



# DRAFT



## BOARD OF TRUSTEES

### Meeting Agenda

#### LOCATION

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

#### DATE & TIME

Thursday, April 17, 2025, at 4:30 PM.

#### 1. CALL TO ORDER

#### 2. PLEDGE OF ALLEGIANCE

#### 3. CONSENT AGENDA\*

- A. Approval of Agenda
- B. Approval of Minutes: March 20, 2025
- C. Request: Tyrone Township Branch request a late closing on Friday, June 27, 2025, to accommodate Annual Independence Day Celebration.
- D. Request: Comstock Park Branch request 3 day closing in the Middle of May 2025 to accommodate installation of new carpet.

#### 4. FINANCE REPORTS – March 2025\*

#### 5. DIRECTOR’S REPORT – March 2025

#### 6. OLD BUSINESS

- A. Policy Manual: Section 6.4.3, 6.4.4 and 6.7.3 Earned Sick Time Act\* *Second Reading*

#### 7. NEW BUSINESS

- A. Issue Analysis: Bibliocommons AI Development Work\*
- B. Strategic Plan + KPI Review
- C. KDL Scholarship Selection

#### 8. LIAISON REPRESENTATIVE COMMENTS

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

#### 10. BOARD MEMBER COMMENTS

#### 11. MEETING DATES

Next Regular Meeting: Thursday, May 15, 2025 – KDL – Kentwood Branch, 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.”



# BOARD OF TRUSTEES

## Meeting Minutes

### LOCATION

Kent District Library East Grand Rapids Branch

### DATE

Thursday, March 20, 2025, at 4:30 PM

**BOARD PRESENT:** Tracy Chrenka, Peter Dykhuis, Andrew Erlewein, Sheri Gilreath-Watts, Carla Moyer Hotz, Amanda Schrauben, Christina Tazelaar and Norma VerHeulen

**BOARD ABSENT:** None

**STAFF PRESENT:** Jaci Cooper, Jennifer DeVault, Randy Goble, Kim Lindsay, Brian Mortimore, Elvia Myers, Scott Ninemeier, Remington Steed, Kurt Stevens, and Lance Werner

**GUESTS PRESENT:** Steve Grimm and Penny Weller

#### 1. CALL TO ORDER

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

#### 2. PLEDGE OF ALLEGIANCE

#### 3. CONSENT AGENDA\*

- A. Approval of Agenda
- B. Approval of Minutes: February 20, 2025.
- C. Request: Gaines Township Branch request to open from 5:30 – 7:00 PM on Wednesday, April 23, 2025, to accommodate special event for school group only.
- D. Request: Grandville Branch request to close at 9:00 PM on Friday, May 2, 2025 to accommodate City of Grandville Art and Chocolate Walk.
- E. Request: Krause Memorial Branch request to open at 1:00 PM on Saturday, June 7, 2025 to accommodate Rockford's annual Start of Summer Parade.
- F. Request: East Grand Rapids Branch request to open at 11:00 AM on Saturday, June 28, 2025 to accommodate Reeds Lake Run.
- G. Request: East Grand Rapids Branch request to open at 11:00 AM on Saturday, September 6, 2025 to accommodate Rhoades McKee Triathlon.

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

**Support:** Supported by Schrauben.

**RESULT:** Motion carried.

#### 4. REGIONAL MANAGER UPDATE – East Grand Rapids Branch and Amy Van Andel Library

**Regional Manager Scott Ninemeier gave an update:**

- The East Grand Rapids Branch and Amy VanAndel Library are both performing very well. Recently, Amy VanAndel Library has seen increases in visitor counts (2% growth in both January and February compared to 2024) and physical checkouts (up 10% in both January and February compared to 2024), partly due to the construction happening at the Cascade Twp. Branch. The East Grand Rapids Branch's number of active cardholders continues to slowly increase, now at 6,839, despite a slight dip in visitor counts, programming, and checkouts over the last few months. This is partly due to 2024 being an exceptional year.
- The Amy Van Andel Library is benefiting from the Cascade Twp. Branch's renovation, seeing new patrons every day. To adjust, they have temporarily welcomed a few Cascade employees into the branch during the renovation, which has been very helpful. Additionally, they have made two additional study rooms available for reservations.
- There are many changes happening at the East Grand Rapids Branch. Margo Bird, Assistant Branch Librarian, is retiring after 23 years. Youth Librarian Jenny Savage-Dura has been promoted to the KDL Collection Development Department, and Assistant Branch Librarian Katie Blakeslee has been promoted to Branch Librarian at the Kentwood Branch. While it is sad to see these amazing individuals leave, their accomplishments are a source of pride.
- At the East Grand Rapids Branch, there have been positive changes in passive programming and potential building projects. One of the most impactful changes is the creation of an art lab in the lower level. With support from the Friends of the Library, a study room was transformed into an art lab, equipped with a cabinet full of art supplies that patrons can check out for up to three hours to do crafts. The space has been used by teens after school, preschool-aged children with caretakers, and even adults. Occasionally, families use the room for art while a sibling is in dance class or getting tutored. The room remains available for studying, making it truly multipurpose.
- The City of East Grand Rapids has ordered new soft furniture to place near the fireplace and established a sustainable purchase program for regular seating. This, along with new carpet, a new roof, and new lighting installed over the last year, is helping the branch remain in excellent condition.

**5. FINANCE REPORTS – March 2025\***

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

- By the end of February, cash and investments amounted to \$28.8 million, up from \$25.1 million at the same time last year. This growth is attributed to higher revenue



and a significant recovery in the value of the Atlanta Capital investment portfolio. Investment earnings for the month exceeded \$120,000.

- Through February, revenues totaled \$22.2 million, representing 72.1% of the annual revenue budget. Property taxes collected increased by \$2.3 million due to the timing of payments and higher property tax values. Additionally, it was confirmed last week that E-Rate funding from the last cycle (starting July 1, 2024) has successfully passed several administrative reviews at the Federal level, and reimbursements exceeding \$300,000 will begin soon.
- Through February, expenditures totaled \$5.2 million, accounting for 17% of the annual expenditure budget. Budget-wise, the first two months of the year are aligning well. In the employee benefits area, the health benefits line item still shows a negative year-to-date amount. The new carrier's billings for January and February were paid in March, so these will be reflected in next month's expenditures. The rest of the budget areas are in line at this point.
- Disbursements over \$50,000 for the month included:
  - The only expenditure over \$50,000 for the month was the cost of the packing and moving of the collection materials and furnishings for the Walker Branch. There were 2 disbursements of \$60,450. One of those entries was voided.

The Board members asked questions. The staff responded.

**Motion:** Erlewein moved to receive and file the February 2025 finance reports as presented.

**Support:** Supported by Gilreath-Watts.

**RESULT:** Motion carried.

#### **6. DIRECTOR'S REPORT – February 2025**

Executive Director Werner shared updates with the Board regarding recent developments within the organization.

- Werner expressed excitement about upcoming building projects, with the Krause Memorial Branch going for bid and Grattan Twp. progressing. He also highlighted the support from Kent City Public School for library services.
- He mentioned discussions with U.S. Senator Elissa Slotkin and Michigan Library Association Executive Director Debbie Mikula regarding E-Rate funding.
- The project with OverDrive continues to make progress.
- Werner emphasized the library's role in offering resources to the community, addressing issues like food insecurity, lack of access, and essential needs. Director of Projects and Planning Jaci Cooper would lead these efforts in bridging the gap.
- Werner recently participated in a podcast at the Amy VanAndel Library and was excited about the experience.

The Board members asked questions. The staff responded.

**7. OLD BUSINESS**

**A. Policy Manual: NEW Section: 4.2.2 Pest Management\***

**Motion:** Moyer Hotz moved to approve the Policy Manual: NEW Section 4.2.2 Pest Management as presented.

**Support:** Supported by Gilreath-Watts.

**RESULT:** Motion carried.

**8. NEW BUSINESS**

**A. Policy Manual: Section 6.4.3, 6.4.4 and 6.7.3 Earned Sick Time Act \***

The Board will have a second reading of the Policy Manual: Section 6.4.3, 6.4.4 and 6.7.3 Earned Sick Time Act as presented.

**B. KDL Scholarship Selection Process**

Director of Projects and Planning Jaci Cooper presented the KDL Scholarship Selection Process.

**9. LIAISON REPRESENTATIVE COMMENTS – None**

**10. PUBLIC COMMENTS\*\* – None**

**11. BOARD MEMBER COMMENTS**

**Chrenka** – Chrenka had no update.

**Dykhuis** – Dykhuis expressed gratitude for visiting the East Grand Rapids Branch and mentioned spending a couple days at the Grandville Branch.

**Erlewein** – Erlwein had no update.

**Gilreath- Watts** – Gilreath-Watts had no update.

**Moyer Hotz** – Moyer Hotz had no update.

**Schrauben** – Schrauben had no update.

**Tazelaar** – Tazelaar finished her tour of all KDL branches and enjoyed her last visit at the Comstock Park Branch with her son for the Women in the Military Program.

**VerHeulen** – VerHeulen recently traveled outside of Michigan and visited libraries; she addressed accessibility issues at those locations. She is appreciative of KDL's Front Desk location to have Librarians at eye level, along with the Kaleidoscope that gets distributed to the community.

## 12. CLOSED SESSION

**Motion:** Chrenka moved to go into closed session as permitted under Section 8(1)(h) of Michigan's Open Meetings Act to consider material exempt from discussion or disclosure by state or federal statute, namely a written legal opinion subject to the attorney-client privilege from counsel dated March 20, 2025, at 5:26 PM.

**Support:** Supported by Erlewein.

**Chrenka – Yes**

**Dykhuis – Yes**

**Erlewein – Yes**

**Gilreath-Watts- Yes**

**Moyer Hotz – Yes**

**Schrauben – Yes**

**Tazelaar – Yes**

**VerHeulen – Yes**

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

**Motion:** VerHeulen moved to adjourn the closed session and resume the Regular Board Meeting at 6:00 PM.

**Support:** Supported by Tazelaar.

**RESULT:** Motion carried.

## 13. MEETING DATES

*Next Regular Meeting: Thursday, April 17, 2025 – Kent District Library Service Center, 4:30 PM.*

## 14. ADJOURNMENT

**Motion:** Schrauben moved for adjournment at 6:02 PM.

**Support:** Supported by Chrenka.

**RESULT:** Motion carried.



**ADMINISTRATIVE APPROVAL FOR DISTRIBUTION**

**LAKELAND LIBRARY COOPERATIVE**  
**BOARD MINUTES – Unofficial**  
**Thursday, March 13, 2025 at 9:30 a.m.**  
**Kent District Library Service Center**

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

- 1) **CALL TO ORDER AND ROLL CALL:** The meeting was called to order at 9:32 by Lance Werner.
- 2) **APPROVAL OF AGENDA:** Rob Bristow moved, supported by Diane Kooiker to approve the agenda as presented - *motion carried*.
- 3) **QUESTIONS FROM MEMBERS:** There were no questions from members.
- 4) **PUBLIC COMMENTS:** There were no public comments.
- 5) **AUDIT PRESENTATION:** Joseph Verlin from Gabridge and Associates presented their findings from our annual audit. Lakeland received a “Clean” opinion, which is the highest level of opinion. Reports show that Lakeland essentially broke even in the last fiscal year regarding cash in vs. cash out.
- 6) **APPROVAL OF MINUTES:** Maggie McKeithan moved, supported by Rob Bristow, to approve the board minutes from January 9, 2025 – *motion carried*.
- 7) **FINANCIAL REPORT:**
  - a) January and February Financials and Check Register: Rob Bristow moved, supported by Maggie McKeithan to approve the January and February Financials as presented - *motion carried*.
- 8) **PRESIDENT’S REPORT**
  - a) None.
- 9) **DIRECTOR’S REPORT**
  - a) Carol was contacted by MLA – both by Debbie Mikula and Dillon Geshel – regarding a situation with the Lowell school district. Their school librarian is under attack by an individual there and has been for years. Carol attended the school board meeting, ready to speak if needed, but both the community in Lowell and the school board stepped up to voice their support of the librarian and condemning the woman who is responsible for these attacks.
  - b) Carol shared that options are currently being explored for what we can do if MeLCat funding is taken away due to Department of Education funding cuts.
- 10) **COUNCIL/COMMITTEE REPORTS**
  - a) Advisory Council minutes from November 14, 2024 included for information.
- 11) **ONGOING AND NEW BUSINESS:**
  - a) **Approval of the Audit:** Maggie McKeithan moved, supported by Jessica Hunt to approve the audit as presented - *motion carried*.
  - b) **Strategic Plan Discussion:** Discussion about rainy day planning for DoE reductions, expanding and adding to the strategic plan, etc. Rob Bristow moved, supported by Abby Black to approve the strategic plan extension and modification - *motion carried*.
- 12) **PUBLIC COMMENTS:** None.
- 13) **BOARD MEMBER COMMENTS:**
  - a) Abby Black – Allendale is strategic planning and working on board development.
  - b) Diane Kooiker – Herrick got a “Pocket Talk” from Ottawa county that translates spoken languages and documents. Cost is \$250 for wifi-only and \$350 for cellular data.
  - c) Ron Suszek – MADL Millage committee has a kickoff event on March 18.
  - d) Lance Werner – Lance shared that Feeding America is facing budget cuts so KDL is talking internally about rolling out a more robust food program. The idea was floated about a mobile food and hygiene pantry that would distribute throughout the Lakeland delivery system. The program would be voluntary, but interest was high.

**14) NEXT MEETING:** Thursday, April 10, at 9:30 a.m. at Kent District Library Service Center.

**15) ADJOURNMENT:** **Jessica Hunt** moved, supported by Rob Bristow, to adjourn at **10:05** - *motion carried*.

Respectfully submitted by,  
Amber McLain



Thursday, March 21, 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 you to request permission to keep the Tyrone Branch open until 7:00 pm on Friday, June 27. This would be two hours later than our normal closing time.

Kent City is holding its Annual Independence Day Celebration, which takes place on Main Street surrounding the library. The event starts at 6pm with activities throughout the downtown area. We would like to keep the library open for the beginning of the event, offering services to community members attending the event. The celebration is a well-attended event, both by Tyrone Township residents, and those from surrounding communities who come especially for the event. Remaining open would allow us to participate in this community event, and welcome patrons new and old into the library building.

Thank you for your consideration.

Sincerely,

A handwritten signature in cursive script that reads "Liz Knapp".

Liz Knapp  
Walker, Alpine Township & Tyrone Township Regional Manager

CC: Lance Werner, KDL Executive Director



April 7, 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 permission to close the Comstock Park Branch for three days in the Middle of May to install new carpeting.

Specific availability has yet to be determined by the Seelye Group LTD, who won the bid for installation. I will advise the board of the exact dates when they are finalized. May was chosen specifically to avoid programming conflicts at the library.

Thank you for your consideration.

