JULY
2025

Kent District Library

BOARD OF TRUSTEES PACKET

DRAFT

BOARD OF TRUSTEES
Meeting Agenda

LOCATION

Kent District Library, Engelhardt Branch

DATE & TIME

Thursday, July 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: June 12, 2025

4. **REGIONAL MANAGER UPDATE**

5. **FINANCE REPORTS – June 2025***

6. **DIRECTOR'S REPORT – June 2025**

7. **OLD BUSINESS**
   A. Policy Manual Section 1 – Collection and Reference*   *Second Reading*

8. **NEW BUSINESS**
   A. Policy Manual Section 2 – Circulation*
   B. Strategic Plan & KPI Quarter 2 Review

9. **LIAISON REPRESENTATIVE COMMENTS**

10. **PUBLIC COMMENTS****

11. **BOARD MEMBER COMMENTS**

12. **MEETING DATES**
    Next Regular Meeting: Thursday, August 21, 2025 – KDL – Service Center, 4:30 PM

13. **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 Service Center

DATE

Thursday, June 12, 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 (teleconference), Elvia Myers, Kurt Stevens, Lance Werner, and Emily Whalen

GUESTS PRESENT: One unnamed member of the public.

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: May 15, 2025.
   C. Request: Alto Branch request to close Thursday, July 3 and Saturday, July 5 due to brick repair of the building.

   Motion: Tazelaar moved to approve the consent agenda as presented.
   Support: Supported by Erlewein.
   RESULT: Motion carried.

4. **2024 AUDIT REPORT**

   Taylor Baker, representing Maner Costerisan, presented the results of the 2024 financial audit. The presentation included a brief description of the Auditor's Report and the statement of net position (government-wide), the Balance Sheet and Income Statement (Fund Level – General Fund), the Schedule of Changes in Employer's Net Pension Asset, the Budget to Actual Comparison, the Fund Balance Analysis, the Revenues & Expenditure Allocation, and Future Standards.

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5. **FINANCE REPORTS – May 2025***
    Finance Manger Emily Whalen gave a brief overview of year-to-date financials:

    - At the end of May, the cash and investment position at the end of June totaled $27.7M, which is about $2.7M more than the previous year at the same time. Investment performance remains strong but is beginning to flatten out and decline slightly as the market adjusts to the current climate of tariffs and the overall health of US government credit.
    - Revenues through May were $28.2M, or 91.5% of the budget. This is an increase of roughly $1.8M in total revenue from the previous year, attributed to property taxes and investment returns. Notably, a delinquent tax revolving payment of just over $600K was received from Kent County on Tuesday. Additionally, notification was received from the attorney regarding a bequest of over $200K for the Comstock Park branch and Collections Development department, with funds to be disbursed to KDL shortly.
    - Expenditures through May were $11.6M, or about 38% of the annual budget. Overall, expenditures are tracking well with the budget.
    - Disbursements over $50,000 for the month included:
      - Ingram Library Services: $50,509.42 for collection materials
      - Health-related payments for the month:
        - Priority Health: $39,987.11 for run-out claims and administrative fees related to the run-out period (note: the last two weekly claims bills were $0)
        - Consociate: $74,820.38 for the monthly premium and weekly self-funded claims

    The Board members asked questions. The staff responded.

    Motion: Erlewein moved to receive and file the May 2025 finance reports as presented.
    Support: Supported by Gilreath-Watts.
    RESULT: Motion carried.

6. **DIRECTOR'S REPORT – May 2025**
    Executive Director Werner shared updates with the Board regarding recent developments within the organization.
    - Werner discussed that Summer Wonder has kicked off, marking an exciting time at KDL. Community Reports have been going well with the municipalities. Expansions and renovations at the branches have been progressing smoothly, and he is eager to see the results.
    - The IT department was the featured department in the board packet, and over the past five years, it has been performing exceptionally well. Director of IT, Kurt Stevens,

mentioned that the team has started viewing staff as customers, which has had the most significant impact.

The Board members asked questions. The staff responded.

7. **OLD BUSINESS**
   A.   Issue Analysis: Author Booking for "On the Same Page" 2026*
   Motion: VerHeulen moved to approve the Issue Analysis: Author Booking for "On the Same Page" 2026* as presented.
   Support: Supported by Schrauben
   RESULT: Motion carried.

8. **NEW BUSINESS**
   A.   Policy Manual Section 1 – Collection and Reference*
   The Board will have a second reading of the Policy Manual Section 1 – Collection and Reference* as presented.

9. **LIAISON REPRESENTATIVE COMMENTS – None**

10. **PUBLIC COMMENTS** – None**

11. **BOARD MEMBER COMMENTS**

   Chrenka – Chrenka had no comment.

   Dykhuis – Chair Dykhuis emphasized the importance of sovereignty and dignity in the operations and governance of the library.

   Erlewein – Erlewein appreciated the printer sustainability highlight in the board packet, noting that it is a great way to demonstrate value, and he recognized the importance of Juneteenth within the community.

   Gilreath-Watts – Gilreath-Watts attended the Wyoming Family Fun Day at the branch, where everyone had a good time. She recognized the importance of Juneteenth within the community and appreciated the relationship with local municipalities, which enabled the presentation of the community report.

Moyer Hotz – Moyer Hotz is excited about the kickoff of Summer Wonder. She attended the Friends of Alliance Meeting and discussed that the Alliance was looking at their future state.

Schrauben – Schrauben has a child that will be participating in Teen Crew, and they are looking forward to this summer.

Tazelaar – Tazelaar attended the Community Reports in Caledonia and Kentwood.

VerHeulen – VerHeulen is appreciative of the KDL Social Media post regarding Juneteenth and she is looking forward to the Storywalk Dedication at Lydell Par**k** on Tuesday, June 17.

12. **MEETING DATES**
Next Regular Meeting: Thursday, July 17, 2025 – Kent District Library Engelhardt Branch at 4:30 PM.

13. **ADJOURNMENT**
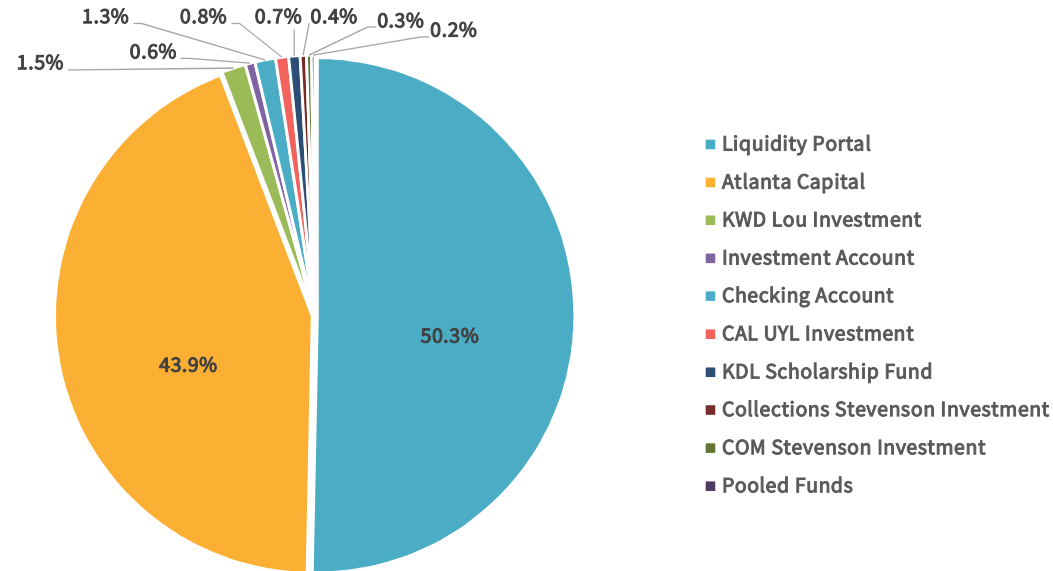<u>Motion</u>**: Moyer Hotz moved for adjournment at 5:19 PM.**
<u>Support</u>**: Supported by Gilreath-Watts.**
<u>RESULT</u>**: Motion carried**.

ADMINISTRATIVE APPROVAL FOR DISTRIBUTION

Kent District Library

Monthly Cash Position Per Bank
Month Ended June 2025

Pie chart percentages: 1.5%, 1.3%, 0.6%, 0.8%, 0.7%, 0.4%, 0.3%, 0.2%, 43.9%, 50.3%

Legend:
- Liquidity Portal
- Atlanta Capital
- KWD Lou Investment
- Investment Account
- Checking Account
- CAL UYL Investment
- KDL Scholarship Fund
- Collections Stevenson Investment
- COM Stevenson Investment
- Pooled Funds

Cash Position with Prior Year Comparison			
Account	Current Interest Rate	Current Amount	Prior Year Amount
Huntington Liquidity Portal	4.280%	$13,281,818.76	$9,990,603.33
Atlanta Capital Investments	3.000%	$11,595,139.00	$10,904,054.00
KWD Sherri Lou Investment	4.280%	$414,777.09	$222,676.97
Huntington Investment Account	2.273%	$184,717.27	$62,672.09
Huntington Checking Account	0.500%	$340,088.15	$1,367,179.50
Caledonia UYL Investment	4.240%	$217,778.31	$208,113.94
KDL Community Scholarship Fund	4.250%	$185,778.31	$177,484.09
Collections Stevenson Investment	4.250%	$125,188.00	$ -
COM Stevenson Investment	4.230%	$100,149.90	$ -
*Kent County Pooled Funds	3.833%	$61,260.41	$59,009.21
		$26,506,695.20	$22,991,793.13

* Includes Trust Pooled fund balances

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

Kent District Library

Revenues

Expenditures

Budget to Actual with Prior Year Comparison

	Budget	YTD Actual	Percent of Budget
2024 Revenues	$ 28,484,689	$ 27,052,463	95.0%
2025 Revenues	$ 30,779,864	$ 29,327,136	95.3%
2024 Expenditures	$ 30,595,677	$ 15,167,233	49.6%
2025 Expenditures	$ 30,778,695	$ 13,850,517	45.0%

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 6/1/2025 Through 6/30/2025
(In Whole Numbers)

	2025 YTD Actual	2025 Budget	2025 Budget to Actual Variance	Percent Remaining
Revenues				
Property Taxes	27,693,849	27,765,820	(71,971)	(0)%
Penal Fines	0	675,000	(675,000)	(100)%
Charges for Services	25,786	32,000	(6,214)	(19)%
Interest Income	637,259	450,000	187,259	42 %
Public Donations	389,610	250,000	139,610	56 %
Other Revenue	324,562	506,000	(181,438)	(36)%
State Sources	256,070	1,101,044	(844,974)	(77)%
Total Revenues	29,327,136	30,779,864	(1,452,728)	(5)%
Expenditures				
Salaries and Wages	6,354,712	14,543,794	8,189,082	56 %
Employee Benefits	1,791,953	4,440,235	2,648,282	60 %
Collections - Digital	1,694,129	3,178,195	1,484,066	47 %
Collections - Physical	803,708	1,817,840	1,014,132	56 %
Supplies	319,492	747,142	427,650	57 %
Contractual and Professional Services	1,102,398	2,100,941	998,543	48 %
Programming and Outreach	196,253	518,810	322,557	62 %
Maintenance and Utilities	1,090,094	2,322,668	1,232,574	53 %
Staff Development	85,799	314,100	228,301	73 %
Board Development	14,376	18,625	4,249	23 %
Other Expenditures	255,511	399,420	143,909	36 %
Capital Outlay	142,092	376,925	234,833	62 %
Total Expenditures	13,850,517	30,778,695	16,928,178	56 %
Excess Revenue Over (Under) Expenditures	15,476,619	1,169	15,475,450	1,324,363 %

Kent District Library
Statement of Revenues and Expenditures
157 - Scholarship Fund
From 6/1/2025 Through 6/30/2025
(In Whole Numbers)

	2025 YTD Actual	2025 Budget	2025 Budget to Actual Variance	Percent Remaining
Revenues				
Interest Income	3,872	4,000	(128)	(3)%
Public Donations	958	1,000	(42)	(4)%
Total Revenues	4,830	5,000	(170)	(3)%
Expenditures				
Scholarships	10,000	15,000	5,000	33 %
Total Expenditures	10,000	15,000	5,000	33 %
Excess Revenue Over (Under) Expenditures	(5,170)	(10,000)	4,830	(48)%

Kent District Library

Statement of Revenues and Expenditures

101 - General Fund

From 6/1/2025 Through 6/30/2025

(In Whole Numbers)

	YTD Ending June 2025	YTD Ending June 2024	Total Variance
Revenues			
Property Taxes	27,693,849	25,528,513	2,165,336
Charges for Services	25,786	118,611	(92,825)
Interest Income	637,259	394,451	242,808
Public Donations	389,610	466,082	(76,472)
Other Revenue	324,562	306,295	18,267
State Sources	256,070	241,661	14,409
Total Revenues	29,327,136	27,055,612	2,271,524
Expenditures			
Salaries and Wages	6,354,712	6,457,384	(102,672)
Employee Benefits	1,791,953	1,868,649	(76,695)
Collections - Digital	1,694,129	2,172,306	(478,177)
Collections - Physical	803,708	920,837	(117,129)
Supplies	319,492	313,955	5,537
Contractual and Professional Services	1,102,398	1,363,936	(261,538)
Programming and Outreach	196,253	205,663	(9,411)
Maintenance and Utilities	1,090,094	1,106,659	(16,564)
Staff Development	85,799	108,041	(22,242)
Board Development	14,376	12,526	1,850
Other Expenditures	255,511	304,268	(48,757)
Capital Outlay	142,092	332,701	(190,609)
Total Expenditures	13,850,517	15,166,925	(1,316,408)
Excess Revenue Over (Under) Expenditures	15,476,619	11,888,687	3,587,931

