



JANUARY
2025

Kent
District
Library



BOARD OF TRUSTEES PACKET



**BOARD OF TRUSTEES
OATH OF OFFICE**

STATE OF MICHIGAN
COUNTY OF KENT

I do solemnly swear (or affirm) that I will support the Constitution of the United States and the Constitution of this state, and that I will faithfully discharge the duties of the office Library Board Trustee for the Kent District, Kent County, Michigan, according to the best of my ability.

Signature

Date

Printed Name



BOARD OF TRUSTEES BYLAWS

Amended and Restated Effective 01.18.2024

The undersigned have been constituted as the Board of Trustees of a District Library under Act 24 of Public Acts of 1989 of the State of Michigan, and have adopted the following as their amended and restated bylaws by a proper resolution at a regular meeting held the 24th day of October, 2013.

Article I – Definition of Library District

- 1.1 The corporate name of the District is “Kent District Library”.
- 1.2 Membership of Kent District Library shall consist of 27 governmental units in Kent County as enumerated in Exhibit A.
- 1.3 Fiscal year will correspond to the calendar year.

Article II – Organization of Kent District Library

Pursuant to the laws of the State of Michigan (Public Act 24 of 1989), the Kent District Library Board of Trustees shall be the governing body of Kent District Library. Its duties shall include:

- 2.1 Establishing and maintaining a public library for the Kent District.
- 2.2 Establishing policies by which the District Library shall be administered.
- 2.3 Employing a Library Director who will be administratively responsible for executing the policies of the Library Board and for directing all phases of the operation of the District Library.
 - 2.3.1 Evaluating annually the job performance of the Library Director.
- 2.4 Securing funding through levied taxes of its district as allowed by law.

- 2.5 Receiving, investing, appropriating, and approving the expenditures of all money that Kent District Library shall be legally entitled to receive.
- 2.6 Authorizing and accepting an annual audit conducted by a Certified Public Accountant.
- 2.7 Participating in the formation and adoption of a strategic plan for the District Library.
- 2.8 Adopting an annual budget for the operation and maintenance of the District Library that supports the goals of the strategic plan.
- 2.9 Entering into contracts which affect the execution of the Library Board's responsibilities.
- 2.10 Purchasing, leasing and/or erecting buildings, quarters, and sites for Administrative purposes only and to have control of all Kent District Library property.
- 2.11 Communicating the needs of Kent District Library to its 27 participating governmental units, to the voters of its district, and to state and national government officials.
- 2.12 Authorizing and presenting an annual report to its 27 participating governmental units and to the Kent County Board of Commissioners in coordination with the Library Director and Library staff.
- 2.13 To perform such other duties as prescribed by law or Public Act 24 of 1989, including the making of reasonable rules and regulations relative to anything necessary for the proper establishment, maintenance, management, and governance of Kent District Library.

Article III – Membership of the Kent District Library Board of Trustees

The Kent District Library Board of Trustees shall consist of eight members, all of whom shall be appointed by the Kent County Board of Commissioners from recommendations of the eight regions as enumerated in Exhibit A.

- 3.1 Terms of Members – For initial terms of appointment, see Exhibit A. Thereafter, all terms are for a period of four (4) years.
- 3.2 Library Board members shall continue to serve until they either are reappointed or until their replacements are appointed.
- 3.3 Library Board members shall attend all monthly and special Board meetings and/or notify the Director or Chairperson of their absence. In the event that a Board member has three consecutive absences from regular or special Board meetings, the Kent

District Library Board may notify the Kent County Board of Commissioners and corresponding region of the Board member's violation of the bylaws, and a request may be made to withdraw the appointment and appoint another individual.

- 3.4 District Library Board Compensation – The Board may reimburse a Board member for necessary expenses that the member incurs in the performance of official duties. The Board may compensate Board members for attending meetings of the Library Board and shall include the amount of compensation in the annual budget. Compensation shall not exceed \$30.00 per Board member per meeting.

Article IV – General Responsibilities of the Kent District Library Board of Trustees

In addition to the responsibilities detailed elsewhere in these bylaws, each Trustee of the Kent District Library Board shall:

- 4.1 Abide by these bylaws and all Library policy including, but not limited to, the Library's conflict of interest statement, code of ethics, and confidentiality requirements.
- 4.2 Understand and support basic library tenets including, but not limited to, the Library Bill of Rights, Freedom to Read/View, Intellectual Freedom, and customer privacy rights.
- 4.3 Assist the Board in carrying out its fiduciary responsibilities including, but not limited to, reviewing and approving the monthly financial reports, the annual budget, and the annual audit report.
- 4.4 Stay informed about Board and Library matters by reviewing all distributed minutes, reports, and documentation.
- 4.5 Maintain an awareness of local, state, and national legal, economic, and societal changes that may impact the Library.
- 4.6 Stay current on developments and trends in the library profession through personal research, involvement in applicable professional associations and, when possible, participation in library conferences, workshops, and educational undertakings.
- 4.7 Regularly visit the branch(es) in his/her region and maintain strong lines of communication with municipal officials and residents in that region to assure that the Library is meeting the needs and interests of its local communities.
- 4.8 Regularly visit the branch(es) in his/her region and maintain appropriate lines of communication with library staff.
- 4.9 Serve as an advocate for the Library helping to build a positive image of the Library through formal and informal communication opportunities with the public, businesses, civic groups, and other organizations.

- 4.10 Actively support the Library's philanthropy efforts and, when possible, make a personal financial contribution to the Library.
- 4.11 Serve on ad hoc committees and advisory boards when possible, and maintain a willingness to undertake special assignments when requested by the Board and/or Chairperson.
- 4.12 Strive to build a strong working relationship with other Trustees by actively participating in Board meetings, retreats, and other professional and social opportunities for interaction and engagement.
- 4.13 Abide by and publicly support all majority decisions reached by the Board of Trustees.
- 4.14 Take and follow the oath of office that requires all Board Members to support the Constitution of the United States and the Michigan Constitution.

Article V – Officers of the Kent District Library Board of Trustees

Officers of the Kent District Library Board of Trustees shall be the Chairperson, Vice Chairperson, Secretary, and Treasurer.

5.1 Duties

5.1.1 The Chairperson shall:

- a. Prepare meeting agendas in coordination with the Library Director and/or the Library Director's assistant;
- b. Preside at all Library Board meetings ensuring adherence to the agenda and that the Library Board moves toward action on the issues;
- c. Ensure that all Library Board members have the opportunity for fair participation in Library Board meetings and that all sides of an issue are fully considered;
- d. Promote teamwork among Library Board members;
- e. Speak, deliberate, vote, or abstain from voting on any matter that comes before the Library Board;
- f. Call special or emergency meetings of the Library Board;
- g. Encourage the Library Board's role in strategic planning;
- h. Appoint all Library Board committees, charge them with a specific purpose, hold them accountable to this purpose, and participate as an ex-officio member as desired;
- i. Sign contracts and other documents as required;
- j. Present the Kent District Library annual report with the Library Director to the Kent County Board of Commissioners;
- k. Communicate the Library Board's needs and concerns with the Library Director, and the Library Director's needs and concerns with the Library Board;

- l. Present the Library Board's annual evaluation of the Library Director's performance to the Library Director;
- m. Negotiate with the Library Director on behalf of the Library Board on all matters concerning the Library Director's salary and benefits;
- n. Represent the Library Board at all official functions and serve as the Library Board's chief spokesperson; and
- o. Perform other duties as prescribed by Michigan law or by action of the Library Board.
- p. Ensure that the Board of Trustees is kept informed of significant developments or changes in the administration of the library, particularly if any issue may require a budget amendment, a new substantial expense, or significant reallocation of funds within a budgeted amount that the Chairperson becomes aware of.

5.1.2 The Vice Chairperson shall:

- a. Work closely with the Chairperson and accept responsibilities as delegated by the Chairperson;
- b. Preside at Library Board meetings in the absence of the Chairperson;
- c. Perform all duties of the Chairperson in the absence of the Chairperson, except to modify or eliminate rules or regulations made by the Chairperson; and
- d. Automatically become Chairperson upon resignation or death of the Chairperson, and work with the Library Board to ensure a smooth transition of leadership.

5.1.3 The Secretary shall:

- a. Maintain a record of all Library Board proceedings including, but not limited to, the drafting and retention of Library Board minutes;
- b. Sign all approved open session Library Board minutes and make all such minutes available for public inspection as required by law;
- c. Draft minutes for all closed sessions of the Library Board and disseminate those minutes to the Library Board for approval;
- d. Sign all approved closed session Library Board minutes, and seal and retain those minutes in accordance with Michigan's Open Meetings Act (Public Act 267 of 1976);
- e. Collect and shred all confidential Library Board materials;
- f. Sign contracts and other documents as required;
- g. Produce certified copies of the Library Board resolution and tax rate request to levy taxes on all taxable property within the Library District on an annual basis, and file these copies with all necessary officials within the Library District pursuant to Michigan Public Act 24 of 1989;
- h. Post public notices of all regular and special meetings of the Library Board in accordance with Michigan's Open Meetings Act;
- i. Call the roll for the Library Board as necessary;

- j. Work with the Chairperson to facilitate the annual performance evaluation of the Library Director;
- k. Preside over Library Board meetings in the absence of the Chairperson and Vice Chairperson;
- l. Be assisted in the above duties, as desired, by members of the Library staff as designated by the Library Director; and
- m. Perform other duties as prescribed by Michigan law or by action of the Library Board.

5.1.4 The Treasurer shall:

- a. Assure the receipt, investment, disbursement, and audit of all funds which the Library Board is legally entitled to receive and expend;
- b. Monitor Kent District Library's budget and request regular financial reports on behalf of the Library Board;
- c. Ensure the development and the Library Board's review of financial policies and procedures for Kent District Library;
- d. Sign contracts and other documents as required in the absence of the Chairperson and Secretary;
- e. Be assisted in the above duties, as desired, by members of the Library staff as designated by the Library Director; and
- f. Perform other duties as prescribed by Michigan law or by action of the Library Board.

5.2 Terms of Office

5.2.1 Officers shall be elected for a one (1) year term annually at the regular December meeting of the Library Board. The officers-elect shall take office on January 1st of the new year.

5.2.2 Upon the resignation of an officer or inability to fulfill the duties of an officer, the Library Board shall elect an officer to fill the unexpired term of that Board officer.

Article VI – Ad Hoc Committees and Advisory Boards of the Kent District Library Board of Trustees

6.1 The Library Board Chairperson may serve as ex-officio member of all Library Board committees. The Library Director shall serve as a resource person to all Library Board committees.

6.2 Ad hoc committees of the Library Board may be appointed from time-to-time by the Board Chairperson and shall exist until their specified purposes are completed.

6.2.1 Ad hoc committees of the Board shall consist of no more than three Board members. Except as otherwise provided herein, an ad hoc committee shall convene on the call of its Chairperson. A majority of the members of the

committee present shall constitute a quorum for transaction of business at any meeting of the committee. The vote of a majority of the members of a committee present at a meeting at which a quorum is present shall constitute the action of the committee.

- 6.3 Advisory boards may be established by the Library Board to provide guidance and support for specified purposes.
 - 6.3.1 An advisory board statement of purpose may be approved by the Library Board to govern, without limitation, advisory board membership, responsibilities, meetings, and procedures.
 - 6.3.2 An advisory board may be comprised of Library Board members, Library staff, and/or members of the public residing within the Library District.
 - 6.3.3 Advisory boards may be standing or limited in duration as determined by the Library Board.

Article VII – Meetings of the Kent District Library Board of Trustees

- 7.1 A regular meeting of the Library Board shall be held monthly. A committee of the whole meeting may also be held as determined by the Library Board.
 - 7.1.1 An agenda and accompanying information for a meeting shall be established by the Library Board Chairperson and the Library Director and shall be sent physically and/or electronically to all Board members at least five days before the meeting. Public notice of regular meetings and committee of the whole meetings shall be given as required by law.
 - 7.1.2 An item may be placed on the meeting agenda, either prior to or during a meeting, by the request of at least two Board members.
 - 7.1.3 Public comments will be limited to 3 minutes per person and 15 minutes per subject at the designated times as noted on the meeting agenda.
- 7.2 Special meetings of the Library Board, including work sessions of the Library Board, may be called by the Chairperson, or by two or more members. Public notice of special meetings of the Library Board shall be given as required by law.
- 7.3 Each Board member must notify the Library Director or Board Chairperson when he/she is unable to attend a meeting.
- 7.4 A Board member, after notifying the Library Director or Board Chairperson of a planned absence, may request in advance to attend the meeting electronically.

Board members who participate in a meeting electronically will be marked present on the Board's attendance chart.

- 7.5 Upon notification that a quorum of Board members will not be present at a meeting, the Chairperson may elect to cancel or reschedule the meeting. Public notice of cancelled or rescheduled meetings shall be given as required by law.

Article VIII – Quorum and Resolution Adoption of the Kent District Library Board of Trustees

- 8.1 A quorum for the transaction of Kent District Library business shall consist of five members of the Library Board. A Board member attending a meeting electronically shall not be counted for the quorum.
- 8.2 Adoption of all resolutions and business shall require a simple majority vote of a quorum of five or more members of the Library Board in attendance. A Board member attending a meeting electronically may participate in discussions regarding all items on the agenda, but shall be unable to vote.
- 8.3 If a quorum is not reached, no official Library business can be conducted. The Board members present may still receive information, hold discussions, and hear public comments about any agenda item.

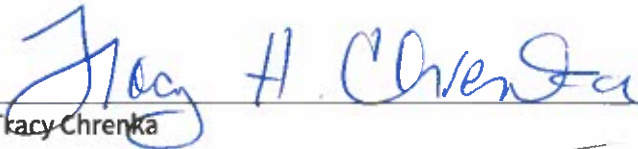
Article IX – Parliamentary Authority of the Kent District Library Board of Trustees


- 9.1 The proceedings of the Library Board shall be governed by Michigan's Open Meetings Act (Public Act 267 of 1976). All other situations that arise during the proceedings will be resolved by generally accepted parliamentary procedures assuming such procedures are not inconsistent with these bylaws or Michigan State Statutes.


Article X – Amendments of the Bylaws of the Kent District Library Board of Trustees

- 10.1 These bylaws may be amended at any meeting of the Library Board provided that the amendment was distributed at the preceding meeting or sent to each Board member in the informational packet containing the meeting's agenda, and that the amendment was a listed action item in the posted agenda for the meeting.
- 10.2 All amendments to these bylaws must be approved by a simple majority vote of a quorum of five or more members of the Library Board as set forth in these bylaws.

Signatures:


Tracy Chrenka



Peter Dykhuis

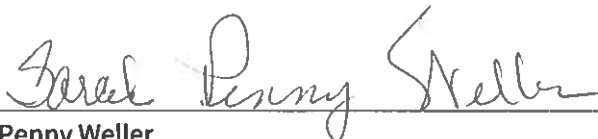

Andrew Erlewein

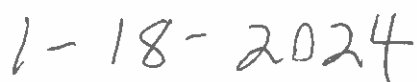

Sheri Gilreath-Watts


Carla Moyer Hotz


Nicole Lintemuth


Christina Tazelaar


Penny Weller


Date

Kent County

Region 1	Trustee Initial Term Expires Dec. 31, 1994
Nelson Township Oakfield Township Spencer Township Tyrone Township	
Region 2	Trustee Initial Term Expires Dec. 31, 1995
Algoma Township Cannon Township Courtland Township Grattan Township City of Rockford	
Region 3	Trustee Initial Term Expires Dec. 31, 1996
Alpine Township Plainfield Township City of Walker	
Region 4	Trustee Initial Term Expires Dec. 31, 1997
Bowne Township (except for Thornapple-Kellogg School District) Lowell Township City of Lowell Vergennes Township	
Region 5	Trustee Initial Term Expires Dec. 31, 1994
Ada Township Cascade Township City of East Grand Rapids Grand Rapids Township	
Region 6	Trustee Initial Term Expires Dec. 31, 1995
Caledonia Township (except for Thornapple-Kellogg School District) Gaines Township City of Kentwood	
Region 7	Trustee Initial Term Expires Dec. 31, 1996
Byron Township City of Grandville	
Region 8	Trustee Initial Term Expires Dec. 31, 1997
City of Wyoming	



BOARD OF TRUSTEES
Meeting Agenda

LOCATION

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

DATE & TIME

Thursday, January 16, 2025, at 4:30 PM.

1. CALL TO ORDER

2. PLEDGE OF ALLEGIANCE

3. INTRODUCTION OF THE NEW KDL BOARD MEMBERS

Norma VerHeulen: *Representing Region 3*

Amanda Schrauben: *Representing Region 4*

4. OATH OF OFFICE & KDL BYLAWS

5. CONSENT AGENDA*

- A. Approval of Agenda
- B. Approval of Minutes: December 19, 2024, Open & Closed Sessions
- C. Lakeland Library Cooperative Board Minutes: November 14, 2024
- D. Request: Grandville Branch request to have a delayed opening on January 24 to accommodate scheduled power outage.
- E. Request: Cascade Branch request three Sunday closures in February to accommodate upcoming branch refresh.
- F. Request: Kelloggsville Branch request an adjustment to the summer operating hours.

6. FINANCE REPORTS – December 2024*

7. DIRECTOR’S REPORT – December 2024

8. NEW BUSINESS

- A. Conflict of Interest Statements and Board Code of Ethics
- B. 2025 Credit Card Agreement
- C. 4th Quarter Strategic Plan+ KPI Review & Annual KPI Review
- E. Executive Director’s Evaluation*

9. LIAISON REPRESENTATIVE COMMENTS

10. PUBLIC COMMENTS**

11. MEETING DATES

Next Regular Meeting: Thursday, February 20, 2025 – KDL Service and Meeting Center, 4:30 PM

12. ADJOURNMENT*

* *Requires Action*

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

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BOARD OF TRUSTEES

Meeting Minutes

LOCATION

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

DATE + TIME

Thursday, December 19, 2024, at 4:30 PM.

BOARD PRESENT: Tracy Chrenka, Peter Dykhuis, Andrew Erlewein, Sheri Gilreath-Watts (4:45 PM), Carla Moyer Hotz, Christina Tazelaar and Penny Weller

BOARD ABSENT: None

STAFF PRESENT: Jaci Cooper, Jennifer DeVault, Sheri Glon, Kim Lindsay, Brian Mortimore, Elvia Myers, Kurt Stevens and Lance Werner

GUESTS PRESENT: Cameron Van Wyngarden, Norma VerHeulen and Gary Carey

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: November 21, 2024

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

Support: Supported by Moyer Hotz.

RESULT: Motion carried.

4. FINANCE REPORTS – November 2024*

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

- The cash balance is \$13.8M, which is about \$230k more than the previous year.
- As of November, revenues totaled \$29.4M, which exceeds the August amended budget of \$28.8M. All major revenue line items have been received. In doing some quick comparisons to 2023, property taxes year-over-year are down \$950K, which is less than was anticipated, and interest income is up \$200K.
- Expenditures through November were \$26.4M, leaving about 14% of the expenditure budget for December expenditures and year-end accruals.
- Disbursements over \$50,000 for the month of November were as follows:
 - Midwest AVI Systems for \$81,258.15 for tech upgrades.

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- IP Consulting for \$76,411.03 for Microsoft 365 annual licensing, monthly Colocation billing.
- Ebsco Information Services for \$60,714.90 for annual renewal of magazine subscriptions.

The Board asked questions and staff responded.

Motion: Weller moved to receive and file the November 2024 finance reports as presented.

Support: Supported by Chrenka.

RESULT: Motion carried.

5. DIRECTOR'S REPORT – November 2024

Executive Director Werner highlighted the following items:

- KDL branches have done a great job sprucing up their spaces for the holiday season.
- 2024 brought some wonderful adventures and he is looking forward to 2025.

6. OLD BUSINESS

A. Policy Manual: Section 6 – Personnel *

The Board of Trustees asked questions, and the staff answered.

Motion: Chrenka proposed to approve the Policy Manual: Policy Manual: Section 6 – Personnel as presented.

Support: Supported by Dykhuis.

Motion: Carried.