Sincerely,

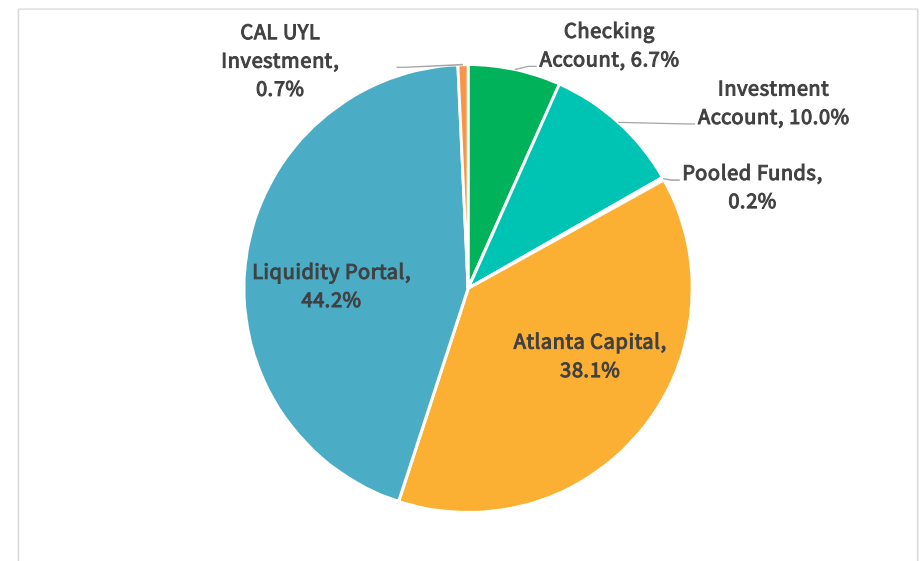
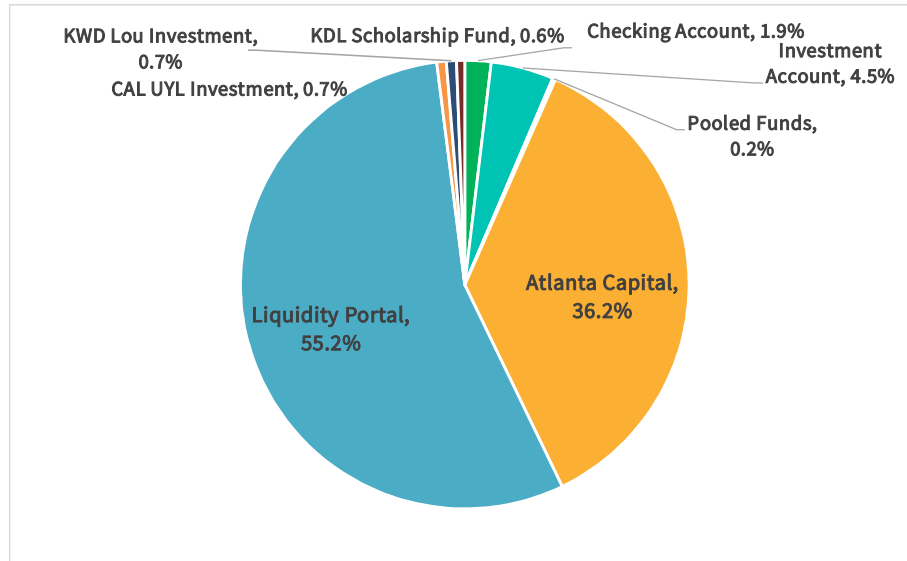
*Penelope Zurgable*

Penelope Zurgable  
Regional Manager I  
Plainfield Township and Comstock Park Branches

CC: Lance Werner, KDL Executive Director



## Monthly Cash Position Per Bank Month Ended March 31



2025		
Account	Rate	Amount
Huntington Checking Account	0.500%	\$598,590.91
Huntington Investment Account	2.273%	\$1,429,439.73
*Kent County Pooled Funds	3.928%	\$60,878.13
Atlanta Capital Investments	3.000%	\$11,436,980.00
Huntington Liquidity Portal	4.290%	\$17,415,994.69
Caledonia UYL Investment	4.230%	\$215,504.12
KWD Sherri Lou Investment	4.270%	\$230,626.24
KDL Community Scholarship Fund	4.260%	\$183,836.98
		<u>\$31,571,850.80</u>

2024		
Account	Rate	Amount
Huntington Checking Account	0.500%	\$1,889,393.71
Huntington Investment Account	3.289%	\$2,840,515.57
*Kent County Pooled Funds	3.774%	\$58,433.66
Atlanta Capital Investments		\$10,768,312.00
Huntington Liquidity Portal	5.240%	\$12,509,596.31
Caledonia UYL Investment		\$205,433.24
		<u>\$28,271,684.49</u>

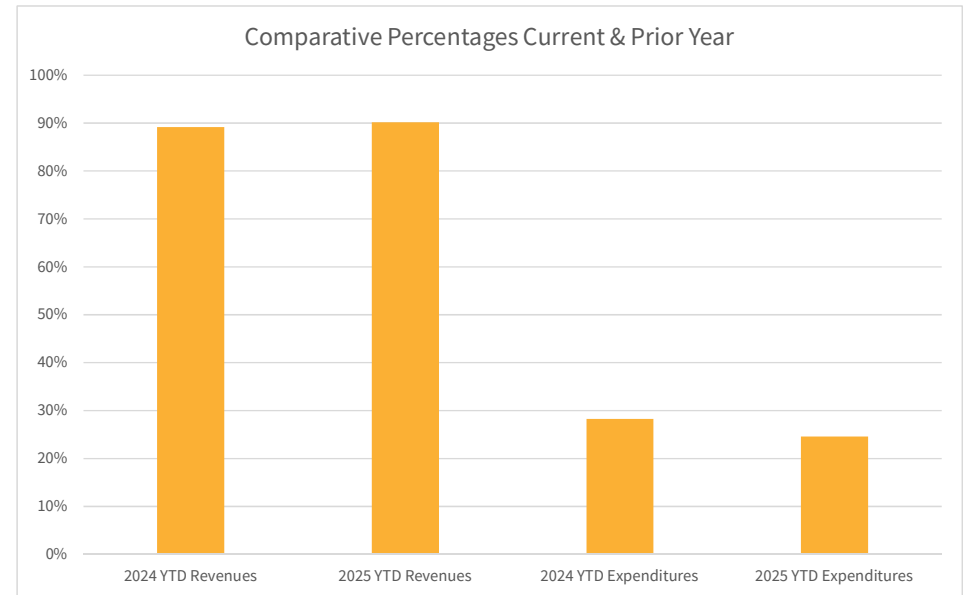
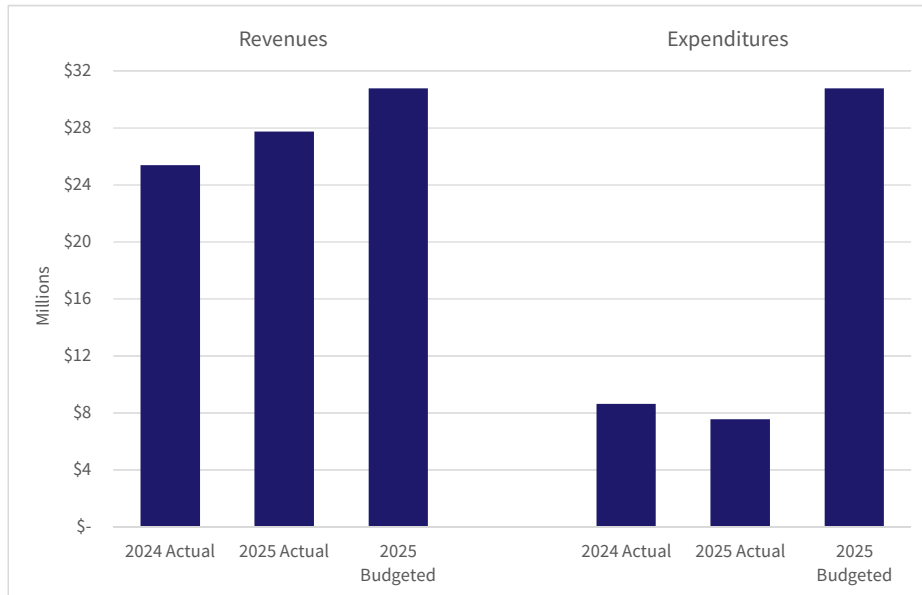
\* Includes Trust Pooled fund balances

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





## Monthly Revenues and Expenditures Month Ended March 31



Budget to Actual with Prior Year Comparison		
<b>Revenues</b>		
2024 Actual	\$	25,397,264
2025 Actual	\$	27,746,953
2025 Budgeted	\$	30,779,864
<b>Expenditures</b>		
2024 Actual	\$	8,644,717
2025 Actual	\$	7,562,693
2025 Budgeted	\$	30,778,695

Comparative Percentages Current & Prior Year	
<b>Account</b>	<b>Amount</b>
2024 YTD Revenues	89.2%
2025 YTD Revenues	90.1%
2024 YTD Expenditures	28.3%
2025 YTD Expenditures	24.6%

Kent District Library  
Statement of Revenues and Expenditures  
101 - General Fund  
From 3/1/2025 Through 3/31/2025  
(In Whole Numbers)

	2025 YTD Actual	2025 Budget	2025 Budget to Actual Variance	Percent Remaining
Revenues				
Property Taxes	26,989,141	27,765,820	(776,679)	(3)%
Penal Fines	0	675,000	(675,000)	(100)%
Charges for Services	11,632	32,000	(20,368)	(64)%
Interest Income	308,279	450,000	(141,721)	(31)%
Public Donations	44,010	250,000	(205,990)	(82)%
Other Revenue	137,821	506,000	(368,179)	(73)%
State Sources	256,070	1,101,044	(844,974)	(77)%
Total Revenues	27,746,953	30,779,864	(3,032,911)	(10)%
Expenditures				
Salaries and Wages	3,120,492	14,543,794	11,423,302	79 %
Employee Benefits	917,346	4,440,235	3,522,890	79 %
Collections - Digital	988,657	3,178,195	2,189,538	69 %
Collections - Physical	381,454	1,817,840	1,436,386	79 %
Supplies	88,922	747,142	658,220	88 %
Contractual and Professional Services	854,363	2,100,941	1,246,578	59 %
Programming and Outreach	117,898	518,810	400,912	77 %
Maintenance and Utilities	813,798	2,322,668	1,508,870	65 %
Staff Development	52,399	314,100	261,701	83 %
Board Development	5,239	18,625	13,386	72 %
Other Expenditures	147,645	399,420	251,775	63 %
Capital Outlay	74,479	376,925	302,446	80 %
Total Expenditures	7,562,693	30,778,695	23,216,003	75 %
Excess Revenue Over (Under) Expenditures	20,184,261	1,169	20,183,092	1,727,235 %

Kent District Library  
Statement of Revenues and Expenditures  
157 - Scholarship Fund  
From 3/1/2025 Through 3/31/2025  
(In Whole Numbers)

	2025 YTD Actual	2025 Budget	2025 Budget to Actual Variance	Percent Remaining
Revenues				
Interest Income	1,930	4,000	(2,070)	(52)%
Public Donations	550	1,000	(450)	(45)%
Total Revenues	2,480	5,000	(2,520)	(50)%
Expenditures				
Supplies	0	15,000	15,000	100 %
Total Expenditures	0	15,000	15,000	100 %
Excess Revenue Over (Under) Expenditures	2,480	(10,000)	12,480	(125)%

**Kent District Library**  
Statement of Revenues and Expenditures  
101 - General Fund  
From 3/1/2025 Through 3/31/2025  
(In Whole Numbers)

	YTD Ending March 31, 2025	YTD Ending March 31, 2024	Total Variance
Revenues			
Property Taxes	26,989,141	24,871,741	2,117,400
Charges for Services	11,632	36,589	(24,957)
Interest Income	308,279	157,498	150,781
Public Donations	44,010	268,110	(224,099)
Other Revenue	137,821	45,940	91,881
State Sources	256,070	20,536	235,534
Total Revenues	27,746,953	25,400,413	2,346,540
Expenditures			
Salaries and Wages	3,120,492	3,358,794	(238,302)
Employee Benefits	917,346	1,022,377	(105,032)
Collections - Digital	988,657	1,256,263	(267,606)
Collections - Physical	381,454	463,637	(82,183)
Supplies	88,922	87,839	1,083
Contractual and Professional Services	854,363	982,946	(128,583)
Programming and Outreach	117,898	115,944	1,953
Maintenance and Utilities	813,798	747,786	66,012
Staff Development	52,399	52,657	(257)
Board Development	5,239	6,277	(1,038)
Other Expenditures	147,645	205,716	(58,071)
Capital Outlay	74,479	314,626	(240,147)
Total Expenditures	7,562,693	8,614,863	(1,052,170)
Excess Revenue Over (Under) Expenditures	20,184,261	16,785,551	3,398,710

**Kent District Library**  
Statement of Revenues and Expenditures  
157 - Scholarship Fund  
From 3/1/2025 Through 3/31/2025  
(In Whole Numbers)

	YTD Ending March 31, 2025	YTD Ending March 31, 2024	Total Variance
Revenues			
Interest Income	1,930	0	1,930
Public Donations	550	1,460	(910)
Total Revenues	2,480	1,460	1,020
Excess Revenue Over (Under) Expenditures	2,480	1,460	1,020

**Kent District Library**  
Statement of Revenues and Expenditures  
101 - General Fund  
From 3/1/2025 Through 3/31/2025  
(In Whole Numbers)

	Current Month	2025 YTD	2025 Budget	2025 Budget to Actual Variance	Percent Remaining
<b>Revenues</b>					
Property Taxes					
4402 Current property taxes	4,955,918	26,809,403	27,569,884	(760,481)	(3)%
4412 Delinquent personal property taxes	27	676	5,000	(4,324)	(86)%
4432 DNR - PILT	1,641	1,641	40,000	(38,359)	(96)%
4437 Industrial facilities taxes	70,711	177,420	150,936	26,484	18 %
Total Property Taxes	5,028,298	26,989,141	27,765,820	(776,679)	(3)%
Penal Fines					
4581 Penal fines	0	0	675,000	(675,000)	(100)%
Total Penal Fines	0	0	675,000	(675,000)	(100)%
Charges for Services					
4660 Other Patron Fees	256	912	0	912	0 %
4685 Materials replacement charges	3,862	10,720	32,000	(21,280)	(67)%
Total Charges for Services	4,118	11,632	32,000	(20,368)	(64)%
Interest Income					
4662 Interest Earned on Uyl Investment	773	2,250	0	2,250	0 %
4663 Interest Earned on Investment	830	2,418	0	2,418	0 %
4664 Interest Earned on Restricted Investments	201	405	0	405	0 %
4665 Interest earned on deposits and investments	120,442	302,741	450,000	(147,259)	(33)%
4666 Interest Earned - Property Taxes	367	465	0	465	0 %
Total Interest Income	122,614	308,279	450,000	(141,721)	(31)%
Public Donations					
4673 Restricted donations	6,951	40,007	250,000	(209,993)	(85)%
4674 Unrestricted donations	1,716	4,003	0	4,003	0 %
Total Public Donations	8,667	44,010	250,000	(205,990)	(82)%
Other Revenue					
4502 Universal Service Fund - eRate	131,813	131,813	500,000	(368,187)	(74)%
4651 Admission/Entry fees	0	374	0	374	0 %
4668 Royalties	95	616	6,000	(5,384)	(90)%
4686 Sale of Equipment	0	153	0	153	0 %
4688 Miscellaneous	0	4,866	0	4,866	0 %
Total Other Revenue	131,908	137,821	506,000	(368,179)	(73)%
State Sources					
4540 State Aid	235,534	235,534	448,226	(212,692)	(47)%
4541 State aid - LBPH/TBBC	20,536	20,536	41,073	(20,537)	(50)%
4548 Renaissance Zone reimbursement	0	0	61,745	(61,745)	(100)%
4549 Personal Property tax reimbursement	0	0	550,000	(550,000)	(100)%
Total State Sources	256,070	256,070	1,101,044	(844,974)	(77)%
Total Revenues	5,551,674	27,746,953	30,779,864	(3,032,911)	(10)%
<b>Expenditures</b>					
Salaries and Wages					
5700 Board Stipend	240	690	3,900	3,210	82 %
5706 Extra duty stipends	0	500	0	(500)	0 %
5713 Salary & Wages	725,664	3,119,302	14,539,894	11,420,592	79 %
Total Salaries and Wages	725,904	3,120,492	14,543,794	11,423,302	79 %
Employee Benefits					
5709 FICA	78,027	233,984	1,112,303	878,320	79 %

**Kent District Library**  
Statement of Revenues and Expenditures  
101 - General Fund  
From 3/1/2025 Through 3/31/2025  
(In Whole Numbers)

		Current Month	2025 YTD	2025 Budget	2025 Budget to Actual Variance	Percent Remaining
5717	Defined Contribution Pension Plan Contributions	52,625	156,619	646,414	489,795	76 %
5718	Employee Health Benefits	156,407	146,337	2,198,718	2,052,381	93 %
5720	HSA/Flex	336,400	336,400	392,000	55,600	14 %
5730	Other Employee Benefits	27,655	44,006	90,800	46,794	52 %
	Total Employee Benefits	651,114	917,346	4,440,235	3,522,890	79 %
	Collections - Digital					
5785	Cloud Library/OverDrive	215,721	555,721	2,103,500	1,547,779	74 %
5786	Hoopla	121,000	239,000	755,000	516,000	68 %
5787	Digital Collection	429	53,320	82,157	28,837	35 %
5788	Miscellaneous Electronic Access	600	140,617	237,538	96,921	41 %
	Total Collections - Digital	337,750	988,657	3,178,195	2,189,538	69 %
	Collections - Physical					
5791	Subscriptions	291	68,766	69,040	274	0 %
5871	Branch Local Materials - Restricted Donation Expenditures	53	880	0	(880)	0 %
5982	Collection Materials - Depreciable	85,204	246,776	1,434,500	1,187,724	83 %
5983	CD/DVD Collection Materials - Non-Depreciable	21,504	64,330	297,300	232,970	78 %
5984	Beyond Books Collection - Non-Depreciable	569	702	17,000	16,298	96 %
	Total Collections - Physical	107,621	381,454	1,817,840	1,436,386	79 %
	Supplies					
5750	Collection Processing & AV Supplies	10,176	22,691	108,000	85,309	79 %
5751	Supplies	13,061	25,124	149,785	124,661	83 %
5760	Technology & Accessories <\$1000	2,381	8,980	59,115	50,135	85 %
5764	KDL Staff Event, Supplies & Awards	714	5,743	93,400	87,657	94 %
5768	Promotions Supplies	431	431	31,860	31,429	99 %
5770	Other Awards/Prizes	4,329	13,343	192,425	179,082	93 %
5790	Books (not for circulation)	0	0	20,500	20,500	100 %
5851	Mail/Postage	1,200	2,363	7,057	4,694	67 %
5900	Copier/Printer Usage Charges	5,593	10,247	85,000	74,753	88 %
	Total Supplies	37,885	88,922	747,142	658,220	88 %
	Contractual and Professional Services					
5792	Software	31,762	246,232	618,113	371,881	60 %
5801	Professional & Other Contracted Services	19,301	140,439	505,475	365,036	72 %
5813	Delivery Services	15,881	41,428	165,556	124,128	75 %
5814	Security Services	2,063	5,203	33,000	27,797	84 %
5817	Lakeland Library Co-op services	0	1,708	6,830	5,123	75 %
5827	Catering	835	1,711	20,450	18,739	92 %
5873	Website	452	184,948	193,550	8,602	4 %
5875	Advertising	1,403	15,544	94,500	78,956	84 %
5890	ILS Fees	0	123,806	165,075	41,269	26 %
5891	Licenses and Fees	11,189	71,754	186,892	115,138	62 %
5901	Outsourced Printing & Publishing	648	21,591	111,500	89,909	81 %
	Total Contractual and Professional Services	83,535	854,363	2,100,941	1,246,578	59 %
	Programming and Outreach					