Kent District Library

Statement of Revenues and Expenditures
157 - Scholarship Fund
From 6/1/2025 Through 6/30/2025
(In Whole Numbers)

	YTD Ending June 2025	YTD Ending June 2024	Total Variance
Revenues			
Interest Income	3,872	1,211	2,661
Public Donations	958	176,564	(175,606)
Total Revenues	4,830	177,775	(172,944)
Expenditures			
Scholarships	10,000	0	10,000
Total Expenditures	10,000	0	10,000
Excess Revenue Over (Under) Expenditures	(5,170)	177,775	(182,944)

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 6/1/2025 Through 6/30/2025
(In Whole Numbers)

		Current Month	2025 YTD	2025 Budget	2025 Budget to Actual Variance	Percent Remaining
	Revenues					
	Property Taxes					
4402	Current property taxes	615,777	27,507,579	27,569,884	(62,305)	(0)%
4412	Delinquent personal property taxes	979	3,692	5,000	(1,308)	(26)%
4432	DNR - PILT	0	4,003	40,000	(35,997)	(90)%
4437	Industrial facilities taxes	0	178,575	150,936	27,639	18 %
	Total Property Taxes	616,757	27,693,849	27,765,820	(71,971)	(0)%
	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	36	1,282	0	1,282	0 %
4685	Materials replacement charges	3,937	24,504	32,000	(7,496)	(23)%
	Total Charges for Services	3,973	25,786	32,000	(6,214)	(19)%
	Interest Income					
4662	Interest Earned on Uyl Investment	750	4,524	0	4,524	0 %
4663	Interest Earned on Investment	1,602	5,659	0	5,659	0 %
4664	Interest Earned on Restricted Investments	0	787	0	787	0 %
4665	Interest earned on deposits and investments	122,321	624,936	450,000	174,936	39 %
4666	Interest Earned - Property Taxes	328	1,354	0	1,354	0 %
	Total Interest Income	125,000	637,259	450,000	187,259	42 %
	Public Donations					
4673	Restricted donations	256,612	381,092	250,000	131,092	52 %
4674	Unrestricted donations	2,517	8,518	0	8,518	0 %
	Total Public Donations	259,129	389,610	250,000	139,610	56 %
	Other Revenue					
4502	Universal Service Fund - eRate	148,402	280,215	500,000	(219,785)	(44)%
4651	Admission/Entry fees	0	374	0	374	0 %
4668	Royalties	144	1,193	6,000	(4,807)	(80)%
4686	Sale of Equipment	10	708	0	708	0 %
4688	Miscellaneous	10,000	36,614	0	36,614	0 %
4695	Health Insurance Plan Experience Rebate	0	5,458	0	5,458	0 %
	Total Other Revenue	158,556	324,562	506,000	(181,438)	(36)%
	State Sources					
4540	State Aid	0	235,534	448,226	(212,692)	(47)%
4541	State aid - LBPH/TBBC	0	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	0	256,070	1,101,044	(844,974)	(77)%
	Total Revenues	1,163,414	29,327,136	30,779,864	(1,452,728)	(5)%
	Expenditures					
	Salaries and Wages					
5700	Board Stipend	240	1,350	3,900	2,550	65 %
5706	Extra duty stipends	0	1,800	0	(1,800)	0 %
5713	Salary & Wages	1,078,513	6,351,562	14,539,894	8,188,332	56 %
	Total Salaries and Wages	1,078,753	6,354,712	14,543,794	8,189,082	56 %

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		Current Month	2025 YTD	2025 Budget	2025 Budget to Actual Variance	Percent Remaining
	Employee Benefits					
5709	FICA	79,171	471,453	1,112,303	640,851	58 %
5717	Defined Contribution Pension Plan Contributions	53,514	317,131	646,414	329,283	51 %
5718	Employee Health Benefits	211,535	624,185	2,198,718	1,574,533	72 %
5720	HSA/Flex	0	339,067	392,000	52,933	14 %
5730	Other Employee Benefits	3,873	40,117	90,800	50,683	56 %
	Total Employee Benefits	348,094	1,791,953	4,440,235	2,648,282	60 %
	Collections - Digital					
5785	Cloud Library/OverDrive	224,500	1,084,373	2,103,500	1,019,127	48 %
5786	Hoopla	124,090	363,090	755,000	391,910	52 %
5787	Digital Collection	0	68,341	82,157	13,816	17 %
5788	Miscellaneous Electronic Access	0	178,325	237,538	59,213	25 %
	Total Collections - Digital	348,590	1,694,129	3,178,195	1,484,066	47 %
	Collections - Physical					
5791	Subscriptions	0	68,766	69,040	274	0 %
5871	Branch Local Materials - Restricted Donation Expenditures	(24)	2,972	0	(2,972)	0 %
5982	Collection Materials - Depreciable	128,612	587,276	1,434,500	847,224	59 %
5983	CD/DVD Collection Materials - Non-Depreciable	27,475	143,445	297,300	153,855	52 %
5984	Beyond Books Collection - Non-Depreciable	230	1,249	17,000	15,751	93 %
	Total Collections - Physical	156,292	803,708	1,817,840	1,014,132	56 %
	Supplies					
5750	Collection Processing & AV Supplies	7,237	43,372	108,000	64,628	60 %
5751	Supplies	7,064	50,831	149,785	98,954	66 %
5760	Technology & Accessories <$1000	4,775	16,359	59,115	42,756	72 %
5764	KDL Staff Event, Supplies & Awards	2,867	49,260	93,400	44,140	47 %
5768	Promotions Supplies	530	9,291	31,860	22,569	71 %
5770	Other Awards/Prizes	20,652	112,512	192,425	79,913	42 %
5790	Books (not for circulation)	6,518	7,078	20,500	13,422	65 %
5851	Mail/Postage	264	3,948	7,057	3,109	44 %
5900	Copier/Printer Usage Charges	12,106	26,840	85,000	58,160	68 %
	Total Supplies	62,014	319,492	747,142	427,650	57 %
	Contractual and Professional Services					
5792	Software	25,557	281,560	618,113	336,553	54 %
5801	Professional & Other Contracted Services	71,855	278,334	505,475	227,141	45 %
5813	Delivery Services	9,030	73,587	165,556	91,969	56 %
5814	Security Services	1,142	10,210	33,000	22,790	69 %
5817	Lakeland Library Co-op services	0	3,415	6,830	3,415	50 %
5827	Catering	838	3,495	20,450	16,955	83 %
5873	Website	7	185,084	193,550	8,466	4 %
5875	Advertising	57	16,494	94,500	78,006	83 %
5890	ILS Fees	0	123,806	165,075	41,269	26 %
5891	Licenses and Fees	(70,099)	70,023	186,892	116,869	63 %
5901	Outsourced Printing & Publishing	23,989	56,390	111,500	55,110	49 %

	Current Month	2025 YTD	2025 Budget	2025 Budget to Actual Variance	Percent Remaining
Total Contractual and Professional Services	62,377	1,102,398	2,100,941	998,543	48 %
Programming and Outreach					
5795 Programming & Outreach Supplies	16,606	63,901	179,400	115,499	64 %
5885 Speakers/Performers	10,558	118,511	301,400	182,890	61 %
5906 Community Outreach	647	13,841	38,010	24,169	64 %
Total Programming and Outreach	27,810	196,253	518,810	322,557	62 %
Maintenance and Utilities					
5810 IT COLO Infrastructure Services	8,061	187,588	560,000	372,412	67 %
5822 Maintenance Contracts	0	6,191	37,035	30,844	83 %
5848 Mobile Hotspots	27,881	140,029	346,689	206,660	60 %
5849 Cell Phones/ Stipends	1,441	7,141	18,125	10,984	61 %
5850 Telephones	1,895	43,323	60,000	16,677	28 %
5852 Internet/Telecomm Services	21,214	130,967	150,460	19,493	13 %
5919 Waste Disposal	525	3,161	8,200	5,039	61 %
5920 Utilties	4,896	23,835	71,000	47,165	66 %
5925 Lawncare & Snowplowing	665	14,798	43,000	28,202	66 %
5928 Branch Maintenance Fees	0	283,051	566,102	283,051	50 %
5930 Repairs & Maintenance	11,232	28,696	109,620	80,924	74 %
5933 Software & IT Hardware Maintenance Agreements	0	93,184	163,085	69,901	43 %
5940 Rentals & Leases	9,119	128,130	189,352	61,222	32 %
Total Maintenance and Utilities	86,929	1,090,094	2,322,668	1,232,574	53 %
Staff Development					
5910 Staff Development & Conferences	4,965	85,799	314,100	228,301	73 %
Total Staff Development	4,965	85,799	314,100	228,301	73 %
Board Development					
5908 Board Development	7,771	14,376	18,625	4,249	23 %
Total Board Development	7,771	14,376	18,625	4,249	23 %
Other Expenditures					
5759 Gas, Oil, Grease	335	2,069	7,660	5,591	74 %
5860 Parking	23	417	2,435	2,018	83 %
5861 Mileage Reimbursement	4,777	22,475	56,550	34,075	60 %
5870 Branch Local Misc - Restricted Donation Expenditures	26,139	102,493	103,850	1,357	1 %
5935 Insurance	1,455	95,230	120,825	25,595	21 %
5939 Workers Compensation Insurance	0	16,562	35,000	18,438	53 %
5955 Miscellaneous	0	(9)	30,000	30,009	100 %
5959 Sales Taxes	(25)	(54)	100	154	154 %
5964 Property Tax Reimbursement	1,178	15,647	40,000	24,353	61 %
5965 MEL Return Items	39	681	3,000	2,319	77 %
Total Other Expenditures	33,921	255,511	399,420	143,909	36 %
Capital Outlay					
5977 Technology - Non-Depreciable ($1000-4999)	11,478	54,873	90,300	35,427	39 %
5978 Technology - Depreciable (5,000+)	0	33,628	256,625	222,997	87 %
5979 Equipment/Furniture - Non-Depreciable ($0-4999)	9,922	19,397	30,000	10,603	35 %

		Current Month	2025 YTD	2025 Budget	2025 Budget to Actual Variance	Percent Remaining
5980	Equipment/Furniture - Depreciable ($5000+)	5,776	34,195	0	(34,195)	0 %
	Total Capital Outlay	27,176	142,092	376,925	234,833	62 %
	Total Expenditures	2,244,691	13,850,517	30,778,695	16,928,178	56 %
	Excess Revenue Over (Under) Expenditures	(1,081,277)	15,476,619	1,169	15,475,450	1,324,363 %

Kent District Library
Statement of Revenues and Expenditures
157 - Scholarship Fund
From 6/1/2025 Through 6/30/2025
(In Whole Numbers)

		Current Month	2025 YTD	2025 Budget	2025 Budget to Actual Variance	Percent Remaining
	Revenues					
	Interest Income					
4663	Interest Earned on Investment	640	3,872	4,000	(128)	(3)%
	Total Interest Income	640	3,872	4,000	(128)	(3)%
	Public Donations					
4673	Restricted donations	208	958	1,000	(42)	(4)%
	Total Public Donations	208	958	1,000	(42)	(4)%
	Total Revenues	848	4,830	5,000	(170)	(3)%
	Expenditures					
	Scholarships					
5895	Scholarship Awards	10,000	10,000	15,000	5,000	33 %
	Total Scholarships	10,000	10,000	15,000	5,000	33 %
	Total Expenditures	10,000	10,000	15,000	5,000	33 %
	Excess Revenue Over (Under) Expenditures	(9,152)	(5,170)	(10,000)	4,830	(48)%

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Check Number	Vendor Name	Check Amount	Check Date
2025-0663	Overdrive, Inc	224,500.00	6/11/2025
2025-0660	Midwest Tape LLC	132,093.54	6/11/2025
2025-0623	Baker & Taylor	54,150.04	6/11/2025
2025-0652	Ingram Library Services Llc	50,168.69	6/11/2025
2025-0712	IP Consulting, Inc.	48,187.05	6/25/2025
2025-0711	Ingram Library Services Llc	47,842.23	6/25/2025
2025-0626	Consociate, Inc. dba Consociate Health	29,932.42	6/11/2025
AP-CS06-24-25	Consociate, Inc. dba Consociate Health	28,826.23	6/30/2025
AP-6113136079	Verizon Wireless - MiFy Routers & Cell phones	27,184.74	6/2/2025
AP-CS060325	Consociate, Inc. dba Consociate Health	23,583.64	6/9/2025
2025-0635	Holland Litho Printing Services	23,435.09	6/11/2025
AP-CS06-17-25	Consociate, Inc. dba Consociate Health	20,594.58	6/23/2025
2025-0714	Maner Costerisan	19,800.00	6/25/2025
AP-CS061025	Consociate, Inc. dba Consociate Health	19,242.36	6/16/2025
2025-0731	Warner Norcross & Judd Llp	18,850.10	6/25/2025
2025-0687	Comerica Bank	18,833.96	6/25/2025
2025-0676	Advanced Benefit Solutions, Inc / Acrisure, LLC	16,928.74	6/25/2025
2025-0628	Darktrace	16,448.00	6/11/2025
2025-0681	Baker & Taylor	15,725.15	6/25/2025
2025-0656	Michigan Office Solutions (MOS)	14,032.93	6/11/2025
2025-0653	IP Consulting, Inc.	13,911.00	6/11/2025
2025-0725	Rehmann Robson LLC	13,400.00	6/25/2025
AP-July 2025	BrightBenefits	13,133.93	6/13/2025
2025-0631	Everstream Holding LLC- Michigan	13,130.00	6/11/2025
2025-0666	Same Day Delivery, Inc	11,634.93	6/11/2025
2025-0619	Continental American Insurance Company dba AFLAC Group	10,808.80	6/11/2025
AP-2486-p	LiteZilla, LLC	10,200.00	6/18/2025
89050	Triangle Constructors	9,790.00	6/25/2025
89042	MLA- Michigan Library Association	7,363.00	6/25/2025
AP-06356641	Paycor, Inc.	6,973.56	6/9/2025
AP-CS052025	Consociate, Inc. dba Consociate Health	6,943.96	6/2/2025
2025-0625	Comerica Bank	6,901.98	6/11/2025
89011	Star Bright Books, Inc.	6,079.91	6/11/2025
2025-0667	Seaman's Air Conditioning and Refrigeration, Inc.	5,776.00	6/11/2025
2025-0719	Midwest Tape LLC	5,364.35	6/25/2025
89048	The Creative Company	5,330.78	6/25/2025
2025-0620	AMAZON CAPITAL SERVICES, INC	5,317.61	6/11/2025
89013	Trellis Partners, LLC	5,013.84	6/11/2025
89017	Western Michigan University	5,000.00	6/11/2025
88994	Cornerstone University	5,000.00	6/11/2025
2025-0726	Same Day Delivery, Inc	4,918.68	6/25/2025
2025-0632	Five9, Inc	4,323.37	6/11/2025
AP-PH06-20-25	Priority Health	4,298.94	6/23/2025
2025-0665	Quipu Group, LLC	4,000.00	6/11/2025
AP-June 2025	PLIC - SBD Grand Island	3,726.17	6/3/2025
89027	Hamlet Meneses - GoCreative Programs, LLC	3,600.00	6/25/2025
2025-0618	Advanced Benefit Solutions, Inc / Acrisure, LLC	3,189.88	6/11/2025
2025-0673	Warner Norcross & Judd Llp	3,069.90	6/11/2025
AP-206970680…	Consumers Energy	3,013.98	6/3/2025
2025-0671	Uline Shipping Supply Specialists	2,922.01	6/11/2025