B. Policy Manual: Section 2.5 Lost and Damaged Materials*

Motion: Chrenka proposed to approve the Policy Manual: Policy Manual: Section 2.5 Lost and Damaged Materials as presented.

Support: Supported by Dykhuis.

Motion: Carried.

C. Issue Analysis: Conference Room Rename*

Motion: Dykhuis moved that all conference room names at the Service Center remain unchanged.

Support: Supported by Chrenka.

Motion: Carried. Gilreath-Watts abstained from voting.

Impromptu Appreciation to Penny Weller by the City of Walker Mayor Garey Carey (and Plainfield Township Supervisor Cameron Van Wyngarden). Mayor Carey presented Penny Weller with a Proclamation stating that December 19, 2024, will be known as Penny Weller Day for the City of Walker due to her great impact on the community. Penny Weller accepted the Proclamation and made a heartfelt speech.

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D. 2025 Election of Officers*

Motion: Tazelaar motioned to appoint Peter Dykhuis as KDL Board of Trustees Chair, Tracy Chrenka as Vice-Chair, Andrew Erlewein as Treasurer and Carla Moyer Hotz as Secretary for the 2025 calendar year.

Support: Supported by Weller.

RESULT: Motion carried.

E. 2025 Trustee Board Assignments*

Chair Erlewein commenced the yearly discussion on trustee board assignments, providing trustees with the chance to communicate their interest in leaving or joining an advisory board.

Motion: Weller moved to appoint Moyer Hotz to serve as KDL Board representative on the 2025 KDL Alliance of Friends and to reappoint Dykhuis and Erlewein to serve as KDL Board representatives on the 2025 KDL Pension Board.

Support: Supported by Tazelaar.

RESULT: Motion carried.

7. NEW BUSINESS

A. Resolution: Second General Fund Budget Amendment*

The Board Trustees asked questions, and the staff answered.

Motion: Tazelaar proposed to approve the Resolution: Second General Fund Budget Amendment as presented.

Support: Supported by Weller.

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

RESULT: Motion Carried 7-0.

B. Resolution: Scholarship Fund Budget Amendment*

The Board Trustees asked questions, and the staff answered.

Motion: Gilreath-Watts proposed to approve the Resolution: Scholarship Fund Budget Amendment as presented.

Support: Supported by Chrenka.

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

RESULT: Motion Carried 7-0.

8. LIAISON REPRESENTATIVE COMMENTS – Plainfield Township Supervisor Cameron Van Wyngarden updated the board on the Plainfield Township Community.

9. PUBLIC COMMENTS** – None.

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10. BOARD TRUSTEE COMMENTS

Chrenka – Chrenka thanked the Board of Trustees for their leadership this year.

Dykhuis – Dykhuis thanked Board Trustee Penny Weller for her poise and leadership. He is looking forward to being the Chair of the KDL Board of Trustees in 2025.

Gilreath-Watts – Gilreath-Watts thanked Board Trustee Penny Weller for her mentorship and friendship; it has been valuable. She also expressed that it is great to be part of the KDL family and has appreciated her time as Vice Chair of the Board of Trustees.

Erlewein – Erlwein shared that it was an honor to be the Chair of the Board of Trustees and he will miss Board Trustee Penny Weller.

Tazelaar – Tazelaar expressed her delight of being a board trustee for one full year. She has visited all but 3 branches and has much admiration for the KDL staff. She wishes Board Trustee Penny Weller farewell.

Moyer Hotz – Moyer Hotz feels Board Trustee Penny Weller’s departure is bittersweet. She looks forward to 2025 and the new board trustees that will join KDL.

Weller – Weller thanked everyone and expressed that the past 14 years have gone by quickly, and she has never enjoyed anything more. She knows her successor will do amazing things.

11. MEETING DATES

Regular Meeting: Thursday, January 16, 2025 – Kent District Library Service and Meeting Center at 4:30 PM.

12. CLOSED SESSION

Motion: Weller moved to meet in a closed session pursuant to section 8(a) of the Open Meetings Act at 6:37 PM.

Support: Supported by Gilreath-Watts.

Chrenka – Yes

Dykhuis – Yes

Erlewein – Yes

Gilreath-Watts – Yes

Moyer Hotz – Yes

Tazelaar – Yes

Weller – Yes

RESULT: Motion Carried 7-0.

Motion: Weller moved to adjourn the closed session and resume the Regular Board Meeting at 7:12 PM.

Support: Supported by Dykhuis.

RESULT: Motion carried.

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13. ADJOURNMENT

Motion: Weller moved for adjournment at 7:17 PM.

Support: Supported by Dykhuis.

RESULT: Motion carried.

ADMINISTRATIVE APPROVAL FOR DISTRIBUTION



Lance Werner, KDL Executive Director

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

Present: Maggie McKeithan (OS), Ron Suszek (MADL), Dale Parus (IC), Jessica Hunt (NG), John McNaughton (GRPL), Lance Werner (KDL), Rob Bristow (OG), Abby Black (OA),
Lakeland Staff Present: Carol Dawe, Amber McLain
Absent: Diane Kooiker (HO)

- 1) CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:30 by John McNaughton.
- 2) APPROVAL OF AGENDA:** Ron Suszek moved, supported by Abby Black, to approve the agenda as presented - *motion carried.*
- 3) QUESTIONS FROM MEMBERS:** There were no questions from members.
- 4) PUBLIC COMMENTS:**
 - a) Peggy Hemerling announced that she will be retiring at the end of the year and that Hastings' current assistant director, David Edelman, will take over as director.
- 5) APPROVAL OF MINUTES:** Rob Bristow moved, supported by Maggie McKeithan, to approve the board minutes from October 10, 2024, *motion carried.*
- 6) FINANCIAL REPORT:**
 - a) September and October 2024 Financials and Check Register: Maggie McKeithan moved, supported by Dale Parus, to approve the September and October 2024 Financials as presented - *motion carried.*
- 7) PRESIDENT'S REPORT**
 - a) Nothing to report.
- 8) DIRECTOR'S REPORT**
 - a) Carol reported that at about this time next year, TLN will host three programs on the 50th anniversary of the Edmund Fitzgerald:
 - i) The first program will be virtual, and statewide. It will take place on Thursday, November 6, 2025 at 6:00 p.m.
 - ii) The second, an in-person program, will be held Wednesday, November 12, 2025 at 6:00 p.m. at the Dearborn Public Library.
 - iii) A third, also in-person program, is in the final planning stages. It will be held at an Upper Peninsula venue, exact date, location, and time to be announced when finalized.
 - b) Carol also shared that the library cooperatives are hosting a program with Trenton Smiley for a chance at a "marketing makeover" – this will be based on an application process and she will send more information out as it becomes available.
 - c) Carol discussed the MLA nominating committee.
 - d) Carol discussed the planning processes for the exploration of a new ILS.
- 9) COUNCIL/COMMITTEE REPORTS**
 - a) Included for information.
- 10) NEW BUSINESS:**
 - a) *Committee Assignments* – The personnel, finance, and standards committees have been appointed.
 - b) *Quarterly Meeting Slides and Year in Review* – included for information.
 - c) *Board Member Oath* – Board members who did not take the oath previously took the oath.
- 11) PUBLIC COMMENTS:**
 - a) Carol announced that there will be cake between meetings for Peggy Hemerling's retirement.
- 12) BOARD MEMBER COMMENTS:**
 - a) Lance Werner cheered on the Lions.

- b) Maggie McKeithan congratulated KDL on their recent social media campaign.
 - c) John McNaughton mentioned that we may be feeling anxious and powerless as a result of recent political shifts, but he reminded us that we do have control over things at a smaller scale and we can still be there for each other throughout this time.
 - i) Lance Werner brought up the Serenity prayer: *“God grant me the serenity to accept the things I cannot change; courage to change the things I can; and wisdom to know the difference.”*
- 13) NEXT MEETING:** Thursday, January 9, 2025, at 9:30 a.m. at Kent District Library Service Center.
- 14) ADJOURNMENT:** Dale Parus moved, supported by Rob Bristow, to adjourn at 9:48 - *motion carried.*

Respectfully submitted by,
Amber McLain



Jan 7, 2025

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

Dear Board of Trustees:

The last month or two have seen some electrical upgrade/repair work being done at the Grandville branch. The city just learned that the next step in this process will involve cutting off power to the building briefly and that this will occur on January 24. That morning the contractors will need to disconnect the building from a power source for approximately 4 hours starting at 6am.

As a result, the branch won't have lighting, computers, etc.... until power resumes, so we are requesting to open at 11 am that day (1.5 hours later than normal). This will allow enough time to have the electrical work done, get everything powered on and prepare the building prior to opening, as well as leave a little buffer in case it takes longer than expected. If the power comes on earlier than expected we can of course open the doors earlier once we have everything ready to open.

The staffing plan is to encourage staff to utilize charged laptops and hotspots to do some work prior to open, and to allow some staff to utilize the extra time to do some trainings from home prior to coming in.

Sincerely,

Josh Bernstein

Regional Manager I for Grandville and Byron

cc: Lance Werner, KDL Executive Director



Monday, January 8 2025

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

Dear KDL Board of Trustees:

I am writing to request approval for the closure of Cascade Library on three Sundays—February 2, February 9, and February 16 to support staff efforts in packing and preparing for the upcoming branch refresh. Closing on these days will provide uninterrupted time for staff to safely and efficiently pack materials, ensuring the branch is ready for its updates.

This proactive measure will help us maintain high-quality service during the refresh period, as regular operations will remain unaffected on other days. Thank you for your consideration of this temporary closure to facilitate the success of this important project.

Sincerely,

A handwritten signature in black ink, appearing to read "Lulu Brown", is positioned below the word "Sincerely,".

Lulu Brown
Regional Manager I
Caledonia Township and Cascade Branches

CC: Lance Werner, KDL Executive Director



January 3, 2023

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

Dear KDL Board Members,

I am writing to propose an adjustment to the summer operating hours at the Kelloggsville Branch of the Kent District Library. Over the past few years our team has analyzed branch usage and identified peak hours of operation for this relatively new KDL branch. Our observations indicate that morning hours on Mondays and Wednesdays during the summer have consistently low patronage, with the majority of visitors utilizing the branch in the afternoons.

To optimize staffing and standardize branch hours, I propose that the Kelloggsville Branch operate from 12:00 PM to 6:30 PM, Monday through Thursday, during the summer. The current school year hours of 3:00 PM to 6:30 PM, Monday through Thursday, would remain unchanged.

Current Hours:

- **School Year:** Monday-Thursday, 3:00 PM - 6:30 PM
- **Summer:** Monday & Wednesday, 9:30 AM - 6:30 PM; Tuesday & Thursday, 12:00 PM - 6:30 PM

Proposed Hours:

- **School Year:** Monday-Thursday, 3:00 PM - 6:30 PM
- **Summer:** Monday-Thursday, 12:00 PM - 6:30 PM

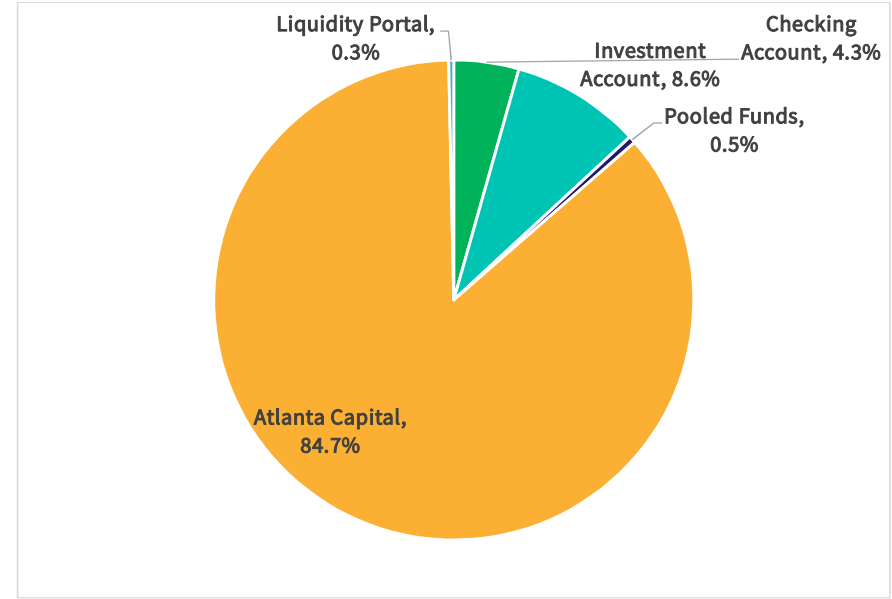
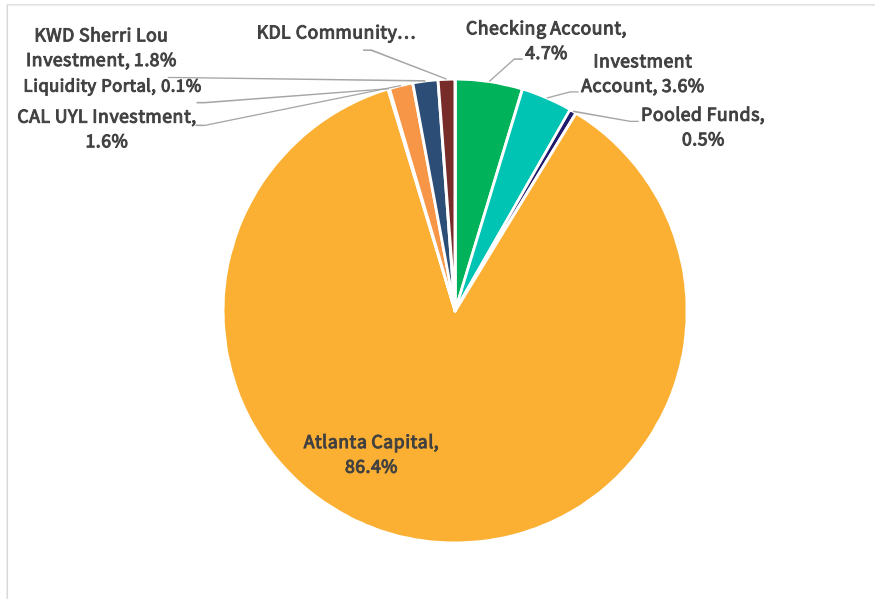
Thank you for considering this proposal. I believe this adjustment will better serve our community and make more efficient use of our resources.

Sincerely,

Anjie Christiansen
Regional Manager 1
Wyoming and Kelloggsville Branches



Monthly Cash Position Per Bank Month Ended December 2024



2024		
Account	Rate	Amount
Huntington Checking Account	0.500%	\$608,924.24
Huntington Investment Account	2.393%	\$463,199.07
*Kent County Pooled Funds	4.099%	\$60,269.91
Atlanta Capital Investments		\$11,245,029.00
Huntington Liquidity Portal	4.370%	\$14,350.51
Caledonia UYL Investment	4.330%	\$213,254.49
KWD Sherri Lou Investment	4.370%	\$228,208.05
KDL Community Scholarship Fund	4.360%	\$181,906.96
		\$13,015,142.23

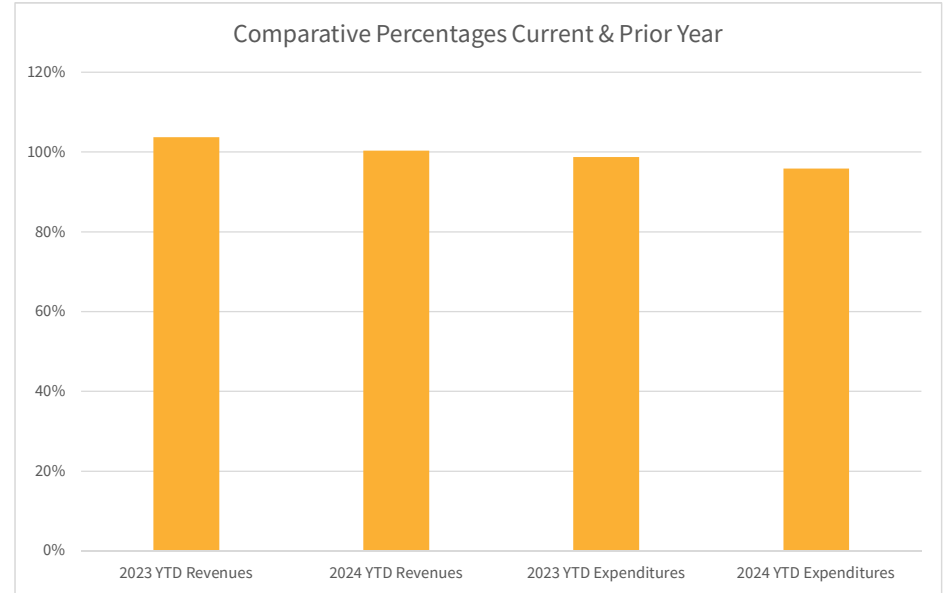
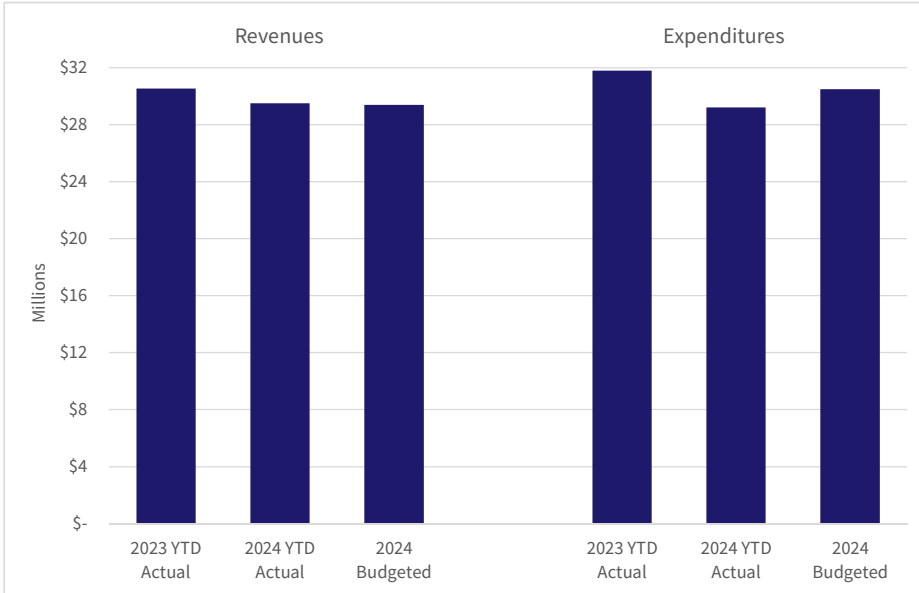
2023		
Account	Rate	Amount
Huntington Checking Account	0.500%	\$543,481.99
Huntington Investment Account	1.004%	\$1,084,895.27
*Kent County Pooled Funds	3.924%	\$58,059.70
Atlanta Capital Investments		\$10,683,821.00
Huntington Liquidity Portal		\$42,181.60
		\$12,412,439.56

* Includes Trust Pooled fund balances

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



Monthly Revenues and Expenditures Month Ended December 2024



Budget to Actual with Prior Year Comparison		
Revenues		
2023 YTD Actual	\$	30,551,433
2024 YTD Actual	\$	29,502,595
2024 Budgeted	\$	29,398,970
Expenditures		
2023 YTD Actual	\$	31,803,891
2024 YTD Actual	\$	29,221,344
2024 Budgeted	\$	30,507,233

Comparative Percentages Current & Prior Year	
Account	Amount
2023 YTD Revenues	103.6%
2024 YTD Revenues	100.4%
2023 YTD Expenditures	98.7%
2024 YTD Expenditures	95.8%

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 12/1/2024 Through 12/31/2024
(In Whole Numbers)