**Kent District Library**  
Statement of Revenues and Expenditures  
101 - General Fund  
From 3/1/2025 Through 3/31/2025  
(In Whole Numbers)

		Current Month	2025 YTD	2025 Budget	2025 Budget to Actual Variance	Percent Remaining
5795	Programming & Outreach Supplies	6,592	16,993	179,400	162,407	91 %
5885	Speakers/Performers	37,509	91,628	301,400	209,772	70 %
5906	Community Outreach	4,702	9,277	38,010	28,733	76 %
	Total Programming and Outreach	48,803	117,898	518,810	400,912	77 %
	Maintenance and Utilities					
5810	IT COLO Infrastructure Services	35,905	107,716	560,000	452,284	81 %
5822	Maintenance Contracts	820	5,158	37,035	31,877	86 %
5848	Mobile Hotspots	55,947	84,226	346,689	262,463	76 %
5849	Cell Phones/ Stipends	1,883	3,258	18,125	14,867	82 %
5850	Telephones	31,389	36,521	60,000	23,479	39 %
5852	Internet/Telecomm Services	21,214	65,682	150,460	84,778	56 %
5919	Waste Disposal	528	1,582	8,200	6,618	81 %
5920	Utilities	5,733	7,453	71,000	63,547	90 %
5925	Lawn care & Snowplowing	4,550	12,450	43,000	30,550	71 %
5928	Branch Maintenance Fees	141,526	283,051	566,102	283,051	50 %
5930	Repairs & Maintenance	(1,718)	12,433	109,620	97,187	89 %
5933	Software & IT Hardware Maintenance Agreements	0	80,385	163,085	82,700	51 %
5940	Rentals & Leases	4,928	113,884	189,352	75,468	40 %
	Total Maintenance and Utilities	302,705	813,798	2,322,668	1,508,870	65 %
	Staff Development					
5910	Staff Development & Conferences	20,104	52,399	314,100	261,701	83 %
	Total Staff Development	20,104	52,399	314,100	261,701	83 %
	Board Development					
5908	Board Development	1,720	5,239	18,625	13,386	72 %
	Total Board Development	1,720	5,239	18,625	13,386	72 %
	Other Expenditures					
5759	Gas, Oil, Grease	594	827	7,660	6,833	89 %
5860	Parking	3	52	2,435	2,383	98 %
5861	Mileage Reimbursement	3,051	7,691	56,550	48,859	86 %
5870	Branch Local Misc - Restricted Donation Expenditures	13,104	26,300	103,850	77,550	75 %
5935	Insurance	(16)	92,580	120,825	28,245	23 %
5939	Workers Compensation Insurance	0	16,562	35,000	18,438	53 %
5955	Miscellaneous	(650)	(9)	30,000	30,009	100 %
5959	Sales Taxes	(3)	(17)	100	117	117 %
5964	Property Tax Reimbursement	1,048	3,243	40,000	36,757	92 %
5965	MEL Return Items	156	415	3,000	2,585	86 %
	Total Other Expenditures	17,286	147,645	399,420	251,775	63 %
	Capital Outlay					
5977	Technology - Non-Depreciable (\$1000-4999)	1,729	6,558	90,300	83,742	93 %
5978	Technology - Depreciable (5,000+)	13,400	33,628	256,625	222,997	87 %
5979	Equipment/Furniture - Non-Depreciable (\$0-4999)	(4,482)	5,875	30,000	24,125	80 %
5980	Equipment/Furniture - Depreciable (\$5000+)	0	28,419	0	(28,419)	0 %
	Total Capital Outlay	10,647	74,479	376,925	302,446	80 %
	Total Expenditures	2,345,074	7,562,693	30,778,695	23,216,003	75 %



**Kent District Library**  
Statement of Revenues and Expenditures  
101 - General Fund  
From 3/1/2025 Through 3/31/2025  
(In Whole Numbers)

	<u>Current Month</u>	<u>2025 YTD</u>	<u>2025 Budget</u>	<u>2025 Budget to Actual Variance</u>	<u>Percent Remaining</u>
Excess Revenue Over (Under) Expenditures	<u>3,206,600</u>	<u>20,184,261</u>	<u>1,169</u>	<u>20,183,092</u>	<u>1,727,235 %</u>

**Kent District Library**  
Statement of Revenues and Expenditures  
157 - Scholarship Fund  
From 3/1/2025 Through 3/31/2025  
(In Whole Numbers)

	<u>Current Month</u>	<u>2025 YTD</u>	<u>2025 Budget</u>	<u>2025 Budget to Actual Variance</u>	<u>Percent Remaining</u>
Revenues					
Interest Income					
4663 Interest Earned on Investment	<u>663</u>	<u>1,930</u>	<u>4,000</u>	<u>(2,070)</u>	<u>(52)%</u>
Total Interest Income	<u>663</u>	<u>1,930</u>	<u>4,000</u>	<u>(2,070)</u>	<u>(52)%</u>
Public Donations					
4673 Restricted donations	<u>100</u>	<u>550</u>	<u>1,000</u>	<u>(450)</u>	<u>(45)%</u>
Total Public Donations	<u>100</u>	<u>550</u>	<u>1,000</u>	<u>(450)</u>	<u>(45)%</u>
Total Revenues	<u>763</u>	<u>2,480</u>	<u>5,000</u>	<u>(2,520)</u>	<u>(50)%</u>
Expenditures					
Supplies					
5895 Scholarship Awards	<u>0</u>	<u>0</u>	<u>15,000</u>	<u>15,000</u>	<u>100 %</u>
Total Supplies	<u>0</u>	<u>0</u>	<u>15,000</u>	<u>15,000</u>	<u>100 %</u>
Total Expenditures	<u>0</u>	<u>0</u>	<u>15,000</u>	<u>15,000</u>	<u>100 %</u>
Excess Revenue Over (Under) Expenditures	<u>763</u>	<u>2,480</u>	<u>(10,000)</u>	<u>12,480</u>	<u>(125)%</u>

Kent District Library  
Check/Voucher Register - Check Register - Board Report  
From 3/1/2025 Through 3/31/2025

Check Number	Vendor Name	Check Amount	Check Date
2025-0350	Overdrive, Inc	215,720.65	3/19/2025
2025-0347	Midwest Tape LLC	122,903.83	3/19/2025
2025-0274	Consociate, Inc. dba Consociate Health	89,051.02	3/5/2025
2025-0340	IP Consulting, Inc.	72,319.48	3/19/2025
2025-0339	Ingram Library Services Llc	28,979.97	3/19/2025
AP-6105669256	Verizon Wireless - MiFi Routers & Cell phones	27,396.14	3/4/2025
AP-6108138533	Verizon Wireless - MiFi Routers & Cell phones	27,366.15	3/31/2025
AP-BBFeb 2025	BrightBenefits	26,476.64	3/17/2025
AP-CH03-18-25	Consociate, Inc. dba Consociate Health	24,459.46	3/24/2025
2025-0294	Ingram Library Services Llc	20,190.04	3/5/2025
88798	Unique	19,950.06	3/19/2025
2025-0269	Baker & Taylor	13,890.77	3/5/2025
2025-0353	Rehmann Robson LLC	13,400.00	3/19/2025
2025-0278	Everstream Holding LLC- Michigan	13,130.00	3/5/2025
AP-April 2025	BrightBenefits	12,982.03	3/17/2025
AP-CH03-25-25	Consociate, Inc. dba Consociate Health	11,880.92	3/31/2025
2025-0307	Continental American Insurance Company dba AFLAC Group	11,032.12	3/19/2025
2025-0306	Continental American Insurance Company dba AFLAC Group	10,856.22	3/19/2025
2025-0312	Baker & Taylor	9,801.18	3/19/2025
AP-March 2025	BrightBenefits	9,610.57	3/17/2025
88787	Penguin Random House, LLC	9,000.00	3/19/2025
2025-0300	Midwest Tape LLC	8,607.02	3/5/2025
2025-0345	Michigan Office Solutions (MOS)	7,652.86	3/19/2025
2025-0295	Interphase Office Interiors, Inc.	7,087.11	3/5/2025
2025-0273	Comerica Bank	6,996.69	3/5/2025
2025-0315	Comerica Bank	6,971.23	3/19/2025
AP-06157809	Paycor, Inc.	6,635.96	3/7/2025
88789	Playaway Products LLC	5,114.98	3/19/2025
2025-0354	RNL Graphics Solutions, LLC	4,374.71	3/19/2025
88744	All Season Lawn Care	4,169.25	3/5/2025
AP-CH03-04-25	Consociate, Inc. dba Consociate Health	3,738.58	3/10/2025
AP-March 2025	PLIC - SBD Grand Island	3,685.90	3/3/2025
AP-CH02-25-25	Consociate, Inc. dba Consociate Health	3,044.93	3/3/2025
2025-0355	Thomas Klise/Crimson Multimedia	2,960.00	3/19/2025
AP-4026054	Marlin Leasing Corporation / PEAC Solutions	2,904.22	3/25/2025
88797	Uline Shipping Supply Specialists	2,662.04	3/19/2025
2025-0303	TelNet Worldwide, Inc.	2,600.14	3/5/2025
2025-0344	Lindenmeyr Munroe	2,586.63	3/19/2025
88766	Cameron Zvara	2,500.00	3/19/2025
2025-0356	UAW Local 2600	2,469.45	3/19/2025
2025-0305	UAW Local 2600	2,462.49	3/5/2025
AP-CH03-12-25	Consociate, Inc. dba Consociate Health	2,401.51	3/17/2025
AP-207147880...	Consumers Energy	2,327.78	3/4/2025
AP-203267570...	Dte Energy	2,171.58	3/6/2025
2025-0296	IP Consulting, Inc.	1,775.03	3/5/2025
AP-684240	123.Net, Inc	1,724.00	3/12/2025
88785	Pam Spring Advertising, Llc	1,662.00	3/19/2025
2025-0275	Demco, Inc	1,592.57	3/5/2025
2025-0342	Kalamazoo Sanitary Supply / KSS Enterprises	1,476.59	3/19/2025
2025-0343	Pre-Paid Legal Services, Inc.	1,414.70	3/19/2025

Kent District Library  
Check/Voucher Register - Check Register - Board Report  
From 3/1/2025 Through 3/31/2025

Check Number	Vendor Name	Check Amount	Check Date
88754	Playaway Products LLC	1,410.67	3/5/2025
2025-0348	TELUS HEALTH (US) LTD.	1,364.58	3/19/2025
2025-0313	Central Michigan Paper	1,320.00	3/19/2025
AP-205547351...	Consumers Energy	1,234.00	3/7/2025
88747	Children's Assessment Center / Children's Advocacy Center of	1,200.00	3/5/2025
2025-0349	Nationwide	1,076.64	3/19/2025
AP-6108256953	Verizon Wireless - MiFi Routers & Cell phones	915.11	3/31/2025
AP-6105786359	Verizon Wireless - MiFi Routers & Cell phones	915.11	3/4/2025
2025-0317	DK Security	878.40	3/19/2025
2025-0276	DK Security	848.80	3/5/2025
88770	El Granjero Mexican Grill	835.00	3/19/2025
AP-PH03-21-25	Priority Health	823.58	3/21/2025
88796	Troost Service Company	820.00	3/19/2025
88786	Marlin Leasing Corporation / PEAC Solutions	815.64	3/19/2025
2025-0308	AMAZON CAPITAL SERVICES, INC	777.96	3/19/2025
2025-0302	Privus PLC	745.00	3/5/2025
88756	Vanguard Fire & Security Systems Inc	745.00	3/5/2025
2025-0320	Cengage Learning	687.97	3/19/2025
AP-PH03-07-25	Priority Health	598.81	3/7/2025
2025-0359	Warner Norcross & Judd Llp	580.00	3/19/2025
2025-0341	Juan Fernandez	550.00	3/19/2025
2025-0360	Wolverine Printing Company	549.20	3/19/2025
AP-3065622	Arrowaste	528.26	3/18/2025
2025-0322	Grand Rapids Cable Access Center / GR Community Media Center	510.00	3/19/2025
88775	Janyre Tromp	500.00	3/19/2025
88780	Liliana Harkema	500.00	3/19/2025
88794	Susan Morrel-Samuels	500.00	3/19/2025
88792	Sophia Wegner	500.00	3/19/2025
2025-0309	Anthony Carpenter	500.00	3/19/2025
2025-0280	Graffix Plus / Extreme Graffix Inc.	485.73	3/5/2025
2025-0314	Cloud 616 LLC	450.00	3/19/2025
88791	Schuler Books	384.75	3/19/2025
88790	Rochelle Ball	360.00	3/19/2025
88765	Brad Allen	360.00	3/19/2025
2025-0316	Corrigan Moving Systems-Grand Rapids, Inc.	340.00	3/19/2025
2025-0318	Ebsco Information Services	285.19	3/19/2025
88773	HighPoint Electric, Inc.	281.77	3/19/2025
88758	Absopure Water Company	276.35	3/19/2025
88777	Katelyn Webb	275.00	3/19/2025
AP-2911282-03...	Comcast Cable	258.85	3/10/2025
88795	Ebiz Technology LLC / Traction Consulting Group	256.25	3/19/2025
88757	Abbie Pedrotte	250.00	3/19/2025
88760	Addison Craig	250.00	3/19/2025
88761	Alexander Davidson	250.00	3/19/2025
88772	Frank Yanover	250.00	3/19/2025
88776	Joyce Tchuente	250.00	3/19/2025
88783	Mokaya Inc	250.00	3/19/2025
88799	Zak Burns	250.00	3/19/2025
2025-0351	Pareto Health Intermediate Holdings, Inc.	230.00	3/19/2025

Kent District Library  
Check/Voucher Register - Check Register - Board Report  
From 3/1/2025 Through 3/31/2025

