

BOARD OF TRUSTEES PACKET

Kent District Library



MARCH 2026





BOARD OF TRUSTEES

Meeting Agenda

LOCATION

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

DATE & TIME

Thursday, April 16, 2026, at 4:30 PM.

1. CALL TO ORDER

2. PLEDGE OF ALLEGIANCE

3. CONSENT AGENDA*

- A. Approval of Agenda
- B. Approval of Minutes: March 19, 2026

4. FINANCE REPORTS – March 2026*

5. DIRECTOR’S REPORT – March 2026

6. OLD BUSINESS

- A. Policy Manual Section 2* *Second Reading*

7. NEW BUSINESS

- A. Policy Manual Section 3* *First Reading*
- B. Strategic Plan & KPI Quarter Review

8. LIAISON REPRESENTATIVE COMMENTS

9. PUBLIC COMMENTS**

10. BOARD MEMBER COMMENTS

11. MEETING DATES

Next Regular Meeting: Thursday, May 21, 2026 – 4:30 PM
KDL – Byron Branch, 8191 Byron Center AVE. SW, Byron Center, MI, 49315

12. ADJOURNMENT*

* Requires Action

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



BOARD OF TRUSTEES

Meeting Minutes

LOCATION

Kent District Library Spencer Township Branch

DATE + TIME

Thursday, March 19, 2026, at 4:30 PM.

BOARD PRESENT: Tracy Chrenka, Kristen Covelle, Peter Dykhuis, Andrew Erlewein, Sheri Gilreath-Watts, Amanda Schrauben, Christina Tazelaar and Norma VerHeulen

BOARD ABSENT: None

STAFF PRESENT: Jaci Cooper (teleconference), Jennifer DeVault, Jennifer German, Randy Goble, Kim Lindsay, Brian Mortimore, Elvia Myers, Lance Werner and Laura Youells

GUESTS PRESENT: Penny Weller and Spencer Township Friends of the Library

1. CALL TO ORDER

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

2. PLEDGE OF ALLEGIANCE

3. CONSENT AGENDA*

- A. Approval of Agenda
- B. Approval of Minutes: February 19, 2026
- C. Request: Krause Memorial Branch late opening on Saturday, June 6, 2026, to participate in Rockford's annual Start of Summer Parade.
- D. Request: East Grand Rapids Branch late opening on Saturday, June 27, 2026, due to Reeds Lake Run.
- E. Request: East Grand Rapids Branch late opening on Saturday, September 12, 2026, due to Rhoades McKee Triathlon.
- F. Request: Amy Van Andel Library late closing on Friday, December 4 due to Tinsel, Treats and Trolleys.

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

Support: Supported by Covelle.

RESULT: Motion carried.

4. REGIONAL MANAGER UPDATE

Regional Manager I Jennifer German and Regional Manager II Laura Youells welcomed the Board to the Spencer Township Branch. Established in 1998, the branch is one of KDL's newer

DRAFT

locations. Situated in a rural and economically challenged area of Kent County, the branch provides essential services and materials that are highly valued by the community.

Hotspots are especially in demand. Despite being one of KDL's smallest branches, Spencer has the third-highest hotspot circulation—576 checkouts last year—trailing only Krause Memorial and Plainfield Township. Reliable home internet can be unavailable in this region even for residents who can afford it, making both hotspot lending and the branch's public Wi-Fi, including outdoor access, particularly important.

Programming at Spencer is consistently popular. Weekly storytimes often draw 30–40 attendees, and homeschool hangouts attract around 20. Adult programs with themes such as cooking, gardening, and nature also perform well. This summer marks the branch's seventh year participating in the Gather 2 Grow program, providing free lunches to children. Usage increased significantly after Spencer Township installed a splash pad in 2023, with over 1,100 meals distributed last year.

The branch looks forward to partnering with North Kent Connect, which recently acquired a fresh-food truck. Spencer will be one of three KDL pilot sites offering monthly free produce to patrons of all ages.

One of the branch's greatest strengths is its active Friends group, several of whom were present at the meeting.

The Board asked questions which were addressed by German and Youells.

5. FINANCE REPORTS – February 2026*

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

- Cash and investment holdings at the end of February totaled just under \$31.8 million, compared to \$28.8 million at the same time last year. Included in these holdings are approximately \$1.3 million in restricted and donated funds. The Wendler Trust funds—approved for release by Werner the previous month—also arrived last week, meaning that nearly an additional \$289,000 in restricted or donated funds will appear in the March financial reports. Investment rates remain around 3.6%, which is expected to continue boosting earnings in 2026. By the end of March, the organization will reach its high point in holdings as property tax collections will largely be completed by then.
- Revenues through February amounted to \$23.2 million, or 72.3% of the total 2026 revenue budget. Current-year revenues to date are more than \$1 million higher than the prior year, driven by increases in property tax values.
- Expenditures through February totaled \$5.4 million, representing 16.3% of the total 2026 expenditure budget. Spending levels are comparable to those at the same point in 2025. Page 5 of the board packet PDF highlights an apparent \$442,000 increase in

DRAFT

Employee Benefits compared to 2025, which is due to timing differences: the 2025 HSA expenditure did not appear in the financials until March because it was temporarily recorded in prepaid expenses. No other expense items stand out this month, aside from the gradual increase in health benefits expenses as the new provider processes and bills claims.

- Expenditures over \$50,000 for the month included:
 - OverDrive – \$369,000 for an electronic collection materials deposit
 - Midwest Tape – \$144,390.49 for collection materials
 - Consociate – \$205,339.12 (cumulative) for claims under the prior health insurance carrier
 - Ingram Library Services – \$146,394.95 (cumulative) for collection materials
- A \$50,000 check to the City of Walker was also voided. The check had become stale dated while being held until the City requested the funds. It was reissued in March for use toward the building project, using funds designated by the Board from the Klein Award.

The Board asked questions and staff responded.

Motion: Gilreath-Watts moved to receive and file the February 2026 finance reports as presented.

Support: Supported by Tazelaar.

RESULT: Motion carried.

6. DIRECTOR'S REPORT – February 2026

Executive Director Werner highlighted the following items:

- Werner shared that he is honored to have been elected chair of the Children's Advocacy Center. The organization is undertaking significant work, including full board and organizational restructuring and the hiring of a new director. He noted that Kim Lindsey was elected treasurer at the same time, and he looks forward to working closely with him, the interim director, and the rest of the board.
- He emphasized the importance of the organization's mission—supporting children who cannot report sexual assault on their own and ensuring cases are referred to law enforcement. He described the work as transformational and essential for a highly vulnerable population.
- KDL Legislative Day was a success, and he thanked everyone who attended.
- He reported that he and Director of Engagement Randy Goble recently reconnected with the Urban League of West Michigan and had a productive meeting. Goble followed up with the Urban League, and additional collaboration is expected. They were also asked to help promote a grant program that supports job seekers and students with tuition and living expenses.
- He added that the PMO team continues to be transformational—reducing duplication, improving alignment, and increasing efficiency across the organization.

The Board asked questions and staff responded.

7. OLD BUSINESS

DRAFT

A. Policy Manual: Section 6.7.5*

Director of Human Resources Brian Mortimore provided a summary of the recent revisions to Policy Manual section 6.7.5 and addressed the questions submitted by Board Member Tazelaar.

Motion: Erlewein moved to approve the Policy Manual: Section 6.7.5 as presented.

Support: Supported by Covelle.

RESULT: Motion carried.

8. NEW BUSINESS

A. Policy Manual: Section 2*

The Board Members requested that the second reading reflect an amount of \$50.00 per instance in Section 2.5, rather than the proposed \$40.00. The Board deferred Policy Manual Section 2 for a second reading.

B. KDL Scholarship Selection Process

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

9. LIAISON REPRESENTATIVE COMMENTS – None.

10. PUBLIC COMMENTS** –None.

11. BOARD MEMBER COMMENTS

Chrenka – no comment

Covelle – no comment

Dykhuis – no comment

Erlewein – no comment

Gilreath-Watts – Gilreath-Watts sent her congratulations to Lance Werner and Kim Lindsay for their positions on the Board for the Children’s Advocacy Center.

Schrauben – no comment

Tazelaar – no comment

VerHeulen – VerHeulen was pleased to see four Friends members attending the Board meeting. She met with Lakeland Cooperative Director Carol Dawe for the LINKING event on May 12, where Dawe will serve as the featured speaker. VerHeulen shared upcoming events for the City of Walker this fall.

DRAFT

12. MEETING DATES

Regular Meeting: Thursday, April 16, 2026 – Kent District Library Service Center at 4:30 PM.

13. ADJOURNMENT

Motion: Tazelaar moved for adjournment at 5:22 PM.

Support: Supported by VerHeulen.

RESULT: Motion carried.