	2024 YTD Actual	2024 Amended Budget	2024 Amended Budget to Actual Variance	Percent Remaining
Revenues				
Property Taxes	25,569,883	25,538,017	31,866	0 %
Penal Fines	692,190	692,190	(0)	(0)%
Charges for Services	39,990	38,000	1,990	5 %
Interest Income	971,867	942,100	29,767	3 %
Public Donations	635,997	600,000	35,997	7 %
Other Revenue	563,572	559,569	4,003	1 %
State Sources	1,029,095	1,029,094	1	0 %
Total Revenues	29,502,595	29,398,970	103,625	0 %
Expenditures				
Salaries and Wages	13,860,508	13,959,043	98,535	1 %
Employee Benefits	3,823,854	3,926,316	102,462	3 %
Collections - Digital	2,947,364	2,946,317	(1,047)	(0)%
Collections - Physical	1,947,715	2,042,452	94,737	5 %
Supplies	580,175	771,206	191,031	25 %
Contractual and Professional Services	2,189,440	2,415,755	226,315	9 %
Programming and Outreach	401,668	503,843	102,175	20 %
Maintenance and Utilities	2,069,315	2,303,366	234,051	10 %
Staff Development	189,787	282,640	92,853	33 %
Board Development	13,965	17,000	3,035	18 %
Other Expenditures	446,636	497,942	51,306	10 %
Capital Outlay	750,916	841,353	90,437	11 %
Total Expenditures	29,221,344	30,507,233	1,285,889	4 %
Excess Revenue Over (Under) Expenditures	281,251	(1,108,263)	1,389,514	(125)%

Kent District Library
Statement of Revenues and Expenditures
157 - Scholarship Fund
From 12/1/2024 Through 12/31/2024
(In Whole Numbers)

	2024 YTD Actual	2024 Amended Budget	2024 Amended Budget to Actual Variance	Percent Remaining
Revenues				
Interest Income	5,633	5,000	633	13 %
Public Donations	179,149	178,199	950	1 %
Total Revenues	<u>184,783</u>	<u>183,199</u>	<u>1,584</u>	<u>1 %</u>
Excess Revenue Over (Under) Expenditures	<u>184,783</u>	<u>183,199</u>	<u>1,584</u>	<u>1 %</u>

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 12/1/2024 Through 12/31/2024
(In Whole Numbers)

	YTD Ending December 31, 2024	YTD Ending December 31, 2023	Total Variance
Revenues			
Property Taxes	25,569,883	26,519,872	(949,989)
Penal Fines	692,190	631,390	60,800
Charges for Services	39,990	38,426	1,564
Interest Income	971,867	888,845	83,023
Public Donations	635,997	548,044	87,953
Other Revenue	563,572	865,471	(301,899)
State Sources	1,029,095	1,130,538	(101,443)
Total Revenues	<u>29,502,595</u>	<u>30,622,586</u>	<u>(1,119,991)</u>
Expenditures			
Salaries and Wages	13,860,508	13,767,062	93,446
Employee Benefits	3,823,854	5,274,754	(1,450,900)
Collections - Digital	2,947,364	2,675,416	271,948
Collections - Physical	1,947,715	1,935,623	12,092
Supplies	580,175	628,941	(48,766)
Contractual and Professional Services	2,189,440	2,543,261	(353,821)
Programming and Outreach	401,668	371,572	30,096
Maintenance and Utilities	2,069,315	2,730,772	(661,457)
Staff Development	189,787	247,105	(57,317)
Board Development	13,965	15,950	(1,985)
Other Expenditures	446,636	472,087	(25,450)
Capital Outlay	750,916	1,375,336	(624,420)
Total Expenditures	<u>29,221,344</u>	<u>32,037,878</u>	<u>(2,816,534)</u>
Excess Revenue Over (Under) Expenditures	<u>281,251</u>	<u>(1,415,292)</u>	<u>1,696,543</u>

Kent District Library
Statement of Revenues and Expenditures
157 - Scholarship Fund
From 12/1/2024 Through 12/31/2024
(In Whole Numbers)

	YTD Ending December 31, 2024	YTD Ending December 31, 2023	Total Variance
Revenues			
Interest Income	5,633	0	5,633
Public Donations	179,149	1,810	177,339
Total Revenues	<u>184,783</u>	<u>1,810</u>	<u>182,973</u>
Excess Revenue Over (Under) Expenditures	<u>184,783</u>	<u>1,810</u>	<u>182,973</u>

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 12/1/2024 Through 12/31/2024
(In Whole Numbers)

	Current Month	2024 YTD	2024 Amended Budget	2024 Amended Budget to Actual Variance	Percent Remaining
Revenues					
Property Taxes					
4402	396	25,376,319	25,352,532	23,787	0 %
4412	410	7,618	10,000	(2,382)	(24)%
4432	0	40,937	30,000	10,937	36 %
4437	0	145,009	145,485	(476)	(0)%
	<u>806</u>	<u>25,569,883</u>	<u>25,538,017</u>	<u>31,866</u>	<u>0 %</u>
Penal Fines					
4581	0	692,190	692,190	(0)	(0)%
	<u>0</u>	<u>692,190</u>	<u>692,190</u>	<u>(0)</u>	<u>(0)%</u>
Charges for Services					
4650	0	8	0	8	0 %
4660	372	1,755	0	1,755	0 %
4685	2,568	38,228	38,000	228	1 %
	<u>2,940</u>	<u>39,990</u>	<u>38,000</u>	<u>1,990</u>	<u>5 %</u>
Interest Income					
4662	802	10,471	6,000	4,471	75 %
4663	866	8,053	3,000	5,053	168 %
4664	213	2,210	1,500	710	47 %
4665	31,333	948,993	930,000	18,993	2 %
4666	123	2,140	1,600	540	34 %
	<u>33,338</u>	<u>971,867</u>	<u>942,100</u>	<u>29,767</u>	<u>3 %</u>
Public Donations					
4673	28,685	599,924	575,000	24,924	4 %
4674	8,860	36,072	25,000	11,072	44 %
	<u>37,545</u>	<u>635,997</u>	<u>600,000</u>	<u>35,997</u>	<u>7 %</u>
Other Revenue					
4502	0	425,730	425,730	0	0 %
4651	2,017	3,197	500	2,697	539 %
4668	103	3,569	2,000	1,569	78 %
4686	298	4,275	2,500	1,775	71 %
4688	0	962	3,000	(2,038)	(68)%
4695	0	125,839	125,839	(0)	(0)%
	<u>2,418</u>	<u>563,572</u>	<u>559,569</u>	<u>4,003</u>	<u>1 %</u>
State Sources					
4540	0	448,226	448,226	(0)	(0)%
4541	0	41,073	41,072	1	0 %
4548	0	61,745	61,745	0	0 %
4549	0	478,051	478,051	0	0 %
	<u>0</u>	<u>1,029,095</u>	<u>1,029,094</u>	<u>1</u>	<u>0 %</u>
	<u>77,047</u>	<u>29,502,595</u>	<u>29,398,970</u>	<u>103,625</u>	<u>0 %</u>
Expenditures					
Salaries and Wages					
5700	0	2,640	3,900	1,260	32 %
5706	950	5,400	0	(5,400)	0 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 12/1/2024 Through 12/31/2024
(In Whole Numbers)

	Current Month	2024 YTD	2024 Amended Budget	2024 Amended Budget to Actual Variance	Percent Remaining
5713 Salary & Wages	1,753,400	13,852,468	13,955,143	102,675	1 %
Total Salaries and Wages	1,754,350	13,860,508	13,959,043	98,535	1 %
Employee Benefits					
5709 FICA	128,073	1,013,032	1,068,145	55,113	5 %
5717 Defined Contribution Pension Plan Contributions	84,390	652,833	656,671	3,838	1 %
5718 Employee Health Benefits	222,602	1,700,406	1,728,700	28,294	2 %
5720 HSA/Flex	0	370,533	382,000	11,467	3 %
5730 Other Employee Benefits	15,886	87,050	90,800	3,750	4 %
Total Employee Benefits	450,951	3,823,854	3,926,316	102,462	3 %
Collections - Digital					
5785 Cloud Library/OverDrive	0	1,913,250	1,913,250	0	0 %
5786 Hoopla	10,000	650,250	650,250	0	0 %
5787 Digital Collection	1,002	141,655	146,657	5,002	3 %
5788 Miscellaneous Electronic Access	0	242,209	236,160	(6,049)	(3)%
Total Collections - Digital	11,002	2,947,364	2,946,317	(1,047)	(0)%
Collections - Physical					
5791 Subscriptions	0	70,209	81,540	11,331	14 %
5815 KDL Cruisers	0	11,000	10,100	(900)	(9)%
5871 Branch Local Materials - Restricted Donation Expenditures	527	4,093	5,500	1,407	26 %
5982 Collection Materials - Depreciable	168,007	1,461,981	1,531,250	69,269	5 %
5983 CD/DVD Collection Materials - Non-Depreciable	71,237	376,733	384,062	7,329	2 %
5984 Beyond Books Collection - Non-Depreciable	6,236	23,699	30,000	6,301	21 %
Total Collections - Physical	246,006	1,947,715	2,042,452	94,737	5 %
Supplies					
5750 Collection Processing & AV Supplies	7,217	133,032	123,690	(9,342)	(8)%
5751 Supplies	6,308	110,594	140,815	30,222	21 %
5760 Technology & Accessories <\$1000	2,350	12,278	24,476	12,198	50 %
5764 KDL Staff Event, Supplies & Awards	620	23,309	31,810	8,501	27 %
5768 Promotions Supplies	0	14,895	30,835	15,940	52 %
5770 Other Awards/Prizes	3,788	125,310	215,325	90,015	42 %
5790 Books (not for circulation)	0	16,230	30,485	14,255	47 %
5851 Mail/Postage	828	26,612	28,770	2,158	8 %
5900 Copier/Printer Usage Charges	(564)	117,916	145,000	27,084	19 %
Total Supplies	20,547	580,175	771,206	191,031	25 %
Contractual and Professional Services					
5792 Software	4,294	628,735	672,119	43,384	6 %
5801 Professional & Other Contracted Services	22,140	584,381	690,190	105,810	15 %
5813 Delivery Services	15,739	159,473	161,717	2,244	1 %
5814 Security Services	1,613	18,319	23,000	4,681	20 %
5817 Lakeland Library Co-op services	0	6,587	6,505	(82)	(1)%
5827 Catering	1,887	13,026	29,850	16,824	56 %
5873 Website	285	174,299	195,635	21,336	11 %
5875 Advertising	3,886	125,470	135,750	10,280	8 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 12/1/2024 Through 12/31/2024
(In Whole Numbers)

	Current Month	2024 YTD	2024 Amended Budget	2024 Amended Budget to Actual Variance	Percent Remaining
5890 ILS Fees	0	157,786	159,771	1,985	1 %
5891 Licenses and Fees	13,107	167,699	189,547	21,848	12 %
5901 Outsourced Printing & Publishing	14,124	153,667	151,671	(1,996)	(1)%
Total Contractual and Professional Services	77,075	2,189,440	2,415,755	226,315	9 %
Programming and Outreach					
5795 Programming & Outreach Supplies	7,966	125,548	201,178	75,630	38 %
5885 Speakers/Performers	30,906	253,507	277,150	23,643	9 %
5906 Community Outreach	124	22,613	25,515	2,902	11 %
Total Programming and Outreach	38,996	401,668	503,843	102,175	20 %
Maintenance and Utilities					
5810 IT COLO Infrastructure Services	42,020	468,295	470,000	1,705	0 %
5822 Maintenance Contracts	0	10,784	53,199	42,415	80 %
5848 Mobile Hotspots	57,730	373,550	399,644	26,094	7 %
5849 Cell Phones/ Stipends	3,344	26,598	25,715	(883)	(3)%
5850 Telephones	2,561	37,641	42,000	4,359	10 %
5852 Internet/Telecomm Services	15,233	172,634	175,460	2,826	2 %
5919 Waste Disposal	527	7,256	8,200	944	12 %
5920 Utilities	4,019	53,280	65,000	11,720	18 %
5925 Lawncare & Snowplowing	639	25,540	43,000	17,460	41 %
5928 Branch Maintenance Fees	0	566,102	566,102	0	0 %
5930 Repairs & Maintenance	3,365	69,833	97,370	27,537	28 %
5933 Software & IT Hardware Maintenance Agreements	0	98,191	113,000	14,809	13 %
5940 Rentals & Leases	4,295	159,613	244,676	85,063	35 %
Total Maintenance and Utilities	133,731	2,069,315	2,303,366	234,051	10 %
Staff Development					
5910 Staff Development & Conferences	11,415	189,787	282,640	92,853	33 %
Total Staff Development	11,415	189,787	282,640	92,853	33 %
Board Development					
5908 Board Development	0	13,965	17,000	3,035	18 %
Total Board Development	0	13,965	17,000	3,035	18 %
Other Expenditures					
5759 Gas, Oil, Grease	339	4,829	8,160	3,331	41 %
5860 Parking	32	1,461	2,765	1,304	47 %
5861 Mileage Reimbursement	5,479	51,895	62,579	10,684	17 %
5870 Branch Local Misc - Restricted Donation Expenditures	31,556	187,333	199,290	11,957	7 %
5907 Sponsorships/Donations	0	2,922	10,675	7,753	73 %
5935 Insurance	0	123,334	123,334	0	0 %
5939 Workers Compensation Insurance	0	25,339	25,339	0	0 %
5955 Miscellaneous	125	6,208	16,100	9,892	61 %
5959 Sales Taxes	(31)	(88)	100	188	188 %
5964 Property Tax Reimbursement	120	41,269	46,000	4,731	10 %
5965 MEL Return Items	125	2,136	3,600	1,464	41 %
Total Other Expenditures	37,744	446,636	497,942	51,306	10 %
Capital Outlay					

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 12/1/2024 Through 12/31/2024
(In Whole Numbers)

	Current Month	2024 YTD	2024 Amended Budget	2024 Amended Budget to Actual Variance	Percent Remaining
5977 Technology - Non-Depreciable (\$1000-4999)	0	56,533	72,450	15,917	22 %
5978 Technology - Depreciable (5,000+)	0	478,922	483,653	4,731	1 %
5979 Equipment/Furniture - Non-Depreciable (\$0-4999)	0	1,332	20,000	18,668	93 %
5980 Equipment/Furniture - Depreciable (\$5000+)	0	214,129	265,250	51,121	19 %
Total Capital Outlay	<u>0</u>	<u>750,916</u>	<u>841,353</u>	<u>90,437</u>	<u>11 %</u>
Total Expenditures	<u>2,781,819</u>	<u>29,221,344</u>	<u>30,507,233</u>	<u>1,285,889</u>	<u>4 %</u>
Excess Revenue Over (Under) Expenditures	<u>(2,704,772)</u>	<u>281,251</u>	<u>(1,108,263)</u>	<u>1,389,514</u>	<u>(125)%</u>

Kent District Library
Statement of Revenues and Expenditures
157 - Scholarship Fund
From 12/1/2024 Through 12/31/2024
(In Whole Numbers)

	<u>Current Month</u>	<u>2024 YTD</u>	<u>2024 Amended Budget</u>	<u>2024 Amended Budget to Actual Variance</u>	<u>Percent Remaining</u>
Revenues					
Interest Income					
4663	692	5,633	5,000	633	13 %
	692	5,633	5,000	633	13 %
Public Donations					
4673	950	179,149	178,199	950	1 %
	950	179,149	178,199	950	1 %
	1,642	184,783	183,199	1,584	1 %
Excess Revenue Over (Under) Expenditures	1,642	184,783	183,199	1,584	1 %

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 12/1/2024 Through 12/31/2024

Check Number	Vendor Name	Check Amount	Check Date
88556	Lake Michigan Credit Union	336,400.00	12/18/2024
2024-2387	Gibson Insurance Agency Inc.	109,150.00	12/18/2024
2024-2337	Ingram Library Services Llc	97,499.96	12/4/2024
AP-PH12-20-24	Priority Health	73,298.84	12/20/2024
AP-PH12-13-24	Priority Health	71,937.31	12/13/2024
2024-2389	IP Consulting, Inc.	52,618.92	12/18/2024
AP-PH12-27-24	Priority Health	49,879.60	12/27/2024
AP-243220015...	Priority Health	29,086.96	12/3/2024
AP-October 2024	American Heritage Life Insurance Company / Allstate Benefits	28,719.78	12/9/2024
AP-9978369866	Verizon Wireless - MiFy Routers & Cell phones	28,304.39	12/3/2024
AP-6100780615	Verizon Wireless - MiFy Routers & Cell phones	28,010.26	12/31/2024
88509	OrangeBoy, Inc.	25,000.00	12/4/2024
2024-2349	Midwest Tape LLC	23,362.31	12/4/2024
AP-PH12-06-24	Priority Health	23,355.04	12/6/2024
88521	Demco, Inc	22,895.00	12/11/2024
88535	Demco, Inc	22,895.00	12/11/2024
2024-2292	Baker & Taylor	20,085.06	12/4/2024
2024-2384	Rooftop Reindeer	14,600.00	12/18/2024
AP-Nov 2024	American Heritage Life Insurance Company / Allstate Benefits	14,268.12	12/6/2024
2024-2367	IP Consulting, Inc.	13,911.00	12/11/2024
2024-2351	Rehmann Robson LLC	13,400.00	12/4/2024
2024-2397	Rehmann Robson LLC	13,400.00	12/18/2024
2024-2366	Everstream Holding LLC- Michigan	13,130.00	12/11/2024
2024-2341	Michigan Office Solutions (MOS)	12,964.64	12/4/2024
AP-24300002662	Priority Health	11,442.66	12/2/2024
88562	Tun-Dra Kennels	10,200.00	12/18/2024
2024-2369	Midwest Tape LLC	10,000.00	12/11/2024
2024-2356	Thomas Klise/Crimson Multimedia	9,430.00	12/4/2024
2024-2388	Holland Litho Printing Services	8,851.53	12/18/2024
2024-2362	AMAZON CAPITAL SERVICES, INC	8,226.06	12/11/2024
2024-2352	RNL Graphics Solutions, LLC	7,968.00	12/4/2024
2024-2353	Same Day Delivery, Inc	6,910.14	12/4/2024
AP-05907716	Paycor, Inc.	6,734.74	12/9/2024
2024-2297	Comerica Bank	6,724.62	12/4/2024
2024-2364	Comerica Bank	6,669.21	12/11/2024
2024-2396	Quipu Group, LLC	5,539.00	12/18/2024
88565	World Affairs Council Of Western Michigan	5,000.00	12/18/2024
2024-2370	Overdrive, Inc	4,985.50	12/11/2024
88547	Bmi	4,341.00	12/18/2024
2024-2371	Same Day Delivery, Inc	4,318.65	12/11/2024
88551	Governmental Consultant Services Inc.	4,000.00	12/18/2024
AP-1230	Graci Harkema / Graci LLC	4,000.00	12/3/2024
88558	Rollins Inc	3,815.85	12/18/2024
AP-05968069	Paycor, Inc.	3,571.10	12/27/2024
88496	BrightBenefits	3,376.75	12/4/2024
88548	BrightBenefits	3,376.75	12/18/2024
AP-Dec 2024	PLIC - SBD Grand Island	3,375.42	12/2/2024
2024-2299	Cengage Learning	3,300.45	12/4/2024
2024-2398	Same Day Delivery, Inc	2,975.07	12/18/2024
2024-2378	Xerox Financial Services LLC	2,904.22	12/11/2024

Kent District Library
 Check/Voucher Register - Check Register - Board Report
 From 12/1/2024 Through 12/31/2024