Check Number	Vendor Name	Check Amount	Check Date
88771	Elizabeth Guarino-Kozlowicz	209.95	3/19/2025
AP-3405143	TASC	205.76	3/26/2025
2025-0319	Folias Music LLC	200.00	3/19/2025
88746	Brian Oberlin	200.00	3/5/2025
88751	Molly Bouwsma Schultz	200.00	3/5/2025
88782	Max Lockwood	200.00	3/19/2025
2025-0352	Performance Assessment Network	180.00	3/19/2025
2025-0279	Cengage Learning	175.94	3/5/2025
2025-0272	Christina Tazelaar	174.20	3/5/2025
2025-0264	AMAZON CAPITAL SERVICES, INC	156.99	3/5/2025
88793	State Of Michigan	150.00	3/19/2025
88752	Occupational Health Centers of Michigan, P.C.	142.00	3/5/2025
88745	Audiocraft Publishing Inc	131.78	3/5/2025
2025-0263	Amanda B Schrauben	128.04	3/5/2025
AP-0021585-03...	Comcast Cable	126.90	3/25/2025
AP-0260158-03...	Comcast Cable	123.90	3/20/2025
2025-0277	Everlasting Green Plantscape LLC	122.00	3/5/2025
88749	Kiosha Jeltema	120.23	3/5/2025
88750	Michigan Audubon Society	120.00	3/5/2025
AP-6105686388	Verizon Wireless - MiFy Routers & Cell phones	108.03	3/4/2025
AP-6108155853	Verizon Wireless - MiFy Routers & Cell phones	108.03	3/31/2025
88812	Shannon Vanderhyde	100.00	3/24/2025
88811	Rachel Groters	100.00	3/24/2025
88810	Megan Russ	100.00	3/24/2025
88805	Hannah Moulds	100.00	3/24/2025
88808	Kelsey Hunter	100.00	3/24/2025
88809	Kelsey Malone	100.00	3/24/2025
88807	Jill Anderson	100.00	3/24/2025
88806	Jackie Boss	100.00	3/24/2025
88802	Edward Schaller	100.00	3/24/2025
88803	Elizabeth Wierenga	100.00	3/24/2025
88804	Emily Dao	100.00	3/24/2025
88801	Dave Fletcher	100.00	3/24/2025
88800	Caleb Perkins	100.00	3/24/2025
2025-0357	Vital Records Holdings, LLC / VRC Companies, LLC	95.00	3/19/2025
88755	Richard Otte	90.94	3/5/2025
AP-6107456784	Verizon Wireless - MiFy Routers & Cell phones	83.16	3/21/2025
88774	Jackie Boss	81.00	3/19/2025
88779	Leigh Verburg	81.00	3/19/2025
88759	Adam Flynn	81.00	3/19/2025
88763	Anne Bartsch	81.00	3/19/2025
88762	Anna-Marie Boss	80.00	3/19/2025
2025-0304	Tracy Chrenka	75.08	3/5/2025
88764	Bloom Sluggett, PC	75.00	3/19/2025
2025-0271	Carla Hotz	73.26	3/5/2025
88743	Absopure Water Company	69.45	3/5/2025
2025-0321	Grainger	67.30	3/19/2025
88781	Madelyn Besaw	66.95	3/19/2025
2025-0301	Norma J. VerHeulen	60.10	3/5/2025
88769	Central Michigan University	60.00	3/19/2025
88768	Clare O'Tsuji	54.20	3/19/2025

Kent District Library  
Check/Voucher Register - Check Register - Board Report  
From 3/1/2025 Through 3/31/2025

<u>Check Number</u>	<u>Vendor Name</u>	<u>Check Amount</u>	<u>Check Date</u>
AP-017473	Medtipster.com, LLC.	53.95	3/14/2025
88753	Peter Dykhuis	49.32	3/5/2025
88767	City of Roseville	46.95	3/19/2025
2025-0265	Andrew Erlewein	42.74	3/5/2025
88778	Leah Hansen	39.59	3/19/2025
2025-0270	Blackstone Audio Inc	35.00	3/5/2025
AP-8641512-01...	T-Mobile USA Inc.	31.15	3/5/2025
AP-0000225	State Of Michigan	30.00	3/4/2025
88784	Monroe County Library System	17.99	3/19/2025
88748	Joy Kim	12.99	3/5/2025
88788	Pentwater Township Library	3.50	3/19/2025
2025-0358	Voices for Health, Inc.	2.98	3/19/2025
Report Total		<u>931,615.17</u>	

Kent District Library  
Check/Voucher Register - Voided Checks  
From 3/1/2025 Through 3/31/2025

<u>Check Number</u>	<u>Vendor Name</u>	<u>Check Amount</u>	<u>Check Date</u>
88510	Rollins Inc	(113.07)	3/10/2025
88655	Rollins Inc	(456.07)	3/10/2025
88714	Dawn Heerspink	(44.00)	3/10/2025
88787	Penguin Random House, LLC	(9,000.00)	3/24/2025
Report Total		<u>(9,613.14)</u>	

# Director's Report

## March 2025



### From the Desk of Lance Werner, Executive Director

Visits to the branches and conversations with everyone have been enjoyable. These interactions always bring a lot of serenity and foster a deep sense of gratitude for being part of the amazing work KDL does every day. A terrific conversation with Overdrive/Libby about the partnership has shown continued progress, achieving proof of concept. Currently, the next steps are being determined.

Efforts have also been focused on gathering information for the Little Free Food Shelf idea. Connections have been made with potential partners and possible sponsors. A significant meeting is scheduled with many leaders of the area's cultural institutions to discuss the project and other matters.

On the MeL (Michigan Electronic Library) front, the next statewide conversation has been scheduled to strategize and inform everyone about the next steps to maintain MeL services. Numerous introductions of different organizational leaders have been made to facilitate partnerships aimed at helping the most vulnerable. This work is highly rewarding.





# Director's Report March 2025



## Alpine, Tyrone and Walker

In March, Alpine, Tyrone and Walker focused on school partnerships as March is Reading Month. Alpine Branch Librarians Anne Bartsch and Hannah Moeggenborg visited five classrooms in Kenowa Hills Alpine Elementary as reading month guest readers. Additionally, they hosted an information table during Parent/Teacher Conferences and had many engaging conversations with families. Tyrone Township Branch Librarian Katie Mitchell visited the Kent City Schools Young Fives classroom twice in March. She also presented information about Library Services for parents attending Pre-K and Kindergarten Round-up nights. Walker Branch Librarians, Will McAfee and Lynne Haley, and Branch Outreach and Programming Specialist Brittany Zuehlke resumed visits to the Kenowa Hills Early Childhood Center this month after pausing visits briefly while the branch transitioned to the Walker Temporary Library Location.

Partnerships with Kent City and Kenowa Hills School Districts are a natural connection because schools and libraries share the goal of fostering a lifelong love of reading and learning.



# Director's Report

## March 2025



### Caledonia and Cascade

The Caledonia Library is proud to partner with local organizations to bring engaging literacy and community programs to wherever library lovers may be! Branch Outreach and Programming Specialist Leigh Verburg collaborates annually with Caledonia Schools for Literacy Night, helping to inspire a love of reading among students and families. Branch Librarian Emily Dao coordinates LEAP visits and supports the Duncan Lake Literacy Night. Branch Librarian Edward Schaller offered Storytimes at Deep Roots Produce to bring enriching Storytimes that connect young readers with nature and learning. Branch Librarian Alyson Cryderman has a long-standing partnership with St. Paul Lutheran Preschool. Adult Branch Librarian Shelby Toren makes bi-weekly visits to Station Creek to bring the library to seniors without access to transportation. Additionally, the Caledonia Library works with the Caledonia Chamber of Commerce to support large community events like the Harvest Festival, which celebrates reading and local culture.



*Caledonia Harvest Festival 2024*

At the Cascade Library, staff believe in bringing learning and community connections to life through strong local partnerships. Collaboration with Forest Hills Public Schools allows opportunities to visit classrooms, engaging older students with dynamic storytimes and hands-on learning through KDL Lab. Branch Librarian Nanette Zorn has curated a special relationship with the YMCA, offering a monthly book club while the YMCA provides free childcare to patrons who attend. In addition, Nanette offers KDL-On-The-Go to provide a one-stop shop to busy patrons who are working out at YMCA. This is paused during the summer for a weekly Summer Camp that serves kids at the YMCA. Because the Cascade Library serves as the hub of the Cascade Community, the library is also a proud partner of Cascade Township, joining in the fun at major events like the 4th of July celebration and Heritage Festival, which brings books, activities, and library resources to the heart of the community.



*Storytime at Deep Roots Produce*



# Director's Report

## March 2025



### Comstock Park and Plainfield

At the Comstock Park library the Branch Outreach and Program Specialist, Susan Erhardt, serves with Missi McPherson from Comstock Park Schools co-chairing the Comstock Park Community Outreach group (CPCO). The CPCO is a collaboration of business, government, schools, churches and service organizations with a mission of matching community needs to available resources, and a purpose of empowering people to improve the quality of lives. The CPCO prioritizes At Risk Youth, the community's increasing Senior population, and the increasing Hispanic population. The CPCO gives Susan a comprehensive picture of the Comstock Park Community and where the library can work with partners to serve that community, and together they provide quarterly events for the community, support the Golden Panthers, a seniors group in Comstock Park, and support children in need in the Comstock Park schools.



*Branch Librarian Dave Fletcher at Mill Creek Days Celebration, Summer 2024*

The youth staff at Plainfield visit local area schools often, attending family literacy nights, teaching kids to use the card catalog and databases, issuing library cards, and reading to classrooms. They just finished a series of six weekly storytimes in every Northview DK and K classroom, as well as the developmental preschool room. One payoff to all of this is having kids come into the library and get excited to see the librarian who has visited the school classroom. Because librarians visit schools often, the teachers and office staff are always happy to send home library calendars, information on the various reading initiatives KDL has, and other publications whenever we ask. The teachers value a relationship with the library, and every first-grade teacher uses a yearly field trip slot to bring students to the library.



*Branch Librarian Lynn Goldberg at North Oakview Elementary*

Regional Manager, Penni Zurgable leads the membership committee for the Comstock Park Rotary. Rotary has partnered with KDL and Kent County Parks to bring a permanent Story Walk to Dwight Lydell Park, next to the library in Comstock Park, among many other community improvement projects.

# Featured Department

## Project Management Office PMO

As the PMO's four-year anniversary, they are eager to continue maturing and evolving the processes to better support the organization. The team is small but mighty team, which consists of Jaci Cooper, Director of Projects & Planning, Kelsey Little, PMO Administrative Assistant, and Sheri Glon, Data Coordinator, remains committed to refining project workflows, enhancing clarity, and ensuring that projects align with KDL's strategic goals.



### Individual Updates

Kelsey Little recently marked her one-year anniversary with the PMO in February, following two years as an Assistant Branch Librarian at Plainfield. She has quickly become an invaluable member of the team, bringing a branch-based perspective and offering thoughtful recommendations to enhance processes. Beyond strengthening workflows, Kelsey has also contributed to building a positive team culture by finding creative ways to celebrate milestones and foster collaboration.

Her reliability is unmatched—she called in sick for the first and only time in three years! This year, Kelsey will continue her professional development by learning coding and automation processes to better understand and identify which PMO and organizational processes KDL can automate, and by attending Women in Project Management, a PMIWMI (Project Management Institute of West Michigan) workshop, as well as PMI Professional Development Day.

Sheri Glon joined a Grand Rapids Women in Data group, which began last fall, providing a collaborative space for data-driven initiatives and information sharing across Kent County. She has also stepped in to lead a partnership with GVSU's math department, where students are assessing KDL's physical and digital circulation and spend ratios. KDL partnered with GVSU last year to assess correlations between programming attendance and visitor counts. Sheri is also an instrumental teammate on two key strategic initiatives that began early this year: Community Partnership Assessment and School Outreach Menu. She has pulled reports and created census tract maps that will help set clearer priorities for each region's unique needs and community composition. Sheri has also had no call-ins since she began reporting to this department in 2020!

Jaci Cooper was recognized as a 40 Under 40 honoree in October and has maintained connections with her cohort, recently inviting them for a tour and insights into KDL's expansive operations. In October, she also spoke at the Michigan Library Association conference in Traverse City on Project Management Remix: Adapting Traditional Tools & Templates for Your Library's Needs. Jaci plans to work with a GVSU class this summer on strategic planning best practices and will be finishing her MPA/MLIS dual degree from University of Missouri-Columbia in May.

# Featured Department

## Project Management Office PMO

### **Looking Ahead to 2025**

As we move forward, the PMO is focusing on key process improvements to provide even greater support and clarity for projects:

**Project Phasing** – Kelsey introduced an idea to schedule check-ins after each defined project phase. This ensures that deliverables are completed in a logical, intentional order, that teams prioritize them accordingly, and that the PMO can provide timely assistance. These check-ins will also allow us to document project progress in advance, streamlining the closeout process.

**Project Kickoff Structure** – After sitting in on some project kickoffs, Kelsey had the idea to make it clearer to have set agenda items that the PMO reviews and set ones that the project lead reviews rather than having the department chime in as needed.

**Intranet Revamp** – Jaci and Kelsey are actively involved in the intranet redesign project, helping to establish a strategic approach to document retention and permission settings. The goal is to optimize KDL's digital footprint, enhance searchability, and improve discoverability.

**Training Enhancements** – Once the project dashboard is updated as part of the intranet revamp, Jaci and Kelsey will re-record the training videos. The aim is to tailor project leader training for greater relevance and make the general project culture training more concise and effective for new hires.

The PMO is excited about these developments and looks forward to continuing to refine our processes to better serve KDL.

## **Holland Rietberg-Miller – Assistant Branch Librarian Wyoming**

Nominated By: Karen Small

Core Value: Inclusive

“Holland has been working with a hard of hearing customer for a few weeks on the public computers. They asked if it would be possible to do some tech tutoring with her using their ASL skills. What a great way to promote programming, help someone with needs that a few can help with, and then take it further with some tutoring! Thank you for being YOU!”

## **Loraine Worden – Assistant Branch Librarian Ada Township**

Nominated By: Shaunna Martz

Core Value: Authentic

“Thank you for monitoring our weeding cart - it’s a never-ending job!”

Nominated By: Angela Deckard

Core Value: Helpful

“I really admire Loraine’s hard work on the way she has taken on the bonkers weeding cart. We are a more beautiful and organized branch of because of you, Loriane!”

## **Laine Apsey – Assistant Branch Librarian Wyoming**

Nominated By: Jessica Davis

Core Value: Positive

“Laine has a way of spreading productivity and joy, even when he isn’t feeling the best. He chooses a word for the day that matches the vibe at work. It always seems to draw the team together. He is positive with patrons and always brings a smile to my face. Thank you for being your positive and amazing self, Laine!”



# Upcoming Meetings + Dates of Interest

## Upcoming Meetings

Regular Board Meeting  
Thursday, May 15, 2025  
KDL Kentwood Branch

Regular Board Meeting  
Thursday, June 12, 2025  
KDL Services + Meeting Center

Regular Board Meeting  
Thursday, July 17, 2025  
KDL Engelhardt Branch

<https://kdl.org/about/board/2025-board-meeting-schedule/>

## Dates of Interest

KDL Pension Meeting  
May 21, 2025  
1:00 PM  
KDL Service + Meeting Center

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



Information  
Ideas  
Excitement!



# MONTHLY PROJECT REPORT

**MARCH  
2025**

**1**

New projects approved

**6**





In queue

**2**

Declined

**9**

Active Approved  
Projects

	On Track, no extensions	9
	1 Extension, at risk	0
	2+ Extensions, late	0
	Completed since January 2025	3

## Tech Tutoring Revamp



**Project Lead:** Morgan Hanks

**Status:** On Track - NEW

**Approval Date:** 03.26.2025

**Due Date:** 04.01.2026



This is the fourth of six strategic initiatives to launch this year and is focused on enhancing and expanding KDL's tech-tutoring services to provide a more consistent, efficient and accessible experience for both patrons and staff. This project will define the scope of services KDL provides and what falls outside staff capabilities. It will implement a centralized scheduling system using MS Bookings to streamline tech-tutoring projects and staff will receive training and resources to ensure they are equipped to assist patrons effectively and consistently.

## Balancing Using Central Sorter



**Project Lead:** Liz Guarino

**Status:** On Track

**Approval Date:** 01.15.2025

**Due Date:** 05.23.2025

Rochelle Ball and Gwennan Lawcock have been hard at work building a fillable form to help staff determine whether to accept high, medium, low, or no balance items for each item type. This form will be adaptable and can be updated as needed. Ball is also coordinating a testing phase for audiobooks, music CDs, DVDs, and large print materials, set to take place in late April. Virtual training for Regional Managers and Merchandising Champions will follow in May, along with a comprehensive training plan for all branch staff.

# Community Partnerships Evaluation

**Project Lead:** Craig Buno  
**Status:** On Track

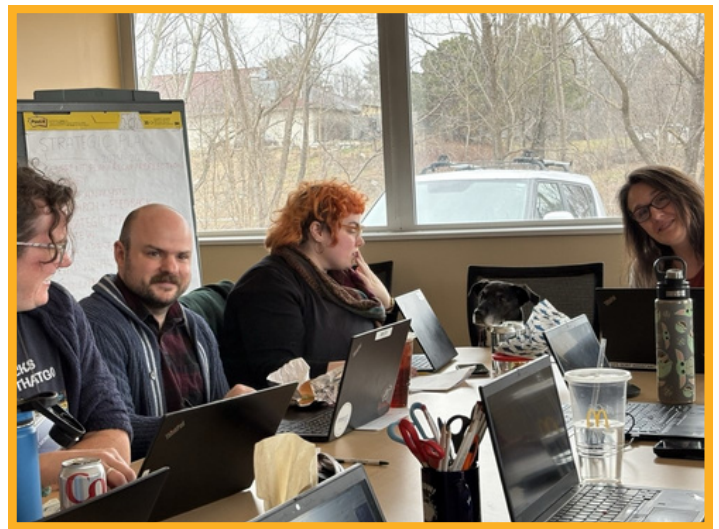
**Approval Date:** 12.04.2024  
**Due Date:** 01.31.2026

March saw the project team finalize the one-on-one partnership questions, develop an outreach email template and identify over 40 past KDL partners based on event collaboration and ongoing relationships. The team has begun reaching out to these organizations, scheduling meetings and recording completed interviews in a fillable form. So far, 11 responses have been collected.