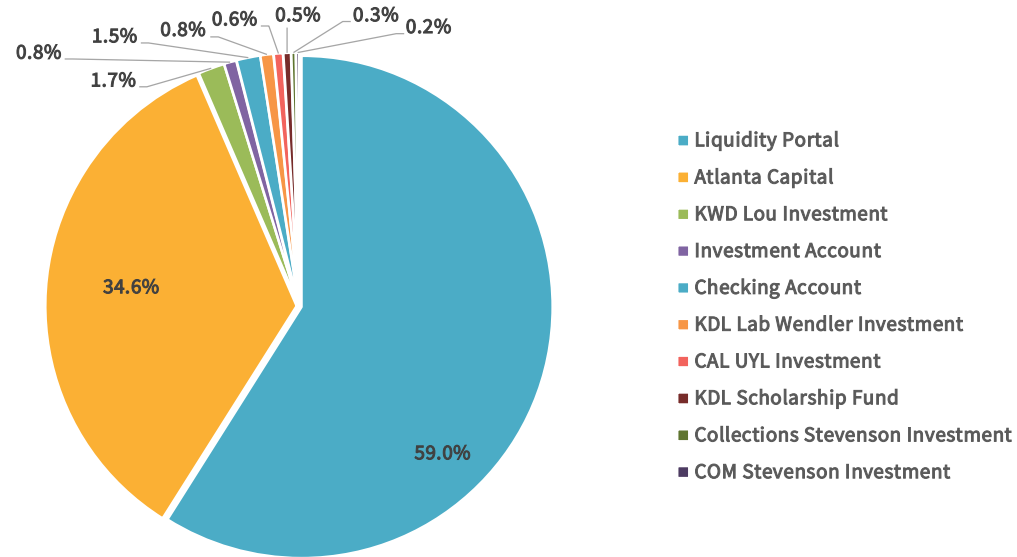
ADMINISTRATIVE APPROVAL FOR DISTRIBUTION



Lance Werner, KDL Executive Director



Monthly Cash Position Per Bank Month Ended March 2026



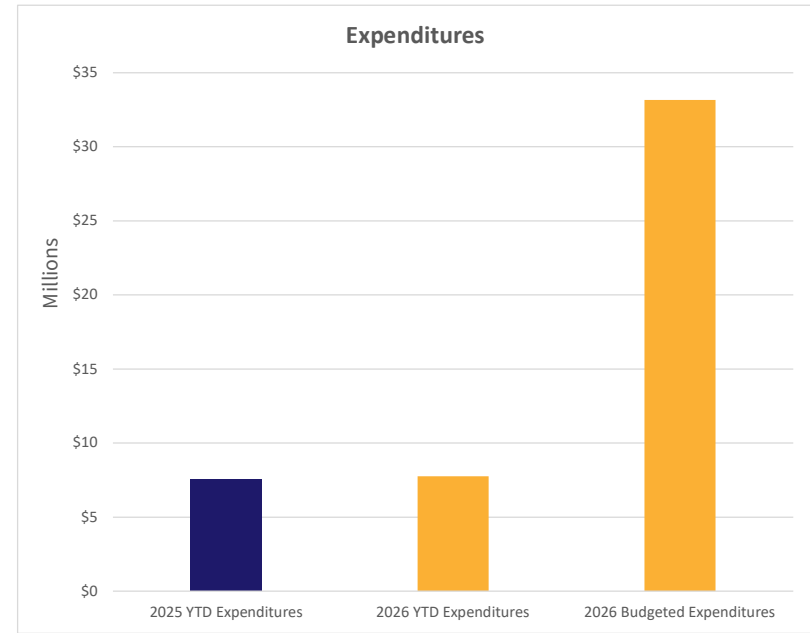
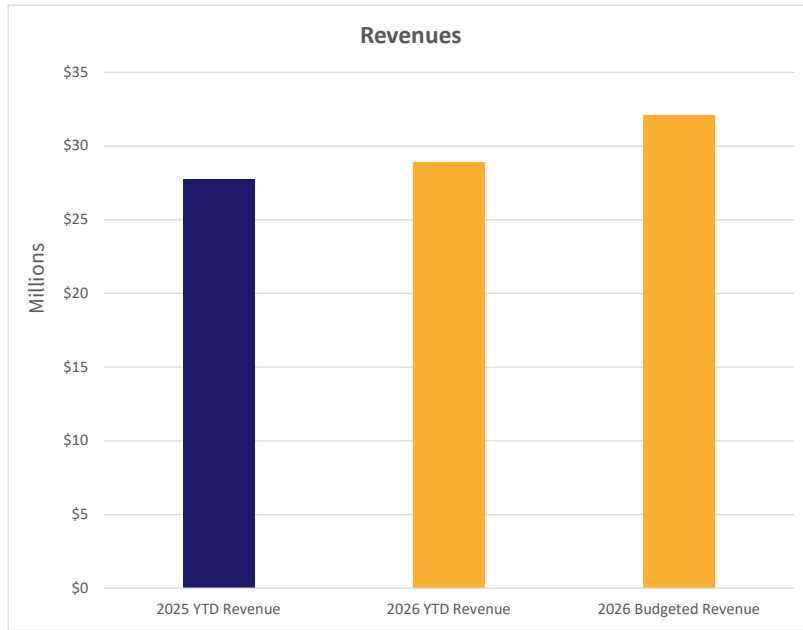
Cash Position with Prior Year Comparison			
Account	Current Interest Rate	Current Amount	Prior Year Amount
Huntington Liquidity Portal	3.580%	\$20,381,981.65	\$17,415,994.69
Atlanta Capital Investments	3.000%	\$11,947,356.00	\$11,436,980.00
KWD Sherri Lou Investment	3.560%	\$604,724.13	\$230,626.24
Huntington Investment Account	1.611%	\$311,452.84	\$1,429,439.73
*Huntington Checking Account	0.500%	\$527,132.47	\$598,590.91
KDL Lab Wendler Investment	3.560%	\$290,676.85	\$ -
Caledonia UYL Investment	3.560%	\$224,163.78	\$215,504.12
KDL Community Scholarship Fund	3.570%	\$183,701.03	\$183,836.98
Collections Stevenson Investment	3.560%	\$128,895.68	\$ -
COM Stevenson Investment	3.570%	\$79,641.36	\$ -
*Kent County Pooled Funds	0.000%	\$ -	\$60,878.13
		\$34,679,725.79	\$31,571,850.80

* Includes Trust Pooled fund balances transferred in July 2025

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



Monthly Revenues and Expenditures Month Ended March 2026



Budget to Actual with Prior Year Comparison			
	YTD Actual	Budget	Percent of Budget
2025 Revenues	\$ 27,746,953	\$ 30,779,864	90.1%
2026 Revenues	\$ 28,913,506	\$ 32,106,843	90.1%
2025 Expenditures	\$ 7,562,693	\$ 30,778,695	24.6%
2026 Expenditures	\$ 7,754,433	\$ 33,165,842	23.4%

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 3/1/2026 Through 3/31/2026
(In Whole Numbers)

	2026 YTD Actual	2026 Budget	2026 Budget to Actual Variance	Percent Remaining
Revenues				
Property Taxes	28,046,122	29,139,951	(1,093,829)	(4)%
Penal Fines	0	675,000	(675,000)	(100)%
Charges for Services	10,226	34,000	(23,774)	(70)%
Interest Income	188,532	672,900	(484,368)	(72)%
Public Donations	367,015	265,000	102,015	38 %
Other Revenue	808	315,275	(314,467)	(100)%
State Sources	300,804	1,004,817	(704,013)	(70)%
Total Revenues	28,913,506	32,106,943	(3,193,437)	(10)%
Expenditures				
Salaries and Wages	3,265,403	15,254,012	11,988,609	79 %
Employee Benefits	960,128	5,055,038	4,094,910	81 %
Collections - Digital	1,140,730	3,416,753	2,276,023	67 %
Collections - Physical	453,377	2,056,198	1,602,821	78 %
Supplies	83,770	784,535	700,765	89 %
Contractual and Professional Services	864,802	2,297,548	1,432,746	62 %
Programming and Outreach	120,320	550,665	430,345	78 %
Maintenance and Utilities	616,838	2,334,416	1,717,578	74 %
Staff Development	49,053	311,382	262,329	84 %
Board Development	2,616	24,075	21,459	89 %
Other Expenditures	188,321	605,450	417,129	69 %
Capital Outlay	9,073	475,770	466,696	98 %
Total Expenditures	7,754,433	33,165,842	25,411,409	77 %
Excess Revenue Over (Under) Expenditures	21,159,074	(1,058,899)	22,217,973	(2,098)%

Kent District Library
Statement of Revenues and Expenditures
157 - Scholarship Fund
From 3/1/2026 Through 3/31/2026
(In Whole Numbers)