<u>Check Number</u>	<u>Vendor Name</u>	<u>Check Amount</u>	<u>Check Date</u>
2024-2372	TelNet Worldwide, Inc.	2,561.09	12/11/2024
AP-207059247...	Consumers Energy	2,425.09	12/3/2024
2024-2358	UAW Local 2600	2,351.49	12/4/2024
2024-2373	UAW Local 2600	2,304.97	12/11/2024
2024-2361	Adtegrity / Media Place Partners	1,955.19	12/11/2024
2024-2383	Comerica Bank	1,925.00	12/18/2024
AP-637901	123.Net, Inc	1,724.00	12/12/2024
88554	Jerry Berg / Swordsmanship Museum and Academy	1,500.00	12/18/2024
2024-2379	Abila / Community Brands Holdco, LLC	1,493.06	12/18/2024
2024-2338	Pre-Paid Legal Services, Inc.	1,476.50	12/4/2024
2024-2391	Pre-Paid Legal Services, Inc.	1,476.50	12/18/2024
2024-2295	Central Michigan Paper	1,320.00	12/4/2024
2024-2382	Central Michigan Paper	1,320.00	12/18/2024
2024-2381	Anthony Carpenter	1,300.00	12/18/2024
2024-2399	V.S.C., Inc.	1,222.00	12/18/2024
2024-2393	Matrix Edutainment / Matrix Entertainment	1,200.00	12/18/2024
AP-202788557...	Consumers Energy	1,196.08	12/5/2024
2024-2298	DK Security	1,170.46	12/4/2024
88512	Playaway Products LLC	1,152.39	12/4/2024
2024-2380	Advanced Benefit Solutions, Inc / Acrisure, LLC	1,149.00	12/18/2024
88518	The Lillie Labor Law Firm P.C.	1,064.00	12/11/2024
88532	The Lillie Labor Law Firm P.C.	1,064.00	12/11/2024
AP-6100897989	Verizon Wireless - MiFy Routers & Cell phones	1,009.35	12/31/2024
2024-2392	Library Ideas, Llc	1,001.70	12/18/2024
88519	Catered Creations Inc/Gary Zylstra	934.00	12/11/2024
88533	Catered Creations Inc/Gary Zylstra	934.00	12/11/2024
2024-2339	Lindenmeyr Munroe	926.52	12/4/2024
2024-2394	New City Neighbors	925.00	12/18/2024
AP-9978486028	Verizon Wireless - MiFy Routers & Cell phones	893.82	12/3/2024
88559	Pam Spring Advertising, Llc	855.00	12/18/2024
2024-2401	Xerox Financial Services LLC	815.64	12/18/2024
2024-2360	Xerox Financial Services LLC	815.64	12/4/2024
88545	ASLdeafined	800.00	12/18/2024
88506	Lectorum Publications	792.70	12/4/2024
88492	All Season Lawn Care	706.00	12/4/2024
2024-2340	Michael Hoskins	700.00	12/4/2024
2024-2300	Grainger	670.57	12/4/2024
88499	Center Point Publishing	659.28	12/4/2024
88516	All Season Lawn Care	639.25	12/11/2024
88530	All Season Lawn Care	639.25	12/11/2024
AP-Dec 2024	Delta Dental Of Michigan	606.29	12/9/2024
2024-2293	Blackstone Audio Inc	589.99	12/4/2024
88528	Unique	584.22	12/11/2024
88542	Unique	584.22	12/11/2024
AP-3010646	Arrowaste	526.64	12/17/2024
88557	Natali Rose / The Motley Misfits	487.50	12/18/2024
88508	Mlive Media Group	475.00	12/4/2024
88524	Mlive Media Group	475.00	12/11/2024
88538	Mlive Media Group	475.00	12/11/2024
2024-2363	Cloud 616 LLC	450.00	12/11/2024
AP-3321264	TASC	446.05	12/30/2024

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 12/1/2024 Through 12/31/2024

<u>Check Number</u>	<u>Vendor Name</u>	<u>Check Amount</u>	<u>Check Date</u>
88523	Lands End, Inc / Lands End Business Outfitters	430.48	12/11/2024
88537	Lands End, Inc / Lands End Business Outfitters	430.48	12/11/2024
2024-2385	DK Security	424.40	12/18/2024
AP-203267571...	Dte Energy	397.70	12/3/2024
2024-2377	Wolverine Printing Company	397.20	12/11/2024
2024-2283	AMAZON CAPITAL SERVICES, INC	362.06	12/4/2024
88491	Absopure Water Company	359.10	12/4/2024
2024-2350	New City Neighbors	345.00	12/4/2024
2024-2365	DK Security	339.52	12/11/2024
88514	Uline Shipping Supply Specialists	294.01	12/4/2024
88525	Occupational Health Centers of Michigan, P.C.	272.00	12/11/2024
88539	Occupational Health Centers of Michigan, P.C.	272.00	12/11/2024
88546	Blandford Nature Center	268.00	12/18/2024
AP-2911282-12...	Comcast Cable	251.85	12/9/2024
88517	Bloom Sluggett, PC	250.00	12/11/2024
88531	Bloom Sluggett, PC	250.00	12/11/2024
88564	William Wolf	250.00	12/18/2024
88561	Sabopr	234.90	12/18/2024
88515	Absopure Water Company	201.50	12/11/2024
88529	Absopure Water Company	201.50	12/11/2024
AP-PH12-6-24Inc	Priority Health	200.50	12/5/2024
88526	Salesforce, Inc.	188.51	12/11/2024
88540	Salesforce, Inc.	188.51	12/11/2024
88513	TMC Furniture, Inc.	155.00	12/4/2024
88522	Julianne Bouwens	150.00	12/11/2024
88536	Julianne Bouwens	150.00	12/11/2024
2024-2376	Warner Norcross & Judd Lip	136.00	12/11/2024
2024-2368	Lindenmeyr Munroe	134.80	12/11/2024
AP-0021585-12...	Comcast Cable	126.90	12/26/2024
88503	Jennifer Fitzgerald	125.89	12/4/2024
88543	Absopure Water Company	120.90	12/18/2024
2024-2386	Everlasting Green Plantscape LLC	120.00	12/18/2024
2024-2284	Andrew Erlewein	116.03	12/4/2024
88520	Christopher Cosmos / Pothos Productions	115.96	12/11/2024
88534	Christopher Cosmos / Pothos Productions	115.96	12/11/2024
88510	Rollins Inc	113.07	12/4/2024
AP-6100797880	Verizon Wireless - MiFy Routers & Cell phones	108.03	12/31/2024
AP-9978386953	Verizon Wireless - MiFy Routers & Cell phones	108.03	12/3/2024
88495	Audrey Barker	105.00	12/4/2024
88527	Susan Isenhoff	104.99	12/11/2024
88541	Susan Isenhoff	104.99	12/11/2024
2024-2374	Vital Records Holdings, LLC / VRC Companies, LLC	95.00	12/11/2024
2024-2390	Joseph Reilly	94.35	12/18/2024
2024-2357	Tracy Chrenka	88.96	12/4/2024
AP-017291	Medtipster.com, LLC.	87.34	12/13/2024
88553	Jennifer Savage-Dura	86.85	12/18/2024
88494	Aqua Blue Aquarium Solutions	85.00	12/4/2024
AP-6100114096	Verizon Wireless - MiFy Routers & Cell phones	83.16	12/23/2024
2024-2296	Christina Tazelaar	81.19	12/4/2024
88511	Peter Dykhuis	75.29	12/4/2024
2024-2355	Sheri Gilreath-Watts	69.40	12/4/2024

Kent District Library
 Check/Voucher Register - Check Register - Board Report
 From 12/1/2024 Through 12/31/2024

<u>Check Number</u>	<u>Vendor Name</u>	<u>Check Amount</u>	<u>Check Date</u>
2024-2354	Sarah Ann Weller	63.63	12/4/2024
2024-2375	Voices for Health, Inc.	60.00	12/11/2024
2024-2359	Voices for Health, Inc.	58.11	12/4/2024
88493	Angela Culp	50.89	12/4/2024
88544	Ann Arbor District Library	50.00	12/18/2024
88505	Kent County Treasurer-Mi Tax Tribunal Refunds	44.31	12/4/2024
2024-2294	Carla Hotz	43.13	12/4/2024
88507	Madelyn Besaw	37.77	12/4/2024
AP-8641512-10...	T-Mobile USA Inc.	36.11	12/3/2024
88501	Emily Moss	35.73	12/4/2024
88498	Caleb Perkins	35.73	12/4/2024
88555	Judy Anne Britt	35.00	12/18/2024
88500	David Palma	33.00	12/4/2024
2024-2395	Performance Assessment Network	30.00	12/18/2024
AP-L151846421	State Of Michigan	30.00	12/24/2024
88563	White Pine District Library	29.95	12/18/2024
88549	St. Clair County Library	28.51	12/18/2024
88550	Emily Alyssa Kenney	26.24	12/18/2024
88552	Hart Area Public Library	25.00	12/18/2024
88504	Karen Small	24.93	12/4/2024
88502	City of Holland	18.95	12/4/2024
88560	Putnam District Library	10.99	12/18/2024
88497	Brittany Leanne Gibson	8.00	12/4/2024
2024-2400	Voices for Health, Inc.	5.96	12/18/2024
Report Total		1,355,666.61	

Kent District Library
Check/Voucher Register - Voided Checks
From 1/1/2024 Through 12/31/2024

Check Number	Vendor Name	Check Amount	Check Date
2024-1104	Kanopy Inc.	(44,347.00)	2/1/2024
72776	Megan Phillips	(8.10)	11/1/2024
73233	Alex Beesley	(12.99)	11/1/2024
74054	Nathaniel Whitmer	(15.99)	11/1/2024
74465	Corwin Tobias	(23.54)	11/1/2024
74780	Jeanne Gorton	(7.04)	11/1/2024
75519	Aarav Vincent	(8.00)	11/1/2024
76753	Christopher Horton	(5.99)	11/1/2024
77150	Brady Gavin	(12.99)	11/1/2024
77964	Thomas Deblecourt	(10.99)	11/1/2024
81278	Delta College	(6.99)	11/1/2024
81914	Charter Township of Shelby	(24.95)	11/1/2024
82097	Harriet Newbold	(15.00)	11/1/2024
82213	Joel Zeilstra	(16.99)	11/1/2024
83216	Jessica Cousineau	(7.99)	11/1/2024
83515	Linnea Blanchard	(16.99)	11/1/2024
84182	Samantha Hodge	(20.69)	11/1/2024
84430	Caleb Rottman	(11.24)	11/1/2024
84513	Audrey Rodeheaver	(15.60)	11/1/2024
85192	NHU-KHANH PHUOC NGUYEN	(14.99)	11/1/2024
85477	Isaac Bogardus	(13.99)	11/1/2024
85614	Josh Monroe	(17.99)	11/1/2024
85851	Morgan Kooiman	(5.99)	8/13/2024
85933	Morgan Kooiman	(19.95)	8/13/2024
87093	Absopure Water Company	(258.00)	1/19/2024
87454	Urban Libraries Council	(12,000.00)	2/29/2024
87550	MLA- Michigan Library Association	(85.00)	2/29/2024
87598	Sarah Wyma	(9.99)	2/21/2024
87687	John Ball Zoo	(519.00)	4/24/2024
87760	Peter Dykhuis	(1,826.00)	4/4/2024
87823	Chelsea Holley	(2,160.00)	5/22/2024
87968	Hitachi Capital America Corp / Bibliotheca Credit	(8,925.00)	6/26/2024
88089	Gordon M Russ Sr./Gordon the Magician	(600.00)	9/25/2024
88109	MLA- Michigan Library Association	(775.00)	8/1/2024
88157	Jay F Bittinger	(150.00)	8/30/2024
88178	Zachary Hatchett	(150.00)	8/7/2024
88273	Ulliance, Inc.	(2,332.44)	9/27/2024
88291	Joyanne Huston-Swanson	(245.50)	9/19/2024
88314	AED Authority	(2,465.00)	10/16/2024
88515	Absopure Water Company	(201.50)	12/11/2024
88516	All Season Lawn Care	(639.25)	12/11/2024
88517	Bloom Sluggett, PC	(250.00)	12/11/2024
88518	The Lillie Labor Law Firm P.C.	(1,064.00)	12/11/2024
88519	Catered Creations Inc/Gary Zylstra	(934.00)	12/11/2024
88520	Christopher Cosmos / Pothos Productions	(115.96)	12/11/2024
88521	Demco, Inc	(22,895.00)	12/11/2024
88522	Julianne Bouwens	(150.00)	12/11/2024
88523	Lands End, Inc / Lands End Business Outfitters	(430.48)	12/11/2024
88524	Mlive Media Group	(475.00)	12/11/2024
88525	Occupational Health Centers of Michigan, P.C.	(272.00)	12/11/2024
88526	Salesforce, Inc.	(188.51)	12/11/2024
88527	Susan Isenhoff	(104.99)	12/11/2024

Kent District Library
Check/Voucher Register - Voided Checks
From 1/1/2024 Through 12/31/2024

<u>Check Number</u>	<u>Vendor Name</u>	<u>Check Amount</u>	<u>Check Date</u>
88528	Unique	(584.22)	12/11/2024
Report Total		<u>(105,467.82)</u>	

Director's Report December 2024



From the Desk of Lance Werner, Executive Director

Engaged in discussions with executives at OverDrive. Attended a lunch meeting with the Director of Grand Rapids Public Library to explore potential collaborations between the systems and discuss joint efforts to address critical societal needs, such as food insecurity, should the need arise.

Advocated for Representative Glanville's Freedom to Read Bills by speaking with Michigan Library Association and left a message for Senator Winnie Brinks. Composed a statement of endorsement for an American Library Association Presidential Candidate at the candidate's request. Additionally, wrote a letter of support for another library director for an American Library Association award, also at the candidate's request.

Consulted with KDL's legal counsel and engaged in conversations with the Leadership Team (LT) about increasing circulation among individuals aged 10–40, as requested by the Board. Had multiple discussions with LT members on a range of topics, including:

- Collaboration with GRPL
- Food insecurity
- Employee benefits
- The societal impact of higher education loss
- Net Neutrality
- Hygiene lockers

Enjoyed visiting the branches and took time to interact with as many dogs as possible.



Director's Report December 2024



Alpine, Tyrone and Walker

On January 18, the current Walker Library will close to prepare for the move to the Walker Temporary Location at 445 Standale Plaza, NW. While in the 2000 square foot temporary location, KDL will partner with the city of Walker to hold larger programs in the community room at Walker Fire Station 2 and Walker Community Park. One of the key features of the Temporary Location is a large window along the front. The Marketing and Communications Department has been working on ways to make the entrance memorable such as the below proposed design by Creative Services Coordinator Brad Baker. We'll remain in the temporary location until fall of 2026.



In fall of 2024, the Tyrone Township Branch began the pilot of a mobile esports lab. The laptops can be deployed for programming, such as afterschool Teen Zone, and can be put away when not in use so the space can be used for other programs. In 2025, Branch Librarians Nathan Bartos and Katie Mitchell will be exploring ways to use the lab in programming and investigating options for partnering with Kent City Schools.

At Alpine, Branch Librarian Theresa Eastman began to lead a new program at the branch, Awesome Adults, this fall. This program is designed for adults with intellectual and developmental disabilities and their care partners, and involves fun group activities such as games, puzzles and crafts. Since introducing the program, attendance has steadily grown, and the team at Alpine is hoping to see the program continue to grow in 2025.

Director's Report December 2024



Caledonia and Cascade

In 2024, the branches embraced the concept of being a destination for learning and excitement. Recognizing that many core memories are formed during childhood, which often have a profound impact on development, the Branch Librarians worked diligently to establish consistent practices in programs such as storytime while also fostering excitement to encourage return visits. Looking ahead to 2025, the library aims to build on these successes and lessons, adapting to meet the community's current needs through a focus on information, partnerships, and six types of literacy.

This winter, both the Caledonia and Cascade branches are hosting Preschool Resource Fairs, which have received positive feedback from vendors. On December 30, the Cascade Library served as a host location for the KDL Lab Expo, aligning with Gallup goals by fostering cross-collaboration outside the region. This event was a successful partnership between the KDL Lab Workgroup and Cascade staff. Additionally, the team is preparing for an exciting Lunar New Year Celebration on January 25, which emphasizes cultural literacy.

Beyond in-branch programming, the Cascade Branch will undergo a refresh in February, and work continues on Friendship Park in collaboration with Native Edge. At the Caledonia Branch, minor updates to the outdoor space are planned, alongside ongoing efforts to strengthen partnerships with organizations such as Deep Roots and the Caledonia Chamber.

Comstock Park & Plainfield

At the Plainfield Township Branch, 2025 will bring a new eSports lab in what is now the Teen Room and will become an AV room. The room will house video games, DVDs and audio CDs to check out, but most excitingly, will also house six new high-end computers suitable for competitive gaming practice. The branch looks forward to partnering with Northview High School to develop programs or practice as well as providing the computers to all Plainfield patrons.



At the Comstock Park Branch, 2025 will bring the dedication of a new Story Walk in Dwight Lydell Park adjacent to the library. Thanks to KDL's MarCom Department, the Comstock Park Rotary, Kent County Parks, and youth librarians at Comstock Park, families can walk around the newly renovated park and read the story book *Fire! Fuego! Brave Bomberos* by Susan Middleton Elya and Dan Santat one page at a time. The pages also include child-friendly fire safety tips provided by the Plainfield Township Fire Department and questions about the book provided by Comstock Park librarians.

Featured Department Patron Services

The Patron Services Department continues to demonstrate excellence in serving the community through personalized attention, technological innovation, and adaptive service.
2024 Achievements

Patron Services Librarians serve as anchors in many patrons' lives, fostering relationships that extend far beyond the walls of traditional library services. Through daily interactions, KDL's dedicated Patron Services Librarians create an environment where patrons find not just information, but genuine connection and dignity. This impact was illustrated when the department lost a longtime patron this year. For this individual, the relationships with Patron Services Librarians represented a crucial source of autonomy in his final chapter of life.

Patron Services Librarians embraced emerging technologies, particularly in the thoughtful integration of artificial intelligence tools to elevate both operational efficiency and patron experience. Through comprehensive database training put together by Training Manager Trish Reid and the Training Advisory Group, staff strengthened their expertise in resource recommendations, ensuring patrons receive more personalized service.

When security concerns required the immediate discontinuation of KitKeeper, Patron Services Librarians demonstrated their exceptional adaptability in managing Book Club in a Bag services. Despite working with a labor-intensive interim solution that challenged both staff time and patron ease of use, these librarians maintained superior service standards with grace and dedication. The implementation of LibCal on January 8th, 2025, marks a successful resolution led by Patron Services Librarian Joel Kibbe, who worked in collaboration with Systems Analyst Rochelle Ball to develop this strategic solution.

The Talking Book and Braille Center (TBBC) expanded its user base under the leadership of the Accessibility and Inclusion Specialist Shelley Roossien, alongside Patron Services Librarians Jackie Jurgens and Mary Valentine. Their efforts in user outreach, complete with a new welcome packet to encourage retention, resulted in 211 new TBBC users. Total TBBC circulation reached an impressive 91,263 items, including book cartridges, magazines, DVDs, hardcopy Braille, Large Print, and BARD materials.

Staff managed the surge of eclipse glasses inquiries. The department strengthened interdepartmental relationships through branch visits and staff exchanges, creating a new appreciation for their co-workers in the branches. And – in what will surely be noted in Service Center History Books – the department's exceptional teamwork earned them the Service Center Olympics Gold Medal.

Looking Ahead to 2025

The upcoming year promises continued innovation with several exciting initiatives:

- Implementation of Five9 Call Center Software to enhance the delivery of service over the phone
- Launch of the adaptive technology lab at the Service Center
- Integration of a new Integrated Library System (ILS) for TBBC patrons
- Deployment of more efficiency-focused tools including LibCal, AI applications, and Unique Management for Sunday call management

These improvements will allow Patron Services Librarians to focus on their core strength: meaningful patron interactions that make a lasting impact on the community.