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Check Number	Vendor Name	Check Amount	Check Date
AP-40465497	Marlin Leasing Corporation / PEAC Solutions	2,904.22	6/2/2025
AP-4133215	Marlin Leasing Corporation / PEAC Solutions	2,904.22	6/5/2025
2025-0683	Capstone Press, Inc	2,626.76	6/25/2025
2025-0728	Thomas Klise/Crimson Multimedia	2,620.00	6/25/2025
2025-0655	Lindenmeyr Munroe	2,539.06	6/11/2025
2025-0730	UAW Local 2600	2,526.53	6/25/2025
2025-0670	UAW Local 2600	2,508.65	6/11/2025
2025-0689	Vestwell	2,500.00	6/25/2025
2025-0669	Thomas Klise/Crimson Multimedia	2,360.00	6/11/2025
2025-0661	Miss Katie Sings LLC	2,100.00	6/11/2025
2025-0615	616 Amusements LLC	2,100.00	6/11/2025
2025-0721	Governmentjobs.com, Inc	2,058.28	6/25/2025
88999	Javon Stacks dba Exotic Zoo	1,990.00	6/11/2025
2025-0668	TelNet Worldwide, Inc.	1,895.37	6/11/2025
AP-694934	123.Net, Inc	1,724.00	6/10/2025
88998	Javon Stacks dba Exotic Zoo	1,590.00	6/11/2025
2025-0616	Abila / Community Brands Holdco, LLC	1,493.05	6/11/2025
AP-2008176480	Philadelphia Insurance Companies	1,455.00	6/4/2025
2025-0713	Pre-Paid Legal Services, Inc.	1,414.70	6/25/2025
89015	Unique	1,395.49	6/11/2025
2025-0662	TELUS HEALTH (US) LTD.	1,384.53	6/11/2025
2025-0685	Central Michigan Paper	1,360.00	6/25/2025
AP-201187081...	Consumers Energy	1,342.04	6/6/2025
2025-0617	ACP Entertainment, Inc.	1,260.50	6/11/2025
AP-000525	State Of Michigan	1,215.00	6/3/2025
89035	Kent County Treasurer-Mi Tax Tribunal Refunds	1,177.60	6/25/2025
89025	Crabtree Publishing Co.	1,131.80	6/25/2025
89052	United States Treasury	1,009.77	6/25/2025
89014	Triumph Music Academy	1,000.00	6/11/2025
89002	HighPoint Electric, Inc.	980.00	6/11/2025
AP-6113254285	Verizon Wireless - MiFy Routers & Cell phones	915.11	6/2/2025
2025-0688	DK Security	878.40	6/25/2025
89022	Center Point Publishing	827.01	6/25/2025
AP-40601845	Marlin Leasing Corporation / PEAC Solutions	815.64	6/12/2025
2025-0720	Nationwide	799.60	6/25/2025
89054	World Book, Inc.	756.00	6/25/2025
2025-0629	DK Security	702.72	6/11/2025
89006	Mermaid Molly Entertainment LLC	677.50	6/11/2025
2025-0664	Playaway Products LLC	674.91	6/11/2025
88989	All Season Lawn Care	665.00	6/11/2025
89021	Absopure Water Company	606.44	6/25/2025
2025-0715	Melissa Priebe	600.00	6/25/2025
AP-203267570...	Dte Energy	539.73	6/3/2025
89026	Gary Carey	538.37	6/25/2025
AP-3127997	Arrowaste	525.42	6/17/2025
2025-0675	ACP Entertainment, Inc.	505.00	6/25/2025
89012	Ten Finger Fish	447.00	6/11/2025
AP-CH052725	Consociate, Inc. dba Consociate Health	442.54	6/2/2025
89004	K & S Plumbing Co., Inc.	439.91	6/11/2025
89037	Kurt Stevens	437.00	6/25/2025
89036	Koshie Lamptey	395.00	6/25/2025
89009	Sabopr	340.50	6/11/2025

Check Number	Vendor Name	Check Amount	Check Date
2025-0627	Corrigan Moving Systems-Grand Rapids, Inc.	340.00	6/11/2025
2025-0674	Wolverine Printing Company	334.40	6/11/2025
89049	Ebiz Technology LLC / Traction Consulting Group	307.50	6/25/2025
2025-0654	Library Ideas, Llc	286.20	6/11/2025
89047	Sheri Glon	280.00	6/25/2025
2025-0724	Playaway Products LLC	272.84	6/25/2025
AP-2911282-06...	Comcast Cable	258.85	6/9/2025
89039	Mary Kathleen Arnett	250.00	6/25/2025
2025-0716	Midwest Collaborative For Library Services	250.00	6/25/2025
2025-0723	Pareto Health Intermediate Holdings, Inc.	230.00	6/25/2025
89029	Ian Borton	225.00	6/25/2025
2025-0732	Wolverine Printing Company	220.00	6/25/2025
AP-3480930	TASC	198.32	6/25/2025
2025-0633	Cengage Learning	183.66	6/11/2025
88988	Absopure Water Company	157.85	6/11/2025
2025-0634	Grainger	140.88	6/11/2025
2025-0624	Blackstone Audio Inc	140.00	6/11/2025
89041	Michelle Roossien	138.00	6/25/2025
89043	Morgan Hanks	138.00	6/25/2025
AP-0021585-06...	Comcast Cable	126.90	6/25/2025
AP-02601580625	Comcast Cable	123.90	6/20/2025
2025-0630	Everlasting Green Plantscape LLC	122.00	6/11/2025
2025-0690	Everlasting Green Plantscape LLC	122.00	6/25/2025
AP-6113153249	Verizon Wireless - MiFy Routers & Cell phones	108.03	6/2/2025
88993	Content Queens LLC	100.00	6/11/2025
89032	Julie Ralston	97.85	6/25/2025
88997	Deb Schultz	95.00	6/11/2025
89038	Madelyn Besaw	92.80	6/25/2025
AP-6114959283	Verizon Wireless - MiFy Routers & Cell phones	83.16	6/23/2025
89045	Schepers, Inc.	76.00	6/25/2025
2025-0684	Carla Hotz	75.36	6/25/2025
2025-0722	Norma J. VerHeulen	68.78	6/25/2025
89003	Holly Goulet	65.95	6/11/2025
2025-0686	Christina Tazelaar	64.72	6/25/2025
2025-0677	Amanda B Schrauben	64.02	6/25/2025
AP-017623	Medtipster.com, LLC.	62.66	6/13/2025
89044	Peter Dykhuis	62.20	6/25/2025
2025-0691	Cengage Learning	61.55	6/25/2025
2025-0727	Sheri Gilreath-Watts	59.12	6/25/2025
2025-0729	Tracy Chrenka	57.16	6/25/2025
2025-0682	Blackstone Audio Inc	56.85	6/25/2025
88995	Crystal Logan-Syrewicze	55.45	6/11/2025
89030	Jill Anderson	54.00	6/25/2025
89033	Kathleen Mitchell	54.00	6/25/2025
89007	MLA- Michigan Library Association	50.00	6/11/2025
88990	Ashley Davis	50.00	6/11/2025
88991	Ashley Lomasney - Kindermusik	50.00	6/11/2025
2025-0678	Andrew Erlewein	42.74	6/25/2025
88992	Audrey Barker	35.28	6/11/2025
AP-PH06-27-20...	Priority Health	34.17	6/27/2025
AP-8641512-04...	T-Mobile USA Inc.	31.15	6/3/2025

Check Number	Vendor Name	Check Amount	Check Date
89001	Hart Area Public Library	28.00	6/11/2025
89023	Charlevoix Public Library	27.00	6/25/2025
89046	Shannon Vanderhyde	27.00	6/25/2025
89034	Kelsey Malone	27.00	6/25/2025
89031	Jordan Perkins	27.00	6/25/2025
2025-0672	Voices for Health, Inc.	25.33	6/11/2025
89053	Victoria Richards	22.95	6/25/2025
89010	Stair District Library	20.00	6/11/2025
89008	Pentwater Township Library	17.99	6/11/2025
88996	Dani Grover	17.99	6/11/2025
89005	Mengmeng Qiao	16.89	6/11/2025
89000	Gregory Storrs	13.99	6/11/2025
89016	White Pine District Library	12.94	6/11/2025
89024	Riverview Veterans Memorial Library	10.00	6/25/2025
89051	Ty Papke	5.99	6/25/2025
89040	Mengmeng Qiao	4.99	6/25/2025
89028	Gregory Storrs	4.99	6/25/2025
AP-LZ06162025	LiteZilla, LLC	0.01	6/16/2025
Report Total		1,129,555.80	

Kent District Library
Check/Voucher Register - Voided Checks
From 6/1/2025 Through 6/30/2025

Check Number	Vendor Name	Check Amount	Check Date
78454	Grand Valley State University Libraries	(125.00)	6/27/2025
79095	City of Midland	(16.95)	6/24/2025
79221	Julie Ralston	(97.85)	6/24/2025
79450	Crystal Logan-Syrewicze	(55.45)	6/10/2025
80244	Content Queens LLC	(100.00)	6/10/2025
83438	616 Amusements LLC	(2,100.00)	6/9/2025
84084	Aqua Blue Aquarium Solutions	(378.00)	6/27/2025
88398	Rich Nagel	(8.46)	6/2/2025
88712	Charlevoix Public Library	(27.00)	6/13/2025
Report Total		(2,908.71)	

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Director's Report June 2025

From the Desk of Lance Werner, Executive Director

June has been a bustling month for KDL. We were thrilled to host a group of librarians from Lithuania for a day, marking the second time the U.S. Department of State has chosen KDL to host an international group.

We were also honored to be recognized for the 2025 National Library Service for the Blind Library of the Year Award for the second time, thanks to the incredible efforts of Accessibility & Inclusion Specialist Shelly Roossien and User Experience Manager Morgan Hanks.

I had the pleasure of presenting at the ALA Conference on behalf of the Kline Foundation. Alongside City of Walker Mayor Gary Carey and the Director of the Cedar Rapids Public Library, we delivered a well-attended presentation titled "Priority One: Local Government Engagement." The Library Journal even featured an article about our panel, "Civic Lessons: Building Strong Relationships with Local Government."

On a personal note, I celebrated my three-year sobriety anniversary, turned 53, and enjoyed a wonderful family vacation in June.

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Director's Report May 2025

WALKER, ALPINE, + TYRONE

Summer Wonder is popping at Tyrone! Patrons have been able to see and even pet small farm animal ambassadors from Zeeland's Critter Barn. They were amazed by Cameron Zvara, magician extraordinaire. Middle grade library patrons had a blast at the Mario Kart Tournament and with more summer to go there are terrific programs still coming up. As E-sports gains popularity, teen zone participants at the Tyrone Branch have fun exploring the games and developing new skills. For rural communities, like Kent City, having the library provide access to new technologies like E-sports expands horizons and presents opportunities for growth. Branch Librarian Erica Huyser recently shared a positive interaction she experienced with a family at a recent event, "As part of the Tyrone branch's participation in the Kent City Independence Day Celebration, the library offered an indoor space where attendees could escape from the heat and play video games. During the event a regular patron came in with his family. He and his siblings sat down to play, and staff offered their mom a controller. At first she was hesitant, but once a controller was put in her hand she had a blast. Staff gave her a quick Mario Kart tutorial and she was wildly racing, gesticulating crazily with her controller despite only needing to manipulate the joystick to actually drive. She didn't do well, but she had a great time connecting with her kids and taking advantage of a new library offering."

The Alpine branch really puts the fun in Summer Wonder! From school-aged friends reading to their favorite canine companions, to meeting mini horses, to experiencing the Science of yuck, patrons are learning so much and having a great time. Alongside these fantastic programs and events, patrons of all ages visit to use the computers, enjoy wifi access and printing services. Staff increase their understanding of changing technology by participating in training and webinars and becoming proficient through practice and application. As they answer questions, assist patrons and highlight resources, they build their knowledge base as well as meaningful and lasting relationships.