The team also reviewed the nine toolkits that are used by other public libraries, using a rubric to assess their alignment with the deliverables of this project. One toolkit rose to the top, the Denver Public Library Partnership Guide. Craig Buno plans to reach out to the DPL for more examples and insights.

Key themes emerged across the toolkits, including the importance of clear partnership structures, alignment with organizational values, structured management processes, and data-driven decision-making. Effective communication, equity, accessibility, and a practical, user-friendly approach were also emphasized. The team is considering updates to KDL's partnership intake process, such as defining partnership levels, creating a meeting form, incorporating a timeline recommendation, and establishing a structured review process.

And finally, the last in-person meeting featured a special guest—Pippi (Branch Outreach & Programming Specialist, Monica Walen's dog)



*Pippi joined the meeting to bark out some ideas for KDL's outreach toolkit*

## Expand Esports

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

**Approval Date:** 01.08.2025  
**Due Date:** 12.31.2025

The fifth KDL esports gaming lab, featuring six Alienware PCs, has been up and running at the Plainfield Twp. Branch for about a month, and is experiencing patron use and interest according to branch staff. The team is shifting its focus to preparing for the next gaming lab, this one at the Nelson Twp. Branch, where Ray Mysels met with staff to evaluate space options and determine the number of PCs to order.

The Service Center Learning Lab continues to provide opportunities for partnership with local schools. Comstock Park High School utilized the Learning Lab for their Rocket League team practices three times a week. In mid-March, the Rocket League team dissolved and the esports team transitioned to using the school's egaming equipment for their practice sessions.



*Plainfield's new gaming lab and AV Room*

## Free Printing Sustainability Plan



**Project Lead:** Faye Harbison  
**Status:** Complete

**Approval Date:** 06.26.2024  
**Due Date:** Extended - 03.24.2025

The team met in early March to review the project survey feedback and begin wrapping up the project. In response to the project survey, changes were made to the printing portal to simplify the patron experience and staff workflows. Changes included removing the “Guest Name” button and the print-to-email link. Both features provided limited functionality for tasks that could be accomplished by other means and were brought up repeatedly in the project survey as sources of confusion for patrons and staff.

A communication bulletin was sent out on March 26 to update staff on the changes and to offer additional context regarding the need to enforce printing limits. It was also an opportunity to provide data showing the impact the change has already had, notably a 36% YTD decrease in cost.

Thank you to Faye Harbison, who spent a year on the Services Advisory Group gathering data and planning the deliverables of this project. Thank you also to her team: Ray Mysels, Gwennan Lawcock, Emily Whalen, Ashten VanderPloeg, Jared Seigel, Sarah Powers, Kara Wiggert and Jaci Cooper.

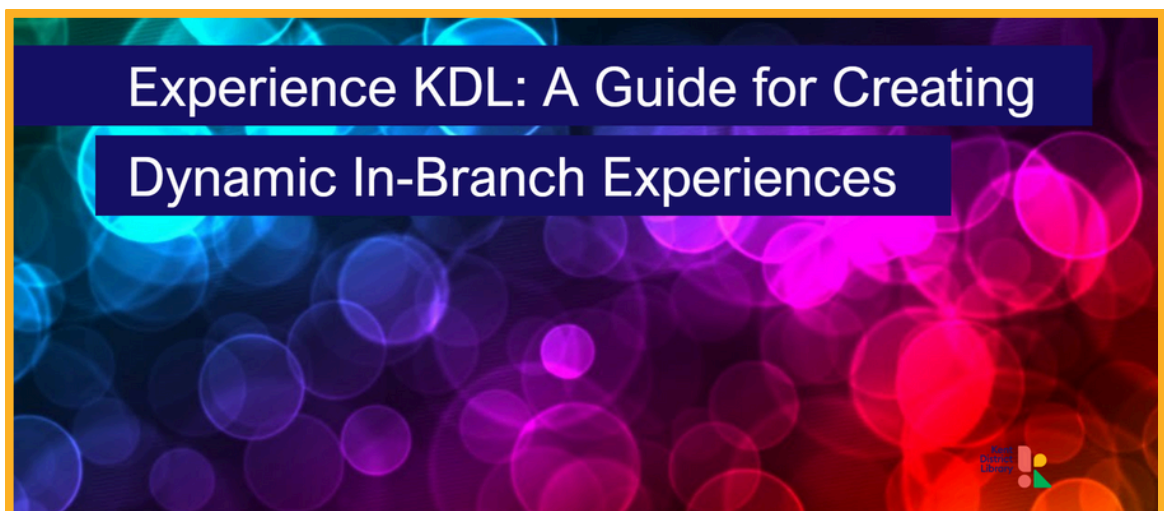
## In-Branch Experience



**Project Lead:** Laura Youells  
**Status:** Complete

**Approval Date:** 02.28.2024  
**Due Date:** Extended - 03.28.2025

In March the team celebrated their many successes at the final project meeting. Specialty green pumpkin trophies were passed out to everyone in recognition of the team’s outstanding accomplishments and contributions. Survey feedback was minimal and highlighted key successes of the project along with a few ideas for improvement. A link to a comprehensive list of the experience ideas has been added to the guide, and a centralized folder for branch reports will soon be available as well. Be sure to check out the fun experiences available the next time you visit a KDL branch. Many thanks to Laura Youells for leading this project and to her team: Jennifer DeVault, Anjie Christiansen, Tricia Hetrick, Megan Russ, Cody Ketchum, Nancy Dultz, Alyssa Coe, Emmett Hein, Sara Fontaine and Gwennan Lawcock.



*The front cover of the In-Branch Experience Guide*



## Intranet Revamp

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

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

Dhanya Ravi has been busy educating both the team and administrative assistants on the nuances of permission levels in preparation for KDL's upcoming global changes to SharePoint, which will default to viewing-only access. Kelsey Little and Jessie Salo are beginning to devise a training explaining these changes so that staff are informed and know how to navigate them. When KDL initially launched SharePoint in 2020, the team opted to keep access open so that staff could explore and familiarize themselves with the platform. Now, for this project to be successful and sustainable, the team recognizes that it is essential to implement tighter controls.

---

## Legendary Readers

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

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

It's hard to believe, but the project team is already preparing for next year's program. Promotional bookmarks which will be placed in Summer Wonder prize books are in the final stages of completion, and the completer rewards are being finalized. Meanwhile, branches continue to report a steady stream of this year's program completers, showing sustained engagement!

---

## On the Same Page 2025

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

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

In late March the project team was made aware that Tommy Orange would no longer be able to attend On the Same Page for personal reasons. Thanks to Kaveh Akbar's friendship with John Green, this amazing author was secured to sub in.

The entire project team, along with many other KDL colleagues, acted quickly to get communication, marketing, books and e-materials into place for this pivot. While there is disappointment that Tommy Orange will not be in attendance, there is much excitement to bring John Green to On the Same Page.

With the news of John Green joining On the Same Page, all remaining seats were reserved. At last count, the current waitlist is over 470 people.

**Newly Updated!**

**On the Same Page**

**With Kaveh Akbar & John Green**

**Martyr!**  
Kaveh Akbar

**EVERYTHING IS TUBERCULOSIS**  
JOHN GREEN

**Author Visit**  
**Wednesday, April 30, 6:30 PM**  
**Godwin Heights High School Auditorium**

For more information and details about registration, please visit [kdl.org/samepage](https://kdl.org/samepage).

Due to personal reasons, Tommy Orange is no longer able to attend the event. We are so happy that John Green is able to take his place.

Kent District Library

# School Outreach Menu

● **Project Lead:** Julie Ralston  
**Status:** On Track

**Approval Date:** 01.29.2024  
**Due Date:** 11.05.2025

The team is wrapping up the research for Phase One of the project and is excited to move into Phase Two, where the School Outreach Menu will take shape. The information and data that was gathered will help inform the group’s decisions so KDL can offer a thoughtful and comprehensive approach to partnerships with community schools. The research, statistical data, survey results and input from teachers will aid in the project moving towards the creation of a useful tool that will help guide the direction of KDL’s future outreach efforts.

.....

# Teen Graphic Novel Contest

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

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

Many details have come together this past month for the Graphic Novel Crew. Remington Steed created a beautiful [new webpage](#) that is now available. The first wave of promotional materials has been ordered, including bookmarks and floor-standing banners. The team plans to connect with local comic book stores to request that they distribute the promotional bookmarks during Free Comic Book Day on May 3. In truly exciting news, the team has officially secured Mike Salisbury, Vince Locke, and Kenny Porter as this year’s panel of judges. All judges are Grand Rapids/West Michigan based artists with years of experience in the graphic novel and comic book industries.

# BUILDING PROJECTS

## Cascade Township

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

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

Progress continues on schedule for the Cascade Township Library renovation, with an anticipated opening in June. With demolition now complete, drywall installation has begun, marking a significant step forward in the project. The Board's approval of the selected furniture vendors ensures that interior planning remains on track. The final soft opening date will be determined by the furniture arrival and installation. Additionally, Lulu Brown and Ashley Smolinski are evaluating options for reinstating printing services to best meet current community needs as the project reaches a new milestone.



## Krause Memorial (Rockford)

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

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

Fundraising for the Krause Library expansion project is ongoing, with \$780,000 remaining to reach the goal. Jennifer German is collaborating with the architectural team from Progressive Companies to finalize the design. The project is expected to go out for bid in August, with groundbreaking anticipated in late fall. Meanwhile, the City of Rockford is actively exploring temporary locations for the Krause Branch, with several potential sites under consideration.

# BUILDING PROJECTS

## Tyrone Township

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

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

Tyrone Township continues to fundraise for the next stage of the library project.

---

## Walker

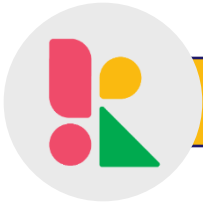
● **Project Lead:** Liz Knapp  
**Status:** N/A

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

Demolition work on the parts of the former library not being incorporated in the new design is complete, and foundation and basement work on the new expansion is underway. The new design will use the footprint of the former library and repurpose the bricks from the original building. The exterior and roofline of the former library will be updated to match the expansion. The New Library Building Steering Committee continues to meet bi-weekly to continue planning the interior design.

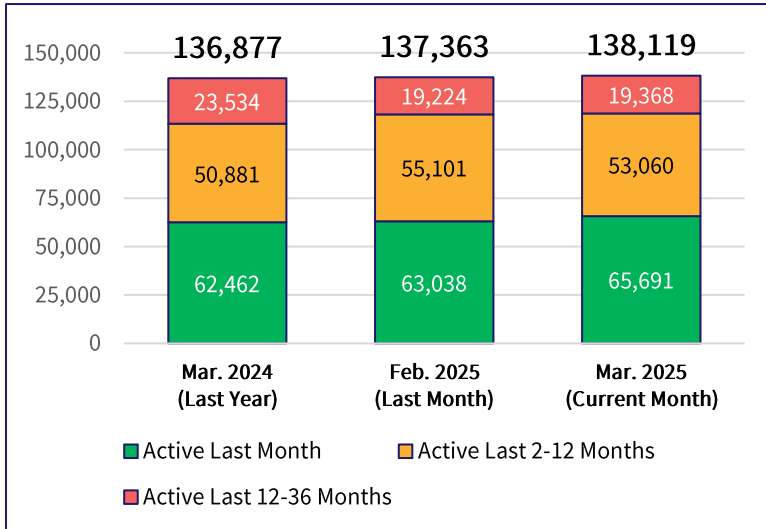






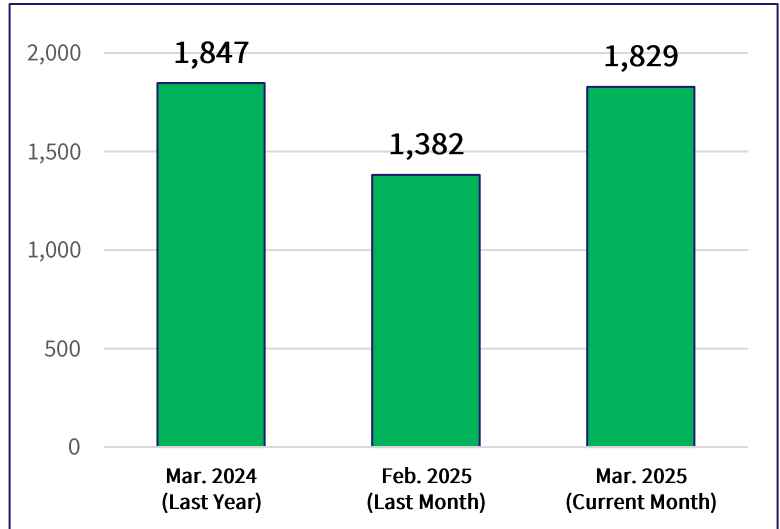
## MARCH 2025 STATISTICAL SUMMARY

### Active KDL Patrons:



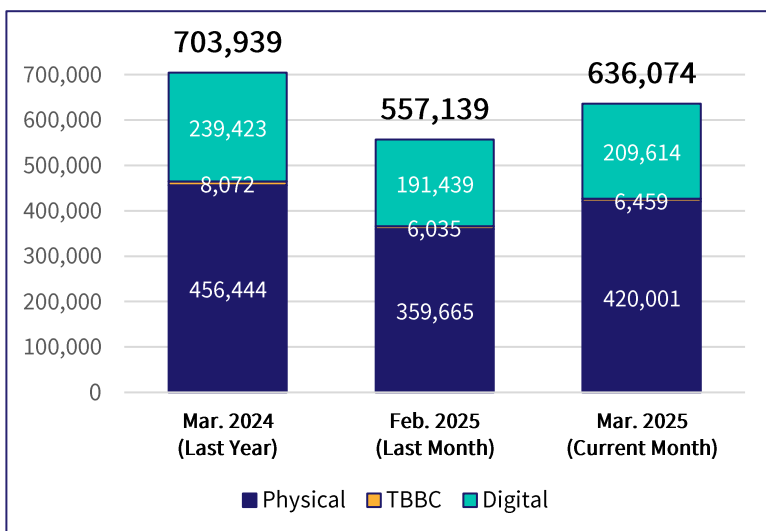
Active KDL Patrons are **up 1%** from last month and **up 1%** from the same month last year.

### New KDL Cards Added:



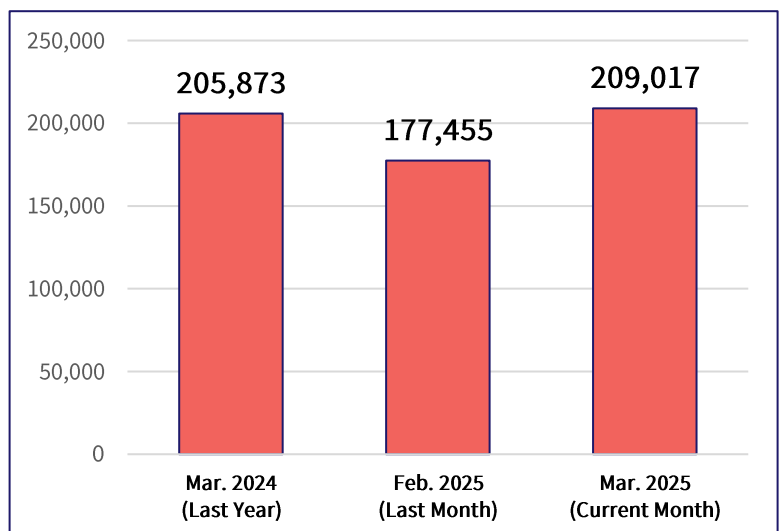
New KDL Cards Added are **up 32%** from last month and **down 1%** from the same month last year.

### Total Circulation:

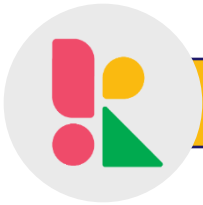


Total Circulation is **up 14%** from last month and **down 10%** from the same month last year.

### Visitor Count:

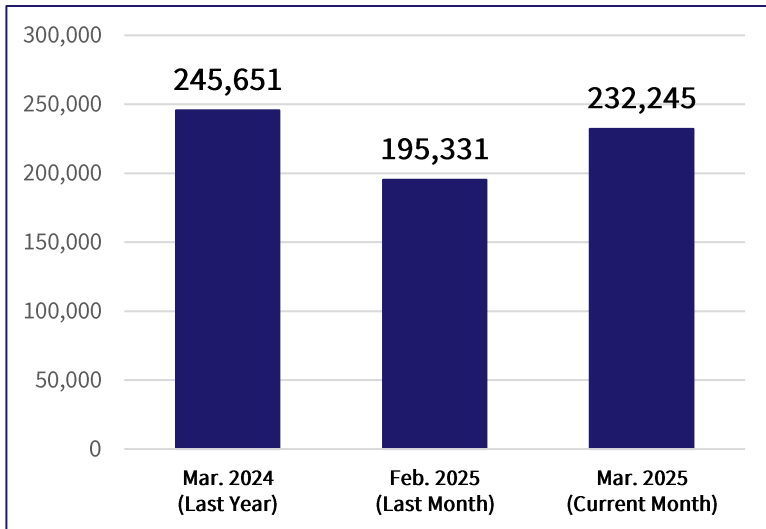


Branch Visitors are **up 18%** from last month and **up 2%** from the same month last year.