	2026 YTD Actual	2026 Budget	2026 Budget to Actual Variance	Percent Remaining
Revenues				
Interest Income	1,617	4,000	(2,383)	(60)%
Public Donations	350	1,000	(650)	(65)%
Total Revenues	<u>1,967</u>	<u>5,000</u>	<u>(3,033)</u>	<u>(61)%</u>
Expenditures				
Scholarships	0	10,000	10,000	100 %
Total Expenditures	<u>0</u>	<u>10,000</u>	<u>10,000</u>	<u>100 %</u>
Excess Revenue Over (Under) Expenditures	<u>1,967</u>	<u>(5,000)</u>	<u>6,967</u>	<u>(139)%</u>

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 3/1/2026 Through 3/31/2026
(In Whole Numbers)

	YTD Ending March 31, 2025	YTD Ending March 31, 2026	Total Variance
Revenues			
Property Taxes	26,989,141	28,046,122	1,056,981
Charges for Services	11,632	10,226	(1,406)
Interest Income	303,982	188,532	(115,449)
Public Donations	48,308	367,015	318,707
Other Revenue	137,821	808	(137,013)
State Sources	256,070	300,804	44,734
Total Revenues	27,746,953	28,913,506	1,166,553
Expenditures			
Salaries and Wages	3,120,492	3,265,403	144,911
Employee Benefits	917,346	960,128	42,782
Collections - Digital	988,657	1,140,730	152,073
Collections - Physical	381,454	453,377	71,923
Supplies	88,933	83,770	(5,162)
Contractual and Professional Services	854,363	864,802	10,439
Programming and Outreach	117,918	120,320	2,402
Maintenance and Utilities	813,798	616,838	(196,960)
Staff Development	52,399	49,053	(3,346)
Board Development	5,239	2,616	(2,623)
Other Expenditures	147,675	188,321	40,647
Capital Outlay	74,479	9,073	(65,406)
Total Expenditures	7,562,753	7,754,433	191,679
Excess Revenue Over (Under) Expenditures	20,184,200	21,159,074	974,874

Kent District Library
Statement of Revenues and Expenditures
157 - Scholarship Fund
From 3/1/2026 Through 3/31/2026
(In Whole Numbers)

	YTD Ending March 31, 2025	YTD Ending March 31, 2026	Total Variance
Revenues			
Interest Income	1,930	1,617	(313)
Public Donations	550	350	(200)
Total Revenues	<u>2,480</u>	<u>1,967</u>	<u>(513)</u>
Excess Revenue Over (Under) Expenditures	<u>2,480</u>	<u>1,967</u>	<u>(513)</u>

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 3/1/2026 Through 3/31/2026
(In Whole Numbers)

	<u>Current Month</u>	<u>2026 YTD</u>	<u>2026 Budget</u>	<u>Budget to Actual Variance</u>	<u>Percent Remaining</u>
Revenues					
Property Taxes					
4402	5,026,064	27,936,653	28,916,304	(979,651)	(3)%
4412	4	2,854	6,000	(3,146)	(52)%
4432	6,964	6,964	40,000	(33,036)	(83)%
4437	43,618	99,650	177,647	(77,997)	(44)%
	<u>5,076,650</u>	<u>28,046,122</u>	<u>29,139,951</u>	<u>(1,093,829)</u>	<u>(4)%</u>
Penal Fines					
4581	0	0	675,000	(675,000)	(100)%
	<u>0</u>	<u>0</u>	<u>675,000</u>	<u>(675,000)</u>	<u>(100)%</u>
Charges for Services					
4660	119	1,015	0	1,015	0 %
4685	3,523	9,211	34,000	(24,789)	(73)%
	<u>3,642</u>	<u>10,226</u>	<u>34,000</u>	<u>(23,774)</u>	<u>(70)%</u>
Interest Income					
4662	675	1,962	0	1,962	0 %
4663	3,274	7,972	0	7,972	0 %
4665	14,006	177,403	672,900	(495,497)	(74)%
4666	862	1,196	0	1,196	0 %
	<u>18,818</u>	<u>188,532</u>	<u>672,900</u>	<u>(484,368)</u>	<u>(72)%</u>
Public Donations					
4673	302,376	358,685	265,000	93,685	35 %
4674	1,647	8,329	0	8,329	0 %
	<u>304,023</u>	<u>367,015</u>	<u>265,000</u>	<u>102,015</u>	<u>38 %</u>
Other Revenue					
4502	0	0	305,275	(305,275)	(100)%
4668	307	666	0	666	0 %
4686	0	73	0	73	0 %
4688	0	70	10,000	(9,930)	(99)%
	<u>307</u>	<u>808</u>	<u>315,275</u>	<u>(314,467)</u>	<u>(100)%</u>
State Sources					
4540	235,455	235,455	477,000	(241,545)	(51)%
4541	0	0	41,072	(41,072)	(100)%
4548	0	0	61,745	(61,745)	(100)%
4549	0	0	425,000	(425,000)	(100)%
4569	51,107	65,349	0	65,349	0 %
	<u>286,562</u>	<u>300,804</u>	<u>1,004,817</u>	<u>(704,013)</u>	<u>(70)%</u>
	<u>5,690,001</u>	<u>28,913,506</u>	<u>32,106,943</u>	<u>(3,193,437)</u>	<u>(10)%</u>
Expenditures					
Salaries and Wages					
5700	240	720	3,900	3,180	82 %
5706	250	600	0	(600)	0 %
5713	1,121,423	3,264,083	15,250,112	11,986,029	79 %
	<u>1,121,913</u>	<u>3,265,403</u>	<u>15,254,012</u>	<u>11,988,609</u>	<u>79 %</u>
Employee Benefits					
5709	82,614	241,615	1,166,634	925,019	79 %
5716	0	0	400,000	400,000	100 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 3/1/2026 Through 3/31/2026
(In Whole Numbers)

	Current Month	2026 YTD	2026 Budget	Budget to Actual Variance	Percent Remaining	
5717	Defined Contribution Pension Plan Contributions	56,367	168,826	672,634	503,808	75 %
5718	Employee Health Benefits	98,197	196,059	2,366,770	2,170,711	92 %
5720	HSA/Flex	0	320,951	354,000	33,049	9 %
5730	Other Employee Benefits	14,870	32,677	95,000	62,323	66 %
	Total Employee Benefits	252,049	960,128	5,055,038	4,094,910	81 %
	Collections - Digital					
5785	Cloud Library/OverDrive	244,000	613,000	2,285,000	1,672,000	73 %
5786	Hoopla	133,600	264,090	829,540	565,450	68 %
5787	Digital Collection	9,600	79,503	93,850	14,347	15 %
5788	Miscellaneous Electronic Access	17,542	184,137	208,363	24,226	12 %
	Total Collections - Digital	404,742	1,140,730	3,416,753	2,276,023	67 %
	Collections - Physical					
5791	Subscriptions	(37)	63,077	62,258	(819)	(1)%
5871	Branch Local Materials - Restricted Donation Expenditures	4,275	10,368	0	(10,368)	0 %
5982	Collection Materials - Depreciable	123,698	314,608	1,687,140	1,372,532	81 %
5983	CD/DVD Collection Materials - Non-Depreciable	23,530	64,024	289,800	225,776	78 %
5984	Beyond Books Collection - Non-Depreciable	1,004	1,300	17,000	15,700	92 %
	Total Collections - Physical	152,470	453,377	2,056,198	1,602,821	78 %
	Supplies					
5750	Collection Processing & AV Supplies	7,904	20,006	136,300	116,294	85 %
5751	Supplies	11,947	26,150	146,313	120,163	82 %
5760	Technology & Accessories <\$1000	706	1,444	117,920	116,476	99 %
5764	KDL Staff Event, Supplies & Awards	671	1,976	36,750	34,774	95 %
5768	Promotions Supplies	771	771	43,185	42,414	98 %
5770	Other Awards/Prizes	3,642	22,697	176,000	153,303	87 %
5790	Books (not for circulation)	2,839	2,839	23,500	20,661	88 %
5851	Mail/Postage	1,275	2,436	8,567	6,131	72 %
5900	Copier/Printer Usage Charges	(2,383)	5,452	96,000	90,548	94 %
	Total Supplies	27,372	83,770	784,535	700,765	89 %
	Contractual and Professional Services					
5792	Software	67,086	274,286	651,289	377,003	58 %
5801	Professional & Other Contracted Services	33,967	144,342	649,575	505,233	78 %
5813	Delivery Services	15,355	39,660	168,872	129,212	77 %
5814	Security Services	12,086	14,861	33,000	18,139	55 %
5817	Lakeland Library Co-op services	0	1,825	7,450	5,625	76 %
5827	Catering	(4)	2,017	15,950	13,933	87 %
5873	Website	561	184,945	198,405	13,460	7 %
5875	Advertising	772	14,484	76,500	62,016	81 %
5890	ILS Fees	0	132,470	180,000	47,530	26 %
5891	Licenses and Fees	11,073	36,895	181,007	144,112	80 %
5901	Outsourced Printing & Publishing	9,151	19,018	135,500	116,482	86 %
	Total Contractual and Professional Services	150,048	864,802	2,297,548	1,432,746	62 %
	Programming and Outreach					