Patron Services Department 2024

90,159 Calls Answered
31,095 Tickets Answered
4,661 Chats Answered

125,915 Total Patron Interactions

**17.5 %
Increase in
Patron
Interactions
from 2023!**

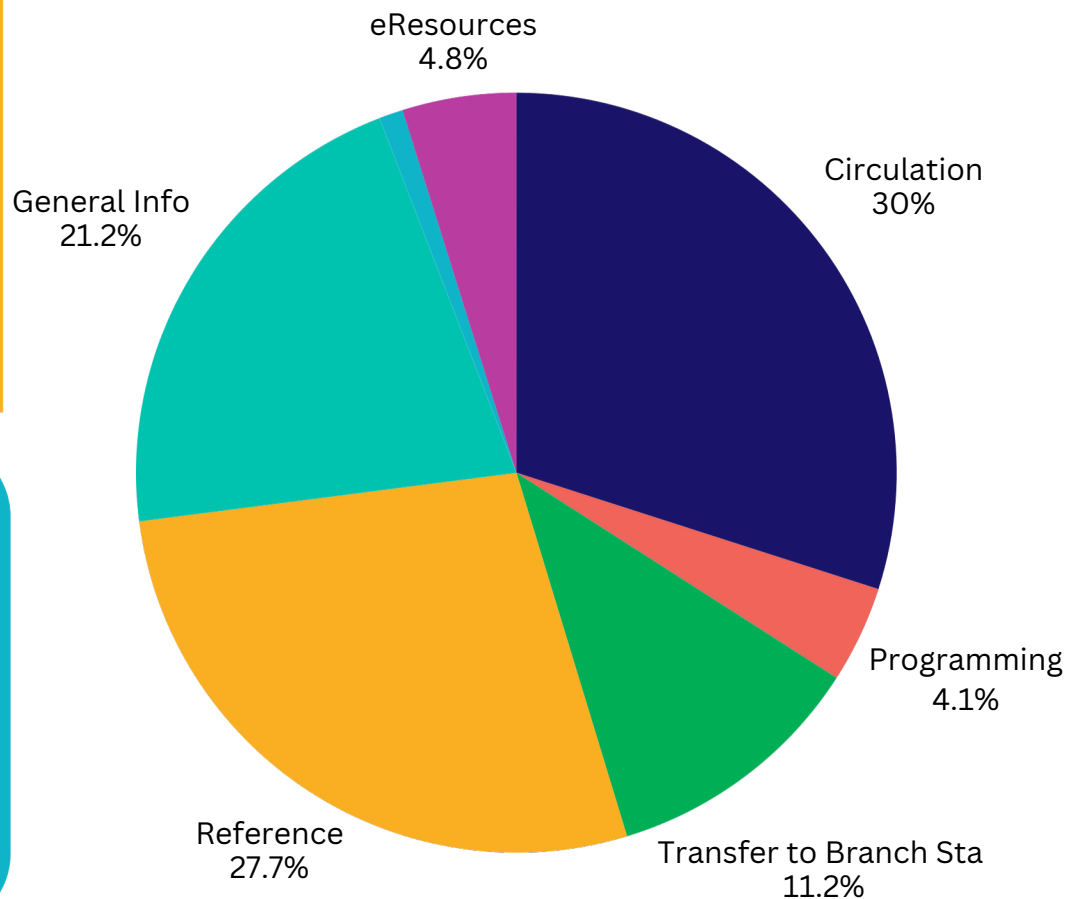
PSD Year Highlights:

“PSD collected submissions for the Let It Snow jackalope drawing competition. They were SO charming and fun to share!”

“The way PSD rallied to problem solve Book Club in a Bag solutions for our patrons was incredible. We have such a great team!”

**Longest Call of 2024:
1 hour, 13 minutes and 7 seconds**

Calls by Category



**Most Calls Taken
by one Patron
Services
Librarian:
7,314**

Katie Kudos

December 2024

Autumn Shattuck – Assistant Branch Librarian Kentwood

Nominated By: Angela Culp

Helpful

“Aude picked up the Sunday shift last minute and saved the day! I really appreciated your help. It made the shift seem relaxed instead of stressful.”

Nominated By: Crystal Logan-Syrewicze

Positive

“Aude is such a positive light at the Kentwood branch. Her humor and biting wit keep us all laughing and feeling like maybe things won’t be so bad after all.”

Keeva Filipek – Programming Specialist Service Center

Nominated By: Hennie Vaandrager

Courageous

“Keeva has been picking up a lot of the slack as colleagues have been out sick. I recognize the added stress and workload that she has taken on ... especially with looming deadlines and colleagues waiting for presenter information. She handled it all with patience, attention to detail, and kindness. She is an important part of our team and such as asset to the Programming Department at KDL.”

Nominated By: Angela Culp

Helpful

“Keeva got the esports programs sorted for another season. I know it is just one more thing in her busy schedule, but she manages to gracefully keep everyone in the loop. She gets our programs schedule with such competence. After trying (and failing) to do the sorting in previous seasons, I will NEVER take her expertise for granted. Thank you, Keeva!”

Nominated By: Amber Elder

Inclusive

“ALL THE KUDOS IN THE WORLD to the amazing Keeva, who worked with both of her presenters and the ones I was working with when I was out sick unexpectedly. She reached out to people to get things finalized as well as contracts signed and engaged and communicated with the BOPS. She did all of this with kindness and enthusiasm even though it increased her already busy work. THANK YOU SO MUCH FOR ALL THAT YOU DO!”

Nominated By: Sarah Fox

Positive

“Thank you for stopping by the KDL Lab Expo to check out THE DOME. 😊 It is always great to see you. I appreciate your thoughts and feedback. Grateful for you!”

Katie Kudos

December 2024

Cody Ketchum – Assistant Branch Librarian
Cascade Township

Nominated By: Ashley Geglio

Authentic

“Thank you for seeing me running around before the expo and asking what you can do to help! Simple things like clearing off the display table was such a help to me. I appreciate you!””

Nominated By: Tricia vanZelst

Helpful

“Cody helped me figure out a very tricky missing pieces situation this morning. Thank you for being the Sherlock to my Holmes and solving the mystery!”

Nominated By: Lulu Brown

Helpful

“Thank you for the work you have done all year to create engaging bulletin boards for staff. It has become one of the important stops for me as I make loops to learn more about everyone.”

Nominated By: Nannette Zorn

Helpful

“Last night, we ran the Craft and Create program. The clean-up took longer than expected. Both Molly and Cody stayed to help. It made a big difference in how quickly we got it done. I slept easier knowing that I didn’t have to come in to work today with all the extra clean-up to manage. Thank you, Molly and Cody, for your kind consideration. It was deeply appreciated.”

Nominated By: Ashley Smolinski

Positive

“Thank you for your kindness in the past two weeks when you offered to work the evening shifts so others wouldn’t have to. They and I appreciated this, so they could take vacation time. I see how much you give to those around you at work. I feel lucky to have you on my team!”

Upcoming Meetings + Dates of Interest

Upcoming Meetings

Regular Board Meeting
Thursday, February 20, 2025
KDL Service + Meeting Center

Regular Board Meeting
Thursday, March 20, 2025
KDL East Grand Rapids

Regular Board Meeting
Thursday, April 17, 2025
KDL Service + Meeting Center

Dates of Interest

KDL Pension Meeting
February 19, 2025
1:00 PM
KDL Service + Meeting Center

Kent
District
Library
kdl.org



Information ●
Ideas ▽
Excitement!



MONTHLY PROJECT REPORT

DECEMBER 2024

- 1** New projects approved
- 8** In queue
- 2** Declined

8
Active Approved
Projects

- On Time 8
- Late (At Risk) 0
- Paused 0
- ✓ Completed since 01/24 16

Community Partnerships Evaluation



● **Project Lead:** Craig Buno
Status: On Track - NEW

Approval Date: 12.04.2024
Due Date: 01.31.2026

This project is one of KDL’s 2025 strategic initiatives and aims to strengthen relationships with partners and ensure more strategic community engagement. Currently, there is no established method for evaluating and prioritizing community partnerships, limiting the ability to focus on key partners at both the branch and system levels.

By leveraging data, this project will identify shared goals with partners, develop a partnership intake process and address gaps or overlaps in partnerships. A “Who is My Community” sheet will be created for each branch to highlight partnerships unique to that region and community and to increase staff awareness.

Free Printing Sustainability Plan

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

Approval Date: 06.26.2024
Due Date: Extended - 03.05.2025

The team is prepared and ready for the rollout of the second phase of this project. A Communication Bulletin and Training Plans were distributed to staff on December 11, allowing ample time to review and prepare for the upcoming changes. Project members Faye Harbison and Jared Seigel attended both RMI and RMII meetings to present the changes, answer questions and provide talking points for managers to discuss in daily huddles. The public printing changes will go into effect January 13.

Given the current project status and remaining deliverables, a new close-out date of March 5 has been approved. This extension will allow both staff and patrons to acclimate to the new printing standards before rollout feedback is solicited.

In-Branch Experience

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

Approval Date: 02.28.2024
Due Date: 02.17.2025

The In-Branch Experience guide is nearing completion, with the team finalizing details to deliver an exceptional resource for internal staff. Transition plans are being developed in collaboration with the MarCom department and the Services advisory group to ensure seamless ownership of the guide and effective promotion of experiences once the project closes out.

Intranet Revamp

● **Project Lead:** Jaci Cooper
Status: On Track

Approval Date: 09.04.2024
Due Date: 11.03.2025

The team continues to assess the feedback that was solicited by various members of each department and branch role and Jaci Cooper is working to incorporate it into the new homepage. Jessie Salo and Kelsey Little are beginning to craft a scavenger hunt as part of a training plan so staff can comfortably and confidently familiarize themselves with the new layout and where everything is located. Elvia Myers is working on building a template and a standard operating procedure for using the newsletter function on SharePoint for the Wednesday Weekly updates that LT and management send out. Dhanya Ravi is ready to switch over the new homepage URL and default homepages for KDL staff at the end of January. The changes will be small but will serve as a great foundation for better use of the homepage in the future and more functions to be explored.

Legendary Readers

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

Approval Date: 09.27.2023
Due Date: 07.31.2025

January will mark an exciting milestone for the project — Legendary Readers has officially reached prize pickup season! Staff at all branches have been trained on the process of logging completers in Beanstack for tracking purposes, as well as distributing bookmarks and stickers to completers. The project team is hopeful that aligning this with the Let It Snow prize pickup will provide a great opportunity for cross-promotion of both programs.



LibCal for Managing Book Club in a Bag Reservations



Project Lead: Morgan Hanks

Status: On Track

Approval Date: 09.25.2024

Due Date: Extended - 02.05.2025

LibCal is set to launch on January 8, with staff training materials having already been released to ensure a smooth rollout. The project team is pleased with the product overall and submitted several enhancement requests to further optimize its functionality. The transition for patrons is expected to be easy, as the system has proved to be user-friendly.

Given the holiday season and winter break, the PMO approved an extension of the project timeline to February 5. This adjustment provides time to complete the launch and allows for a few weeks of live usage before gathering feedback on the rollout process.

MarCom Supplies Request System Upgrade



Project Lead: Janice Greer

Status: Complete

Approval Date: 08.28.2024

Due Date: 12.12.2024

The project close-out meeting was held on December 5. The new supply ordering system is now active and operating smoothly, with a few minor programming issues addressed during December. Moving forward, the team will continue to monitor the system's performance and plans to reconvene in 4-6 months to discuss adding Facilities materials to the Wix ordering system. Rollout survey feedback was very positive, with staff reporting the new system is intuitive and easy to use. Many thanks to Janice Greer for leading this project along with her project team: Duncan Watson, Dhanya Ravi, Janelle Waugh, Jaime Brooks, Kelly DeHaan and Randy Goble.

Materials Handling Time Study



Project Lead: Trish Reid


Status: Complete

Approval Date: 03.25.2024

Due Date: 12.06.2024

The project close-out meeting was held on December 3. The project is now complete and all aspects were successfully implemented. The sorter system has been a valuable addition to KDL, with both quantitative and anecdotal data demonstrating significant improvements in efficiency. Staff report that the updated process is much more streamlined, allowing more time to assist patrons and manage other branch tasks such as shelving. Collection Services has also benefited from increased efficiency, enabling staff to stay on top of processing new items and managing MeL workloads. Thanks to Trish Reid for leading this project and her team: Sheri Glon, Liz Guarino, Dave Palma and Kurt Stevens.


On the Same Page 2025

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

Approval Date: 06.01.2024
Due Date: 12.01.2025

Excitement around On the Same Page continues to build as the team heads into the new year. Many KDL book clubs are focusing on the two featured titles and the response has been overwhelmingly positive. Multiple media interviews have already spotlighted the program and additional coverage is expected leading up to April 30. The open rate on emails sent to subscribers remains high, reflecting strong engagement and interest from our patrons. The project team has scheduled a visit to the venue on January 30. Both physical and ebooks are circulating at high volumes.


Physical Collection Audit

 **Project Lead:** Joshua Bernstein
Status: Complete

Approval Date: 08.23.2023
Due Date: 12.16.2024

The Physical Collection Audit project was successfully closed this month. In early 2023, this project was approved to address the significant decline in circulation for three collections: magazines, audiobook CDs and music CDs. To support patrons who heavily rely on these materials, this project introduced a gradual budget reduction to help users adjust to the eventual elimination of these materials. Music CDs and audiobooks were moved from small branches to larger ones, freeing up shelf space for more popular items. Thanks to the dedicated efforts of Project Leader Josh Bernstein and his team: Liz Guarino, Kurt Lardie, Toby Schuler, Meredith Schickel, Anna Hesselschwerdt, Kelsey Little, Sam Holland, Laurie Winkler, Sam Hodge, Marie Mulder, Brynn Doering and Sheri Glon.

Teen Graphic Novel Contest

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

Approval Date: 07.17.2024
Due Date: 11.24.2025

In early November the project team finalized the competition rules and guidelines. The team has been exploring options for printing anthologies of the Top 10 submissions to provide to finalists and add to the KDL collection, similar to the *Write Michigan* anthologies. During this process, it was discovered that in-house printing and binding might be a viable option, offering significant budget savings and greater flexibility in turnaround time between the selection of the Top 10 and the final printing. Testing is currently underway to determine if this approach is feasible. Venues have also been selected for key events, with the Graphic Novel Creation Workshop planned for this summer at the Wyoming Branch and the Award Ceremony set for November at the Service Center. These locations were chosen for their centrality within the county, with discussions underway about rotating the Award Ceremony venue in future years. The team is now shifting focus to detailed planning for the workshop.

BUILDING PROJECTS

Cascade Township

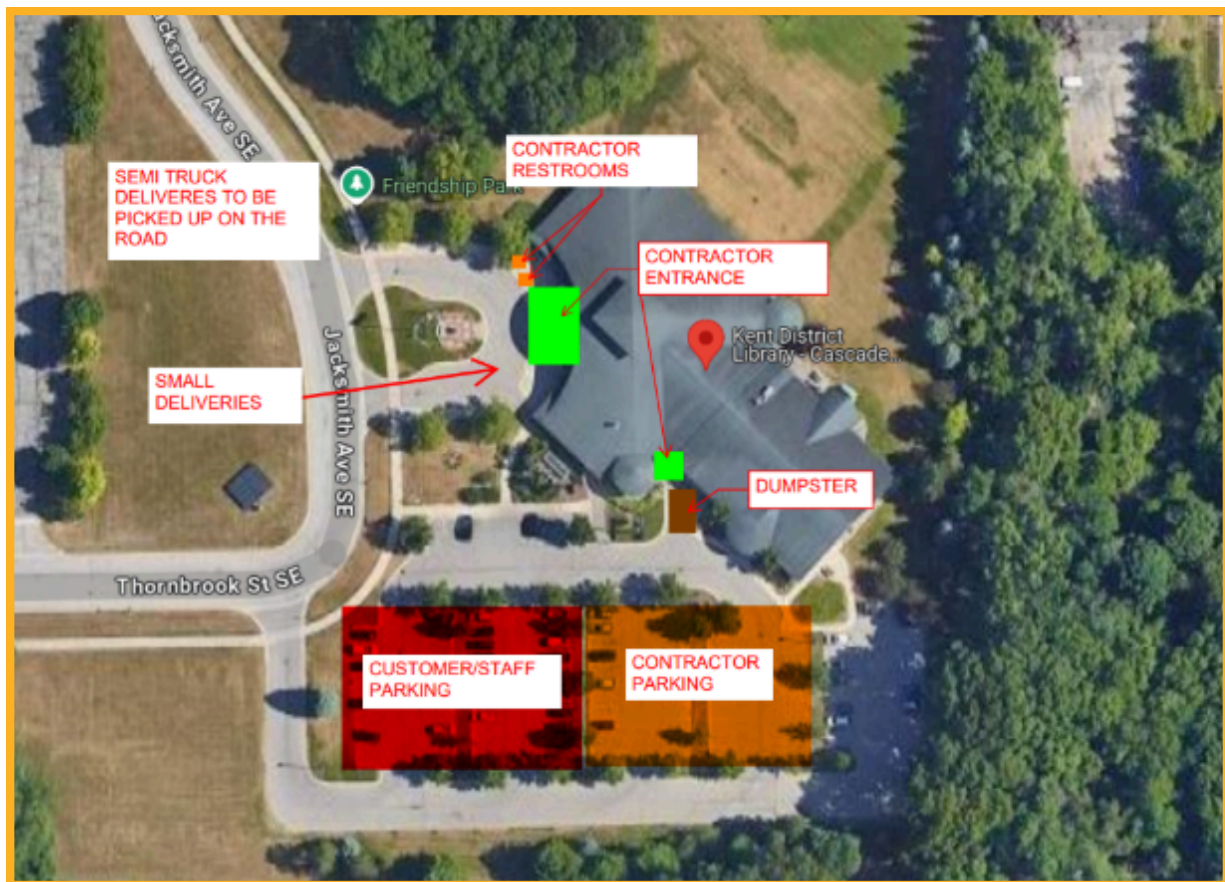
● **Project Lead:** Lulu Brown
Status: N/A

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

Carbon Six, the construction management company, is overseeing the project. In January, Amy Shakarjian, Project Manager and Safety Manager, will conduct a bid walk-through. Following this, a formal presentation to the township board will confirm whether the construction bids align with the range approved by the Cascade Township Board.

Jade Smith, Township Manager and Dan Zwick, Director of Park and Facilities have been fantastic partners in the refresh effort. They met with Lulu Brown and Ashley Smolinski in early December to finalize the next steps for new furniture, which will go out to bid in January.

In December, Cascade staff focused on plans for new displays, while Lulu Brown is actively sourcing quotes for a playhouse structure to be funded by the Cascade Friends of the Library





BUILDING PROJECTS



Krause Memorial (Rockford)

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

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

Proposals for the Krause expansion design-build agreements are due to the City of Rockford on January 7. A small group will then meet to review the proposals and recommend a contractor to the City Council for their regular meeting on January 13. Regional Manager I, Jennifer German, has been invited to participate in the review process.

The Rockford's Got Talent show will take place on Saturday, January 25. The fourth annual talent show is sponsored by the Rockford Area Community Foundation and is a fundraiser for the Krause Memorial Library expansion.

Tyrone Township

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

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

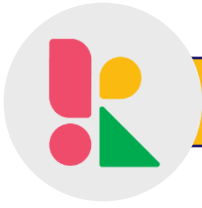
Phase one of the Tyrone Township New Library project will extend into next spring. This phase involved demolishing the old church and preparing the site for future development. Plans are in place to begin initial work on the new parking lot in the spring. Fundraising efforts for the next phase of the project are ongoing and remain a priority for the township.

Walker

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

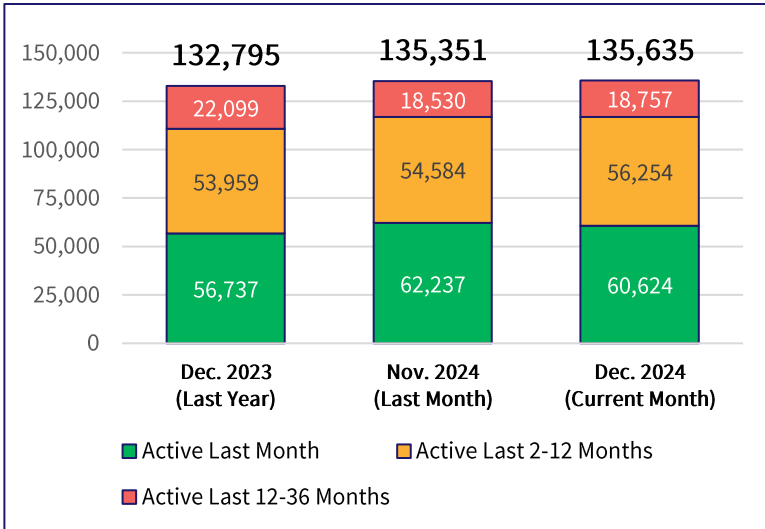
Approval Date: N/A
Due Date: N/A

Construction around the current library continues, as staff plan and prepare for the move to the temporary location, set to open on February 3. At the same time, KDL, the City of Walker, and architects Studio GC are actively collaborating on plans for the new library. In January, the team will focus on key design elements, including signage, branding and proposed features such as an Art or History Wall.