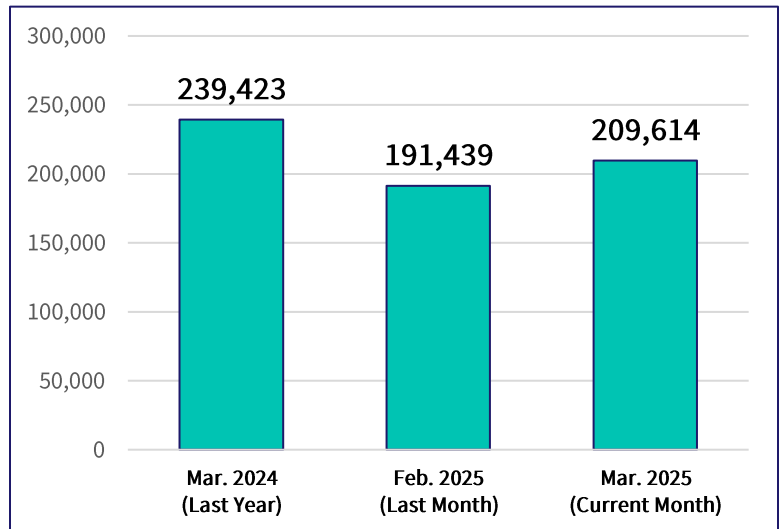
## MARCH 2025 STATISTICAL SUMMARY

### Physical Items Checked Out:



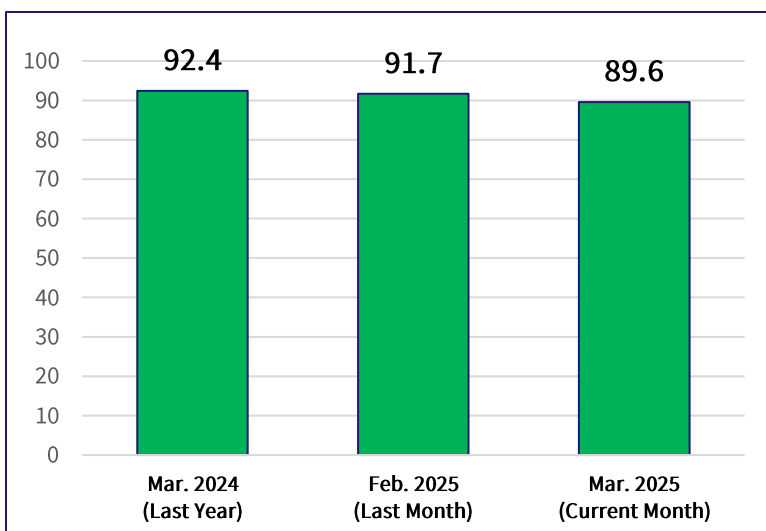
Physical checkouts are **up 19%** from last month and **down 5%** from the same month last year.

### Digital Items Checked Out:



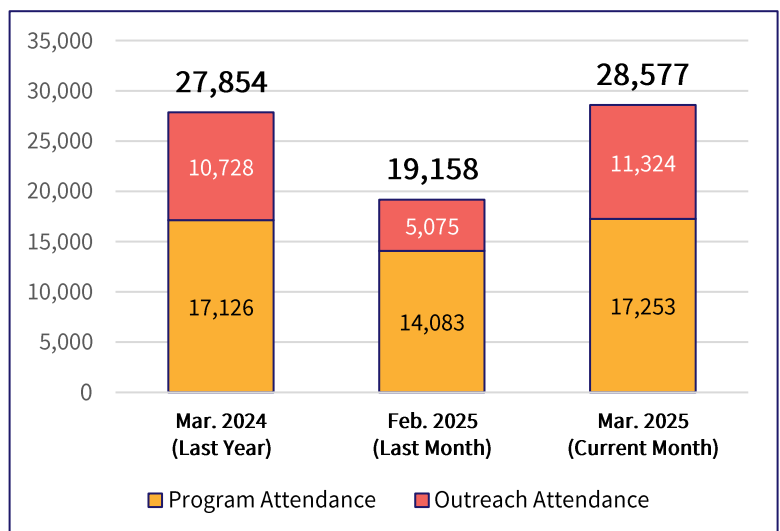
Digital checkouts are **up 9%** from last month and **down 12%** from the same month last year.

### Net Promoter Score (NPS):

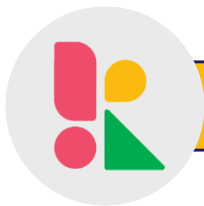


Net Promoter Score is **down 2.1%** from last month and **down 2.8%** from the same month last year.

### Programs & Outreach:



Program & Outreach Attendance is **up 49%** from last month and **up 3%** 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                                   | 661 |
| 2. <i>The Women</i> by Kristin Hannah                        | 186 |
| 3. <i>Onyx Storm</i> by Rebecca Yarros                       | 154 |
| 4. <i>Martyr!</i> by Kaveh Akbar                             | 134 |
| 5. <i>Wandering Stars</i> by Tommy Orange                    | 124 |
| 6. <i>The Boyfriend</i> by Freida McFadden                   | 122 |
| 7. (tie) <i>Dog Man: Big Jim Begins</i> by Dav Pilkey        | 121 |
| (tie) <i>To Die For</i> by David Baldacci                    | 121 |
| 9. (tie) <i>All the Colors of the Dark</i> by Chris Whitaker | 110 |
| (tie) <i>The Grey Wolf</i> by Louise Penny                   | 110 |

### All Physical Items (Most Holds):

<u>Title</u>	<u>Holds</u>
--------------	--------------

- |   |     |
|---|-----|
| 1. <i>The Let Them Theory</i> by Mel Robbins        | 437 |
| 2. <i>Sunrise on the Reaping</i> by Suzanne Collins | 401 |
| 3. <i>The Crash</i> by Freida McFadden              | 271 |
| 4. <i>The Wedding People</i> by Alison Espach       | 245 |
| 5. <i>Broken Country</i> by Clare Leslie Hall       | 237 |
| 6. <i>The Frozen River</i> by Ariel Lawhon          | 231 |
| 7. <i>James</i> by Percival Everett                 | 219 |
| 8. <i>Onyx Storm</i> by Rebecca Yarros              | 215 |
| 9. <i>The God of the Woods</i> by Liz Moore         | 192 |
| 10. KDL WiFi Mobile Hotspot                         | 185 |

### OverDrive Items (Most Checkouts):

<u>Title</u>	<u>Checkouts</u>
--------------	------------------

- |  |     |
|--|-----|
| 1. <i>Onyx Storm</i> by Rebecca Yarros (audio)             | 401 |
| 2. <i>Everything Is Tuberculosis</i> by John Green (audio) | 226 |
| 3. <i>Lights Out</i> by Navessa Allen (audio)              | 223 |
| 4. <i>Quicksilver</i> by Callie Hart (audio)               | 214 |
| 5. <i>The Crash</i> by Freida McFadden (audio)             | 211 |
| 6. <i>The Boyfriend</i> by Freida McFadden (audio)         | 172 |
| 7. <i>Martyr!</i> by Kaveh Akbar (audio)                   | 160 |
| 8. <i>The Queen of Sugar Hill</i> by ReShonda Tate         | 146 |
| 9. <i>The Women</i> by Kristin Hannah (audio)              | 141 |
| 10. <i>Martyr!</i> by Kaveh Akbar                          | 137 |

### OverDrive Items (Most Holds):

<u>Title</u>	<u>Holds</u>
--------------	--------------

- |  |     |
|--|-----|
| 1. <i>The Women</i> by Kristin Hannah                        | 971 |
| 2. <i>The Anxious Generation</i> by Jonathan Hadt (audio)    | 908 |
| 3. <i>The Let Them Theory</i> by Mel Robbins                 | 883 |
| 4. <i>Onyx Storm</i> by Rebecca Yarros                       | 760 |
| 5. <i>The Wedding People</i> by Alison Espach                | 719 |
| 6. <i>The God of the Woods</i> by Liz Moore                  | 693 |
| 7. <i>The Women</i> by Kristin Hannah (audio)                | 692 |
| 8. <i>Sunrise on the Reaping</i> by Suzanne Collins          | 689 |
| 9. <i>Great Big Beautiful Life</i> by Emily Henry            | 657 |
| 10. <i>Sunrise on the Reaping</i> by Suzanne Collins (audio) | 638 |

NEW HIRES	POSITION	EFFECTIVE
Trevor McDaniel	Graphic Design Intern	April 2
Reed Schmitz	Assistant Branch Librarian	April 21

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Rebecca Maupin	Assistant Branch Librarian – Amy Van Andel / Ada	Branch Librarian – Englehardt	April 14
Katherine Muszkiewicz	Assistant Branch Librarian – Gaines Township	Branch Librarian – Englehardt	April 14

DEPARTURES	POSITION	EFFECTIVE
Heather Groen	Assistant Branch Librarian – Grandville	March 28
Rebecca Avella	Branch Librarian – Walker	April 9

OPEN POSITIONS	TYPE
Assistant Branch Librarian – East Grand Rapids (2 positions)	Part-time
Assistant Branch Librarian – Englehardt	Part-time
Assistant Branch Librarian – Wyoming	Part-time
Seasonal Library Intern – various branches (21 positions)	Temporary
Assistant Branch Librarian – Gaines Township	Part-time
Branch Librarian – Amy Van Andel / Ada	Part-time
Assistant Branch Librarian – Englehardt / Alto	Part-time
Assistant Branch Librarian – Grandville	Part-time
Branch Librarian – East Grand Rapids	Part-time

EMPLOYEE ANNIVERSARIES (MAY)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Marisa Demoor	Kentwood	24 years
Lynn Goldberg	Plainfield	19 years
Toby Schuler	East Grand Rapids	19 years
Laurie Winkler	Collection Services	19 years

EMPLOYEE ANNIVERSARIES (MAY)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Sara Magnuson	Nelson Township	18 years
Denise Wohlferd	Krause Memorial	18 years
Liz Wierenga	Amy Van Andel / Ada	16 years
Lance Werner	Administration	14 years
Maria Page	Grandville	12 years
Angela Culp	Kentwood / Gaines Township	11 years
Jill Essenburg	Collection Services	9 years
Bethany Metivier	Nelson Township	9 years
Trish Reid	Human Resources	9 years
Curtis Kieliszewski	Information Technology	8 years
Molly Marshall	Cascade	6 years
Jenny Savage-Dura	Collection Development	6 years
Lulu Brown	Cascade / Caledonia	4 years
Will McAfee	Walker	4 years
Oryan Hammond	Krause Memorial	3 years
Hatka Kecalovic	Kentwood	3 years
Alex Pawneshing	Gaines Township	3 years
Wendy Charles	Englehardt	2 years
Holli Land	Byron Township	2 years

## BOARD OF TRUSTEES ATTENDANCE - 2025

	TRACY CHRENKA	PETER DYKHUIS	ANDREW ERLEWEIN	SHERRI GILREATH WATTS	CARLA MOYER HOTZ	CHRISTINA TAZELAAR	AMANDA SCHRAUBEN	NORMA VERHEULEN
January 16, 2025	X	X	X	X	X	X*	X	X
February 20, 2025	X	X	X		X	X	X	X
March 20, 2025	X	X	X	X	X	X	X	X
April 17, 2025								
May 15, 2025								
June 19, 2025								
July 17, 2025								
August 21, 2025								
September 18, 2025								
October 16, 2025								
November 20, 2025								
December 18, 2025								

\*BOARD PARTICIPATION VIA TELECONFERENCE

TRUSTEE NAME	MEETING DATE		TRUSTEE NAME	MEETING DATE



# Policy Manual

Formatted

## SECTION 6: PERSONNEL

KDL Policy 6.1	<a href="#"><u>Equal Employment Opportunity</u></a>
KDL Policy 6.1.1	<a href="#"><u>Harassment</u></a>
KDL Policy 6.1.2	<a href="#"><u>Americans with Disabilities Act (ADA)</u></a>
KDL Policy 6.2	<a href="#"><u>Position Authorization</u></a>
KDL Policy 6.2.1	<a href="#"><u>Applications</u></a>
KDL Policy 6.2.1.1	<a href="#"><u>Internships</u></a>
KDL Policy 6.2.2	<a href="#"><u>Interview &amp; Selection</u></a>
KDL Policy 6.2.3	<a href="#"><u>Initial Employment Period</u></a>
KDL Policy 6.2.4	<a href="#"><u>Promotions</u></a>
KDL Policy 6.2.5	<a href="#"><u>Nepotism</u></a>
KDL Policy 6.2.6	<a href="#"><u>“Acting” Capacity</u></a>
KDL Policy 6.2.7	<a href="#"><u>Outside Employment</u></a>
KDL Policy 6.2.8	<a href="#"><u>Employee Termination of Employment</u></a>
KDL Policy 6.3	<a href="#"><u>Personnel Files &amp; Employee Records</u></a>
KDL Policy 6.3.1	<a href="#"><u>Access to Employee File Information</u></a>
KDL Policy 6.3.2	<a href="#"><u>Continuous Length of Service</u></a>
KDL Policy 6.3.3	<a href="#"><u>Disclosure of Employee File Information</u></a>
KDL Policy 6.3.4	<a href="#"><u>Employee References</u></a>
KDL Policy 6.3.5	<a href="#"><u>Applicant/Employee Background Verification &amp; Drug Screening</u></a>
KDL Policy 6.3.6	<a href="#"><u>Social Security Numbers Privacy</u></a>
KDL Policy 6.4	<a href="#"><u>Compensation</u></a>
KDL Policy 6.4.1	<a href="#"><u>Performance Evaluation</u></a>
KDL Policy 6.4.2	<a href="#"><u>Benefits</u></a>
KDL Policy 6.4.3	<a href="#"><u>Sick Leave</u></a> <b>EDITS</b>
KDL Policy 6.4.4	<a href="#"><u>Sick Time Payment</u></a> <b>EDITS</b>
KDL Policy 6.4.5	<a href="#"><u>Disability Leave of Absence</u></a>
KDL Policy 6.4.6	<a href="#"><u>Workers’ Disability Compensation Supplemental Pay</u></a>



KDL Policy 6.4.7	<a href="#"><u>Emergency Closing Compensation</u></a>
KDL Policy 6.5	<a href="#"><u>Work Week</u></a>
KDL Policy 6.6	<a href="#"><u>Progressive Action Policy</u></a>
KDL Policy 6.6.1	<a href="#"><u>Complaint Resolution Process</u></a>
KDL Policy 6.7	<a href="#"><u>Vacation Eligibility</u></a>
KDL Policy 6.7.1	<a href="#"><u>Vacation—Part Time</u></a>
KDL Policy 6.7.2	<a href="#"><u>Vacation—Carry Forward</u></a>
KDL Policy 6.7.3	<a href="#"><u>Payment of Unused Leave &amp; Paid Time Off (PTO)</u></a>
<b>EDITS</b>	
KDL Policy 6.7.4	<a href="#"><u>Bereavement Leave</u></a>
KDL Policy 6.7.5	<a href="#"><u>Family &amp; Medical Leave Act (FMLA)</u></a>
KDL Policy 6.7.6	<a href="#"><u>Personal Leave of Absence without Pay</u></a>
KDL Policy 6.7.7	<a href="#"><u>Personal Leave of Absence with Pay</u></a>
KDL Policy 6.7.8	<a href="#"><u>Jury Leave</u></a>
KDL Policy 6.7.9	<a href="#"><u>Military Leave</u></a>
KDL Policy 6.7.10	<a href="#"><u>Holiday Accrual &amp; Eligibility</u></a>
KDL Policy 6.8	<a href="#"><u>Transportation Reimbursement</u></a>
KDL Policy 6.8.1	<a href="#"><u>Honoraria</u></a>
KDL Policy 6.8.2	<a href="#"><u>Professional Association/Community Organization Memberships</u></a>
KDL Policy 6.9	<a href="#"><u>Drug-Free Workplace</u></a>
KDL Policy 6.10	<a href="#"><u>Electronic Communications Policy</u></a>
KDL Policy 6.11	<a href="#"><u>Whistleblower Policy</u></a>
KDL Policy 6.12	<a href="#"><u>Board Member Compensation</u></a>
KDL Policy 6.13	<a href="#"><u>Conference Attendance—Board &amp; Staff</u></a>
KDL Policy 6.14	<a href="#"><u>Volunteers</u></a>
KDL Policy 6.14.1	<a href="#"><u>Volunteer Background Verification</u></a>

## KDL Policy 6.4.3

### Sick Leave and the Earned Sick Time Act (ESTA)

LAST REVISED 12.19.24

Kent District Library provides pay during disability leave of absence and sick leave days for full-time and part-time employees who have accrued sick time in accordance with the following:

- ~~Full time employees will begin earning eight (8) hours of sick leave per month following employment and will earn eight (8) hours of sick leave each month thereafter, exclusive of unpaid leaves of absence. Full time employees earn 96 hours of sick leave per year, which accrues biweekly at 1/26th of the annual benefit, exclusive of unpaid leaves of absence.~~
- Part-time employees ~~working twenty (20) or more hours per week shall, upon completion of their orientation period,~~ be credited with pro-rata sick leave benefits ~~based on the remaining months in the calendar year and~~ upon the ratio of their hired hours to a full-time (40-hour) position. ~~Thereafter, sick leave will be credited on the same pro-rata basis annually. A part time employee must work a minimum of either 1) their hired hours multiplied by the number of weeks employed in the preceding calendar year or 2) 1,000 hours, in order to retain sick leave eligibility, exclusive of Section 11.3(b) of the labor agreement.~~ Part-time employees hired after December 31, 2009, shall earn Paid Time Off (PTO) in lieu of sick time, at a rate specified by the labor agreement, and such time may be utilized for reasons covered by ESTA.
- Sick time may accumulate up to a maximum of one thousand four hundred and forty (1,440) hours.
- Substitute employees without regular schedules will not accrue sick time under ESTA.
- Interns will accrue sick time under ESTA. Such time will be available for use if they work for 120 days or more.