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 3/1/2026 Through 3/31/2026
(In Whole Numbers)

	Current Month	2026 YTD	2026 Budget	Budget to Actual Variance	Percent Remaining
5795 Programming & Outreach Supplies	13,764	34,344	193,200	158,856	82 %
5885 Speakers/Performers	17,695	77,071	318,750	241,679	76 %
5906 Community Outreach	<u>7,271</u>	<u>8,905</u>	<u>38,715</u>	<u>29,810</u>	<u>78 %</u>
Total Programming and Outreach	38,730	120,320	550,665	430,345	78 %
Maintenance and Utilities					
5810 IT COLO Infrastructure Services	46,986	157,080	460,000	302,920	66 %
5822 Maintenance Contracts	0	31,239	74,907	43,668	58 %
5848 Mobile Hotspots	48,516	72,916	353,189	280,273	79 %
5849 Cell Phones/ Stipends	1,901	3,462	18,130	14,668	81 %
5852 Internet/Telecomm Services	17,028	55,606	274,100	218,494	80 %
5919 Waste Disposal	557	1,665	13,000	11,335	87 %
5920 Utilities	8,325	8,799	71,000	62,201	88 %
5925 Lawncare & Snowplowing	0	6,642	43,000	36,358	85 %
5928 Branch Maintenance Fees	0	141,526	572,302	430,776	75 %
5930 Repairs & Maintenance	5,894	9,946	127,260	117,314	92 %
5933 Software & IT Hardware Maintenance Agreements	0	67,650	149,500	81,850	55 %
5940 Rentals & Leases	<u>22,801</u>	<u>60,307</u>	<u>178,028</u>	<u>117,721</u>	<u>66 %</u>
Total Maintenance and Utilities	152,008	616,838	2,334,416	1,717,578	74 %
Staff Development					
5910 Staff Development & Conferences	<u>15,296</u>	<u>49,053</u>	<u>311,382</u>	<u>262,329</u>	<u>84 %</u>
Total Staff Development	15,296	49,053	311,382	262,329	84 %
Board Development					
5908 Board Development	<u>2,098</u>	<u>2,616</u>	<u>24,075</u>	<u>21,459</u>	<u>89 %</u>
Total Board Development	2,098	2,616	24,075	21,459	89 %
Other Expenditures					
5759 Gas, Oil, Grease	590	765	7,660	6,895	90 %
5860 Parking	88	315	6,225	5,910	95 %
5861 Mileage Reimbursement	3,484	8,421	62,145	53,724	86 %
5870 Branch Local Misc - Restricted Donation Expenditures	25,107	55,582	308,320	252,738	82 %
5935 Insurance	0	80,436	133,000	52,564	40 %
5939 Workers Compensation Insurance	0	20,327	25,000	4,673	19 %
5955 Miscellaneous	156	1,036	20,000	18,964	95 %
5959 Sales Taxes	(3)	(15)	100	115	115 %
5964 Property Tax Reimbursement	18,753	21,055	40,000	18,945	47 %
5965 MEL Return Items	<u>62</u>	<u>400</u>	<u>3,000</u>	<u>2,600</u>	<u>87 %</u>
Total Other Expenditures	48,236	188,321	605,450	417,129	69 %
Capital Outlay					
5974 Land Improvements - Depreciable	0	0	20,000	20,000	100 %
5977 Technology - Non-Depreciable (\$1000-4999)	(391)	4,072	79,960	75,888	95 %
5978 Technology - Depreciable (5,000+)	0	5,001	286,125	281,124	98 %
5979 Equipment/Furniture - Non-Depreciable (\$0-4999)	0	0	89,685	89,685	100 %
Total Capital Outlay	<u>(391)</u>	<u>9,073</u>	<u>475,770</u>	<u>466,696</u>	<u>98 %</u>
Total Expenditures	<u>2,364,571</u>	<u>7,754,433</u>	<u>33,165,842</u>	<u>25,411,409</u>	<u>77 %</u>
Excess Revenue Over (Under) Expenditures	<u>3,325,430</u>	<u>21,159,074</u>	<u>(1,058,899)</u>	<u>22,217,973</u>	<u>(2,098)%</u>

Kent District Library
Statement of Revenues and Expenditures
157 - Scholarship Fund
From 3/1/2026 Through 3/31/2026
(In Whole Numbers)

	<u>Current Month</u>	<u>2026 YTD</u>	<u>2026 Budget</u>	<u>Budget to Actual Variance</u>	<u>Percent Remaining</u>
Revenues					
Interest Income					
4663	556	1,617	4,000	(2,383)	(60)%
	556	1,617	4,000	(2,383)	(60)%
Public Donations					
4673	100	350	1,000	(650)	(65)%
	100	350	1,000	(650)	(65)%
	<u>656</u>	<u>1,967</u>	<u>5,000</u>	<u>(3,033)</u>	<u>(61)%</u>
Expenditures					
Scholarships					
5895	0	0	10,000	10,000	100 %
	0	0	10,000	10,000	100 %
	<u>0</u>	<u>0</u>	<u>10,000</u>	<u>10,000</u>	<u>100 %</u>
Excess Revenue Over (Under) Expenditures	<u>656</u>	<u>1,967</u>	<u>(5,000)</u>	<u>6,967</u>	<u>(139)%</u>

Kent District Library
 Check/Voucher Register - Check Register - Board Report
 From 3/1/2026 Through 3/31/2026

Check Number	Vendor Name	Check Amount	Check Date
2026-0456	Overdrive, Inc	244,000.00	3/18/2026
2026-0452	Midwest Tape LLC	140,004.76	3/18/2026
2026-0437	IP Consulting, Inc.	62,647.15	3/18/2026
2026-0368	IP Consulting, Inc.	56,587.50	3/4/2026
2026-0389	Walker City Treasurer	50,000.00	3/4/2026
2026-0436	Ingram Library Services Llc	47,910.28	3/18/2026
2026-0367	Ingram Library Services Llc	47,027.03	3/4/2026
AP-166914	HMA/Healthcare Management Administrators	33,490.66	3/2/2026
AP-169168	HMA/Healthcare Management Administrators	33,490.66	3/27/2026
2026-0378	Rehmann Robson LLC	27,400.00	3/4/2026
2026-0455	OrangeBoy, Inc.	25,000.00	3/18/2026
AP-6135647712	Verizon Wireless - MiFy Routers & Cell phones	24,246.95	3/2/2026
AP-6138164860	Verizon Wireless - MiFy Routers & Cell phones	24,215.53	3/31/2026
2026-0372	Maxorplus LTD	23,737.59	3/4/2026
2026-0405	Corrigan Moving Systems-Grand Rapids, Inc.	21,705.50	3/18/2026
2026-0464	Unique	19,959.74	3/18/2026
2026-0380	RNL Graphics Solutions, LLC	18,270.00	3/4/2026
AP-03-2026Princ	PLIC - SBD Grand Island	16,185.53	3/3/2026
2026-0460	Rehmann Robson LLC	14,000.00	3/18/2026
AP-CH02-24-2026	Consociate, Inc. dba Consociate Health	12,779.42	3/3/2026
89560	Catia Chein	12,694.20	3/4/2026
2026-0391	Xerox Corporation	12,397.08	3/4/2026
2026-0393	Continental American Insurance Company dba AFLAC Group	10,609.40	3/18/2026
AP-Wk032026H...	HMA/Healthcare Management Administrators	9,705.57	3/27/2026
2026-0381	Same Day Delivery, Inc	7,773.57	3/4/2026
2026-0414	Holland Litho Printing Services	7,461.06	3/18/2026
2026-0404	Comerica Bank	7,099.69	3/18/2026
2026-0333	Comerica Bank	7,091.45	3/4/2026
89601	Paycor, Inc.	6,225.84	3/18/2026
AP-06999605	Paycor, Inc.	6,225.84	3/9/2026
2026-0461	RNL Graphics Solutions, LLC	6,186.00	3/18/2026
AP-168256	HMA/Healthcare Management Administrators	4,951.73	3/13/2026
2026-0395	AMAZON CAPITAL SERVICES, INC	4,370.96	3/18/2026
AP-203267570226	Dte Energy	4,079.18	3/16/2026
89565	Governmental Consultant Services Inc.	4,000.00	3/4/2026
2026-0325	AMAZON CAPITAL SERVICES, INC	3,745.65	3/4/2026
2026-0374	Midwest Tape LLC	3,410.62	3/4/2026
2026-0370	Library Ideas, Llc	3,367.73	3/4/2026
2026-0411	Five9, Inc	3,284.83	3/18/2026
2026-0466	Warner Norcross & Judd Llp	3,162.80	3/18/2026
AP-HSA031326	HealthEquity, Inc.	2,874.99	3/12/2026
AP-HSA032726	HealthEquity, Inc.	2,874.99	3/26/2026
AP-202433314065	Consumers Energy	2,738.49	3/4/2026
AP-167803	HMA/Healthcare Management Administrators	2,637.31	3/6/2026
2026-0463	UAW Local 2600	2,585.10	3/18/2026
2026-0384	Thomas Klise/Crimson Multimedia	2,565.00	3/4/2026
2026-0387	UAW Local 2600	2,536.48	3/4/2026
89603	Rhiannan Bigard dba Rhiannan Sibbald Studio	2,500.00	3/18/2026
AP-Wk031326H...	HMA/Healthcare Management Administrators	2,493.63	3/20/2026
2026-0329	BrightStar Consulting Group, LLC	2,360.90	3/4/2026
2026-0383	TelNet Worldwide, Inc.	2,056.29	3/4/2026
2026-0339	Gibson Insurance Agency Inc.	2,029.00	3/4/2026