Walker's Summer Wonder Bash kicked the season off with inflatables, the prize wheel, mini golf, tattoos and lots of excited families ready to read, learn and grow! As patrons locate and familiarize themselves with the Library's temporary location, they are discovering new ways to connect with other community members and branch staff. Printing and wifi hotspots continue to be top services the branch provides for patrons while offsite program attendance remains strong for the community park story times and KDL Lab experiences at Fire Station 2's community room.

CALEDONIA + CASCADE

Caledonia kicked off summer with a splash at their ocean-themed Summer Wonder Bash, which reeled in an amazing 823 attendees! The event featured a shark bounce house, ocean-themed crafts, and a sensory movie zone, thanks to a fabulous plan by Branch Librarian Edward Schaller. The Touch-a-Truck event drew 631 participants and provided hands-on truck fun for all ages. One of the new programs recently tried at Caledonia was a puzzle tournament, which was a huge success, and Shelby Toren was happy to host the inaugural event.

Through the Gather to Grow program (free meals for kids), Branch Librarian Emily Dao helped distribute meals at Country Meadows and Dutton Mills, a local mobile home community—making a meaningful impact on food access, with a total June distribution of 684 meals for kids. The Deep Roots partnership also continues to thrive with an average of 50 attendees at weekly storytimes, where Branch Outreach and Programming Specialist Leigh Verburg has provided excellent programming, reaching a new crop of summer wonder participants at this market meet-up.

At the Cascade library, the soft launch on June 30th meant the world to staff and patrons alike! After four months in the tiny temporary library, everyone was grateful to explore the renovated space, the newly stocked shelves, and find their favorite new corner of the library! The week of the Fourth of July was packed full of summer magic with the beloved Magical Creature Party, featuring unicorns, a mermaid in the fountain, bounce houses, popsicles, and crafts that delighted kids and families alike. The community also roared with excitement during the Dino Dig and dove into fun at the Ocean Adventure party—each event creating memorable moments and fostering imagination all summer long. Branch Librarian Nanette Zorn created beautiful Fourth of July planters with her Craft and Create program so patrons could celebrate in style!

Cascade is looking forward to their next celebration with Pete the Cat author and musical genius, Eric Litwin, with concerts at 10 am, 2 pm, and 6 pm – everyone is invited to join!

Looking for even more fun? The Grand Opening and ribbon-cutting ceremony for the Cascade Library will be held on July 23rd at 5:30 pm. The Cascade teams look forward to sharing this special milestone with the community.

COMSTOCK PARK + PLAINFIELD

The Plainfield Branch is lucky to have Branch Librarian Faye Harbison helping staff navigate all changes in printing, and now she is leading the way as co-lead of the AI workgroup. Faye helps the whole team stay current with new trends in technology, and the branch regularly reports their hits and misses when using AI. Plainfield staff recently asked Chat GPT to provide pictures of how it thinks they look. Here is Chat GPT's picture of Faye. No AI platform is perfect.

However, it is not only Faye who can help patrons with their technology questions. At Plainfield, each branch librarian handles the Tech Tutoring appointments.

At the Comstock Park Branch, helping patrons with technology usually doesn't require an appointment. Due to the size of the branch, staff can often come to a patron's aid right away. Branch Librarian Paula Wright is on the project team tasked with updating the processes of tech tutoring at KDL and is always extremely thorough and generous in guiding patrons through technology. However, each staff person at Comstock Park provides daily help to patrons, meeting each one at their own level and helping them to accomplish a technical task, from printing to completing online paperwork to resetting a password. Staff are all patient, kind, and capable.
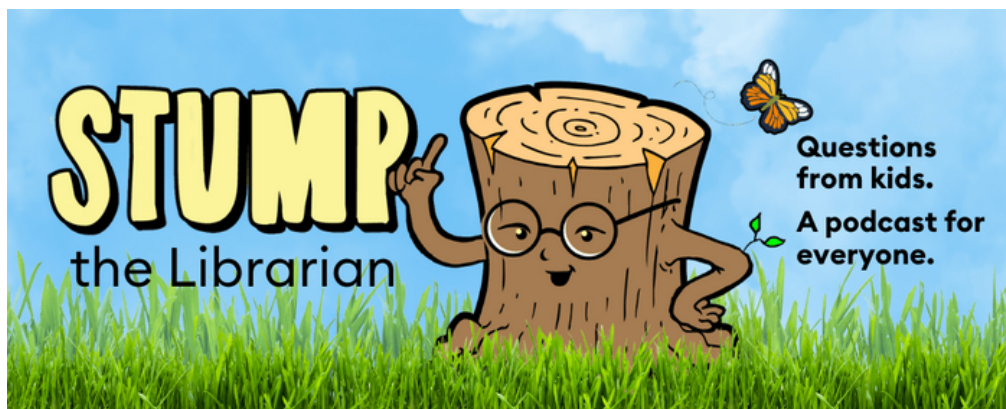
Erin Bonham – Assistant Branch Librarian
East Grand Rapids

Nominated By: Sarah Fox
Inclusive
"Erin had a great idea to gather some dog books for kids to grab and read to the Ruff Readers dogs. 💕 Way to be proactive and inclusive, Erin!"

Nominated By: Jesse Salo
Courageous
"Erin made my day by reading all the way through a procedure and completing all parts for a patron refund. That final step in WorkFlows is often overlooked. It is in place as a double check step when I am finalizing the refund. Thank you, Erin, for reading the procedure thoroughly and following through on all the steps! You are so appreciated!"

Nominated By: Tabitha Frazier
Helpful
"I was shelving holds today. There were many empty carts afterwards. I appreciate how Erin always offers to take some of the empty carts back downstairs. It is very helpful especially on days when there are many holds. I am focused on finishing them. It is a small thing, but it always helps. 😊 Glad you are at EGR, Erin!"

Judy Pawloski – Collection Services Assistant
Service Center

Nominated By: Liz Guarino-Kozlowicz
Helpful
"Judy graciously stepped in to help fulfill supply requests. I appreciate her willingness to help!"

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Kara Wiggert – Branch Librarian

Kentwood

Nominated By: Kiosha Jeltema

Courageous

"Shoutout to Kara for stepping in during Kentwood's Touch-A-Truck by delivering a fun story time on a bus! What a memorable way to share a story! Thank you, Kara, for your excitement at covering this event as a new youth-focused BL.

Nominated By: Angela Culp

Positive

"Way to go, Kentwood's "decor groupies"! The branch looks beautiful and fun for the summer. Thank you for putting your heads together to bring our patron's joy!"

Upcoming Meetings + Dates of Interest

Upcoming Meetings

Regular Board Meeting
Thursday, August 21, 2025
KDL Service + Meeting Center

Regular Board Meeting
Thursday, September 18, 2025
KDL Service + Meeting Center

Regular Board Meeting
Thursday, Ocotober 16, 2025
Tyrone Township Branch

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

Dates of Interest

KDL Pension Meeting
August 20, 2025
1:00 PM
KDL Service + Meeting Center

Kent District Library
kdl.org

Information
Ideas
Excitement!

MarCom is KDL's in-house marketing communications agency

We are a team of eight highly creative individuals who are members of every Programming Group, three of the four Advisory Groups, and nearly every project team. **Why?** Because being involved from the start allows us to apply our core expertise: identifying target audiences and defining clear value propositions. These two elements are essential to boosting program attendance, circulation, advocacy, and more – and they're most effective when clarified early on.

We handle countless tasks and projects, but our biggest achievement is how integrated all this work is. Every communication tactic is part of a larger strategy – each one coordinated and reinforced by others, like a web or matrix. This helps KDL to project a clear and distinctive voice. Most importantly, we have the privilege of sharing the incredible stories that come from KDL's branches and outreach efforts. **Our job is to create awareness, compel action and shine a light on others**, which is easy when there are so many amazing people and stories across the KDL community.

So, who are we?

Brad Baker, Creative Services Coordinator and Cat Herder

Julita Fenneuff, Administrative Assistant and Score Keeper

Randy Goble, Director of Engagement and Shiny Objects

Janice Greer, Administrative Assistant and Thread that Holds Everything Together

Josh Mosey, Digital Marketing Strategist and Master of Uncommon Common Sense

Remington Steed, Webmaster and AI Nostradamus

Duncan Watson, Printing & Bindery Technician and Mover of Paper Mountains

Katie Zuidema, Marketing Communications Specialist and PR Jedi

Quick Facts

Lakeland Library Cooperative, Public Library Association, the Library Marketing & Communications Conference, and BiblioCon.

Frequent presenters at regional and national conferences including Michigan Library Association,

Earned four recent awards from the West Michigan Public Relations Society of America for the Community Report, Kaleidoscope, On the Same Page promotional video and the Gap Millage Campaign.

MarCom handles nearly all public-facing communication – but not alone. We also empower branch staff through quarterly Canva/branding workshops, lead the Social Media Champions group, and coach staff for media interviews.

Team members have between 2 and 20 years of service at KDL.

Three members are Spanish speakers.

Secured 26 news mentions in the past four weeks.

JUNE 2025

0 New projects approved

6 In queue

0 Declined

9 Active Approved Projects

🟢 On Track, no extensions **9**

🟠 1 Extension, at risk **0**

🔴 2+ Extensions, late **0**

✅ Completed since January 2025 **4**

Balancing Using Central Sorter

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

Approval Date: 01.15.2025
Due Date: Extended - 07.02.2025

After the new process for balancing had been live for a few weeks, a project rollout survey was sent to Merchandising Champions and Regional Managers to assess both the training effectiveness and the overall implementation. Feedback was overwhelmingly positive, with staff rating their understanding of the new service at 4.87 out of 5 and their comfort in training others at 4.47 out of 5. As the project winds down, Sheri Glon, Data Coordinator, has been working on reports to help branches determine areas of the collection most in need of weeding and balancing. Many materials will be returned in August as Summer Wonder comes to a close, and this will be a good test for the full potential of the balancing process. On June 27, project leader Liz Guarino, Collections Manager, met with the PMO and project sponsor, Kurt Stevens, Director of IT, to officially close out the project. Many thanks to Guarino and her team: Rochelle Ball, Gwennan Lawcock, Shaunna Martz, Rachel Cruzan, Karen Small, Ashten VanderPloeg, Curtis Kieliszewski, Rebecca Avella, Sarah Foster and Julita Fenneuff.

Community Partnerships Evaluation

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

Approval Date: 12.04.2024
Due Date: 01.31.2026

In June, a smaller team met to create the template for the *My Community Map* and decide on the layout and content. Brittany Zuehlke, Clare O'Tsuji, and Leigh Verburg, Branch Outreach & Programming Specialists (BOPS), helped shape some of the features that should be included, such as a brief description of the community, a visual of the branch's service area along with key partners, a list of current and active partnerships and their categories, and a section for new opportunities or focus areas. Each map will include a last-updated date and a QR code linking to the Family Futures Community Resource Map, helping staff locate and promote nearby services. These maps will be reviewed and refreshed annually.

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Alongside the map, a formal community needs assessment procedure was created by project team members Josh Bernstein, Regional Manager I, and Julie Ralston, BOPS. This procedure uses Savannah data to identify community needs that are specific to branches in a structured, thoughtful way, based on factors like market penetration, language diversity, poverty levels, senior populations, youth populations, and new cardholder potential. Sheri Glon, Data Coordinator, reorganized the collected data from Phase One to highlight census tracts with overlapping indicators of need. This will help branches see where outreach could have the highest impact, with the hope that branches will focus on high-priority zones and have a clear pathway for growing partnerships and improving service equity.
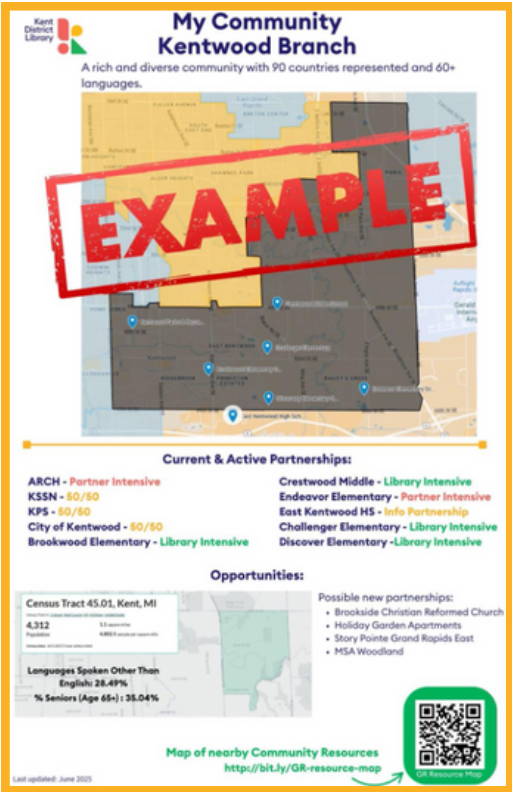
The "Who is My Community" map is a visual tool to provide a snapshot of each branch's local community.

Expand Esports

Project Lead: Kurt Stevens
Status: On Track

Approval Date: 01.08.2025
Due Date: 12.31.2025

In June, IT implemented an annual maintenance sweep for each gaming lab. This maintenance goes beyond weekly game updates to include adding and removing titles, performing system updates, cleaning up files and conducting overall system maintenance.

The month also marked the installation of KDL's first ggRock server at the Service Center Lab. ggRock allows updates to be done on just one machine and duplicated to all the others, saving a great deal of time. It also keeps the file system in a consistent and pristine state, ensuring consistent performance across all machines. The Service Center Lab will serve as a controlled test environment as the team evaluates the return on investment and explores expanding the concept to other locations.

Additionally, project leader Kurt Stevens, Director of IT and Randy Goble, Director of Engagement, met with Brian Cohen, Founder & Director of the Confluence Festival, to discuss KDL's participation in the 2025 Confluence Festival in September 2025. Plans are underway for a branch-versus-branch esports competition on the main stage, along with a full-day free-play zone to engage festivalgoers. The event offers an exciting opportunity to boost awareness of KDL's esports programming and KDL looks forward to participating.