Any unused and accumulated sick leave earned during full-time employment shall be placed in escrow when the employee transfers to part-time employment and shall be unavailable for use by the employee until the employee returns to full-time employment, provided however, a full-time employee transferring to a part-time position may utilize accumulated sick leave while in such position in an amount not to exceed twenty-four (24) hours times the employee's years of continuous full-time employment.

#### Eligibility Requirements

- Because KDL's policies on PTO/sick time provides time off that can be used for the purposes outlined in the Michigan Earned Sick Time Act, as amended (the "Act"), under the same conditions as outlined in the Act, and allows employees to accumulate time at a rate greater than the rate required under the Act, no changes are made to the policy relating to how much time employees can accumulate or use.

Formatted: List Paragraph, Space Before: 12 pt, After: 12 pt, Bulleted + Level: 1 + Aligned at: 0.25" + Indent at: 0.5"

### **Use of Earned Sick Time**

Formatted: Normal

To the extent permitted by law, earned sick time will run concurrently with leave taken under other KDL policies and under other applicable laws.

Consistent with the ESTA, earned sick time may be used for any of the following purposes:

1. For the diagnosis, care, or treatment of an existing mental or physical illness, injury, or health condition of, or preventative care for, an employee or an employee's family member.
2. If an employee or an employee's family member is a victim of domestic violence or sexual assault, for the medical care or psychological or other counseling for physical or psychological injury or disability; to obtain services from a victim services organization; to relocate due to domestic violence or sexual assault; to obtain legal services; or, to participate in any civil or criminal proceedings related to or resulting from the domestic violence or sexual assault.
3. For meetings at a child's school or place of care related to the child's health or disability, or the effects of domestic violence or sexual assault on the child.
4. For closure of the employee's place of business by order of a public official due to a public health emergency; for an employee's need to care for a child whose school or place of care has been closed by order of a public official due to a public health emergency; or, when it has been determined by the health authorities having jurisdiction or by a health care provider that the employee's or employee's family member's presence in the community would jeopardize the health of others because of the employee's or family member's exposure to a communicable disease, whether or not the employee or family member has actually contracted the communicable disease.

Under ESTA, the term "family member" means a biological, adopted or foster child, stepchild or legal ward, a child of a domestic partner, or a child to whom the employee stands in loco parentis; a biological parent, foster parent, stepparent, or adoptive parent or legal guardian of an employee or an employee's spouse or domestic partner or a person who stood in loco parentis when the employee was a minor child; a person to whom the employee is legally married under the laws of any state or a domestic partner; a grandparent; a grandchild; a biological, foster, or adopted sibling; any individual related by blood to the employee; or any other individual whose close association with the employee is the equivalent of a family relationship.

### Reasonable Notice for the Use of Earned Sick Time

Formatted: Font: Source Sans Pro, 11 pt, Bold

Unless otherwise determined to be covered by the Family Medical Leave Act (Policy 6.7.5), if an employee knows in advance that the employee will need to use earned sick time, the employee must provide their supervisor with advance notice (up to seven days) before the day the earned sick time is to begin. If an employee's need for earned sick time is unforeseeable, the employee must comply with KDL's usual and customary notice requirements found in both the labor agreement and procedures using the absence reporting system. Failure to comply with the library's notice requirements may result in disciplinary action, up to and including termination of employment.

### Re-employment, Separation and Retirement

#### Re-Employment

Except as provided below, accrued, but unused earned sick time is not paid out upon termination of employment. If an employee leaves KDL but is subsequently re-employed by KDL, within two months of the employee's separation, the employee will have any previously accrued, but unused earned sick time made available to the employee, consistent with ESTA.

Following twenty-four months (2 years) of service, those employees in good standing shall receive payment for all accrued but unused vacation leave, floating holiday leave and Paid Time Off (PTO) upon termination of their employment with the Library provided they have given proper notice and work -out their notice period. Employees who retire after meeting or exceeding Kent District Library's normal retirement age shall accrue a pro-rata vacation entitlement as of their last day of employment.

#### Separation and Retirement

An employee who retires from Kent District Library while having achieved age 62 or older (i.e., normal retirement age), and, who has a sick leave balance of 400 hours or more, shall receive Two Thousand Dollars (\$2,000) compensation upon retirement as a retirement bonus (consistent with the labor agreement).

### Retaliation Prohibited

Formatted: Space Before: 12 pt, After: 12 pt

Consistent with ESTA, employees will not be disciplined for the lawful use of earned sick time. If an employee feels that the employee is being discriminated or retaliated against for exercising rights provided by the Earned Sick Time Act, as amended, the employee may file a complaint with their supervisor, human resources, or the Michigan Department of Labor and Economic Opportunity.

#### KDL Policy 6.4.4

#### Sick Time Payment—

LAST REVISED 12.19.24

Payment of accrued sick leave/Paid Time Off (PTO) will be authorized in the following instances:

- When it is established to the Library's satisfaction that an employee is incapacitated from the safe performance of job duties because of sickness or injury. No sick leave/PTO will be granted for minor ailments which would not affect the safety of the employee, other persons, or property while performing the job duties. Sick leave/PTO will not be granted to a terminating employee after the last day worked.
- Sick leave/PTO may be granted when unusual situations or emergencies exist in the employee's immediate family. Such leave must be approved by the department head or branch manager.
- Sick leave/PTO may be granted for necessary doctor/dental appointments. Except in the case of an emergency, such leave must be approved by the department head or branch manager in advance.
- An employee who retires under the Kent District Retirement Plan and who has, on the date of retirement, an accumulated and unused sick leave balance of 240 hours (i.e., the equivalent of 30 days) or more, shall receive one thousand dollars (\$1,000) upon retirement.

#### **KDL Policy 6.7.3**

##### **Payment of Unused Leave & Paid Time Off (PTO)**

LAST REVISED 12.19.24

Following twenty four months (2 years) of service, those employees in good standing shall receive payment for all accrued but unused vacation leave, holiday leave, and Paid Time Off (PTO) upon termination of their employment with the Library provided they have given proper notice. Employees who retire after meeting or exceeding Kent District Library's normal retirement age shall accrue a pro-rata vacation entitlement as of their last day of employment.

## **Updated Version**

### **KDL Policy 6.4.3**

#### **Sick Leave and the Earned Sick Time Act (ESTA)**

Kent District Library provides pay during disability leave of absence and sick leave days for full-time and part-time employees who have accrued sick time in accordance with the following:

- Full-time employees earn 96 hours of sick leave per year, which accrues biweekly at 1/26<sup>th</sup> of the annual benefit, exclusive of unpaid leaves of absence.
- Part-time employees shall be credited with a pro-rata sick leave benefits upon the ratio of their hours to full-time (40-hour) position. Part-time employees hired after December 31, 2009, shall earn Paid Time Off (PTO) in lieu of sick time, at a rate specified by the labor agreement, and such time may be utilized for reasons covered by ESTA.
- Sick time may accumulate up to a maximum of one thousand four hundred and forty (1,440) hours.
- ~~Substitute employees without regular schedules will not accrue sick time under ESTA.~~
- Interns ~~and substitutes~~ will accrue sick time under ESTA. Such time will be available for use if they work for 120 days or more.

#### Eligibility Requirements

- Because KDL's policies on PTO/sick time provides time off that can be used for the purposes outlined in the Michigan Earned Sick Time Act, as amended (the "Act"), under the same conditions as outlined in the Act, and allows employees to accumulate time at a rate greater than the rate required under the Act, no changes are made to the policy relating to how much time employees can accumulate or use.

#### Use of Earned Sick Time

To the extent permitted by law, earned sick time will run concurrently with leave taken under other KDL policies and under other applicable laws.

Consistent with the ESTA, earned sick time may be used for any of the following purposes:

1. For the diagnosis, care, or treatment of an existing mental or physical illness, injury, or health condition of, or preventative care for, an employee or an employee's family member.
2. If an employee or an employee's family member is a victim of domestic violence or sexual assault, for the medical care or psychological or other counseling for physical or psychological injury or disability; to obtain services from a victim services organization; to relocate due to domestic violence or sexual assault; to obtain legal services; or, to participate in any civil or criminal proceedings related to or resulting from the domestic violence or sexual assault.

3. For meetings at a child's school or place of care related to the child's health or disability, or the effects of domestic violence or sexual assault on the child.
4. For closure of the employee's place of business by order of a public official due to a public health emergency; for an employee's need to care for a child whose school or place of care has been closed by order of a public official due to a public health emergency; or, when it has been determined by the health authorities having jurisdiction or by a health care provider that the employee's or employee's family member's presence in the community would jeopardize the health of others because of the employee's or family member's exposure to a communicable disease, whether or not the employee or family member has actually contracted the communicable disease.

Under ESTA, the term "family member" means a biological , adopted or foster child, stepchild or legal ward, a child of a domestic partner, or a child to whom the employee stands in loco parentis; a biological parent, foster parent, stepparent, or adoptive parent or legal guardian of an employee or an employee's spouse or domestic partner or a person who stood in loco parentis when the employee was a minor child; a person to whom the employee is legally married under the laws of any state or a domestic partner; a grandparent; a grandchild; a biological, foster, or adopted sibling; any individual related by blood to the employee; or any other individual whose close association with the employee is the equivalent of a family relationship.

#### **Reasonable Notice for the Use of Earned Sick Time**

Unless otherwise determined to be covered by the Family Medical Leave Act (Policy 6.7.5), if an employee knows in advance that the employee will need to use earned sick time, the employee must provide their supervisor with advance notice (up to seven days) before the day the earned sick time is to begin. If an employee's need for earned sick time is unforeseeable, the employee must comply with KDL's usual and customary notice requirements found in both the labor agreement and procedures using the absence reporting system. Failure to comply with the library's notice requirements may result in disciplinary action, up to and including termination of employment.

#### **Re-employment, Separation and Retirement**

##### **Re-employment**

Except as provided below, accrued, but unused earned sick time is not paid out upon termination of employment. If an employee leaves KDL but is subsequently re-employed by KDL, within two months of the employee's separation, the employee will have any previously accrued, but unused earned sick time made available to the employee, consistent with ESTA.

Following twenty-four months (2 years) of service, those employees in good standing shall receive payment for all accrued but unused vacation leave, floating holiday leave and Paid Time Off (PTO)

upon termination of their employment with the Library provided they have given proper notice and work -out their notice period. Employees who retire after meeting or exceeding Kent District Library's normal retirement age shall accrue a pro-rata vacation entitlement as of their last day of employment.

#### Separation and Retirement

An employee who retires from Kent District Library while having achieved age 62 or older (i.e., normal retirement age), and, who has a sick leave balance of 400 hours or more, shall receive Two Thousand Dollars (\$2,000) compensation upon retirement as a retirement bonus (consistent with the labor agreement).

#### Retaliation Prohibited

Consistent with ESTA, employees will not be disciplined for the lawful use of earned sick time. If an employee feels that the employee is being discriminated or retaliated against for exercising rights provided by the Earned Sick Time Act, as amended, the employee may file a complaint with their supervisor, human resources, or the Michigan Department of Labor and Economic Opportunity.



#### INTRO

**AGENDA ITEM FOR CONSIDERATION:** Bibliocommons AI Development Work

**BOARD MEETING DATES:** Thursday, April 17, 2025 (*first reading*)

**TIMELINE:** Work would begin upon approval from the KDL Board of Trustees

**BUDGET LINE ITEM(S):** 840-1070-5873 (website)

**TOTAL ESTIMATED COST:** \$50,000

#### PURPOSE

This recommendation seeks approval for the Kent District Library to request board approval to pursue sponsored development work for integrating artificial intelligence (AI) into the library website's discovery layer, enhancing user experience, improving resource discoverability, and preparing the library for future digital user expectations.

#### OVERVIEW/NEEDS/BACKGROUND INFO

Library patrons increasingly expect intuitive, conversational search experiences, influenced by platforms like Google, ChatGPT, and voice assistants. Current discovery layers on KDL.org and within KDL's catalog and event calendar often rely on traditional keyword-based searching, which can present barriers to access—particularly for new users, youth, ESL patrons, or those unfamiliar with specific library keywords or knowing that you must search within each function (i.e. separate searches between the events, website, and catalog).

AI integration into the discovery layer can bridge this gap by offering natural language search, personalized recommendations, and dynamic query refinement. These features would enable patrons to engage with the library collection and digital resources more intuitively, increasing the usability and perceived value of the library's offerings.

Currently, the library's discovery layer does not support AI-driven search, and search results are siloed based upon type. Development work would begin with a feasibility study and partnership exploration to secure funding and sponsorship, assess ethical considerations, and build a roadmap.

#### BENEFITS

If development goes according to plan, KDL would benefit by:

- *Improved Discoverability Across Services:* AI integration into the discovery layer would significantly enhance the ability of patrons to find not just books, but related programs,

services, databases, and other digital content. For example, a patron searching for “cryptids” wouldn’t just be shown books—they could also discover our Legendary Readers reading incentive program, upcoming Summer Learning events tied to folklore or local legends, and even related eResources or blog content. This seamless connection of materials and services makes the library ecosystem more visible and valuable to users.

- *Contextual, Conversational Search:* AI-powered search allows users to type or speak queries in plain language (e.g., “What are some good mystery books for a 5th grader?”) and receive meaningful, nuanced results. This reduces frustration for users who may not know exact titles or subject headings.
- *Equity & Access:* By eliminating the need for specialized search skills, AI helps level the playing field for English language learners, people with disabilities, youth, and new library users—supporting our commitment to inclusive access.
- *Ethical and Library-Aligned Development:* Partnering with a vendor like BiblioCommons ensures AI integration is built with libraries in mind and gives KDL the opportunity to be at the table to define functionality. BiblioCommons works exclusively with public libraries and has a strong track record of prioritizing patron privacy, data security, and ethical search experiences. This alignment means we can pursue innovation without compromising trust or values. In contrast, using an independent developer or off-the-shelf AI tools may lack this deep understanding of library principles and expose us to unintended risks.
- *Personalization:* Patrons can receive curated recommendations based on borrowing history, saved lists, or preferred genres—similar to how streaming platforms suggest new content. The current web site search function treats everyone as if it’s their first time on the site. This new functionality could, if users wish, consider their prior visits and preferences into their search/discovery experience. This can increase engagement, circulation, and return visits.
- *Operational Efficiency:* AI tools can support staff by enhancing metadata, identifying popular topics, and uncovering trends in usage that help with collection development, programming decisions, and marketing.
- *Strategic Positioning:* Exploring AI tools reinforces the library’s relevance in a rapidly changing digital environment. It shows our commitment to anticipating user needs, promoting digital literacy skills, and remaining a trusted, modern source of knowledge and exploration.