Kent District Library
 Check/Voucher Register - Check Register - Board Report
 From 3/1/2026 Through 3/31/2026

Check Number	Vendor Name	Check Amount	Check Date
2026-0338	Cengage Learning	1,894.19	3/4/2026
89578	Ten Finger Fish	1,843.51	3/4/2026
2026-0409	Emmanuela Jannaro	1,800.00	3/18/2026
2026-0457	Penworthy Co.	1,761.60	3/18/2026
AP-736825	123.Net, Inc	1,724.00	3/10/2026
2026-0337	Fidelity Security Life Insurance Company	1,723.62	3/4/2026
AP-CH03-17-2026	Consociate, Inc. dba Consociate Health	1,587.64	3/23/2026
89579	Today's Business Solutions, Inc.	1,571.88	3/4/2026
2026-0327	Anthony Carpenter	1,500.00	3/4/2026
2026-0408	DK Security	1,363.80	3/18/2026
2026-0444	Pre-Paid Legal Services, Inc.	1,350.90	3/18/2026
AP-207148357129	Consumers Energy	1,339.27	3/9/2026
2026-0331	Central Michigan Paper	1,320.00	3/4/2026
2026-0402	Central Michigan Paper	1,320.00	3/18/2026
89606	The Rosen Publishing Group, Inc.	1,243.89	3/18/2026
2026-0323	Advanced Benefit Solutions, Inc / Acrisure, LLC	1,215.10	3/4/2026
2026-0376	PetPartners, Inc.	1,181.30	3/4/2026
2026-0377	PetPartners, Inc.	1,181.30	3/4/2026
2026-0458	PetPartners, Inc.	1,181.30	3/18/2026
2026-0446	Library Ideas, LLC	1,143.76	3/18/2026
2026-0459	Playaway Products LLC	1,124.85	3/18/2026
2026-0335	El Granjero Mexican Grill	1,116.25	3/4/2026
2026-0371	Lindenmeyr Munroe	1,040.05	3/4/2026
89594	Greg Bodker / Backyard Birds and Beyond	980.00	3/18/2026
AP-CH03-24-2026	Consociate, Inc. dba Consociate Health	944.17	3/30/2026
89589	DearReader.Com LLC	875.00	3/18/2026
2026-0386	Troost Service Company	855.00	3/4/2026
89574	Pam Spring Advertising, LLC	808.00	3/4/2026
2026-0465	Vanguard Fire & Security Systems Inc	745.00	3/18/2026
89576	S.A. Lenger Corporation	700.00	3/4/2026
2026-0442	ENCLAVE COMMUNICATIONS USA	660.00	3/18/2026
AP-CH02-17-2026	Consociate, Inc. dba Consociate Health	634.81	3/3/2026
2026-0340	Grand Rapids Cable Access Center / GR Community Media Center	610.00	3/4/2026
AP-3321238	Arrowaste	556.66	3/17/2026
89588	Charlize Sitto	500.00	3/18/2026
89585	Branden Smith	500.00	3/18/2026
89584	Avery Beard	500.00	3/18/2026
89569	Kenneth Kraegel	500.00	3/4/2026
2026-0462	Trevor McDaniel	494.40	3/18/2026
89608	Wolverine Power Systems	487.24	3/18/2026
2026-0447	Lindenmeyr Munroe	472.38	3/18/2026
AP-6138283444	Verizon Wireless - MiFi Routers & Cell phones	460.96	3/31/2026
AP-6135764735	Verizon Wireless - MiFi Routers & Cell phones	459.71	3/2/2026
2026-0334	DK Security	454.60	3/4/2026
2026-0403	Cloud 616 LLC	450.00	3/18/2026
2026-0388	Unique	444.48	3/4/2026
2026-0467	William McAfee	414.00	3/18/2026
2026-0398	Ashten Vanderploeg	414.00	3/18/2026
2026-0328	Autumn Shattuck	414.00	3/4/2026
2026-0396	Anna Dyer	414.00	3/18/2026
2026-0397	Anna Hesselschwerdt	414.00	3/18/2026
2026-0394	Alison Kuchta	414.00	3/18/2026

Kent District Library
 Check/Voucher Register - Check Register - Board Report
 From 3/1/2026 Through 3/31/2026

Check Number	Vendor Name	Check Amount	Check Date
2026-0410	Erica Huyser	414.00	3/18/2026
2026-0407	David Fletcher	414.00	3/18/2026
2026-0470	David Fletcher	414.00	3/26/2026
2026-0406	Craig Buno	414.00	3/18/2026
2026-0469	Craig Buno	414.00	3/26/2026
2026-0453	Morgan Hanks	414.00	3/18/2026
2026-0440	Jill Anderson	414.00	3/18/2026
2026-0443	Kaitlin DeKruyter	414.00	3/18/2026
2026-0438	Jaci Cooper	414.00	3/18/2026
2026-0439	Jennifer DeVault	414.00	3/18/2026
2026-0413	Hennie Vaandrager	414.00	3/18/2026
89604	Schuler Books	409.26	3/18/2026
2026-0449	Maxorplus LTD	404.95	3/18/2026
2026-0399	BattleGR	400.00	3/18/2026
2026-0390	Wolverine Printing Company	397.20	3/4/2026
89561	Children's Plus, Inc. - Libraria	388.70	3/4/2026
2026-0379	Reperio Health, Inc.	380.00	3/4/2026
2026-0401	Blackstone Audio Inc	357.06	3/18/2026
2026-0454	Oceanic Entertainment LLC	300.00	3/18/2026
89605	Shenanigans Ponies and Petting Zoo	300.00	3/18/2026
2026-0322	Absopure Water Company	295.75	3/4/2026
AP-IN3711838	TASC	294.84	3/31/2026
2026-0392	Absopure Water Company	286.33	3/18/2026
89587	Center Point Publishing	275.07	3/18/2026
AP-29112820226	Comcast Cable	266.85	3/9/2026
89590	Delilah Nicholl	250.00	3/18/2026
89581	Adalyn Khon	250.00	3/18/2026
89583	Ava Schmidt	250.00	3/18/2026
89586	Catherine Nelson	250.00	3/18/2026
89600	Olive Davis	250.00	3/18/2026
89595	Gretter Luis De La Moneda	250.00	3/18/2026
2026-0412	Cengage Learning	197.47	3/18/2026
2026-0400	Bio-Serv Corporation / Rose Pest Colutions	178.00	3/18/2026
89602	Plainfield Charter Township	167.94	3/18/2026
2026-0468	Wolverine Printing Company	152.00	3/18/2026
89577	Shawn Gerbers	150.00	3/4/2026
AP-02601580226	Comcast Cable	131.90	3/19/2026
AP-00215850326	Comcast Cable	126.90	3/24/2026
2026-0336	Everlasting Green Plantscape LLC	126.00	3/4/2026
89568	Katelyn Webb	115.00	3/4/2026
2026-0382	Sheri Gilreath-Watts	94.82	3/4/2026
2026-0332	Christina Tazelaar	84.23	3/4/2026
AP-6137475778	Verizon Wireless - MiFy Routers & Cell phones	83.20	3/23/2026
89567	Jennifer German	79.99	3/4/2026
2026-0369	Kristen Covell	77.28	3/4/2026
89558	Anjie Christiansen	68.86	3/4/2026
2026-0324	Amanda B Schrauben	65.09	3/4/2026
2026-0448	Madelyn Besaw	63.50	3/18/2026
89575	Peter Dykhuis	63.21	3/4/2026
2026-0375	Norma J. VerHeulen	61.04	3/4/2026
2026-0385	Tracy Chrenka	59.00	3/4/2026
2026-0445	Leigh Verburg	58.50	3/18/2026
89597	Jessica Kogelschatz	55.43	3/18/2026

Kent District Library
 Check/Voucher Register - Check Register - Board Report
 From 3/1/2026 Through 3/31/2026