Intranet Revamp

Project Lead: Jaci Cooper
Status: On Track

Approval Date: 09.04.2024
Due Date: 11.03.2025

In June, the team worked with Trish Reid, Training Manager, to create a training for staff focused on document creation, file storage and best practices using KDL's Microsoft 365 platform. The training combines instructional videos with clear written procedures to help staff understand the difference between drafting documents in Word Online versus the desktop version, and how to determine the appropriate location for saving files. After several rounds of review, the team is confident the training will be clear, practical and valuable to staff. Since branches are at their peak busy season with summer programming, this training will roll out in mid-July.

Legendary Readers

Project Lead: Monica Walen
Status: On Track

Approval Date: 09.27.2023
Due Date: 07.31.2025

Year One of Legendary Readers has successfully wrapped up with 1099 completers and project team is in celebration mode. Ten very excited grand prize winners have been contacted to pick up their $100 Schuler Books gift cards, while leftover supplies are being returned to the Programming department for future use during the next Loch Ness Monster cycle. Preparations are already underway for next year's creature and promotional bookmarks have been distributed to branches to be placed in Summer Wonder prize books. A survey will be sent to staff to assess the effectiveness of training, promotion, registration, and prize redemption prior to closing out the project and transferring it to the Youth Programming Group.

On the Same Page 2025

Project Lead: Hennie Vaandrager
Status: On Track

Approval Date: 06.01.2024
Due Date: 12.01.2025

This month the PMO requested staff feedback on the rollout of this year's *On the Same Page* event, promotion, programs and book discussions. As the program transitions from the PMO to the Adult Programming Group leaders, the team is eager to gather insights that will help inform and strengthen future planning. Project leader Hennie Vaandrager, Manager of Outreach and Programming, is actively working with a possible author pairing for 2026's event, and a contract should be in place soon.

School Outreach Menu

Project Lead: Julie Ralston
Status: On Track

Approval Date: 01.29.2024
Due Date: 11.05.2025

As the project team moves towards wrapping up Phase Two of the project, promotional elements are in development with members of KDL's MarCom team. The Teaching webpage is in the design stage and will be ready for staff input soon. The Menu draft is now with graphic design and will soon be shared for broader feedback before finalization. While these elements are in process, the team is developing staff outreach time guidelines and student/teacher card procedures. For July, the team will focus on how to roll out this information and train staff to utilize these tools with school partners before the 2025-2026 school year begins.

Tech Tutoring Revamp

● **Project Lead:** Morgan Hanks
Status: On Track

Approval Date: 03.26.2025
Due Date: 04.01.2026

Phase One is nearing completion and remains on track to meet all deliverables on time. In June the team categorized in-scope and out-of-scope tech requests and are now beginning to draft referral pathways for patrons whose needs fall outside KDL's support scope. A decision-making flowchart has been created to help determine when a Tech Tutor appointment is appropriate. Early discussions around staff training components have started as well as developing a short verbal screening tool to help structure appointments and ensure patrons are matched with the right level of support.

Teen Graphic Novel Contest

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

Approval Date: 07.17.2024
Due Date: 11.24.2025

In June, the Graphic Novel team focused on additional promotions leading up to the official opening of the contest on July 1. With the help of Collection Development, three book lists for KDL's website were created with the hope that these lists will guide teens to materials related to drawing comics/manga or find inspiration in reading a new graphic novel. Katie Zuidema, Marketing Communications Specialist, wrote a blog post to draw attention to the opening date of the contest. Final edits were made to the contest landing page featuring more detailed Contests Guidelines, a FAQ section, judging rubric, and information about helpful library resources such as KDL's scanning stations. Project leader Madelyn Besaw, Branch Librarian in Lowell, was interviewed for Fox17's Morning Mix Extra, which aired June 27-29. The team is now looking forward to planning the Award Ceremony and outreach at Grand Rapids ComicCon!

Website & Discovery Layer AI Enhancements

● **Project Lead:** Remington Steed
Status: On Track

Approval Date: 05.21.2025
Due Date: TBD

KDL is currently awaiting a kickoff meeting with BiblioCommons and the two other participating library systems. In preparation, the team has developed a project charter outlining KDL's goals and priorities for the initiative, which will guide initial discussions and help align efforts across all partners.

Cascade Township

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

The Cascade Twp. Branch was excited to launch a soft opening on June 30, welcoming patrons back with full access to services including printing, study rooms and regular library offerings. Staff worked diligently to receive and shelve 58 pallets of materials which returned to the branch, restoring access to the full collection.

While a few finishing touches remain – such as bathroom tile, a large light fixture in the cupola area, and select furniture – the building looks significantly more complete. Patrons have expressed excitement and appreciation for the refreshed space and the return of in-person library service.

The Cascade team unloaded and shelved more than 50 pallets of boxed materials – saving the district $30,000

The interior of the branch saw a significant enhancement thanks to the new carpet, lighting, and furniture.

Krause Memorial (Rockford)

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

On June 23, the City of Rockford held a library expansion event for major donors, fundraising cabinet members, Krause Library Board members, Friends of the Library, Krause Library staff, and others who have worked diligently to raise money for the Krause Memorial Library expansion project. These select attendees were the first to receive an update on the fundraising campaign, project timeline, and see the newly unveiled renderings.

The $11.7M project now has a gap of only $800,000. Congresswoman Hillary Scholten and US Senator Gary Peters both supported a 2025 federal appropriations request. There are also other requests pending. The City of Rockford is prepared to move the project forward, covering the difference internally if necessary.

The timeline calls for the final design to be completed this summer and then go out for bids. Groundbreaking for the new addition is expected to take place in September 2025. In January / February 2026, the branch will relocate its operations to the Rockford Community Cabin, located just blocks from the current library. In Spring 2026, construction of the courtyard area between City Hall and Krause will begin. The ribbon cutting ceremony is planned for December 2026.

Renderings shared at the June 23 library expansion event

Tyrone Township

Project Lead: Liz Knapp
Status: N/A

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

The township has finished installing a small park with a picnic table on the future site of the new library. The park will ensure that the site is used while the township continues to raise funds. The new library fund contains over $100,000 and includes $50,000 invested by KDL from the Jerry Kline Community Impact Prize award.

This park guarantees that the future site of the library is actively used by the community as funds are raised for the new building.

Walker

Project Lead: Liz Knapp
Status: N/A

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

The Walker New Library Steering Committee continues to meet to move forward with plans for the new library. In June, the committee focused on furniture and signage. Randy Goble, Director of Engagement, has been instrumental as the committee plans how to use both traditional and digital signage to help patrons navigate the new space. Brad Baker, Creative Services Coordinator, has also been working with Randy to design wallpaper that highlights the partnership between the City of Walker and KDL in the entryways of the library.

Recent photos of the Walker Library Construction
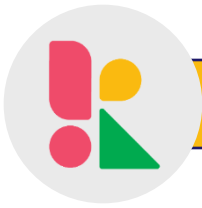
JUNE 2025 STATISTICAL SUMMARY

Active KDL Patrons:

	June 2024 (Last Year)	May 2025 (Last Month)	June 2025 (Current Month)
Total	137,833	138,885	138,640
Active Last 12-36 Months	22,348	19,813	18,483
Active Last 2-12 Months	52,420	53,692	54,285
Active Last Month	63,065	65,380	65,872

Legend: Active Last Month, Active Last 2-12 Months, Active Last 12-36 Months
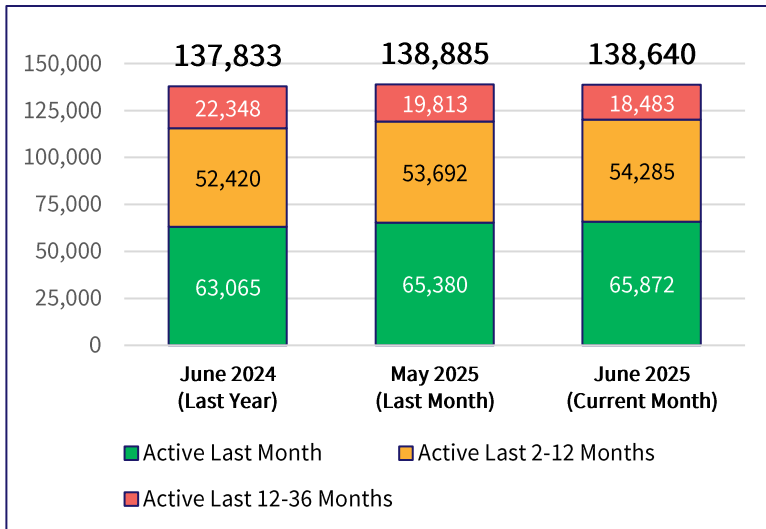
Active KDL Patrons are **down 0.2%** from last month and **up 1%** from the same month last year.

New KDL Cards Added:

June 2024 (Last Year)	May 2025 (Last Month)	June 2025 (Current Month)
1,960	1,849	1,792
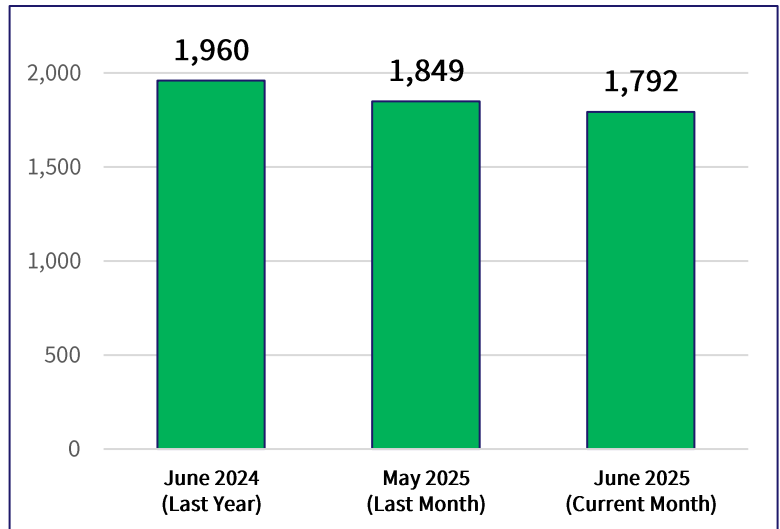
New KDL Cards Added are **down 3%** from last month and **down 9%** from the same month last year.

Total Circulation:

	June 2024 (Last Year)	May 2025 (Last Month)	June 2025 (Current Month)
Total	690,458	582,199	615,953
Digital	215,581	204,421	203,083
TBBC	7,959	6,213	6,208
Physical	466,918	371,565	406,662

Legend: Physical, TBBC, Digital
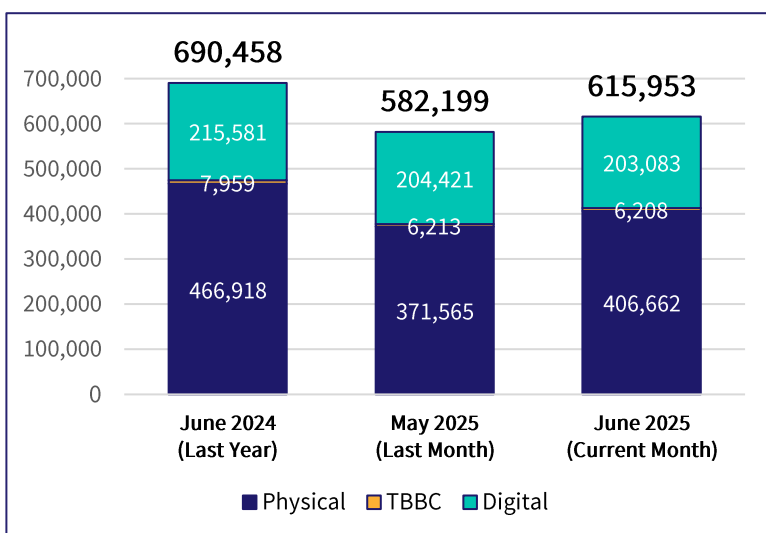
Total Circulation is **up 6%** from last month and **down 11%** from the same month last year.

Visitor Count:

June 2024 (Last Year)	May 2025 (Last Month)	June 2025 (Current Month)
235,955	185,762	222,933
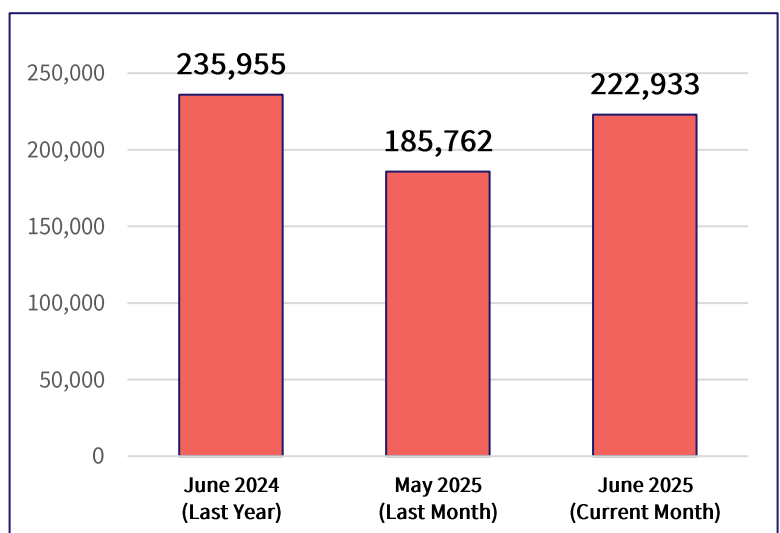
Branch Visitors are **up 20%** from last month and **down 6%** from the same month last year.