## DISADVANTAGES

- *Privacy Concerns:* While BiblioCommons is library-focused and privacy-conscious, any AI system that personalizes recommendations or analyzes user behavior must handle sensitive patron data. Robust policies and opt-in transparency will be required to maintain patron trust.
- *Algorithmic Bias and Transparency:* AI systems can inadvertently reflect societal biases present in their training data. We must ensure the AI logic behind recommendations is understandable, regularly reviewed, and does not reinforce stereotypes or inequities in resource visibility.
- *Cost and Long-Term Support:* Even with external sponsorship for development, AI tools can lead to ongoing costs—whether through licensing, staff training, or infrastructure upgrades. A clear long-term funding and support plan will be necessary.
- *Risk of Vendor Lock-In:* Developing AI through a single vendor could limit future flexibility. Any contracts or implementation strategy must ensure long-term sustainability and options for transitioning if needed.

- *User Adaptation Curve:* Not all patrons will immediately embrace AI tools. Some may prefer traditional catalog search or may be skeptical of “automated” suggestions. Clear communication, opt-out options, and training will be essential.

## COST

\$50,000 for sponsored development, charged to 840-1070-5873 (website).

## IMPLEMENTATION

KDL will assemble an internal project team to assess needs and guide development. The team will be led by KDL’s Webmaster and include the User Experience Manager, Director of Projects & Planning, Director of Engagement, representatives from the Patron Services department, and front-line staff from a few branches. This team will collaborate with BiblioCommons to define technical requirements and develop a roadmap that aligns with patron needs and staff capacity.

This team will collaborate with BiblioCommons and two additional library systems to define technical requirements and develop a roadmap that aligns with patron needs and staff capacity (e.g., must-have features like natural language search, prompted filters, and availability-aware suggestions; and nice-to-have features like branded AI personality, image-based search, and location-aware recommendations). This project will conclude with the building of a prototype automated assistant using artificial intelligence that is tailored for public libraries. BiblioCommons will provide each of the Founding Partner Libraries an exemption from any applicable Implementation Fees and a discount of 25% on the Subscription Fees for the initial term of their subscription, not to exceed 3 years, to the resulting product, should the Initiative result in a commercially available product.

## RECOMMENDATION

It is recommended that the Board approve \$50,000 sponsored development work to explore the integration of artificial intelligence into the library’s discovery layer, using BiblioCommons as a sole source provider for this phase of the project. KDL’s clause is as follows:

### “Policy 5.2 Purchasing Policy

#### *Sole Source Purchases*

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

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

#### 1. Product or Service is Available from Only One Vendor

- a. If your discovery layer is a proprietary system provided by a single company and no other vendor can modify it, this criterion is met.

**2. Purchase Must Match an Existing Product or Service**

- a. If the custom work is an enhancement or modification to an existing system already in use, this strengthens the sole source argument.

**3. There is a Compelling and Valid Interest in Selecting a Particular Vendor**

- a. If integration with your current website and library systems is a priority and no other vendor can provide this integration effectively, this applies.

**4. The Proposed Vendor is Uniquely Qualified**

- a. If the vendor owns the discovery layer's source code or proprietary technology, they are uniquely qualified."

BiblioCommons is uniquely positioned to support this initiative due to their exclusive focus on public libraries, their deep understanding of library discovery systems, and their demonstrated commitment to patron privacy and ethical design. Their proprietary platform offers distinctive features—such as integrated discovery, personalization, and program visibility—specifically tailored to public library environments. In accordance with the library's Sole Source Provider Policy, competitive bidding requirements may be waived when a product or service is available only from a single source and offers functionality that cannot be reasonably duplicated. In this case, pursuing AI development with BiblioCommons ensures both alignment with our values and infrastructure, and avoids the risks associated with less specialized or non-library-focused vendors.

**Document History:**

- 1. First Draft – Jaci Cooper, Randall Goble
- 2. Revision – Morgan Hanks, & Remington Steed
- 3. Final Draft – Lance Werner, Jaci Cooper & Randall Goble

**'24-'26**

# **Strategic Plan.**

## **1st Quarter Update 2025**



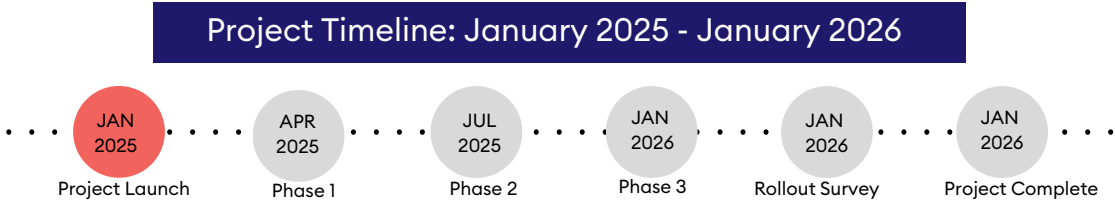
# 2024-2026 Strategic Goal:

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



## 2025 Initiative #1

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 a “Who is My Community” sheet & map for reach branch so key partnerships are highlighted and communicated.



## 2025 Q1 Update

On Track    Paused/Delayed    Canceled    Completed

This strategic initiative, originally planned for 2024, was paused during the transition of the Manager of Community Engagement role. In January, the project launched under the leadership of Craig Buno, the new Community Engagement Manager. With no established method for evaluating and prioritizing collaborations with external partners, the team began analyzing existing data in Salesforce and Savannah to identify key partners, assess engagement levels, and highlight gaps and overlaps for future opportunities.

Research is the foundation of this project. Phase One has focused on analyzing data related to KDL’s market penetration, languages spoken other than English, percentage of seniors, households under the poverty level, and households with children under 18. This information, broken down by region, will inform the “Who is My Community” sheet—a branch-specific resource providing staff with a clear picture of local partnerships and demographics. Beyond data analysis, the team has also reviewed a number of outreach and partnership toolkits from public libraries and educational institutions to inspire and guide the team as they work on a version for KDL.

Lastly, the team has conducted interviews with existing community partners, gathering insights into their missions, goals, and experiences working with KDL. Over 40 partnerships were identified and 11 responses have already helped shape a clearer picture of KDL’s role in community engagement. Moving forward, the focus will shift to creating a structured intake process that incorporates clear partnership definitions, data-driven decision-making, and a streamlined method for tracking engagement.

Strengthening Community

# 2024-2026 Strategic Goal:

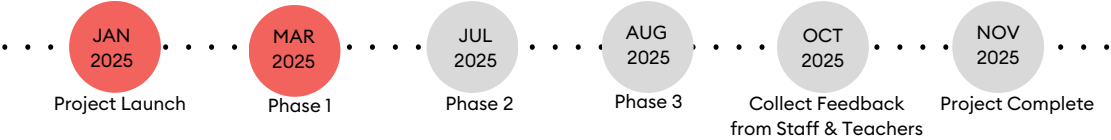
Celebrate distinctive communities by proactively prioritizing meaningful partnerships and patron relationships, finding commonalities with our neighbors, and intentionally connecting resources.



## 2025 Initiative #2

Develop a comprehensive school outreach menu for branches, showcasing various ways to partner and collaborate with teachers and students. Establish clear boundaries for staff prep time and designate specific months for focused outreach efforts. This initiative aims to engage students and educators effectively while respecting the unique dynamics of each partnership.

### Project Timeline: January 2025 - November 2025



## 2025 Q1 Update

On Track    Paused/Delayed    Canceled    Completed

This initiative aims to create a structured and effective framework for engaging with students and educators and is led by Julie Ralston, Branch Outreach and Programming Specialist. Phase One’s focus is on research and planning, with the team gathering and evaluating data regarding current school partnerships.

To start, the team has created a comprehensive list of all current types of school outreach (e.g., storytime, database training for students, ebook access tutorials etc.) Next, a staff survey was published to gather any school partnerships not captured in the list above so that all schools and existing services are considered. This, combined with data in Salesforce, has helped shape a clearer picture of outreach trends and identified opportunities for stronger partnerships.

Simultaneously, an assessment of the Student and Teacher Card processes is underway to ensure that staff and teachers have easy, well known best practices around issuing cards that are aligned with KDL’s philosophies. This foundational work will directly inform the next phase, ensuring that the outreach menu is built on a well-researched and strategic approach. The goal is to have this menu ready for the 2025-2026 school year.

Julie met with the Project Management Office to closeout Phase One’s deliverables and provide updates on the project and is excited and eager to begin Phase Two.

Strengthening Community

# 2024-2026 Strategic Goal:

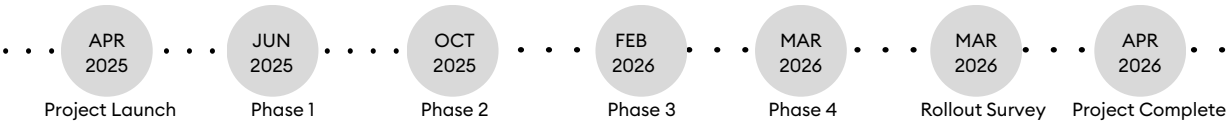
Celebrate distinctive communities by proactively prioritizing meaningful partnerships and patron relationships, finding commonalities with our neighbors, and intentionally connecting resources.



## 2025 Initiative #1

Strengthen and promote technology instruction in the library by ensuring staff have the training and equipment to assist patrons at the desk and in one-on-one sessions with emerging technologies. Evaluate tech tutoring to create clarity and centralized processes around offerings and align efforts with ENTf’s digital inclusion strategies and the National Digital Inclusion Alliance to tackle the expanding digital divide with best practices and existing framework.

Project Timeline: April 2025 - April 2026



## 2025 Q1 Update

On Track   Paused/Delayed   Canceled   Completed

This initiative is focused on enhancing and expanding KDL’s tech-tutoring services to provide a more consistent, efficient and accessible experience for both patrons and staff. Currently, tech tutoring varies across branches, leading to inconsistencies in service, and a lack of clear guidelines on what staff can and cannot assist with.

This project will define the scope of services to clarify what technology support KDL provides and what falls outside our capabilities. It will implement a centralized scheduling system using Microsoft Bookings to streamline tech-tutoring appointments. Staff will receive training and resources to ensure they are equipped to assist patrons effectively and consistently.

Morgan Hanks, User Experience Manager, will lead this project and a team with a wide range of responsibilities and expertise has been assembled. The team will have its kickoff meeting in mid-to-late April.

Technology



# 2024-2026 Strategic Goal:

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

## 2025 Initiative #2

Collect and reflect on the eGaming lab data from KDL's 3 branches. Expand eSports as patron interest supports, evolving usage from open play to formal team engagement and game creation, while integrating eGaming as a central STEAM component for next summer's programming to enhance educational and career opportunities for public and homeschool students.

Project Timeline: January 2025 - December 2025



## 2025 Q1 Update

On Track

Paused/Delayed

Canceled

Completed

In 2024, we embarked on a year-long esports initiative to explore egaming and how the library can provide both access to high-quality content equipment and a space for the gaming community. By the end of 2024, four egaming labs were launched, laying the groundwork for future expansion. Building on that momentum, this initiative will focus on expanding both physical egaming labs, and partnerships with schools and the esports community. Kurt Stevens, Director of IT, will once again lead this project.

In January, the project team kicked off the year by hosting The Rice Bowl, an esports tournament for West Michigan high schools. Held at the Service Center, the event brought in over 80 visitors. The strong turnout highlighted the growing excitement around esports.



Teams were spread out across the Service Center to compete in Smash, Mario Kart and Rocket League.

In early February, the Plainfield Esports Lab was launched. Six new Alienware PCs were installed transforming the former teen room into a dedicated AV/gaming space.



Stop by the Plainfield Branch to see their new egaming lab!

Looking ahead, the team is working on plans to integrate esports into Summer Wonder to boost attendance and raise awareness about our five egaming labs.

Technology

# 2024-2026 Strategic Goal:

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



## 2025 Initiative #1

Develop a clear framework and timeline for cross-promotion and invite-back strategies within our programs to enhance visibility and engagement, and to maximize the reach and impact of our services across all branches. Establish guidelines to streamline promotional efforts and ensure consistent messaging.

Project Timeline: September 2025 - December 2025



## 2025 Q1 Update

- On Track
- Paused/Delayed
- Canceled
- Completed

Work on this initiative will begin late summer/early fall, with a focus on identifying best practices for cross-promotion and a structured approach that can integrated into existing programs and services.

Lulu Brown, Regional Manager I of Cascade and Caledonia will lead this project.

Core Programming

# 2024-2026 Strategic Goal:

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



## 2025 Initiative #2

Define and establish pathways for core programs, ensuring structured development and implementation. Create a schedule to regularly reassess and refine each core program. This initiative aims to maintain program relevance, ownership and effectiveness over time.

Project Timeline: July 2025 - December 2025



## 2025 Q1 Update

- On Track
- Paused/Delayed
- Canceled
- Completed

KDL offers a wide variety of programs, which can vary from branch-to-branch, leading to confusion about what constitutes a “core” program.

This initiative will begin this summer with the goal of defining core programs versus branch-specific offerings. Additionally, a rubric and reassessment schedule will be developed to ensure core programs remain relevant and continue to engage the community.

Hennie Vaandrager, Manager of Outreach and Programming, will lead this initiative.

Core Programming



# KPI VARIANCE REPORT: BOARD

1st Quarter 2025 (January - March)

STATUS	KPI	TARGET	ACTUAL	VARIANCE	
	Physical Checkouts	625,896	644,817	3%	PATRON / OPERATIONAL
	Digital Checkouts	653,690	622,366	-4.8%	
	Visitor Count	582,134	573,048	-2%	
	Net Promoter Score	85+	90.8	5.8%	
	Programming Attendance	46,038	46,184	0.3%	
	Branch Outreach Attendance	19,000	15,184	-20%	
	Community Engagement Department Outreach Attendance	4,216	4,088	-3%	
	Engaged Cardholders	118,838	118,751	-0.1%	
	Tech Effectiveness <i>(Combination of new patron tickets and percentage of resolved patron tickets)</i>	16+ points	15 points (66 avg. new monthly tickets + 92% resolved tickets)	-1 point	INNOVATIO
	Projects on Time	≥ 80%	90% monthly avg.	10%	
	Employee Turnover <i>(Projected annual total, updated quarterly)</i>	< 15%	13%	2%	CULTURE
	Employee Engagement <i>(updated annually)</i>	32% (Gallup National Average)	66%	34%	
	Budget Expenditures <i>(Percentage through the year vs. budget spent)</i>	25%	25%	0%	FIN



## KPI VARIANCE REPORT: LT

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

KPI	DEFINITION	OWNER	TARGET RANGES	CATEGORY
<b>Net Promoter Score</b>	<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"> <li>- "Promoters" rated 9-10</li> <li>- "Detractors" rated 0-6</li> <li>- "Passives" rated 7-8</li> </ul>	Randall Goble	<p><b>Green:</b> 85 or above</p> <p><b>Yellow:</b> 80 - 84.9</p> <p><b>Red:</b> Below 80</p>	<b>Patron / Operational</b>
<b>Programming Attendance</b>	Number of attendees for programs systemwide.	Randall Goble	<p><b>Green:</b> On target or above</p> <p><b>Yellow:</b> Less than 5% below target</p> <p><b>Red:</b> More than 5% below target</p>	<b>Patron / Operational</b>
<b>Outreach Attendance</b>	Number of attendees for outreach events systemwide.	Randall Goble	<p><b>Green:</b> On target or above</p> <p><b>Yellow:</b> Less than 5% below target</p> <p><b>Red:</b> More than 5% below target</p>	<b>Patron / Operational</b>
<b>Engaged Cardholders</b>	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><b>Green:</b> On target or above</p> <p><b>Yellow:</b> Less than 5% below target</p> <p><b>Red:</b> More than 5% below target</p>	<b>Patron / Operational</b>

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>Fewer than 30: 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><b>Green:</b> 16 - 20 Points  <b>Yellow:</b> 12 - 15 Points  <b>Red:</b> 4 - 11 Points</p>	Innovation
Projects on Time	Percentage of total systemwide projects that are on their projected timeline.	Jaci Cooper	<p><b>Green:</b> 80% or above  <b>Yellow:</b> 70-79.9%  <b>Red:</b> Less than 69.9%</p>	Innovation

KPI	DEFINITION	OWNER	TARGET RANGES	CATEGORY
<b>Employee Turnover</b>	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	<b>Green:</b> On target (15%) or below <b>Yellow:</b> 15.1 - 18% <b>Red:</b> More than 18%	<b>Culture</b>
<b>Employee Engagement</b>	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 employee based in their 1-5 numeric ranking of the questions.	Brian Mortimore	Above Gallup's National Average for engaged employees. <b>Green:</b> On target or above <b>Yellow:</b> Less than 5% below target <b>Red:</b> More than 5% below target	<b>Culture</b>
<b>Expenditures: Budget to Actual</b>	The percentage of dollars remaining in the budget compared to the percentage KDL is through the fiscal year.	Lance Werner	<b>Green:</b> 0-2% variation <b>Yellow:</b> 3-5% variation <b>Red:</b> More than 5% variation	<b>Financial</b>