 | Sunday | Mother's Day |
| 05.26.2025 | Monday | Memorial Day |
| 06.19.2025 | Thursday | Juneteenth National Independence Day |
| 07.04.2025 | Friday | Independence Day |
| 09.01.2025 | Monday | Labor Day |
| 11.27.2025 | Thursday | Thanksgiving Day |
| 12.24.2025 | Wednesday | Christmas Eve |
| 12.25.2025 | Thursday | Christmas Day |
| 12.31.2025 | Wednesday | New Years Eve. All locations close at 5PM. |

## BRANCH IN-SERVICES

| 11.04.2025 Tuesday Election Day (Observed) | 11.06.2025 Thursday |
|---|---|
| Amy Van Andel + East Grand Rapids<br>Caledonia + Cascade<br>Comstock Park + Plainfield<br>Gaines + Kentwood<br>Rockford, Spencer, + Nelson | Alpine, Tyrone + Walker<br>Alto + Lowell<br>Byron + Grandville<br>Kelloggsville + Wyoming |

**10.31.2025 Friday**

Patron Service Department

*unpaid KDL Holiday

**11.21.2025 Friday**

Backup date to be held ONLY in the event of inclement weather or other unforseeable circumstances.

# 2025 Board of Trustees Meeting Dates

## January
Thursday, January 16 at 4:30 PM
KDL Service + Meeting Center
814 West River Center Dr NE
**Regular Meeting**

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

## March
Thursday, March 20 at 4:30 PM
*KDL East Grand Rapids Branch
746 Lakeside Drive SE
**Regular Meeting**

## April
Thursday, April 17 at 4:30 PM
KDL Service + Meeting Center
814 West River Center Dr NE
**Regular Meeting**

## May
Thursday, May 15 at 4:30 PM
*KDL Kentwood Branch
4950 Breton SE
**Regular Meeting**

## June
Thursday, June 12 at 4:30 PM
KDL Service + Meeting Center
814 West River Center Dr NE
**Regular Meeting**

## July
Thursday, July 17  at 4:30 PM
*KDL Engelhardt Branch
200 N. Monroe Street
**Regular Meeting**

## August
Thursday, August 21  at 4:30 PM
KDL Service + Meeting Center
814 West River Center Dr NE
**Regular Meeting**

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

## October
Thursday, October 16 at 4:30 PM
KDL Service + Meeting Center
814 West River Center Dr NE
**Regular Meeting including Budget Work Session**

## November
Thursday, November 20 at 4:30 PM
*KDL Service + Meeting Center
814 West River Center Dr NE
**Regular Meeting including Budget Hearing**

## December
Thursday, December 18 at 4:30 PM
KDL Service + Meeting Center
814 West River Center Dr NE
**Regular Meeting including Executive Director's Evaluation**

**\*Indicates a branch hosted meeting**

Kent District Library

# '24-'26

# Strategic Plan.

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 and 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 Q2 Update

On Track          Paused/Delayed          Canceled          Completed

Due to the Manager of Community Engagement leaving the position in May and the assessment of the position's primary focuses and hiring timeline, this initiative has been deferred until 2025. The initiative will be an ideal project for the new manager, with support of the Programming & Outreach Manager and BOPS (Branch Outreach and Programming Specialists), to lead in order to establish best practices for systemwide and branch outreach priorities, fostering greater community impact.

**Strengthening Community**

# 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 Q2 Update

On Track      Paused/Delayed      Canceled      Completed

In August, the team launched two in-branch experience pilots: The Community Quilt and Board Games. Both were designed to foster a sense of community connection and engagement within the library.

Branches saw varying levels of interest in these two pilots, and the team has gathered valuable feedback from both staff and patrons to shape future in-branch experiences.

As the team approaches the final stages of the project, staff from all branches have been asked to submit ideas for future experiences. Ideas so far include branch scavenger hunts, observing monarch butterflies from eggs to adulthood, and community art boards.

To unify future experiences visually, Randy Goble met with the team to brainstorm effective ways to highlight these in-branch features. One exciting concept is a pin drop design that could be hung from the ceiling in each branch, helping visitors easily identify experience areas across all locations.

The team is excited by the progress made so far and looks forward to seeing how these experiences enhance community connection.

Try This

**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 Q2 Update

**On Track**          Paused/Delayed          Canceled          Completed

KDL continues to make exciting strides in introducing gaming and esports programs to our patrons. The team is thrilled by the success of the gaming lab at the Kelloggsville branch. With the esports season set to kickoff this winter, Kelloggsville High School staff are eager for a dedicated space where students can practice, train as a team, and access high-quality equipment to meet the demands of competitive training.