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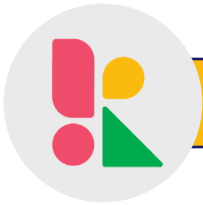
JUNE 2025 STATISTICAL SUMMARY

Physical Items Checked Out:

- June 2024 (Last Year): 273,841
- May 2025 (Last Month): 205,350
- June 2025 (Current Month): 251,239
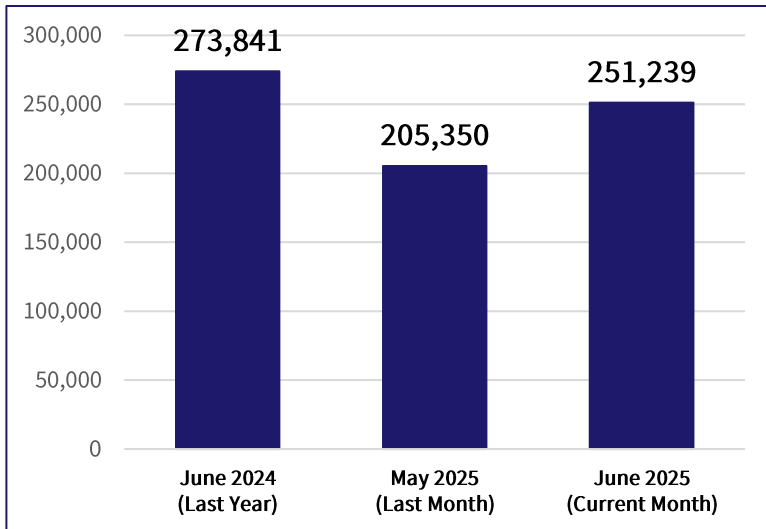
Physical checkouts are **up 22%** from last month and **down 8%** from the same month last year.

Digital Items Checked Out:

- June 2024 (Last Year): 215,581
- May 2025 (Last Month): 204,421
- June 2025 (Current Month): 203,083
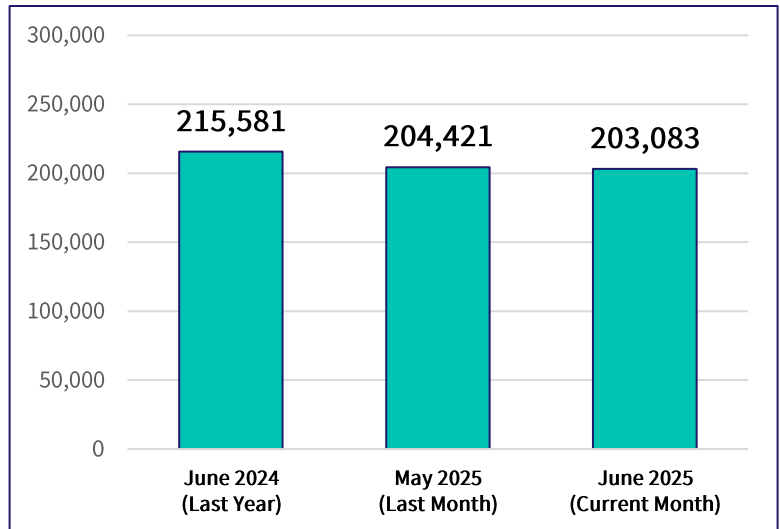
Digital checkouts are **down 1%** from last month and **down 6%** from the same month last year.

Net Promoter Score (NPS):

- June 2024 (Last Year): 89.4
- May 2025 (Last Month): 90.3
- June 2025 (Current Month): 86.5
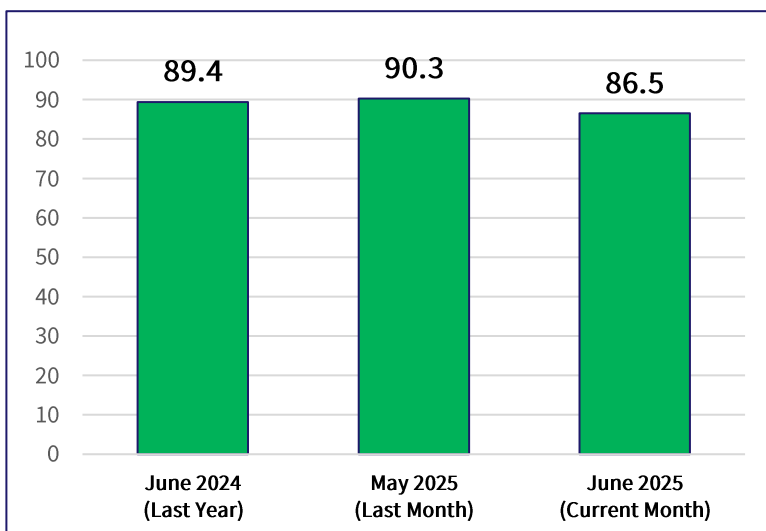
Net Promoter Score is **down 3.8%** from last month and **down 2.9%** from the same month last year.

Programs & Outreach:

- June 2024 (Last Year): 44,903 (Program Attendance 37,280; Outreach Attendance 7,623)
- May 2025 (Last Month): 27,792 (Program Attendance 9,093; Outreach Attendance 18,699)
- June 2025 (Current Month): 40,275 (Program Attendance 34,047; Outreach Attendance 6,228)

■ Program Attendance ■ Outreach Attendance
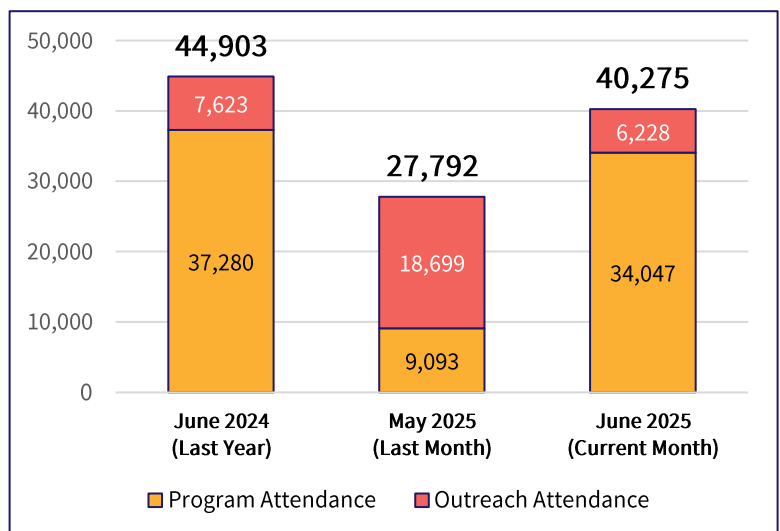
Program & Outreach Attendance is **up 45%** from last month and **down 10%** from the same month last year.

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MOST POPULAR TITLES LAST MONTH

Click on each title for a link to the catalog

All Physical Items (Most Checkouts):

Title	Checkouts
1. KDL WiFi Mobile Hotspot	586
2. *Great Big Beautiful Life* by Emily Henry	314
3. *The Crash* by Freida McFadden	157
4. *The Women* by Kristin Hannah	135
5. *Strangers in Time* by David Baldacci	134
6. *Say You'll Remember Me* by Abby Jimenez	133
7. *Onyx Storm* by Rebecca Yarros	129
8. *James* by Percival Everett	126
9. *The God of the Woods* by Liz Moore	110
10. (tie) *The Frozen River* by Ariel Lawhon	104
(tie) *The Tenant* by Freida McFadden	104

All Physical Items (Most Holds):

Title	Holds
1. *Great Big Beautiful Life* by Emily Henry	496
2. KDL WiFi Mobile Hotspot	449
3. *My Friends* by Fredrik Backman	397
4. *Sunrise on the Reaping* by Suzanne Collins	395
5. *The Let Them Theory* by Mel Robbins	381
6. *Atmosphere* by Taylor Jenkins Reid	331
7. *One Golden Summer* by Carley Fortune	298
8. *The Tenant* by Freida McFadden	258
9. *Wild Dark Shore* by Charlotte McConaghy	246
10. *Say You'll Remember Me* by Abby Jimenez	189

OverDrive Items (Most Checkouts):

Title	Checkouts
1. *Caught Up* by Navessa Allen (audio)	422
2. *The Tenant* by Freida McFadden (audio)	234
3. *Shield of Sparrows* by Devney Perry (audio)	226
4. *The Perfect Divorce* by Jeneva Rose (audio)	206
5. *Lights Out* by Navessa Allen (audio)	192
6. *Brain Damage* by Freida McFadden (audio)	183
7. *Onyx Storm* by Rebecca Yarros (audio)	178
8. *The Perfect Divorce* by Jeneva Rose	172
9. *The Housemaid's Wedding* by Freida McFadden (audio)	162
10. *Demon Copperhead* by Barbara Kingsolver (audio)	161

OverDrive Items (Most Holds):

Title	Holds
1. *Great Big Beautiful Life* by Emily Henry	1,085
2. *The Anxious Generation* by Jonathan Hadt (audio)	995
3. *Great Big Beautiful Life* by Emily Henry (audio)	917
4. *The Let Them Theory* by Mel Robbins	889
5. *Sunrise on the Reaping* by Suzanne Collins	693
6. *The Wedding People* by Alison Espach	679
7. *Say You'll Remember Me* by Abby Jimenez	665
8. *Sunrise on the Reaping* by Suzanne Collins (audio)	629
9. *The Women* by Kristin Hannah	580
10. *The God of the Woods* by Liz Moore	572

NEW HIRES	POSITION	EFFECTIVE
Sam Allen	Assistant Branch Librarian – East Grand Rapids	July 14
Jennifer Nguyen	Assistant Branch Librarian – Kentwood	July 14
Clarissa Hubert	Assistant Branch Librarian – Kentwood	July 14

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Kara Wiggert	Assistant Branch Librarian – Kentwood	Branch Librarian – Kentwood	June 9
Jenny Furner	Assistant Branch Librarian – Kentwood	Assistant Branch Librarian – East Grand Rapids	July 14

DEPARTURES	POSITION	EFFECTIVE
Rose Massey	Assistant Branch Librarian Sub	June 9
Sarah Foster	Collection Services Assistant – Service Center	June 13
Heather Blake	Assistant Branch Librarian – Grandville	June 18
Greg Lewis	Assistant Branch Librarian Sub	July 11

OPEN POSITIONS	TYPE
Collection Services Assistant – Service Center	Part-time
Assistant Branch Librarian – Kentwood	Part-time
Assistant Branch Librarian – Grandville (2 positions)	Part-time
Assistant Branch Librarian – Cascade	Part-time

EMPLOYEE ANNIVERSARIES (AUGUST)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Rochelle Ball	Patron Services	17 years
Sara Moseley	Cascade	10 years
Crystal Logan-Syrewicze	Kentwood	9 years
Christine Paige	Nelson Township / Sand Lake	9 years
Angela Deckard	Amy Van Andel / Ada	8 years
Seth Hoekstra	Collection Services	8 years
Kurt Stevens	Information Technology	8 years

EMPLOYEE ANNIVERSARIES (AUGUST)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Christine Bylsma	Kentwood	7 years
Rachael Kruithof	Byron Township	7 years
Joel Kibbe	Patron Services	6 years
Natalie Budnick	Plainfield	5 years
Sam Holland	Caledonia	5 years
Quinn Davey	Patron Services	4 years
Cody Ketchum	Cascade	4 years
Cathy Rinzema	Collection Services	4 years
Anh-Thu Vuong	East Grand Rapids	4 years
Dustin Arnett	Kentwood	3 years
Nathan Bartos	Wyoming	3 years
Zack Bergers	Wyoming	3 years
Kelly DeHaan	East Grand Rapids	3 years
Natalie Kilgo	Grandville	3 years
Madison Scheuneman	Kentwood	3 years
Sandy Graham	Sub Pool	2 years
Heather Grit	Alto	2 years
Brooke Koster	Amy Van Andel / Ada	2 years
Kristin Schutte	Amy Van Andel / Ada	1 year

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	X	X	X	X	X	X	X	X
May 15, 2025		X	X	X	X	X		X
June 12, 2025	X	X	X	X	X	X	X	X
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

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Kent District Library

kdl.org

Information
Ideas
Excitement!

Policy Manual

SECTION 1: COLLECTION AND REFERENCE

Commented [JS1]: change to "&" instead of "+"

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KDL Policy 1.1
Materials Selection
LAST REVISED 2.16.23

The purpose of this policy is to: (1) serve as a guide for the librarians of Kent District Library in the process of materials selection; and (2) inform the public of the principles upon which selections for the Library are made. Basic to this policy is the Library Bill of Rights as affirmed by the Kent District Library Board of Trustees.

Kent District Library strives to provide current, factual information to supplement and enrich individual learning, and to provide materials for recreational reading and other leisure time activities. This information should be readily available to the total community regardless of gender, age, education, language, religion, ethnic and cultural background, or mental and physical ability.

STANDARDS FOR SELECTION

Kent District Library is a popular materials library and maintains a varied and up-to-date collection. It attempts to acquire materials of both current and lasting value. Since one library cannot afford all the available materials, it must employ a policy of selectivity. The Executive Director has the overall responsibility for the selection and development of the materials collection according to the principles established by the Materials Selection Policy and other approved policies and procedures. In practice, the responsibility for materials selection is shared with other staff.

Materials are selected to meet patron needs and reflect a variety of viewpoints and opinions. Criteria for consideration include popular demand, literary merit, enduring value, accuracy, authoritativeness, local interest, social significance, importance of subject matter to the collection, timeliness, cost, scarcity of information on the subject, availability elsewhere, and quality and suitability of format.

Fiction – The Library maintains a representative collection of novels and works of fiction to satisfy a wide range of tastes. Ideas of literary merit vary greatly with individuals. Therefore, the Library purchases fiction in many categories.