<u>Check Number</u>	<u>Vendor Name</u>	<u>Check Amount</u>	<u>Check Date</u>
2026-0326	Andrew Erlewein	50.31	3/4/2026
AP-000022026	State Of Michigan	45.00	3/3/2026
89580	Valparaiso University	45.00	3/4/2026
2026-0330	Brittany Zuehlke	44.00	3/4/2026
AP-017991	Medtipster.com, LLC.	40.96	3/18/2026
AP-8641512-0126	T-Mobile USA Inc.	31.35	3/5/2026
2026-0441	Joyanne Huston-Swanson	30.12	3/18/2026
AP-00032026	State Of Michigan	30.00	3/31/2026
89559	Caroline Kennedy Library	29.98	3/4/2026
89592	Grace Kooiman	25.50	3/18/2026
89564	Garden City Public Library	25.00	3/4/2026
89562	Ishpeming Carnegie Public Library	25.00	3/4/2026
89572	McBain Community Library	25.00	3/4/2026
89591	Emily Jean Bowman	24.99	3/18/2026
89573	Megan Gundy	23.74	3/4/2026
89593	Grand Rapids Public Library	21.95	3/18/2026
89582	Allison Moylan	21.45	3/18/2026
89571	MacDonald Public Library	19.99	3/4/2026
89599	Lydia Rau	19.95	3/18/2026
89598	Kent County Treasurer-Mi Tax Tribunal Refunds	17.85	3/18/2026
89596	Heidi Schipper	15.99	3/18/2026
89607	William P. Faust Public Library of Westland	14.99	3/18/2026
89563	Cynthia Sieler	10.16	3/4/2026
89570	Kristen Roper	7.99	3/4/2026
89566	Hart Area Public Library	4.99	3/4/2026
Report Total		1,163,578.93	

Kent District Library
Check/Voucher Register - Voided Checks
From 3/1/2026 Through 3/31/2026

<u>Check Number</u>	<u>Vendor Name</u>	<u>Check Amount</u>	<u>Check Date</u>
2026-0406	Craig Buno	(414.00)	3/24/2026
2026-0407	David Fletcher	(414.00)	3/24/2026
89601	Paycor, Inc.	<u>(6,225.84)</u>	3/24/2026
Report Total		<u><u>(7,053.84)</u></u>	

Director's Report March 2026



From the Desk of Lance Werner, Executive Director

It has been a fulfilling month since our last meeting. Every day brings me closer to the trout fishing opener! I am looking forward to being back out in the woods and on the water. I have thoroughly enjoyed getting out to the branches and seeing everyone. I was lucky enough to go to a team huddle in Kentwood (we wanted to go there specifically because of their recent security challenges) and attend a story time at Cascade. I have also continued working on the local ordinance project in partnership with MLA and Penguin Random House. Penguin Random House has offered to pay for a legal analysis, and we will be working with Bloom Sluggett (KDL's legal counsel) for guidance. I also had a great lunch with David Bulkowski (CEO Disability Advocates) and we will be working with them on a new accountability project. Shelley Roossien (KDL Accessibility & Inclusion Specialist) is our point person. It feels a lot like a continuation and expansion of the disability audit work we did with them around 2015. I was also interviewed by an academic journal (University of Southern Alabama) about my experiences addressing book challenges. I am looking forward to our discussion with Representative Carol Glanville in April.

Finally, we had our first Executive Committee meeting at the CAC during my tenure as Chair and it went really well. We are making progress and the future is bright.



Director's Report March 2026



WALKER, ALPINE, + TYRONE BRANCHES

The process of identifying key community partners has helped the Walker, Alpine and Tyrone Township branches better serve patrons. The process began with a community needs assessment to help guide branches in identifying key partnerships. Regional Manager I Liz Knapp, and Branch Outreach and Programming Specialist Brittany Zuehlke did a deep dive into demographic data asking, “What are the defining characteristics of each community?” “What are the most urgent needs in the community?” and “How can we work together with community partners to meet those needs?”

One surprising impact of the process occurred at the Tyrone Township Branch. Over several years, librarians had been spending valuable time and effort making connections with the senior population without seeing the anticipated impact. The community needs assessment helped the team identify why that was: the largest demographic in the community is households with population under 18. With this in mind, librarians were able to pivot their focus to meet one of the most urgent needs of families with children: food insecurity. Regional and branch staff worked with Jaci Cooper, Director of Projects & Planning, to connect with North Kent Connect and the YMCA to explore ways KDL could partner with them. This summer, the North Kent Fresh Connect food truck will provide free fresh and shelf-stable food and connect neighbors with resources including mentoring, housing, and utility assistance at the Tyrone Twp, Nelson Twp, and Spencer Branches. In the fall, the Tyrone Branch will investigate partnering with the YMCA to offer a more robust snack during the afterschool Teen Zone.

At the Walker Branch, Branch librarians have leaned into community partnerships to continue to provide programming to the community while the branch is in a small temporary location. Library programs have taken place at Walker Fire Station 2, the Walker Ice and Fitness Center, and Walker Community Park. These community partnerships have been integral to allow librarians to provide programming to Walker patrons while the new library is being built.

To stay in touch with the needs of a key partner, Kenowa Hills Alpine Elementary, Branch Programming and Outreach Specialist Brittany Zuehlke attends monthly Alpine Elementary School Leadership Team meetings. As with the community in Tyrone, food insecurity is also a large need for Alpine students and families; Brittany asked the team how KDL could support the school in fulfilling the need. Since Alpine Elementary meets the criteria of the National School Meal Program, the school could offer an afterschool snack for free if they also provide an enrichment activity. The Alpine Branch librarians were happy to help by bringing KDL Lab activities to offer an afterschool STEM club. In partnership with the National School Meal program, Alpine Elementary was able to provide each child with an afterschool snack.



Branch Librarian Anne Bartsch at Kenowa Hills Alpine Elementary STEM Club

CALEDONIA + CASCADE BRANCHES

Defining key community partnerships in the Caledonia and Cascade service areas has helped clarify how library staff can most effectively collaborate with community organizations to enhance the patron experience. The key community partnerships framework helps align organizational resources while maximizing community impact. Through the intentional identification of key partner types (library-intensive, partner-intensive, and shared collaborations), branches can offer responsive programming and connect patrons with resources beyond those provided directly by library services.

Key partners like Bright Beginnings have enhanced the patron experience by bringing additional expertise, services, and audiences into the library. In addition, collaborations with Caledonia Community Schools and Forest Hills Public Schools have supported early literacy initiatives, family engagement opportunities, and community events that attract both regular library users and new visitors. In many cases, partnerships extend the library's reach without significantly increasing costs while strengthening the library's visibility as a trusted community anchor.

An unexpected impact of this framework has been the clarity it provides regarding staff capacity and strategic alignment. Visual partnership maps and staff feedback support ongoing evaluation of existing and potential collaborations through a more equitable and strategic lens. Individual outreach events do not exist in isolation; each interaction contributes to a broader ripple effect in the community. Partnerships create opportunities for the library to share information more effectively and advocate for the important work and emerging needs present throughout the community, both within and beyond library walls. Overall, defining and cultivating key partnerships contributes to a more connected community ecosystem, where the library functions as both a resource provider and a convening space for learning, collaboration, and civic engagement.



Pictured above: The Cascade Branch Battle of the Books program has grown from 3 to 22 teams in three years, highlighting how collaboration with Forest Hills Public Schools encourages reading for enjoyment and expands youth engagement with library programs.

COMSTOCK PARK + PLAINFIELD BRANCHES

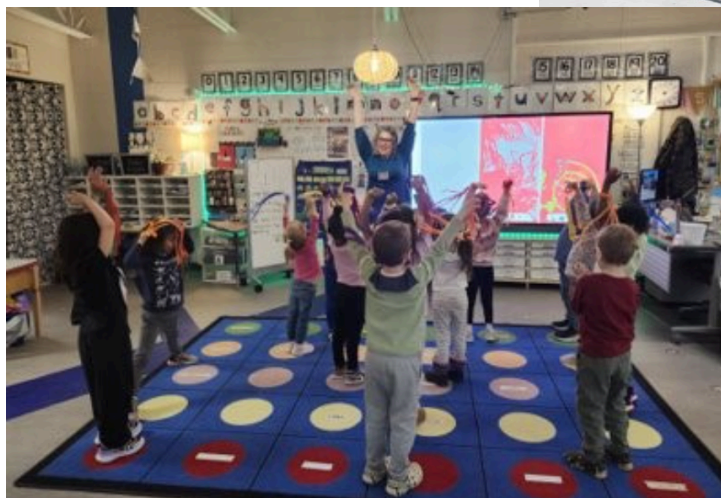
Comstock Park and Plainfield librarians understand that the most important part of their jobs is the patron in front of them in the library. They are highly trained and deeply caring people who create a community within our two libraries and provide a safe and welcoming environment for everyone who comes through the doors.

This focus can obscure both the needs of the greater community and potential partnerships that could not only benefit library patrons but also carry the library's reach outside of those doors. By defining key partners, both Plainfield and Comstock Park were able to accomplish that goal.