As the second phase of the project nears completion, the team is actively considering all aspects for expansion — both by adding new gaming labs to branches and increasing program offerings. Next steps include gathering input on which branches should be next, while identifying target audiences and exploring gaming partnerships between KDL and the community.
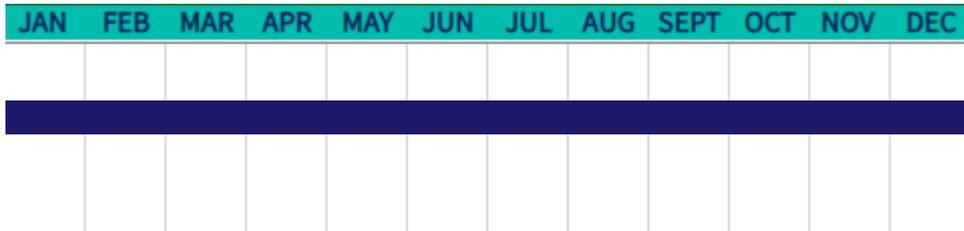
**Technology**

# 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 Q2 Update

On Track          Paused/Delayed          Canceled          Completed

The Automated Materials Handling (AMH) project came to a close in September. Collection Services reported a 50% reduction in daily materials processing time, thanks to the new sorter. With a single scan, branches can now check in an entire bin of delivery, dramatically streamlining workflow.

Before closing the project, we conducted a staff-wide survey that highlighted an issue when holds change user during transit. Liz Guarino and Kurt Stevens relayed this concern to Lyngsoe, and a software solution is expected for KDL within 2-6 months.

Overall, the AMH system has streamlined operations, reduced materials processing time and positions KDL to handle current and future delivery needs more efficiently. Many thanks to project leader Liz Guarino and her team: Kurt Stevens, Karen Small, Jill Essenburg, Rachel Cruzan, Janine Elliot, Rochelle Ball, Gwennan Lawcock, Jaime Brooks and Dave Palma.

The second project related to this initiative is preparing for a second round of data collection scheduled from September 30 and ending October 11. Once the data is gathered, a summary report analyzing efficiencies will be presented to the Leadership Team and board for review.
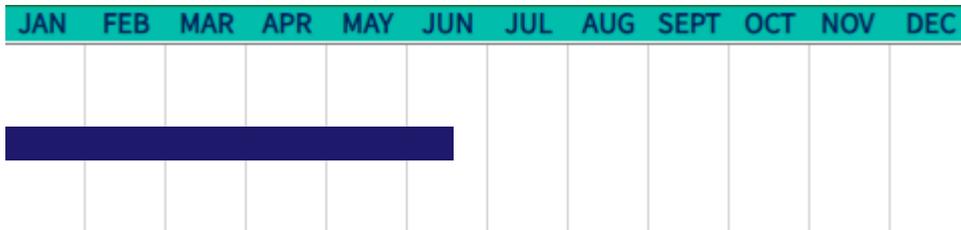
## Technology

# 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 Q2 Update

On Track          Paused/Delayed          Canceled          **Completed** ⬭

Following the overwhelming success of On the Same Page 2024, Programming Manager Hennie Vaandrager quickly set to work, building on this success to solidify the program as a signature KDL program. By analyzing feedback and lessons learned from the inaugural event, the team plans to enhance elements like ticketing and venue selection, ensuring a consistently positive experience that fosters a love of reading and community, year after year.

Planning for On the Same Page 2025 is well underway, with two speakers confirmed and contracts finalized. The venue selection is also complete, and announcements will be made to the public in late November, following a similar schedule as 2024. The project team is thrilled to see this program grow into a cherished KDL tradition.

**Core Programming**

# 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 Q2 Update

**On Track**          Paused/Delayed          Canceled          Completed

In the past three months, a lot of work has gone into preparing for the launch of the Legendary Readers program. Promotional bookmarks were distributed to youth patrons collecting their Summer Wonder prize books, encouraging them to pick up a program log sheet starting September 3, along with a sticker.

To ensure staff readiness, training was developed for an August 7 rollout, featuring a training video, an internal information page, and T-shirts for staff to wear during the launch. On September 3, the program officially launched, with staff across branches celebrating by wearing their "Minifoot" T-shirts.