Non-Fiction – The Library attempts to provide a large general collection of reliable materials embracing the broader fields of knowledge. Legal and medical works will be selected to the extent that they are useful to the lay person.

Minor – Materials are selected to encourage children and families to discover the joy of reading. In order to meet the varied abilities and interests of children, the collection includes materials covering a wide range of knowledge and reading levels, both fiction and non-fiction. The illustrations in books for young people are given as much critical attention as the literary quality of fiction.

Media – The Library recognizes its responsibility to provide access to information, cultural enrichment and recreation through as wide a variety of media as possible. Media is evaluated by the same criteria

as printed materials. As new technologies are developed, the Library will investigate the appropriateness of new media formats and will acknowledge the need for experimentation.

Digital Materials – Digital items, such as but not limited to eBooks and eAudiobooks, shall be selected using the same criteria as printed materials as described above.

Online Databases – The Library makes available a variety of online resources purchased to supplement and enhance the Library's collection. These resources are evaluated on the basis of timeliness, ease of use, and ability to meet patrons' information needs.

Objects – The Library's collection makes a variety of objects available to patrons. Objects are typically high-priced items not needed for regular, sustained use and which provide access to technology that is either helpful or enriching. These objects are evaluated based on their benefit to the community, patron demand, and use of library resources, with the goal of increasing access to technology or high-cost items that patrons wouldn't otherwise have.

KDL Policy 1.2
Gifts
LAST REVISED 2.17.22

Kent District Library may legally receive gifts as authorized by the Public Library Gifts and Donations Act 1921 PA 136 (MCL 397.381 et seq.). KDL accepts monetary gifts as well as certain gift materials that reflect the Library's strategic plan. Gifts must be unconditional and non–~~returnable~~ returnable to be used for the good of the Library System as a whole and housed in the most appropriate location. Gifts of money are acknowledged formally by the Kent District Executive Director. ~~and/or the Fund Development Director.~~

Gifts for the Collection
Gift materials to be added to the Kent District Library collection must meet the Library's needs and the general standards of selection, based on the KDL Materials Selection Policies. Any large donations of materials which would comprise a unique or coherent collection would be subject to restrictions as determined by the Kent District Library Board of Trustees.

Gift materials not accepted into the Library collection may be repurposed at the staff's discretion. Gift materials accepted into the collection become the property of KDL, subject to KDL's Materials Selection Policies. No monetary appraisal is made of materials donated for the collection. The quantity of gift materials may be acknowledged for tax purposes at the request of the donor.

Gifts of money, including memorial gifts, for the purchase of collection materials are accepted by the Library with the understanding that the Library retains the right to select materials it deems appropriate for the collection.

Other Gifts
Gifts other than collection materials are reported at their estimated fair market value at the time of donation and recorded according to Kent District Library's Fixed Assets Policy 5.13.

KDL Policy 1.3
Intellectual Freedom
LAST REVISED 2.15.2024

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

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

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

KDL Policy 1.4
Collection Maintenance
LAST REVISED 4.21.16

Kent District Library staff routinely evaluates the collection and removes materials in accordance with KDL's weeding guidelines. These materials include those that are worn out, damaged, out of date, no longer needed in the quantity originally purchased, no longer circulating, or in formats that have become obsolete.

> **Commented [RG3]:** Include "damaged" to cover when materials are removed due to odor, insects, etc.

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KDL Policy 1.5
Reference &+ Research
LAST REVISED 2.22.19

Patrons' questions will receive courteous, prompt, and high-quality service responses with complete confidentiality.

In the instance of legal, medical, investment, or tax reference questions, the staff may only guide the patron to the material available on the topic of interest. Staff may not evaluate or interpret the information provided nor may staff define the meaning of terms, offer investment advice, select income tax forms, or serve as a surrogate for a professional in any of the fields listed above. Patrons will be advised to consult with a professional from the fields listed above listed fields for additional information or advice.

KDL Policy 1.6
Shared Collection
LAST REVISED 1.19.18

Kent District Library offers a shared collection whereby most materials travel between all KDL Branches. This practice is necessary to offer patrons access to the full range of the KDL collection and for the efficient use of system-wide resources.

KDL Policy 1.7
Inter-Library Loan
LAST REVISED 3.17.11

Inter-library loan transactions, in which materials are made available from Kent District Library to another library outside of KDL (or vice versa), are an essential library service to patrons. Kent District Library agrees to participate in inter-library loans to and from other libraries. A fee may be charged for this service. Certain types of materials may not be available through inter-library loan.

Policy Manual

Kent District Library
kdl.org

Information.
Ideas.
Excitement!

EDITS 2025 Section 2

KDL POLICY MANUAL TABLE OF CONTENTS:

SECTION 2: CIRCULATION

KDL Policy 2.1
Library Card Registration
LAST REVISED 9.19.24

All residents within the Kent District Library service area are eligible for a library card. Persons living outside the Kent District Library service area who pay property taxes that include payment of the KDL millage to a governmental unit within the District are also eligible for a Kent District Library card.

Library cards are non-transferable. All items borrowed are the responsibility of the individual to whom the card is issued.

Minor (under age 18) registrations may be signed by any adult (age 18 or older) willing to assume legal responsibility for library resources. Signatures indicate an acceptance of responsibility for:

- the minor's use of all library resources including access to the Internet;
- supervision of the minor's choice of materials;
- return of all materials when due;
- all losses and damages to materials and equipment borrowed.

When a minor patron turns 18 years of age, he/she assumes responsibility for the library account bearing his/her name including all borrowed items on that account. Any bills for lost or damaged items on the card may be moved to the co-signer's card. If the co-signer does not have a card, a bill will be mailed.

Library cards will have an expiration date to update accounts as needed.

~~KDL Policy 2.1.1~~
~~Cards for Visiting Students~~
~~LAST REVISED 2.16.17~~

~~High school exchange students and college students residing in the Kent District Library service area while attending high school or college are eligible for a Kent District Library card.~~

KDL Policy 2.1.1~~2~~
Institutional Cards
LAST REVISED 5.19.19

If an agency, institution, or business within the Kent District Library service area requests a library card for use by its residents or staff (in their institutional role), a card may be issued if the institution's head or director agrees in writing that the institution will be responsible for bills on any materials lost or damaged items. Such a card may be used by residents or staff of the institution at the discretion of the institution's director. The card itself must be presented to be honored. KDL will not accept personal identification in lieu of the institutional card. Institutional cards will allow remote access to electronic databases and the digital collection for demonstration purposes.

Exceptions for issuing non-resident institutional cards may be made for non-profit organizations that

serve patrons within the KDL service area and are recognized as systemwide partners, with approval from the Executive Director or their designee.

KDL Policy 2.1.23
Non-Resident Cards
LAST REVISED 9.19.24

Ensley Township residents who do not qualify for a library card at any Lakeland Library Cooperative location may purchase a KDL non-resident library card for an annual fee of $84.00 or a monthly fee of $7.00 per month. The fee covers all family members in one household and each family member may be issued their own non-resident card. Residents of areas previously covered by library services overturned by a vote of the people are not eligible for KDL non-resident library cards. Non-resident cardholders will be issued full access KDL cards, allowing cardholders the same access as standard KDL service area resident cardholders, including KDL's digital collection and Michigan eLibrary (MeL) access. Exceptions to full-service usage are Lakeland Library Cooperative reciprocal borrowing privileges. Non-resident cards may only be used at the issuing library and are distinguishable from regular resident cards.

KDL Policy 2.1.34
Student Cards
LAST REVISED 9.19.24

Students who attend any K-12 school in the Kent District Library service area are eligible for a limited access student card with co-signer notification. Students need not to be residents. A maximum of three lost books will be allowed on this card. The card will be deactivated after three lost books.

Students who are residents may upgrade their student card to a full access standard KDL minor library card with a co-signer's valid form of identification to record on file.

KDL Policy 2.1.4
Cards for Visiting Students
LAST REVISED 2.16.17

High school exchange students and college students residing in the Kent District Library service area while attending high school or college are eligible for a Kent District Library card.

KDL Policy 2.1.5

Teacher Cards

NEW 6.24.25

Teachers who are employed at a school located within the Kent District Library service area are eligible for a Teacher Card in addition to any personal library card they may hold.

This card is intended to support classroom libraries, curriculum materials for students, and professional

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development. Teachers must provide school ID to register for a card, and a maximum of $200 lost items will be waived for the life of the card. If threshold is met, the card will be deactivated and will not be eligible for renewal.

KDL Policy 2.1.65
Temporary Cards for Adults
LAST REVISED 3.16.23

Adults who are unable to provide proof of residency, either because they are new to the area or are traveling, can have access to library services with a Temporary Card for Adults. This card does not require proof of residency, but adults do need to show an ID card to verify their identity. A maximum of three items in any format may be checked out on this card, excluding Beyond Book items. Internet access will also be available. Temporary Cards for Adults will expire after one year and full privilege cards may be obtained with proof of residency.

KDL Policy 2.2
Lakeland Library Cooperative Member Library Cards
LAST REVISED 5.19.11

All current Lakeland Library Cooperative member library cards will be honored by Kent District Library with the exception of:
- non-resident local use library cards;
- underfunded contract service area cards; and
- institutional cards.

KDL Policy 2.3
Lost or Stolen Library Cards
LAST REVISED 5.19.19

It is the patron's responsibility to notify Kent District Library promptly of a lost or stolen library card. If the loss or theft is not reported, the patron is responsible for all materials charged to the library card.

Patrons will be held responsible for lost and damaged item bills accrued prior to the date the loss or theft of the library card is reported. Patrons will not be held responsible for bills accrued after the date on which the loss or theft is reported.

KDL Policy 2.4
Privacy of User Records
LAST REVISED 10.23.14

Kent District Library is bound by the Michigan Library Privacy Act (PA 455 of 1982) in which a "library record" is defined as a document, record, or other method of storing information retained by the library that personally identifies a library patron including the patron's name, address, email address, or telephone number, or that identifies a person as having requested or obtained specific materials from a library. The Library Privacy Act provides that a "library record" is not subject to disclosure under the

Freedom of Information Act and may not be released or disclosed to any person without the written consent of the person identified in the record unless ordered by a court. Accordingly, Kent District Library will not release nor disclose a "library record" except as provided by the Library Privacy Act or as otherwise required by state or federal law. The Library, however, may use the "library record" for the purpose of retrieving overdue materials, collecting fines, and other library business permitted by law. A Kent District Library employee who receives a request for a public record shall promptly forward that request to the Executive Director.

KDL Policy 2.4.1
Library Documents
LAST REVISED 5.19.16

Library documents and records (other than patron records covered by the Michigan Library Privacy Act [PA 455 of 1982]) shall be available to the public in accordance with the Michigan Freedom of Information Act (FOIA) [PA 442 of 1976] upon a request which precisely describes the exact library public records desired. The Library need not create new public records to satisfy a request, nor must the Library make a compilation, summary or report of information. Costs associated with responding to a request will be charged to the requester.

The Kent District Library Board of Trustees authorizes the Executive Director to serve as the FOIA Coordinator and to accept and process requests for public records. The Director shall report action taken on FOIA requests at the next regularly scheduled Kent District Library Board of Trustees meeting.

Upon providing Kent District Library's FOIA Coordinator with a written request that describes a public record sufficiently to enable KDL to find the public record, a person has a right to inspect, copy, or receive copies of the requested public record.

A Kent District Library employee who receives a request for a public record shall promptly forward that request to the Executive Director.
Kent District Library may charge a fee for a public record search, the necessary copying of a public record for inspection, or for providing a copy of a public record. The Library may also require a good faith deposit from the person requesting the public record or series of public records, if the fee exceeds $50.00. The deposit shall not exceed half of the total fee.

KDL Policy 2.5
Lost and/or Damaged Materials
LAST REVISED 5.19.19

Kent District Library is not required to send notices for lost or damaged materials, and failure to receive a notice does not relieve the borrower of responsibility to return materials when due.

When lost and damaged item(s) with a combined total of $20.0140.00 or more have been on the account for more than sixty (60) days, Kent District Library will invoice the patron. Kent District Library will suspend a patron's borrowing privileges when the bills on a patron's account exceed $20.00. A patron's borrowing privileges will be restored once the account balance is reduced to $20.00 or under.

KDL Policy 2.5.1
Fees

Kent District Library may charge a fee for specific library services. These may include, but are not limited to, the following:

- faxing;
- inter-library loan services;
- photocopying;
- printing.

KDL Policy 2.6
Audio-Visual Materials Use

Kent District Library assumes no responsibility for damage to patrons' electronic equipment used to play library audio-visual materials.

KDL Policy 2.7
Beyond Books Collection
LAST REVISED 9.19.24

To borrow a Beyond Books item, the borrower must:
- be 18 years of age or older
- present a valid picture ID
- be a KDL cardholder in good standing

Kent District Library (KDL) reserves the right to refuse service to anyone who damages equipment or exhibits a pattern of returning equipment late, beyond reasonable exception.

By borrowing any Beyond Books items from Kent District Library, the borrower agrees to be bound by the terms as identified below:
- I understand that I am financially responsible for the Beyond Books item(s) and accessories borrowed and for the safe and timely return of the item(s) and accessories.
- If the item(s) and/or any of its accessories are damaged, lost or stolen, I understand that I am responsible for all applicable charges to replace the item(s) and agree to pay all costs associated with lost or damaged item(s) that were borrowed on my KDL account. By borrowing any Beyond Books item(s), I agree that I have read, understand, and agree to the Conditions of Use listed below.
- I agree to use all Beyond Book item(s) at my own risk and that KDL is not responsible for any damages resulting from my use of Beyond Books item(s).
- I agree to return all Beyond Books item(s) by the time and due date listed on all digital or printed receipts. I understand that item(s) not returned by the billing date may be assumed stolen and the authorities could be contacted. I will be financially responsible for replacement costs for the borrowed item(s). I consent to KDL's release of any information or library records to the authorities or third parties who might assist in the recovery of borrowed Beyond Books item(s) or prosecution for item(s) not returned.