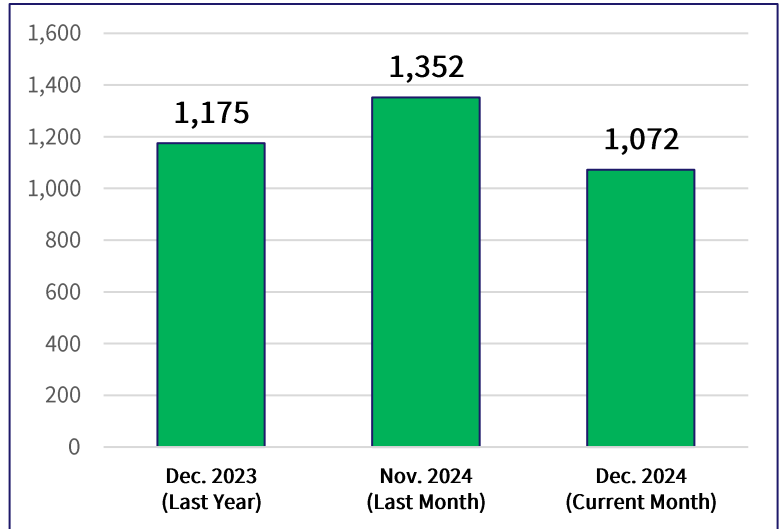
DECEMBER 2024 STATISTICAL SUMMARY

Active KDL Patrons:



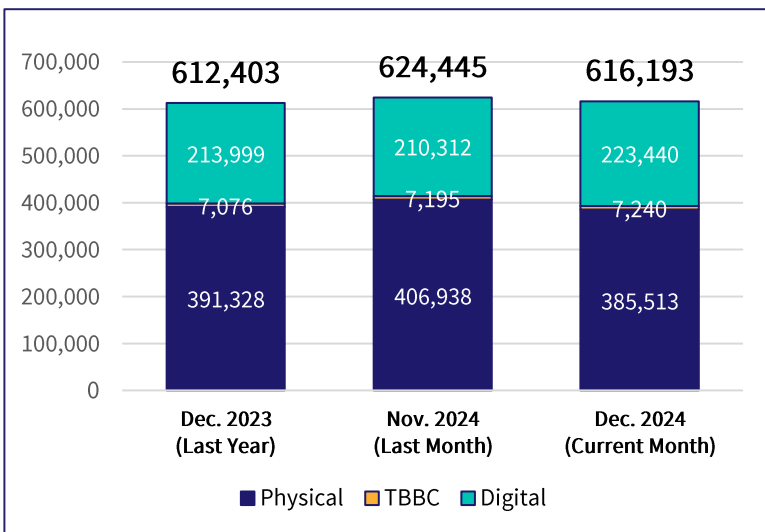
Active KDL Patrons are **up 0.2%** from last month and **up 2%** from the same month last year.

New KDL Cards Added:



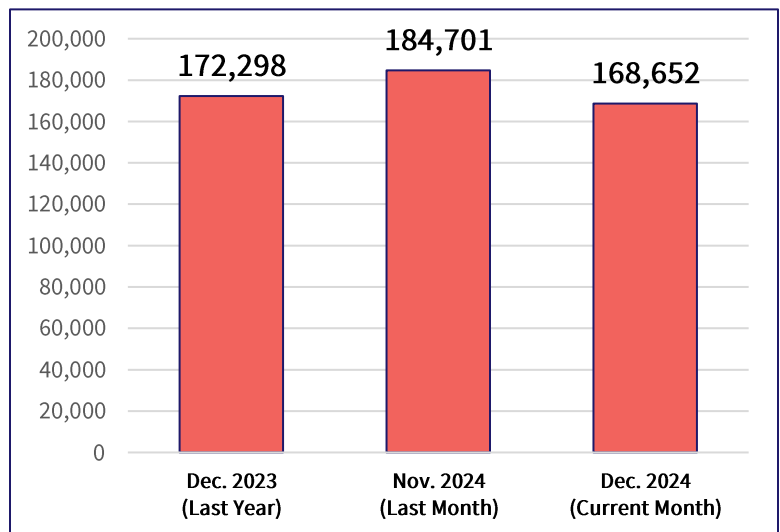
New KDL Cards Added are **down 21%** from last month and **down 9%** from the same month last year.

Total Circulation:

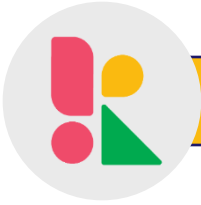


Total Circulation is **down 1%** from last month and **up 1%** from the same month last year.

Visitor Count:

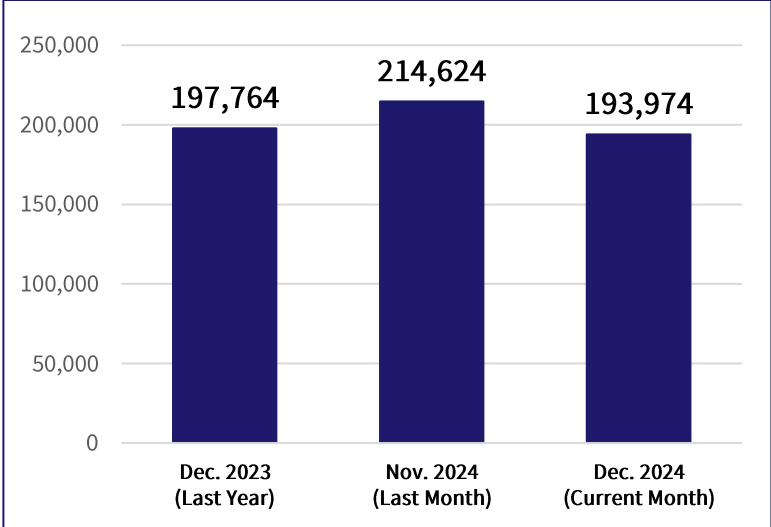


Branch Visitors are **down 9%** from last month and **down 2%** from the same month last year.



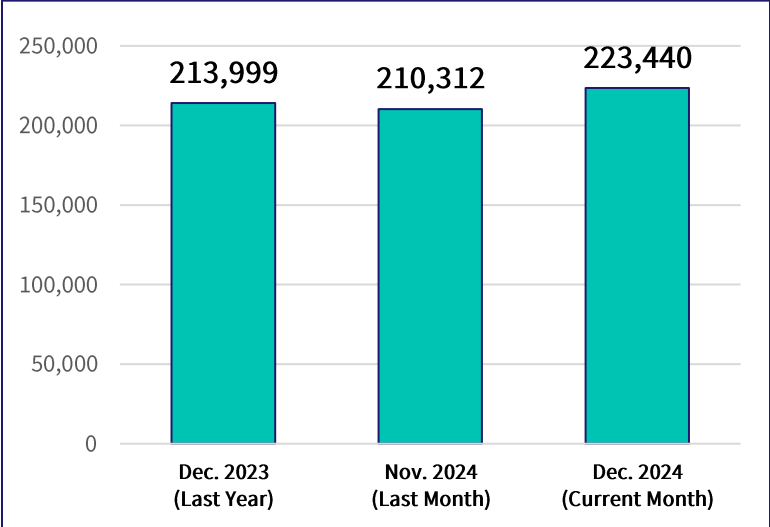
DECEMBER 2024 STATISTICAL SUMMARY

Physical Items Checked Out:



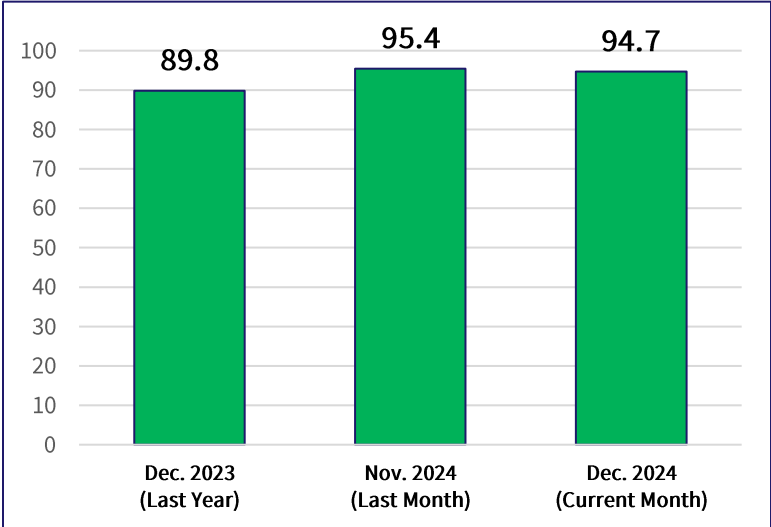
Physical checkouts are **down 10%** from last month and **down 2%** from the same month last year.

Digital Items Checked Out:



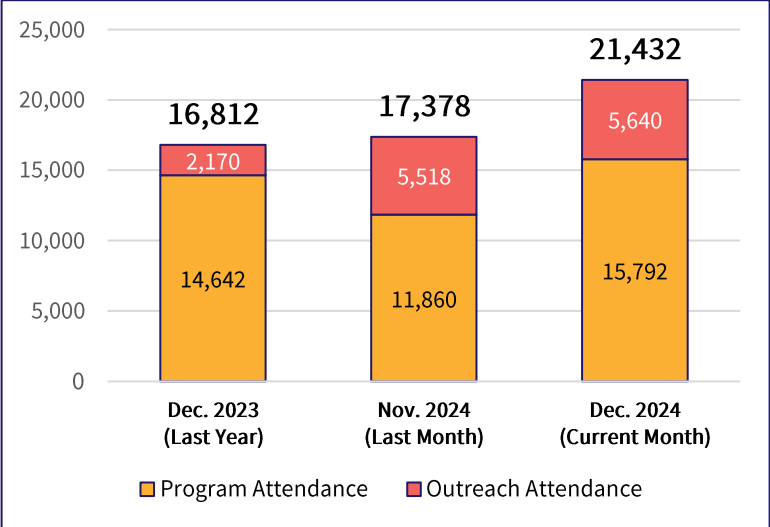
Digital checkouts are **up 6%** from last month and **up 4%** from the same month last year.

Net Promoter Score (NPS):

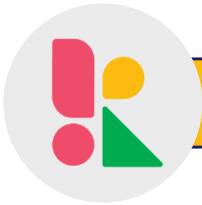


Net Promoter Score is **down 0.7%** from last month and **up 4.9%** from the same month last year.

Programs & Outreach:



Program & Outreach Attendance is **up 23%** from last month and **up 27%** from the same month last year.



MOST POPULAR TITLES LAST MONTH

Click on each title for a link to the catalog

All Physical Items (Most Checkouts):

<u>Title</u>	<u>Checkouts</u>
1. KDL WiFi Mobile Hotspot	579
2. <i>The Women</i> by Kristin Hannah	216
3. <i>Martyr!</i> by Kaveh Akbar	205
4. <i>Wandering Stars</i> by Tommy Orange	175
5. <i>The Grey Wolf</i> by Louise Penny	138
6. <i>The Boyfriend</i> by Freida McFadden	125
7. <i>All the Colors of the Dark</i> by Chris Whitaker	122
8. <i>To Die For</i> by David Baldacci	119
9. <i>The Night We Lost Him</i> by Laura Dave	112
10. <i>Swan Song</i> by Elin Hilderbrand	110

All Physical Items (Most Holds):

<u>Title</u>	<u>Holds</u>
1. <i>The God of the Woods</i> by Liz Moore	204
2. <i>All the Colors of the Dark</i> by Chris Whitaker	197
3. (tie) <i>The Wild Robot</i> by Peter Brown	174
(tie) <i>Super Mario Party Jamboree</i>	174
5. <i>Now or Never: Thirty-One on the Run</i> by Janet Evanovich	170
6. <i>Here One Moment</i> by Liane Moriarty	149
7. <i>The Boyfriend</i> by Freida McFadden	148
8. <i>Wings of Fire: The Graphic Novel, Escaping Peril</i> by Tui Sutherland	146
9. <i>Dog Man: Big Jim Begins</i> by Dav Pilkey	129
10. <i>The Anxious Generation</i> by Jonathan Haidt	125

OverDrive Items (Most Checkouts):

<u>Title</u>	<u>Checkouts</u>
1. <i>The Boyfriend</i> by Freida McFadden (audio)	293
2. <i>Lights Out</i> by Navessa Allen (audio)	224
3. <i>Wicked</i> by Gregory Maguire	212
4. <i>Iron Flame</i> by Rebecca Yarros (audio)	209
5. <i>Wicked</i> by Gregory Maguire (audio)	201
6. <i>Small Things Like These</i> by Claire Keegan (audio)	188
7. <i>Winter 2024-2025 Kaleidoscope</i> by Kent District Library	173
8. <i>Fourth Wing</i> by Rebecca Yarros (audio)	170
9. <i>Remarkably Bright Creatures</i> by Shelby Van Pelt	168
10. <i>The Widow's Husband's Secret Lie</i> by Freida McFadden (audio)	156

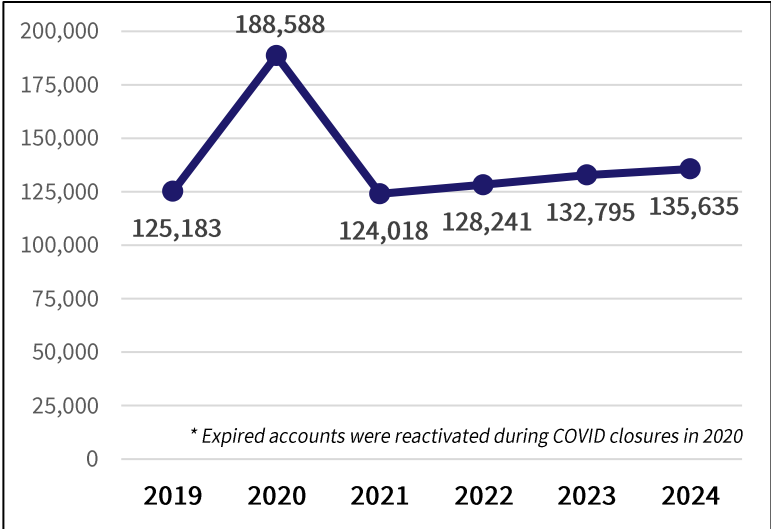
OverDrive Items (Most Holds):

<u>Title</u>	<u>Holds</u>
1. <i>The Women</i> by Kristin Hannah	1,250
2. <i>Onyx Storm</i> by Rebecca Yarros (audio)	1,108
3. <i>The Women</i> by Kristin Hannah (audio)	918
4. <i>The Anxious Generation</i> by Jonathan Haidt (audio)	823
5. <i>Funny Story</i> by Emily Henry	804
6. <i>The God of the Woods</i> by Liz Moore	664
7. <i>Onyx Storm</i> by Rebecca Yarros	626
8. <i>All the Colors of the Dark</i> by Chris Whitaker	613
9. <i>Funny Story</i> by Emily Henry (audio)	598
10. <i>The Wedding People</i> by Alison Espach	576



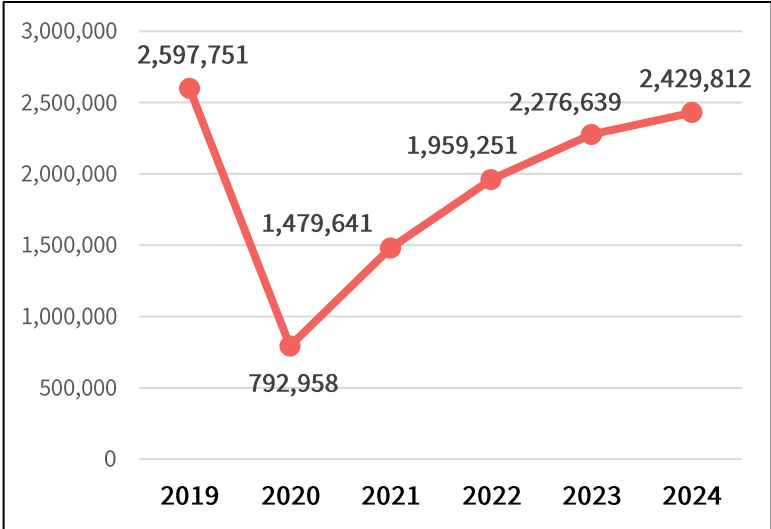
2024 YEAR-END STATISTICAL SUMMARY

Active KDL Patrons:



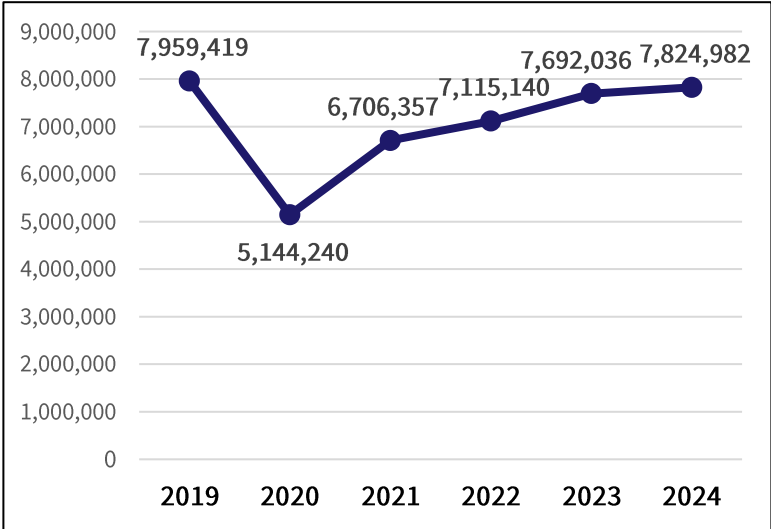
Active KDL Patrons are **up 2%** from last year and **up 8%** over 5 years.

Visitor Count:



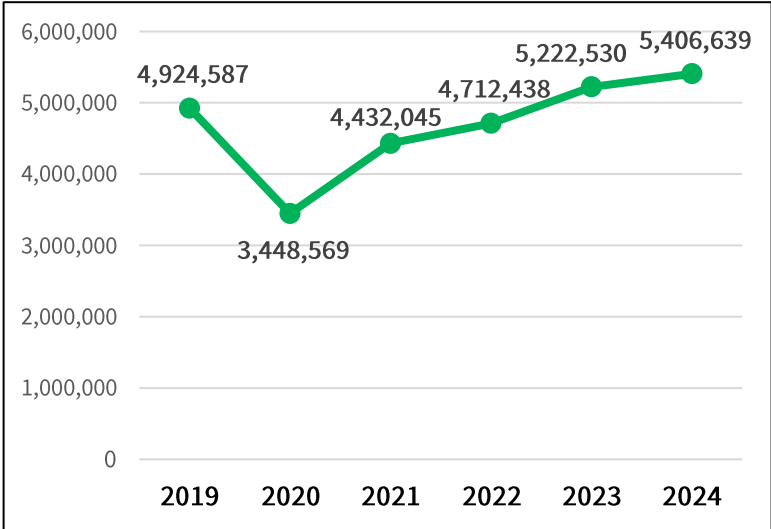
Branch Visitors are **up 7%** from last year and **down 6%** over 5 years.

Total Circulation:

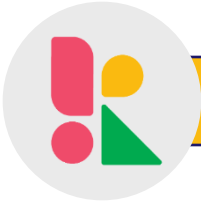


Total Circulation (including checkouts & renewals) is **up 2%** from last year and **down 2%** over 5 years.