Promotional supplies, including stickers for Summer Wonder participants returning their bookmarks, were distributed to branches. In addition, a rotating packet featuring cryptids is in development to engage young patrons further. Librarians have actively promoted the program through classroom visits and media appearances, fostering connections with schools and the community.

The response from patrons has been positive, with young readers particularly excited about the program's fun theme and interactive format. Overall, these efforts have laid a strong foundation for Legendary Readers and its future success.

## Core Programming

# KPI VARIANCE REPORT: BOARD

## 3rd Quarter 2024 (July - September)

| STATUS | KPI | TARGET | ACTUAL | VARIANCE | |
|--------|-----|--------|--------|----------|---|
| 🟡 | Physical Checkouts | 739,308 | 730,770 | -1% | PATRON / OPERATIONAL |
| 🔴 | Digital Checkouts | 713,540 | 651,602 | -9% | |
| 🟢 | Visitor Count | 635,910 | 643,224 | 1% | |
| 🟢 | Net Promoter Score | 85+ | 89.7 | 4.7% | |
| 🟢 | Programming Attendance *(In-branch, in-person total)* | 56,659 | 64,179 | 13% | |
| 🟢 | Outreach Attendance *(In-person total)* | 19,688 (13,717 Branch + 5,971 Community Engagement) | 21,396 (13,498 Branch + 7,898 Community Engagement) | 9% | |
| 🟢 | Engaged Cardholders | 113,947 | 117,421 | 3% | |
| 🟢 | Tech Effectiveness *(Combination of new patron tickets and percentage of resolved patron tickets)* | 16+ points | 18 points (34 avg. new monthly tickets + 90% resolved tickets) | +2 points | INNOVATIO |
| 🟢 | Projects on Time | > 80% | 100% | 20% | |

| | | | | |
|---|---|---|---|---|
| 🟢 | **Employee Turnover**<br>*(Projected annual total, updated quarterly)* | < 15% | 9.04% | **5.96%** |
| 🟢 | **Employee Engagement** *(updated annually)* | 34%<br>(Gallup National Average) | 68% | **34%** |

**CULTURE**

| | | | | |
|---|---|---|---|---|
| 🟠 | **Budget Expenditures**<br>*(Percentage through the year vs. budget spent)* | 75% | 72% | **-3%** |

**FIN**

# 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<br>**Yellow:** Less than 5% below target<br>**Red:** More than 5% below target | **Patron / Operational** |
| **Digital Checkouts** | Number of digital items checked out | Jennifer DeVault | **Green:** On target or above<br>**Yellow:** Less than 5% below target<br>**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<br>**Yellow:** Less than 5% below target<br>**Red:** More than 5% below target | **Patron / Operational** |

| KPI | DEFINITION | OWNER | TARGET RANGES | CATEGORY |
|------|-----------|-------|---------------|----------|
| **Net Promoter Score** | NPS = % of Promoters − % of Detractors<br><br>Patrons are asked: How likely are you to recommend KDL to others...?" and answer on a scale of 0 to 10<br>- "Promoters" rated 9-10<br>- "Detractors" rated 0-6<br>- "Passives" rated 7-8 | Randall Goble | **Green:** 85 or above<br>**Yellow:** 80 - 84.9<br>**Red:** Below 80 | **Patron / Operational** |
| **Programming Attendance** | Number of attendees for programs systemwide. | Randall Goble | **Green:** On target or above<br>**Yellow:** Less than 5% below target<br>**Red:** More than 5% below target | **Patron / Operational** |
| **Outreach Attendance** | Number of attendees for outreach events systemwide. | Randall Goble | **Green:** On target or above<br>**Yellow:** Less than 5% below target<br>**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<br>**Yellow:** Less than 5% below target<br>**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<br><br>30 or fewer: 10 points<br>31 - 50: 8 points<br>51 - 70: 5 points<br>More than 70: 2 points<br><br>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)<br><br>80% - 100%: 10 points<br>70% - 79%: 8 points<br>60% - 69% : 5 points<br>Less than 60%: 2 points<br><br>Combine points from both Criteria to score Green / Yellow / Red:<br><br>**Green:** 16 - 20 Points<br>**Yellow:** 12 - 15 Points<br>**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%<br>**Yellow:** 70-79.9%<br>**Red:** Less than 69.9% | **Innovation** |

| 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<br>**Yellow:** 15.1 - 18%<br>**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.<br><br>**Green:** On target or above<br>**Yellow:**  Less than 5% below target<br>**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<br>**Yellow:** 3-5% variation<br>**Red:** More than 5% variation | **Financial** |