CONDITIONS OF USE
KDL Beyond Books item(s) are for use by authorized borrowers of Kent District Library who have no outstanding library obligations.

With the KDL Go Pro Camera, authorized borrowers must provide their own Micro SD card and remove it before returning the item to the library. KDL is not responsible for lost or stolen Micro SD cards. Hotspots may only be used in the continental US. In other words, they cannot be used in Alaska, Hawaii, Canada or Mexico. Any charges accrued for using a mobile Hotspot outside of the continental U.S. will be the patron's responsibility.

OVERDUE HOTSPOTS
At ten days overdue, the KDL Hotspot will be deactivated and the borrower will be charged the replacement cost.

REPLACEMENT/DAMAGE COSTS
If Beyond Books items and/or accessories are lost, stolen or damaged, the borrower will be held responsible by KDL for all applicable costs as determined by the Library's cost paid at the original time of purchase. More information may be obtained by asking a staff member or by calling KDL at 616-784-2007.

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'24-'26 Strategic Plan.

2nd Quarter Update 2025
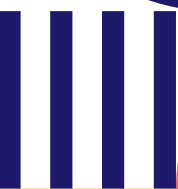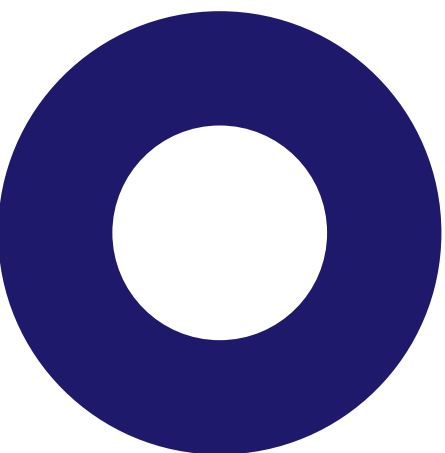
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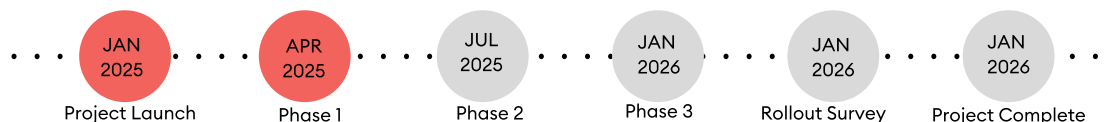Information
Ideas
Excitement!

2024-2026 Strategic Goal:

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

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.

Project Timeline: January 2025 - January 2026

| JAN 2025	APR 2025	JUL 2025	JAN 2026	JAN 2026	JAN 2026
Project Launch	Phase 1	Phase 2	Phase 3	Rollout Survey	Project Complete

2025 Q2 Update

(On Track)   Paused/Delayed   Canceled   Completed

In April, Phase One of this project came to a close with a deep analysis of KDL's partnership data and community demographics. The project team developed interview questions with existing partners and over half responded to the team's interview questions. These interviews, along with research, informed the creation of KDL's toolkit and partnership intake process.

Out of all this work and ground laying, the team created the *KDL Partnership Guide*, the purpose of which is to assist in examining relationships between KDL and any outside organization.
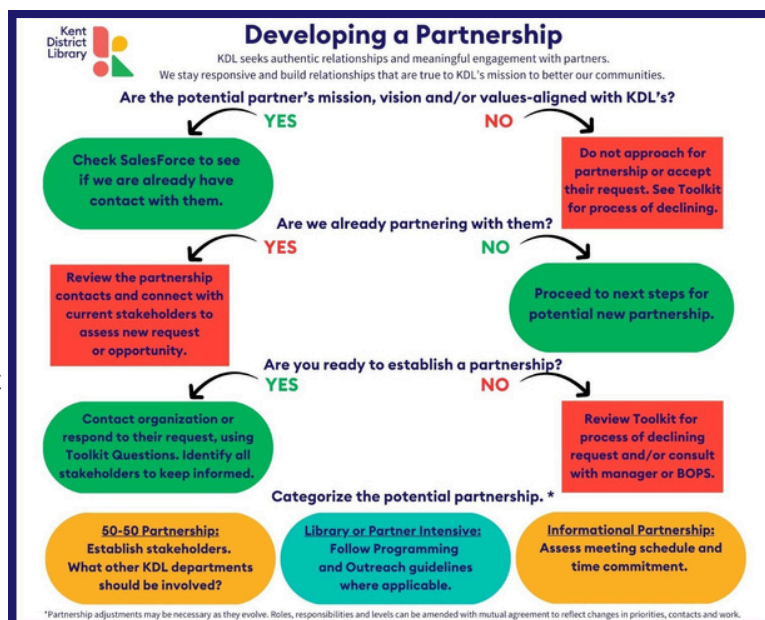
Craig Buno and the project team created this partnership flowchart to help staff identify key stakeholders to involve & procedures to follow for successful partnership outcomes.

This guide includes defining KDL partnerships and the four types of partnerships within that definition: 50-50 partnerships, library-intensive, partner-intensive and informational partnerships. Phase Two is well underway, with the main deliverables being developing a strategy for partnership planning, with a key focus on the designing of *"Who is My Community"* template for branch-specific maps. The data collected from Phase One will be analyzed with specific guidance, looking at areas with overlap in demographics like households with children under 18, KDL market penetration, households below the poverty level, etc. to determine if potential partners are in those areas.
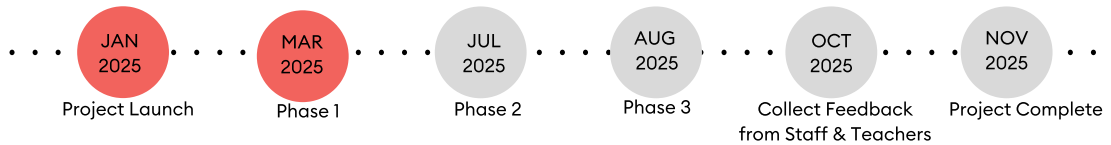
2024-2026 Strategic Goal:

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

JAN 2025	MAR 2025	JUL 2025	AUG 2025	OCT 2025	NOV 2025
Project Launch	Phase 1	Phase 2	Phase 3	Collect Feedback from Staff & Teachers	Project Complete

2025 Q2 Update

On Track   Paused/Delayed   Canceled   Completed

This quarter, project leader Julie Ralston and her team continued to make great progress on Phase Two: develop and design KDL's school outreach menu and tools. The project team focused on categories, descriptions, and content for the menu.

A draft of the menu has been submitted for graphic design, and the team looks forward to sharing it with a wider audience, including teachers and board members, before finalizing the menu.

Enjoy a sneak peek of the School Outreach Menu.
Note: this version has not yet received final approval.

Another exciting part of this project is redesigning the webpage for educators on KDL's website. A subgroup of the team worked with KDL Webmaster Remington Steed to refresh and update the webpage so that teachers are able to easily find information and resources available.

Along with this planning, the team is also developing guidelines which will help direct managers and librarians with time management and scheduling for school outreach visits. The goal is to have the menu, training, and webpage ready by the 2025-2026 school year.
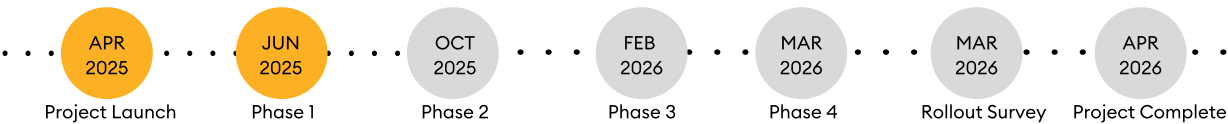
2024-2026 Strategic Goal:

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

APR 2025	JUN 2025	OCT 2025	FEB 2026	MAR 2026	MAR 2026	APR 2026
Project Launch	Phase 1	Phase 2	Phase 3	Phase 4	Rollout Survey	Project Complete

2025 Q2 Update

(On Track)   Paused/Delayed   Canceled   Completed

Since launching in April, the Tech Tutoring Revamp initiative made substantial progress toward evaluating and strengthening KDL's approach to tech help services and support. The team worked together to define the scope of tech help that staff can reasonably offer, and is working on a document that clearly outlines what falls within, outside, or into a gray area of service, so that staff have clarity on what to assist patrons with immediately, and what to refer to appointments, or outside businesses/services. This document was informed by a categorized list of tech help topics, ranging from digital resources to job application assistance. The team hopes that categorizing tech support topics empowers staff to offer consistent experiences for patrons system wide.

As project leader Morgan Hanks, User Experience Manager, prepares for the closeout of Phase One, which is scheduled for completion June 30, discussions are underway to develop a formal training document based on tech help categories along with a tech help flow chart for navigating patron requests. Hanks will meet with the Project Management Office (PMO) in early July to formally close out Phase One before the team begins the work of Phase Two: creating a centralized scheduling process using Microsoft Bookings, which is already used for study rooms.

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

JAN 2025	NOV 2025	DEC 2025
Project Launch	Rollout Survey	Project Complete

2025 Q2 Update

On Track   Paused/Delayed   Canceled   Completed

KDL continues to build its presence at local community esports events and competitions. In April, members of the project team attended the Kent County Cup, a high school esports competition. This was the second annual Kent County Cup, and project leader Kurt Stevens, Director of IT, is eager to build on KDL's esports presence in the community.

The competitive esports season for schools ended in late spring, allowing the project team to shift its focus to both expanding gaming labs in branches and collaborate with Programming for esports related programming that aligns with STEAM for Summer Wonder. In May, the Nelson Twp. Branch was the sixth location to open an egaming lab, with six gaming stations installed. Simultaneously, the project team worked to integrate esports offerings into *Summer Wonder* programming, with a variety of opportunities to explore the esports labs with programs like Super Smash Bros. Tournaments, Mario Kart Tournaments, and Teen Zone programs with Nintendo Switches.

Stop by the Nelson Twp. Branch to see their new egaming lab

Assistant Branch Librarians Jonah Chickering & Dan Nguyen hosted a table at the Kent County Cup with swag, buttons and a sample of games available for checkout

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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

SEP 2025	DEC 2025	DEC 2025
Project Launch	Rollout Survey	Project Complete

2025 Q2 Update

(On Track)   Paused/Delayed   Canceled   Completed

This initiative will launch in September 2025, when branches and departments are less busy than in summer. The PMO plans to meet with project leader Lulu Brown, Regional Manager I of Cascade Twp. and Caledonia Twp. Branches, in early August to review the project charter and timeline and to solidify the project team. Randy Goble, Director of Engagement, will be the project's sponsor.

Core Programming
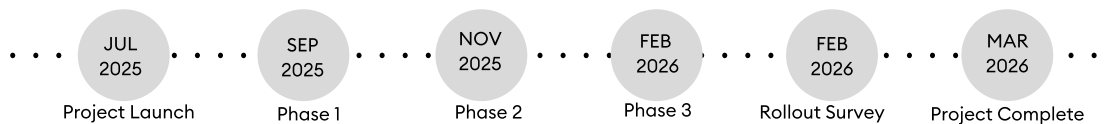
2024-2026 Strategic Goal:

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 - March 2026

JUL 2025	SEP 2025	NOV 2025	FEB 2026	FEB 2026	MAR 2026
Project Launch	Phase 1	Phase 2	Phase 3	Rollout Survey	Project Complete

2025 Q2 Update

(On Track)   Paused/Delayed   Canceled   Completed

This initiative is scheduled to launch in late July and will be led by Hennie Vaandrager, Manager of Outreach and Programming. In June, project sponsor Jennifer DeVault, Director of Operations, and Vaandrager met with the PMO to review the project charter, clarify the project's goals and deliverables, and begin shaping the project team. The meeting provided an opportunity to align expectations and as a result, the PMO chose a new closeout of early March 2026. This updated timeline ensures adequate time for planning and execution.

Looking ahead, Jaci Cooper, Director of Projects and Planning, will share the finalized project charter with regional managers at the July meeting and confirm members of the project team. The team's focus will be to define what constitutes "core programming" at KDL, creating clarity, consistency, and a shared understanding of programing expectations across the system.

KPI VARIANCE REPORT: BOARD

2nd Quarter 2025 (April - June)

STATUS	KPI	TARGET	ACTUAL	VARIANCE	
🟢	Physical Checkouts	627,961	663,152	**6%**	PATRON / OPERATIONAL
🟡	Digital Checkouts	611,791	608,743	**-0.5%**	
🔴	Visitor Count	635,288	595,182	**-6%**	
🟢	Net Promoter Score	85+	87.9	**2.9%**	
🔴	Programming Attendance	67,345	62,912	**-7%**	
🟢	Branch Outreach Attendance	22,533	26,638	**18%**	
🔴	Community Engagement Department Outreach Attendance	6,984	6,358	**-9%**	
🟡	Engaged Cardholders	120,612	120,157	**-0.4%**	
🟢	Tech Effectiveness *(Combination of new patron tickets and percentage of resolved patron tickets)*	16+ points	18 points (40 avg. new monthly tickets + 93% resolved tickets)	**+2 points**	INNOVATIO
🟢	Projects on Time	≥ 80%	100% monthly avg.	**20%**	
🟢	Employee Turnover *(Projected annual total, updated quarterly)*	< 15%	12%	**3%**	CULTURE
🟢	Employee Engagement *(updated annually)*	32% (Gallup National Average)	66%	**34%**	
🟡	Budget Expenditures *(Percentage through the year vs. budget spent)*	50%	45%	**-5%**	FIN

KPI VARIANCE REPORT: LT

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

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

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

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