At Comstock Park, working with the Kent County Parks and the Comstock Park Rotary resulted in the installation of a bilingual Story Walk in Dwight Lydell Park. The community needs assessment identified parts of the Comstock Park service area with a heightened English Language Learner Population, reinforcing a need for bilingual services that librarians had already suspected in working with key partner, Comstock Park Community Outreach.

At the Plainfield Township branch, Northview Schools were identified as a key partner, and many librarians from the Plainfield branch visit classrooms bringing the library into library patrons' lives in unexpected ways. Nothing strengthens a child's connection to the library more than seeing their story time star librarian out in the world, and even in their school!

Ribbon Cutting Ceremony for the Dwight Lydell Park bilingual Story Walk



Plainfield Librarian visits Northview Elementary Classroom

Featured Department: Finance

Over the past year, the Finance Department has continued to build on a strong foundation of efficiency, growth, and collaboration. Since implementing electronic payments three years ago, we also started issuing staff per diems for conferences via ACH, reducing our printed and mailed checks by 68% - that's a decrease of 1,542 checks compared to 2022!

A key focus has been intentional staff development through Individual Professional Development Plans, with each team member setting goals and sharing what they've learned along the way. These included team-led presentations on productivity tools, planning strategies, and emerging topics like AI, helping us learn from each other and stay curious.

We've also strengthened how we connect to projects across the organization by establishing Finance PMO liaisons and sharing regular updates with the team. This has helped Finance stay engaged from start to finish and better support cross-departmental work.

Finance has played a key leadership and support role in several major initiatives this year. The Point-of-Sale Refresh Project is on track for completion in May, ahead of Summer Wonder. While it's a cross-department effort, Finance has helped guide implementation to ensure strong financial controls and smoother reconciliation. Staff feedback has been very positive, especially around the system's simplicity and ease of use.

The Free Printing Sustainability Project also exceeded expectations, achieving a 32% reduction in printing costs. This work reflects a thoughtful balance between fiscal responsibility and patron experience, while encouraging increased library card registration.



Finance Department at North Kent Connect



2025 Finance Department In-Service

Featured Department: Finance

The Finance team completed another smooth annual audit and continues to make steady process improvements, including expanded use of electronic payments to reduce paper and increase efficiency. We're also looking forward to welcoming auditors on-site this year. Across the team, there has been a strong emphasis on continuous learning, whether through conferences, webinars, certifications, or day-to-day cross-training. This has helped expand knowledge in areas like credit card processing, budget setup, reconciliations, and financial systems, while strengthening collaboration and flexibility.

Annette has continued to build on her expertise while staying active in professional organizations and exploring AI applications. Janelle has expanded her technical skills in systems like MIP and Excel, while also taking on new challenges and refining processes. Jessie made meaningful contributions to process improvements and tools before transitioning to HR in November. Erin joined the team in February and has quickly built a reputation for being proactive, thoughtful, and eager to learn. We also welcomed our first Finance intern, Jazmin, who is supporting audit work and gaining hands-on experience in public finance.

Emily has continued to grow in her leadership role, strengthening communication and collaboration across departments while supporting key projects and enhancing financial reporting for the Board.

Kim remains a steady mentor and strategic partner, helping guide financial decisions and providing valuable insight to support the organization's long-term planning. Looking ahead, we're focused on continuing to strengthen team connection and recognition. The team recently created a "FIN Wins" space and more intentional appreciation efforts will help highlight the impact of our work and keep us connected to KDL's mission. Overall, we're excited to keep building on this momentum and continue supporting the organization in thoughtful, forward-looking ways.



2025 All Staff – Finance Team



New Finance Intern (Jazmin) & Admin (Erin)

Katie Kudos

March 2025

CATHERINE GUTOWSKI, ASSISTANT BRANCH LIBRARIAN

Alto

Nominated by: Lauren Hagerman-Tekelly
Core Value: Courageous

“When Amazon messed up and didn't deliver some books to Alto, Cathy kindly went to the post office to pick them up. I am so grateful for her help and the next branches on the Storytime Prom route will be too!”

GRACE FARINA, ASSISTANT BRANCH LIBRARIAN

Kentwood

Nominated by: Kara Wiggert
Core Value: Courageous

“Grace did a great job of remaining calm and communicating well during a stressful situation with a threatening patron. She helped to keep everyone focused as we were all trying to figure out what to do. Thanks Grace! I'm so happy you're here at KWD!”

SCOTT NINEMEIER, REGIONAL MANAGER I

East Grand Rapids

Nominated by: Angela Deckard
Core Value: Authentic

“Flowers were delivered for an employee at the Ada branch, but she is out all week due to a family emergency. Scott got in his car and personally delivered them to her home. He consistently looks for ways to support his staff and never hesitates to step away from his work to be there for someone in need. Scott, your kindness and empathy toward your staff are truly appreciated.”



Upcoming Meetings + Dates of Interest

Upcoming Meetings

Regular Board Meeting
Thursday, May 21, 2026
KDL Byron Township

Regular Board Meeting
Thursday, June 18, 2026
KDL Service Center

Regular Board Meeting
Thursday, July 16, 2026
KDL Service Center

Dates of Interest

KDL Pension Meeting

- May 6, 2026
- August 5, 2026
- November 4, 2026

1:00 PM

KDL Service + Meeting Center

Kent
District
Library

kdl.org



Information ●
Ideas ▽
Excitement!

March 2026 | Monthly Project Report

PMO Activity

0 New projects approved
8 In queue
0 Declined

Project Status

9

Active Projects

● On Track, no extensions	5
● 1 Extension, at risk	2
● 2+ Extensions, late	2
✓ Completed since January 2026	1

Strategic Pillars

0 Strengthening Community
5 Technology
4 Core Programming

Cross Promotion

● **Project Lead:** Lulu Brown
Status: 2+ Extensions - Late

Approval Date: 09.24.2025
Due Date: 06.24.2026 - Extended

On March 11, the project team held an in-person meeting at the Service Center to develop two years of recommendations for MarCom, with a focus on three topics: collection, literacy, and service. A smaller team, including Trish Reid, Training Manager, Amber Elder, Programming Specialist, and Josh Mosey, Digital Marketing Strategist, met to finalize the staff training presentation. The team felt strongly that live training during the May staff summits would best prepare staff for cross promotion during Summer Wonder. The training will also be recorded and available in LearnUpon for staff who join KDL later.

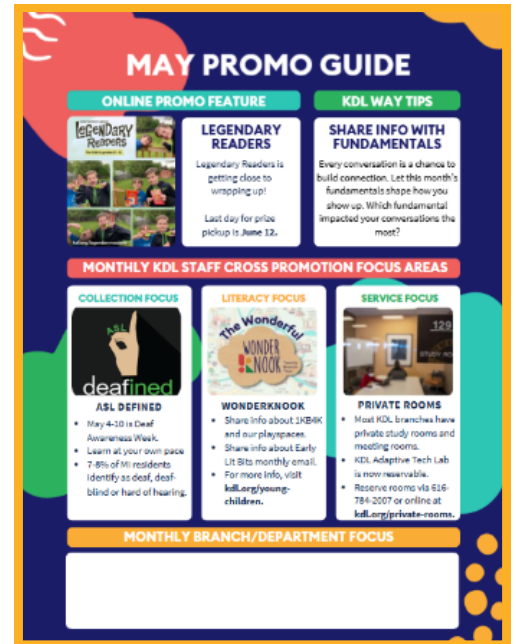
A sneak peek of the training developed for the spring summits

TOOLS & RESOURCES

- The Promo Guide will be **shared monthly** in the Wednesday Weekly and stored on the MARCOM sharepoint page
- Promo Guides will be **printed at the branch**
- Share ANY ideas for future months with the Marketing Communications Specialist. The Promo Guide is dynamic, responding to emerging patron needs, staff feedback, and current library offerings
- Share successes in the **Think Tank** to encourage collaboration across KDL
- Sharing success may **earn a prize** for your entire branch or department! Photos and/or scenarios encouraged!

The team also developed a monthly printable document MarCom will maintain, incorporating ideas shared through the Think Tank. The printable focuses on system-wide efforts to use the KDL Way as a tool for staff to share systemwide priorities with patrons. Culture and community authenticity are also important at KDL, so space has been created on the form for Managers, BOPS, Administrative staff, or any champion to highlight the one thing that matters most that month in their location. Staff will be encouraged to share successful cross-promotion experiences in the Think Tank, with the opportunity to earn a sweet treat mailed to their branch. This initiative is designed to be lighthearted, collaborative, and fun as everyone gears up for Summer Wonder.

To accommodate live training at the May summits, this project has been extended to June 24.