Total Checkouts:

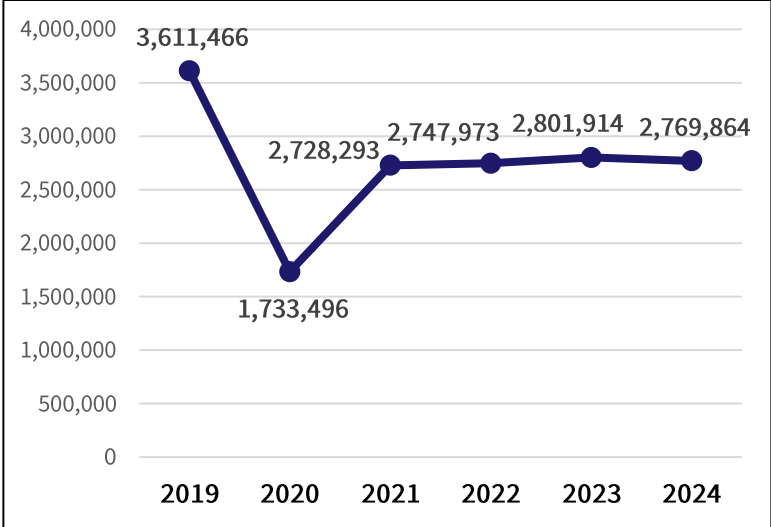


Total Checkouts (not including renewals) are **up 4%** from last year and **up 10%** over 5 years.



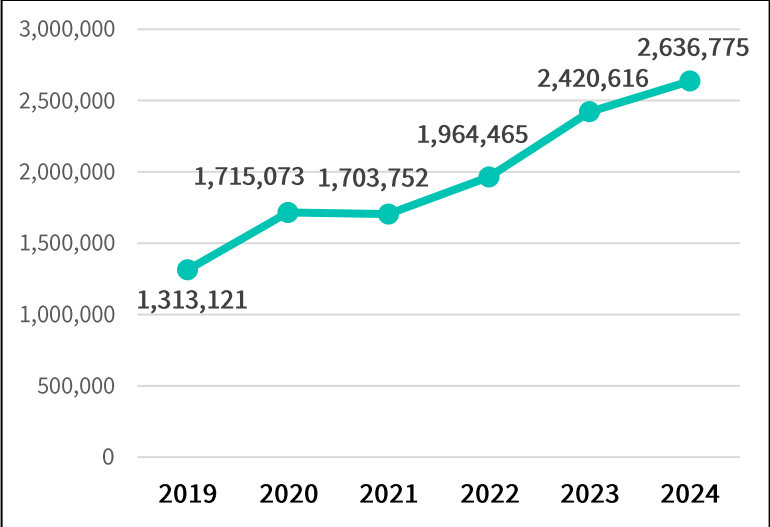
2024 YEAR-END STATISTICAL SUMMARY

Physical Items Checked Out:



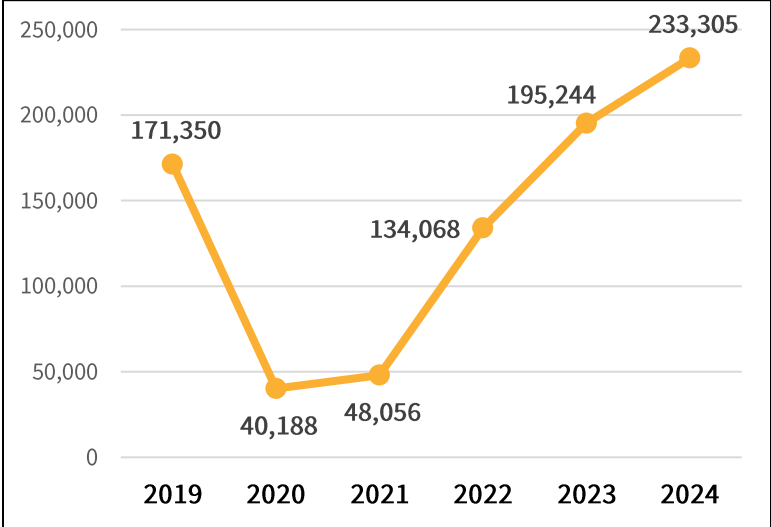
Physical checkouts are **down 1%** from last year and **down 23%** over 5 years.

Digital Items Checked Out:



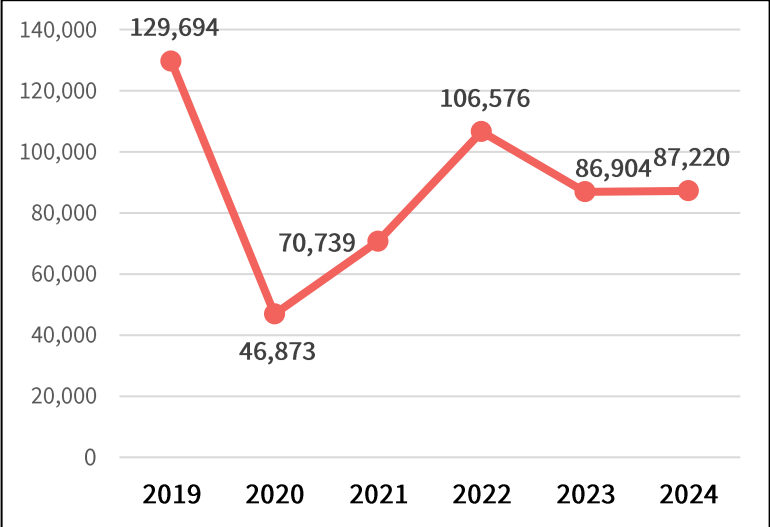
Digital checkouts are **up 9%** from last year and **up 101%** over 5 years.

Program Attendance:



Program Attendance is **up 19%** from last year and **up 36%** over 5 years.

Outreach Attendance:



Outreach Attendance is **up 0.4%** from last year and **down 33%** over 5 years (due in part to no longer counting total attendance at parades and other large "seen but not heard" events).

DEPARTURES	POSITION	EFFECTIVE
Ryan Iacovone	Assistant Branch Librarian – East Grand Rapids & Amy Van Andel / Ada	January 7
Deb Wilcoxson	Shelver – East Grand Rapids	January 21

OPEN POSITIONS	TYPE
Branch Librarian – Grandville	Part-time
Assistant Branch Librarian – Comstock Park	Part-time
Branch Librarian – Wyoming	Full-time
Administrative Assistant – Service Center	Part-time
Branch Librarian – Walker	Part-time
Assistant Branch Librarian – East Grand Rapids & Amy Van Andel / Ada	Part-time

EMPLOYEE ANNIVERSARIES (FEBRUARY)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Megan Versluis	Collection Services	17 years
Anna-Marie Boss	Wyoming	9 years
Tina Cornwell	Krause Memorial	9 years
Kathleen Mitchell	Tyrone Township	8 years
Gayle Poertner	Sub Pool	8 years
Emily Dao	Caledonia	4 years
Liv Deliyannides	Wyoming	3 years
Nancy Dultz	Nelson Township	3 years
Anna Hesselschwerdt	Alpine	3 years
Courtney Van Vugt	Grandville	3 years
Jonah Chickering	Kentwood	2 years
Katherine Glardon	Plainfield	2 years
Taylor LaBash	Cascade	2 years
Jennifer Poling	Walker	2 years
Taylor Rhoades	East Grand Rapids	2 years
Amber Stein	Kentwood	2 years
Shalee Szendre	Grandville	2 years
Duncan Watson	Marketing/Communications	2 years
Kate Wiggert	Kentwood	2 years



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	X	X	X			X	X	X
November 21, 2024	X	X	X	X		X	X	X
December 19, 2024	X	X	X	X		X	X	X

*BOARD PARTICIPATION VIA TELECONFERENCE

TRUSTEE NAME	MEETING DATE	TRUSTEE NAME	MEETING DATE



**BOARD OF TRUSTEES
CONFLICT OF INTEREST STATEMENT**

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

Printed Name

DISCLOSURES: (Below, indicate “none” if applicable or give a brief explanation of the conflict.)

KDL POLICY 5.3

CONFLICT OF INTEREST—BOARD & STAFF

LAST REVISED 8.15.19

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.



**BOARD OF TRUSTEES
CODE OF ETHICS**

I have read the Kent District Library Board of Trustees Code of Ethics (KDL Policy 5.4), which was provided to me. I understand that the purposes of this code 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 code is meant to be a supplement to good judgment, and I will respect its spirit as well as its wording.

Signature

Date

Printed Name

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 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 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 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 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.



CONTRACTS OF PUBLIC SERVANTS WITH PUBLIC ENTITIES
Act 317 of 1968

AN ACT relating to the conduct of public servants in respect to governmental decisions and contracts with public entities; to provide penalties for the violation of this act; to repeal certain acts and parts of acts; and to validate certain contracts.

History: 1968, Act 317, Eff. Sept. 1, 1968;—Am. 1984, Act 81, Imd. Eff. Apr. 18, 1984.

The People of the State of Michigan enact:

15.321 Public servants, contracts with public entities; definitions.

Sec. 1. As used in this act:

(a) "Public servant" includes all persons serving any public entity, except members of the legislature and state officers who are within the provisions of section 10 of article 4 of the state constitution as implemented by legislative act.

(b) "Public entity" means the state including all agencies thereof, any public body corporate within the state, including all agencies thereof, or any non-incorporated public body within the state of whatever nature, including all agencies thereof.

History: 1968, Act 317, Eff. Sept. 1, 1968.

Compiler's note: Section 191 of Act 227 of the Public Acts of 1975 repealed MCL 4.401 to 4.410, 168.901 to 168.929, 15.321 to 15.330, 15.301 to 15.310, and 15.341 to 15.348. The Michigan Supreme Court, however, in Advisory Opinion on Constitutionality of 1975 PA 227, 396 Mich. 123, 240 N.W.2d 193 (1976), held Act 227 of the Public Acts of 1975 unconstitutional for being in violation of Mich. Const., Art. 4, § 24.

15.322 Public servant; soliciting, negotiating, renegotiating, approving, or representing a party to a contract with public entity prohibited.

Sec. 2. (1) Except as provided in sections 3 and 3a, a public servant shall not be a party, directly or indirectly, to any contract between himself or herself and the public entity of which he or she is an officer or employee.

(2) Except as provided in section 3, a public servant shall not directly or indirectly solicit any contract between the public entity of which he or she is an officer or employee and any of the following:

(a) Him or herself.

(b) Any firm, meaning a co-partnership or other unincorporated association, of which he or she is a partner, member, or employee.

(c) Any private corporation in which he or she is a stockholder owning more than 1% of the total outstanding stock of any class if the stock is not listed on a stock exchange, or stock with a present total market value in excess of \$25,000.00 if the stock is listed on a stock exchange or of which he or she is a director, officer, or employee.

(d) Any trust of which he or she is a beneficiary or trustee.

(3) In regard to a contract described in subsection (2), a public servant shall not do either of the following:

(a) Take any part in the negotiations for such a contract or the renegotiation or amendment of the contract, or in the approval of the contract.

(b) Represent either party in the transaction.

History: 1968, Act 317, Eff. Sept. 1, 1968;—Am. 1992, Act 9, Imd. Eff. Mar. 10, 1992.

Compiler's note: Section 191 of Act 227 of the Public Acts of 1975 repealed MCL 4.401 to 4.410, 168.901 to 168.929, 15.321 to 15.330, 15.301 to 15.310, and 15.341 to 15.348. The Michigan Supreme Court, however, in Advisory Opinion on Constitutionality of 1975 PA 227, 396 Mich. 123, 240 N.W.2d 193 (1976), held Act 227 of the Public Acts of 1975 unconstitutional for being in violation of Mich. Const., Art. 4, § 24.

15.323 Applicability of MCL 15.322 to public servants; requirements of contract; making or participating in governmental decision; counting members for purposes of quorum; voting; affidavit; "governmental decision" defined.

Sec. 3. (1) Section 2 does not apply to either of the following:

(a) A public servant who is paid for working an average of 25 hours per week or less for a public entity.

(b) A public servant who is an employee of a public community college, junior college, or state college or university.

(2) A contract as defined in and limited by section 2 involving a public entity and a public servant described in subsection (1) shall meet all of the following requirements:

(a) The public servant promptly discloses any pecuniary interest in the contract to the official body that has

power to approve the contract, which disclosure shall be made a matter of record in its official proceedings. Unless the public servant making the disclosure will directly benefit from the contract in an amount less than \$250.00 and less than 5% of the public cost of the contract and the public servant files a sworn affidavit to that effect with the official body or the contract is for emergency repairs or services, the disclosure shall be made in either of the following manners:

(i) The public servant promptly discloses in writing to the presiding officer, or if the presiding officer is the public servant who is a party to the contract, to the clerk, the pecuniary interest in the contract at least 7 days prior to the meeting at which a vote will be taken. The disclosure shall be made public in the same manner as a public meeting notice.

(ii) The public servant discloses the pecuniary interest at a public meeting of the official body. The vote shall be taken at a meeting of the official body held at least 7 days after the meeting at which the disclosure is made. If the amount of the direct benefit to the public servant is more than \$5,000.00, disclosure must be made as provided under this subparagraph.

(b) The contract is approved by a vote of not less than 2/3 of the full membership of the approving body in open session without the vote of the public servant making the disclosure.

(c) The official body discloses the following summary information in its official minutes:

(i) The name of each party involved in the contract.

(ii) The terms of the contract, including duration, financial consideration between parties, facilities or services of the public entity included in the contract, and the nature and degree of assignment of employees of the public entity for fulfillment of the contract.

(iii) The nature of any pecuniary interest.

(3) This section and section 2 do not prevent a public servant from making or participating in making a governmental decision to the extent that the public servant's participation is required by law. If 2/3 of the members are not eligible under this act to vote on a contract or to constitute a quorum, a member may be counted for purposes of a quorum and may vote on the contract if the member will directly benefit from the contract in an amount less than \$250.00 and less than 5% of the public cost of the contract and the member files a sworn affidavit to that effect with the official body. The affidavit shall be made a part of the public record of the official proceedings. As used in this subsection, "governmental decision" means a determination, action, vote, or disposition upon a motion, proposal, recommendation, resolution, ordinance, order, or measure on which a vote by members of a local legislative or governing body of a public entity is required and by which a public body effectuates or formulates public policy.

History: 1968, Act 317, Eff. Sept. 1, 1968;—Am. 1981, Act 100, Imd. Eff. July 15, 1981;—Am. 1982, Act 207, Imd. Eff. July 1, 1982;—Am. 1984, Act 81, Imd. Eff. Apr. 18, 1984;—Am. 1984, Act 184, Imd. Eff. July 3, 1984;—Am. 1997, Act 145, Eff. Mar. 2, 1998

Compiler's note: Section 191 of Act 227 of the Public Acts of 1975 repealed MCL 4.401 to 4.410, 168.901 to 168.929, 15.321 to 15.330, 15.301 to 15.310, and 15.341 to 15.348. The Michigan Supreme Court, however, in Advisory Opinion on Constitutionality of 1975 PA 227, 396 Mich. 123, 240 N.W.2d 193 (1976), held Act 227 of the Public Acts of 1975 unconstitutional for being in violation of Mich. Const., Art. 4, § 24.

15.323a Construction of MCL 15.322.

Sec. 3a. Section 2 shall not be construed to do any of the following:

(a) Prohibit public servants of a city, village, township, or county with a population of less than 25,000 from serving, with or without compensation, as emergency medical services personnel as defined in section 20904 of the public health code, 1978 PA 368, MCL 333.20904.

(b) Prohibit public servants of a city, village, township, or county with a population of less than 25,000 from serving, with or without compensation, as a firefighter in that city, village, township, or county if that firefighter is not any of the following:

(i) A full-time firefighter.

(ii) A fire chief.

(iii) A person who negotiates with the city, village, township, or county on behalf of the firefighters.

(c) Limit the authority of the governing body of a city, village, township, or county with a population of less than 25,000 to authorize a public servant to perform, with or without compensation, other additional services for the unit of local government.

(d) Prohibit public servants of this state from purchasing at a tax sale lands returned as delinquent for taxes under the general property tax act, 1893 PA 206, MCL 211.1 to 211.155, unless otherwise prohibited by the rules of the Michigan civil service commission or the department or agency of which that public servant is an employee.

(e) Prohibit a superintendent of an intermediate school district from serving simultaneously as

superintendent of a local school district, or prohibit an intermediate school district from contracting with another person to serve as superintendent of a local school district, even if the local school district is a constituent district of the intermediate school district. As used in this subdivision, "constituent district" means that term as defined in section 3 of the revised school code, 1976 PA 451, MCL 380.3.

History: Add. 1992, Act 9, Imd. Eff. Mar. 10, 1992;—Am. 1996, Act 203, Imd. Eff. May 17, 1996;—Am. 2011, Act 106, Imd. Eff. July 19, 2011.

15.324 Public servants; contracts excepted; violation as felony.

Sec. 4. (1) The prohibitions of section 2 shall not apply to any of the following:

(a) Contracts between public entities.

(b) Contracts awarded to the lowest qualified bidder, other than a public servant, upon receipt of sealed bids pursuant to a published notice. Except as authorized by law, the notice shall not bar any qualified person, firm, corporation, or trust from bidding. This subsection shall not apply to amendments or renegotiations of a contract nor to additional payments made under a contract which were not authorized by the contract at the time of award.

(c) Contracts for public utility services where the rates are regulated by the state or federal government.

(d) Contracts to purchase residential property. A public servant of a city or village may purchase 1 to 4 parcels not less than 18 months between each purchase. This subdivision does not apply to public servants of a city or village who have been appointed or elected to their position or whose employment responsibilities include the purchase or selling of property for the city or village. This subdivision shall apply only to a city or village that has adopted an ethics ordinance which was in effect at the time the residential property was purchased.

(2) A person that violates subsection (1)(d) is guilty of a felony punishable by imprisonment for not more than 1 year or a fine of not less than \$1,000.00 or more than 3 times the value of the property purchased.

History: 1968, Act 317, Eff. Sept. 1, 1968;—Am. 2005, Act 198, Imd. Eff. Nov. 9, 2005.

Compiler's note: Section 191 of Act 227 of the Public Acts of 1975 repealed MCL 4.401 to 4.410, 168.901 to 168.929, 15.321 to 15.330, 15.301 to 15.310, and 15.341 to 15.348. The Michigan Supreme Court, however, in Advisory Opinion on Constitutionality of 1975 PA 227, 396 Mich. 123, 240 N.W.2d 193 (1976), held Act 227 of the Public Acts of 1975 unconstitutional for being in violation of Mich. Const., Art. 4, § 24.

15.325 Public servants, voidability of contracts; procedure, knowledge, limitation, reimbursement, settlements, evidences of indebtedness.

Sec. 5. (1) This act is aimed to prevent public servants from engaging in certain activities and is not intended to penalize innocent persons. Therefore, no contract shall be absolutely void by reason of this act. Contracts involving prohibited activities on the part of public servants shall be voidable only by decree of a court of proper jurisdiction in an action by the public entity, which is a party thereto, as to any person, firm, corporation or trust that entered into the contract or took any assignment thereof, with actual knowledge of the prohibited activity. In the case of the corporation, the actual knowledge must be that of a person or body finally approving the contract for the corporation. All actions to avoid any contract hereunder shall be brought within 1 year after discovery of circumstances suggesting a violation of this act. In order to meet the ends of justice any such decree shall provide for the reimbursement of any person, firm, corporation or trust for the reasonable value of all moneys, goods, materials, labor or services furnished under the contract, to the extent that the public entity has benefited thereby. This provision shall not prohibit the parties from arriving at an amicable settlement.

(2) Negotiable and nonnegotiable bonds, notes or evidences of indebtedness, whether heretofore or hereafter issued, in the hands of purchasers for value, shall not be void or voidable by reason of this act or of any previous statute, charter or rule of law.

History: 1968, Act 317, Eff. Sept. 1, 1968.

Compiler's note: Section 191 of Act 227 of the Public Acts of 1975 repealed MCL 4.401 to 4.410, 168.901 to 168.929, 15.321 to 15.330, 15.301 to 15.310, and 15.341 to 15.348. The Michigan Supreme Court, however, in Advisory Opinion on Constitutionality of 1975 PA 227, 396 Mich. 123, 240 N.W.2d 193 (1976), held Act 227 of the Public Acts of 1975 unconstitutional for being in violation of Mich. Const., Art. 4, § 24.

15.326 Public servants, validity of existing contracts.

Sec. 6. If any public entity has, prior to the effective date of this act, entered into any contract under which moneys, goods, materials, labor or services have been actually received by the public entity, which was void or voidable under any act, charter or rule of law because of a conflict of interest on the part of a public servant at the time of the execution thereof, such contract shall be fully enforceable notwithstanding such conflict of interest, by any party thereto other than such public servant.

History: 1968, Act 317, Eff. Sept. 1, 1968.

Compiler's note: Section 191 of Act 227 of the Public Acts of 1975 repealed MCL 4.401 to 4.410, 168.901 to 168.929, 15.321 to 15.330, 15.301 to 15.310, and 15.341 to 15.348. The Michigan Supreme Court, however, in Advisory Opinion on Constitutionality of 1975 PA 227, 396 Mich. 123, 240 N.W.2d 193 (1976), held Act 227 of the Public Acts of 1975 unconstitutional for being in violation of Mich. Const., Art. 4, § 24.

15.327 Penalty for violation.

Sec. 7. Any person violating the provisions of this act is guilty of a misdemeanor.

History: 1968, Act 317, Eff. Sept. 1, 1968.

Compiler's note: Section 191 of Act 227 of the Public Acts of 1975 repealed MCL 4.401 to 4.410, 168.901 to 168.929, 15.321 to 15.330, 15.301 to 15.310, and 15.341 to 15.348. The Michigan Supreme Court, however, in Advisory Opinion on Constitutionality of 1975 PA 227, 396 Mich. 123, 240 N.W.2d 193 (1976), held Act 227 of the Public Acts of 1975 unconstitutional for being in violation of Mich. Const., Art. 4, § 24.

15.328 Other laws superseded; local ordinances.

Sec. 8. It is the intention that this act shall constitute the sole law in this state and shall supersede all other acts in respect to conflicts of interest relative to public contracts, involving public servants other than members of the legislature and state officers, including but not limited to section 30 of 1851 PA 156, MCL 46.30. This act does not prohibit a unit of local government from adopting an ordinance or enforcing an existing ordinance relating to conflict of interest in subjects other than public contracts involving public servants.

History: 1968, Act 317, Eff. Sept. 1, 1968;—Am. 1997, Act 145, Eff. Mar. 2, 1998.

Compiler's note: Section 191 of Act 227 of the Public Acts of 1975 repealed MCL 4.401 to 4.410, 168.901 to 168.929, 15.321 to 15.330, 15.301 to 15.310, and 15.341 to 15.348. The Michigan Supreme Court, however, in Advisory Opinion on Constitutionality of 1975 PA 227, 396 Mich. 123, 240 N.W.2d 193 (1976), held Act 227 of the Public Acts of 1975 unconstitutional for being in violation of Mich. Const., Art. 4, § 24.

15.329 Repeal.

Sec. 9. The following acts and parts of acts are repealed:

Year of act	Public Act No.	Section numbers	Compiled Law sections (1948)
1895	3	6 of chapter 5	65.6
1895	215	16 of chapter 8	88.16
1931	328	122	750.122
1955	269	969	340.969
1966	317		15.161 to 15.172

History: 1968, Act 317, Eff. Sept. 1, 1968.

Compiler's note: Section 191 of Act 227 of the Public Acts of 1975 repealed MCL 4.401 to 4.410, 168.901 to 168.929, 15.321 to 15.330, 15.301 to 15.310, and 15.341 to 15.348. The Michigan Supreme Court, however, in Advisory Opinion on Constitutionality of 1975 PA 227, 396 Mich. 123, 240 N.W.2d 193 (1976), held Act 227 of the Public Acts of 1975 unconstitutional for being in violation of Mich. Const., Art. 4, § 24.

15.330 Effective date.

Sec. 10. This act shall take effect September 1, 1968.

History: 1968, Act 317, Eff. Sept. 1, 1968.

Compiler's note: Section 191 of Act 227 of the Public Acts of 1975 repealed MCL 4.401 to 4.410, 168.901 to 168.929, 15.321 to 15.330, 15.301 to 15.310, and 15.341 to 15.348. The Michigan Supreme Court, however, in Advisory Opinion on Constitutionality of 1975 PA 227, 396 Mich. 123, 240 N.W.2d 193 (1976), held Act 227 of the Public Acts of 1975 unconstitutional for being in violation of Mich. Const., Art. 4, § 24.



BOARD OF TRUSTEES CREDIT CARD AGREEMENT

I, _____, understand in my duties as a member of the Kent District Library Board that I may be issued a Kent District Library credit card for Kent District Library related expenses. I hereby certify that I understand and agree to abide by Kent District Library’s policy regarding use of credit cards.

(Please read and initial the following statements)

I acknowledge:

_____ the credit card is to be used for business purposes only.

_____ the credit card must not be used to purchase alcohol.

_____ the credit card is only to be used by the person it was issued to.

_____ I will immediately notify the Executive Assistant if the card is lost or stolen.

_____ the credit card will not be linked to any personal accounts such as Lyft, Uber, Amazon, etc.

_____ itemized receipts need to be obtained and submitted to the Executive Assistant in a timely manner.

_____ if no itemized receipt is presented I may be required to reimburse KDL for the purchase total.

Signature _____ Date _____

'24-'26

Strategic Plan.

Q4 2024



2024-2026 Strategic Goal:

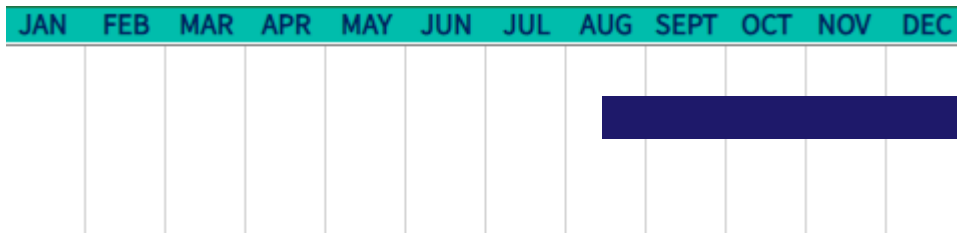
Celebrate distinctive communities by proactively prioritizing meaningful partnerships and patron relationships, finding commonalities with our neighbors and intentionally connecting resources.



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.



2024 Q4 Update

On Track **Paused/Delayed** Canceled Completed

This project, originally slated as a strategic initiative for 2024, was paused due to the transition of the Manager of Community Engagement role. Now as 2025 approaches, the project is ready to resume and our new Community Engagement Manger, Craig Buno is excited to lead this initiative.

This project will kickoff in January and will address the current lack of an established method for evaluating and prioritizing community partnerships. By leveraging data, the team will identify gaps and overlaps within our community partnerships and develop a partnership intake process.

We are excited to see this initiative position KDL to be more strategic and impactful in 2025 and beyond!

Strengthening Community

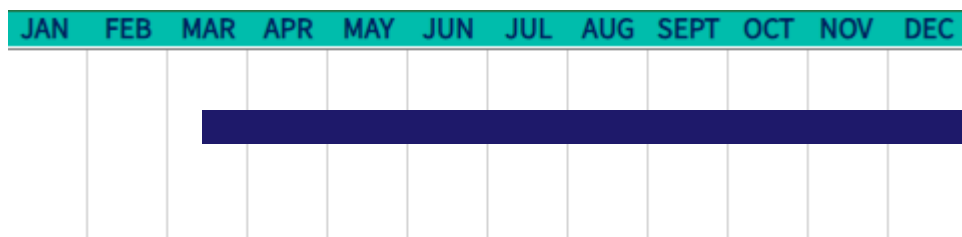
2024-2026 Strategic Goal:

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.



2024 Q4 Update

On Track

Paused/Delayed

Canceled

Completed

The In Branch Experience project continues to make great strides in transforming creative ideas into actionable experiences for our branches. In October, the team brought a touch of festive fun to KDL with a highly engaging pumpkin decorating contest. Sixteen locations participated, showcasing over 100 pumpkins in the competition. The final round of voting on Facebook saw exceptional engagement, with posts reaching over 20,000—double the KDL average within the first 24 hours—and receiving hundreds of likes and reactions. On Halloween, Gaines Youth Librarian Jordan Perkins, was crowned the ultimate pumpkin champion for her inventive “Wild Robot” pumpkin.



In November, the team assessed the project’s progress and requested an extension to February 17 to ensure the guide’s quality and the effectiveness of staff training. The PMO approved this extension, and the team has since focused on organizing the collected ideas into a comprehensive In-Branch Experience guide. This guide will provide tools and tips to help craft engaging experiences, such as decorated book drops, adult coloring tables, monarch caterpillars and poetry magnet boards. It will also include a procedure to align branch efforts and address common questions. In anticipation of the project’s completion, the team is working closely with MarCom and the Services advisory group to finalize details and promotion of these experiences.

Strengthening Community

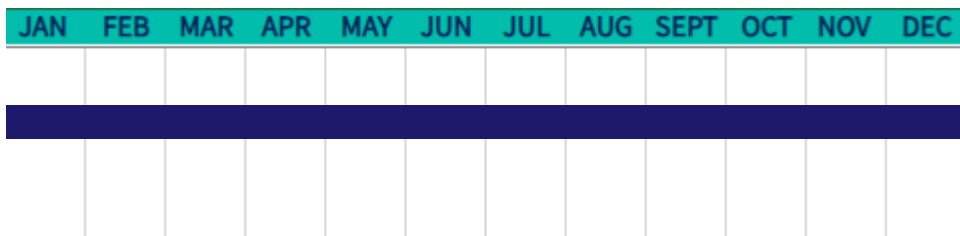
2024-2026 Strategic Goal:

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.



2024 Q4 Update

On Track

Paused/Delayed

Canceled

Completed



The second and final phase of the 2024 esports project concluded ahead of schedule in November. Both Kelloggsville and Kentwood launched successful, cutting-edge gaming labs that now host egaming and esports programs that are already making an impact in the community. For instance, Kelloggsville High School's esports team, previously challenged by the need to practice at home with personal equipment, now has access to a dedicated practice space outfitted with top-tier technology. Coaches and students are geared up for their competitive season and we are eager to see how their team performs.



This second phase provided valuable insights, allowing the project team to test egaming programs, document lessons learned and establish a streamlined process for future gaming labs at KDL. As 2025 approaches, expanding esports and operationalizing how we approach these programs will be a strategic initiative. Conversations with the Programming department and related workgroups are already underway to explore esports offerings to spring and summer programs. With this initiative complete, KDL is positioned to continue expanding its esports presence strategically building momentum and fostering connections within the community.

Technology

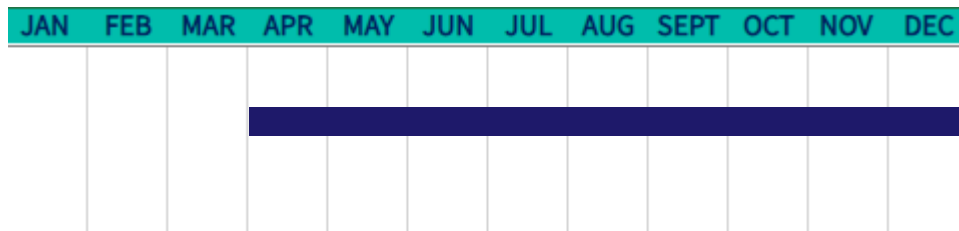
2024-2026 Strategic Goal:

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.



2024 Q4 Update

On Track

Paused/Delayed

Canceled

Completed

All aspects of this initiative have been successfully completed, with a close-out meeting held in December. The second round of data collection was compiled and will help guide future decision-making and service improvements. Conducting time studies across 20 branches presented challenges due to variations in branch processes, but the findings reveal notable efficiencies achieved—particularly in larger branches. These efficiencies align with the shelver reduction plan, as the bulk of time savings are being directed toward absorbing shelving tasks.



The sorter system has proved to be a valuable addition to KDL, with both quantitative and anecdotal data demonstrating improvements in efficiency for both branches and Collection Services. Staff have reported that the updated process is much more streamlined, freeing up time to focus on assisting patrons and managing other branch tasks. Collection Services also experienced increased efficiency, enabling the team to keep pace with processing new materials and handling MELCAT processing.

The Central Sorter (also known as “The Big Green Monster”) has cut delivery processing in time in half!

Technology

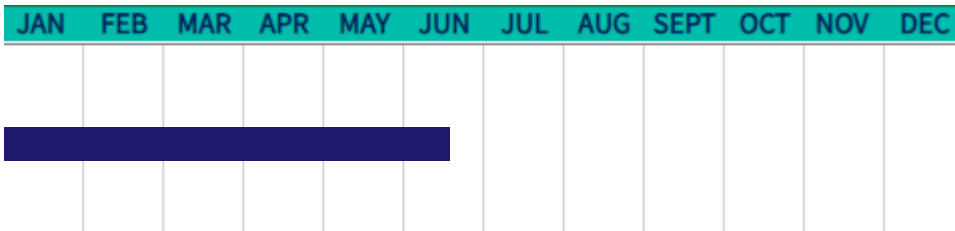
2024-2026 Strategic Goal:

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.



2024 Q4 Update

On Track Paused/Delayed Canceled **Completed**

The 2024 event was a huge success & much of the planning to operationalize this core program and make 2025 a hHennie Vaandrager continues to work with her team to establish On the Same Page as a signature KDL program. In November, we officially announced to the public the featured speakers and their books: *Martyr!* by Kaveh Akbar and *Wandering Stars* by Tommy Orange on Wednesday, April 30. We were especially excited to secure these speakers, as they were personally recommended by 2024 On the Same Page speaker, Ann Patchett, who even created a [promotional video](#) for KDL to use to reveal the guest authors to the public. Physical and ebooks of these titles are circulating at high volumes, and there is enthusiastic engagement across the community for these selections and the event.

We are thrilled to see On the Same Page solidify into a program that addresses the loneliness epidemic in both big and small ways, fostering connection across our community.



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 Q4 Update

On Track

Paused/Delayed

Canceled

Completed

The Legendary Readers program continues to gain momentum through in-branch promotion and outreach visits across the KDL service area. In October, the team developed promotional "Nessie Heads" to file among the books to help spread awareness of the program as patrons browse the stacks. These, along with prize bookmarks and stickers, were delivered to branches in December to cross-promote with Let It Snow.



"Nessie Heads" were placed in books for children to discover and learn more about Legendary Readers

January will mark a significant milestone for the project as prize pick-up season officially begins. Staff at all branches have received training to log completers in Beanstack and the project team is optimistic that aligning the prize pickup process for both Let It Snow and Legendary Readers will maximize participation and encourage cross-program promotion engagement among families.



Prize bookmarks have been sent to branches for completers to pickup starting in January

The remainder of the project for 2025 will focus on data and assessing participation and any small changes needed for the upcoming year.



KPI VARIANCE REPORT: BOARD

4th Quarter 2024 (October - December)

STATUS	KPI	TARGET	ACTUAL	VARIANCE	
●	Physical Checkouts	643,064	629,152	-2%	PATRON / OPERATIONAL
●	Digital Checkouts	740,917	650,458	-12%	
●	Visitor Count	575,312	566,750	-1%	
●	Net Promoter Score	85+	93.9	8.9%	
●	Programming Attendance <i>(In-branch, in-person total)</i>	42,436	48,482	14%	
●	Outreach Attendance <i>(In-person total)</i>	17,457 <i>(15,029 Branch + 2,428 Community Engagement)</i>	20,326 <i>(16,865 Branch + 3,461 Community Engagement)</i>	16%	
●	Engaged Cardholders	114,989	116,878	2%	
●	Tech Effectiveness <i>(Combination of new patron tickets and percentage of resolved patron tickets)</i>	16+ points	18 points <i>(31 avg. new monthly tickets + 93% resolved tickets)</i>	+2 points	INNOVATIO
●	Projects on Time	> 80%	100%	20%	
●	Employee Turnover <i>(Projected annual total, updated quarterly)</i>	< 15%	7.35%	7.65%	CULTURE
●	Employee Engagement <i>(updated annually)</i>	32% <i>(Gallup National Average)</i>	66%	34%	
●	Budget Expenditures <i>(Percentage through the year vs. budget spent)</i>	100%	96%	-4%	FIN



KPI VARIANCE REPORT: BOARD

2024 Annual

STATUS	KPI	TARGET	ACTUAL	VARIANCE	
●	Physical Checkouts	2,825,000	2,769,864	-2%	PATRON / OPERATIONAL
●	Digital Checkouts	2,775,000	2,636,775	-4.98%	
●	Visitor Count	2,400,000	2,429,812	1%	
●	Net Promoter Score	85+	91.1	6.1%	
●	Programming Attendance <i>(In-branch, in-person total)</i>	202,000	233,305	15%	
●	Outreach Attendance <i>(In-person total)</i>	90,000 <i>(72,289 Branch + 17,710 Community Engagement)</i>	87,220 <i>(66,241 Branch + 20,979 Community Engagement)</i>	-3%	
●	Engaged Cardholders	114,989	116,878	2%	
●	Tech Effectiveness <i>(Combination of new patron tickets and percentage of resolved patron tickets)</i>	16+ points	18 points <i>(31 avg. new monthly tickets + 98% resolved tickets)</i>	+2 points	INNOVATIO
●	Projects on Time	> 80%	96% monthly avg.	16%	
●	Employee Turnover <i>(Projected annual total, updated quarterly)</i>	< 15%	7.35%	7.65%	CULTURE
●	Employee Engagement <i>(updated annually)</i>	32% <i>(Gallup National Average)</i>	66%	34%	
●	Budget Expenditures <i>(Percentage through the year vs. budget spent)</i>	100%	96%	-4%	FIN



KPI VARIANCE REPORT: BOARD

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

KPI	DEFINITION	OWNER	TARGET RANGES	CATEGORY
Net Promoter Score	<p>NPS = % of Promoters – % of Detractors</p> <p>Patrons are asked: How likely are you to recommend KDL to others...?" and answer on a scale of 0 to 10</p> <ul style="list-style-type: none"> - "Promoters" rated 9-10 - "Detractors" rated 0-6 - "Passives" rated 7-8 	Randall Goble	<p>Green: 85 or above</p> <p>Yellow: 80 - 84.9</p> <p>Red: Below 80</p>	Patron / Operational
Programming Attendance	Number of attendees for programs systemwide.	Randall Goble	<p>Green: On target or above</p> <p>Yellow: Less than 5% below target</p> <p>Red: More than 5% below target</p>	Patron / Operational
Outreach Attendance	Number of attendees for outreach events systemwide.	Randall Goble	<p>Green: On target or above</p> <p>Yellow: Less than 5% below target</p> <p>Red: More than 5% below target</p>	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	<p>Green: On target or above</p> <p>Yellow: Less than 5% below target</p> <p>Red: More than 5% below target</p>	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	<p>Criteria 1: Number of New Patron Tickets Opened in a Month</p> <p>30 or fewer: 10 points 31 - 50: 8 points 51 - 70: 5 points More than 70: 2 points</p> <p>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)</p> <p>80% - 100%: 10 points 70% - 79%: 8 points 60% - 69% : 5 points Less than 60%: 2 points</p> <p>Combine points from both Criteria to score Green / Yellow / Red:</p> <p>Green: 16 - 20 Points Yellow: 12 - 15 Points Red: 4 - 11 Points</p>	Innovation
Projects on Time	Percentage of total systemwide projects that are on their projected timeline.	Jaci Cooper	<p>Green: More than 80% Yellow: 70-79.9% Red: Less than 69.9%</p>	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 Yellow: 15.1 - 18% Red: More than 18%	Culture
Employee Engagement	KDL partners with Gallup each fall to conduct the Q12, twelve questions that are proven to correlate with and measure employee engagement. Gallup measures the number of engaged employees, not engaged employees, and actively disengaged employees based in their 1-5 numeric ranking of the questions.	Brian Mortimore	Above Gallup's National Average for engaged employees. Green: On target or above Yellow: Less than 5% below target Red: More than 5% below target	Culture
Expenditures: Budget to Actual	The percentage of dollars remaining in the budget compared to the percentage KDL is through the fiscal year.	Lance Werner	Green: 0-2% variation Yellow: 3-5% variation Red: More than 5% variation	Financial