This monthly promo guide will share programs, collections and services to promote

Define Core Programs

Project Lead: Hennie Vaandrager
Status: 1 Extension - At Risk

Approval Date: 07.23.2025
Due Date: 04.08.2026 - *Extended*

The Core Programming Project reached an important milestone with its final official project meeting, focused on reviewing the results of the Core Programming training and survey. The survey received 110 responses across a wide range of roles, and overall results indicate that the training successfully conveyed key concepts: a strong majority of respondents rated their comfort level at 8–10 when explaining the difference between Core Programs and Branch Sponsored Programs, and 99% correctly identified Core Seasonal Specials, Core Presenters, and Branch Sponsored Programs. These results suggest that the foundational definitions and intent of the core programming framework were clearly communicated.

Participant feedback highlighted both strengths and opportunities for improvement. Many staff praised the training as thorough and well explained, noting a clearer overall understanding of programming structures. Feedback also indicated that additional training specific to KDL roles would be helpful. Overall, the feedback confirms the value of the training. On March 18, the PMO distributed a rollout survey to gauge effectiveness of the project and training. Results will be shared in a summary at the project closeout meeting on April 7.

Intranet Revamp

Project Lead: Jaci Cooper
Status: 2+ Extensions - Late

Approval Date: 09.04.2024
Due Date: 12.31.2026 - *Extended*

Due to illness, vacations, and large IT projects happening, the IT SharePoint evaluation meeting was rescheduled to April 16. The teams will be meeting to review user feedback on what items to display on their staff-facing department site and assigning point people for each change. Dhanya Ravi, Network Systems Specialist, has been busy soliciting feedback from managers and a communication bulletin that goes over the naming conventions has been drafted and scheduled for mid-April.

KDL Lab Revamp

Project Lead: Brittany Zuehlke
Status: On Track

Approval Date: 02.25.2026
Due Date: 02.26.2027

On March 10, the team had their project kick-off meeting to become acquainted with team members and review the project's goals, timeline and phases. At the first official meeting, the first four deliverables were reviewed and assigned to subgroups. These subgroups will be defining the vision of the spaces, reviewing existing spaces in the selected pilot branches, researching peer institutions, and creating a research and development budget rubric.

People Counter Pilot

Project Lead: Scott Ninemeier
Status: On Track

Approval Date: 12.10.2025
Due Date: 08.07.2026

The SenSource software continues to perform very well. However, the anticipated installation costs are higher than expected, so the pilot team is considering another company before making a final recommendation. The alternative company provides a battery powered, wireless sensor that provides all the benefits of real-time data, hourly tracking, and automated reporting. As a bonus, there are no installation costs because they can be mounted to the walls with 3M tape instead of hiring an electrician to run power and data cables. A demonstration has been scheduled for early April and the project team looks forward to considering which company fits KDL best. A recommendation will be made to the Leadership Team in May or June.

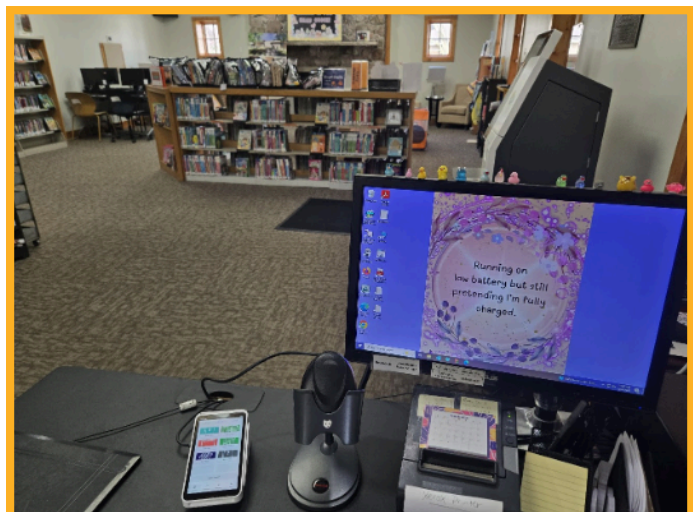
Point of Sale Refresh

Project Lead: Emily Whalen
Status: On Track

Approval Date: 10.22.2025
Due Date: 06.10.2026

Square has now been successfully deployed at the Ada, East Grand Rapids, Krause (Rockford) Temporary Location, Nelson Twp., Spencer Twp., and Wyoming branches. Krause is currently using a Square Terminal connected to a cash drawer in its temporary space, and the team plans to implement the same setup at the Walker Temporary branch. When both new locations open later this year, Square Registers will be deployed; however, the temporary solution is working well within the current space constraints.

During the project team's evaluation of integrations between point-of-sale systems and the ILS, it was discovered that no direct integrations currently exist. However, KDL's online payment system does integrate with the ILS and automatically updates patron records. Patron Services has already been using this method for phone payments, so the team developed a procedure to roll this process out to branch staff as well. Stacey Brander, Patron Services Librarian, has been especially helpful guiding this implementation, creating a training³⁴ video for staff to guide them through the new procedure.




Point of Sale Refresh Continued Below

Next on the deployment schedule are Cascade Twp., Caledonia Twp., Alto and Lowell branches, while site visits are currently underway at Alpine Twp., Comstock Park, Plainfield Twp., Tyrone Twp., and Walker. Following the busy Spring Break week in the branches, visits are also planned for Byron Twp., Grandville, Gaines Twp., and Kentwood, with the goal of completing deployment by the beginning of May, well ahead of Summer Wonder.


The project team has been working hard to support staff training and ensure a smooth rollout. Staff feedback continues to be overwhelmingly positive, with many sharing how easy Square is to use.

Tech Tutoring Revamp

 **Project Lead:** Morgan Hanks **Approval Date:** 03.26.2025
Status: On Track **Due Date:** 04.01.2026


The Tech Tutor project is celebrating its final phase, with a strong foundation in place for ongoing success. All branch librarians will be training on the AI Discovery Tech Help Appointments during the May sumits, and a 24-hour reminder has been added to help improve attendance and support a smoother experience for patrons. Survey feedback is currently being gathered and will help guide and final refinements to the service. Ongoing oversight will transition to the Services Advisory Group, which will continue to monitor appointment timing and make improvements as needed. Many thanks to the project team for their care, collaboration, and great work in bringing this service forward.

Teen Crew Program Revamp

 **Project Lead:** Christine Bylsma **Approval Date:** 01.07.2026
Status: On Track **Due Date:** 09.30.2027

Over the past month, the Teen Crew Program Revamp team made significant progress on Phase 1. Key deliverables include drafts of an updated and standardized Teen Crew application, new email communication templates, and clearly defined orientation goals and expectations. The Recognition System subgroup proposed a tiered system using color-coded identifiers for returning volunteers and enamel pins tied to educational milestones, with next steps to explore the feasibility of using Beanstack for training and tracking educational components. Discussions confirmed that the program's educational focus should emphasize community building and library advocacy, and that team building will be a required orientation component. The Pre-Orientation Survey subgroup confirmed the survey for 2026 teen volunteers' caregivers will go out through OrangeBoy by May 29, with the format of the teen survey (paper versus digital) still to be determined. Looking ahead, the team will review remaining Phase 1 tasks and continue refining survey, orientation, and communication standards at their next meeting on April 2.

Website & Discovery Layer AI Enhancements

 **Project Lead:** Remington Steed **Approval Date:** 05.21.2025
Status: 1 Extension, At Risk **Due Date:** 05.05.2026

BiblioCommons has indicated that their report will be finished in April. While awaiting its completion, the project team has revised the project timeline and begun planning communications to inform all staff about the initiative, emphasizing that there are currently no changes for either staff or patrons.

BUILDING PROJECTS

Krause Memorial (Rockford)

Project Lead: Jennifer German
Status: N/A

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

Construction continues to move forward at the Krause Branch. The existing structure has been fully gutted, and interior framing for the redesigned layout is now in progress. A major milestone has been reached, as the original building and the new addition are now fully connected.

Attention is now turning to interior finishes, with the Krause team currently testing office chair options. The complete interior package is scheduled for final approval by the Building Committee and Rockford City Council in April.



The original building and the addition have now been joined!



View of the new children's area

Tyrone Township

Project Lead: Liz Knapp
Status: N/A

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

Tyrone Township continues to investigate grant opportunities to fund the next phase of the new library project.

BUILDING PROJECTS

Walker

Project Lead: Liz Knapp
Status: N/A

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

In the March City of Walker Newsletter, Mayor Gary Carey shared, “As those who have passed by the project know, the new Walker Library continues to move forward at a steady, progressive pace. I am proud to share that we are still projected to be on time for a fall opening and on budget.”

The New Walker Library Steering Committee continues to work toward finalizing interior details. At the March meeting, the committee voted to approve furniture selections and review updated floor plans and renderings. The Walker Branch Team and Friends of the Library have scheduled a tour in early May to see the progress!



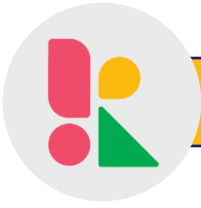
Renderings of the new Library Programming Room



Renderings of the Community Meeting Room

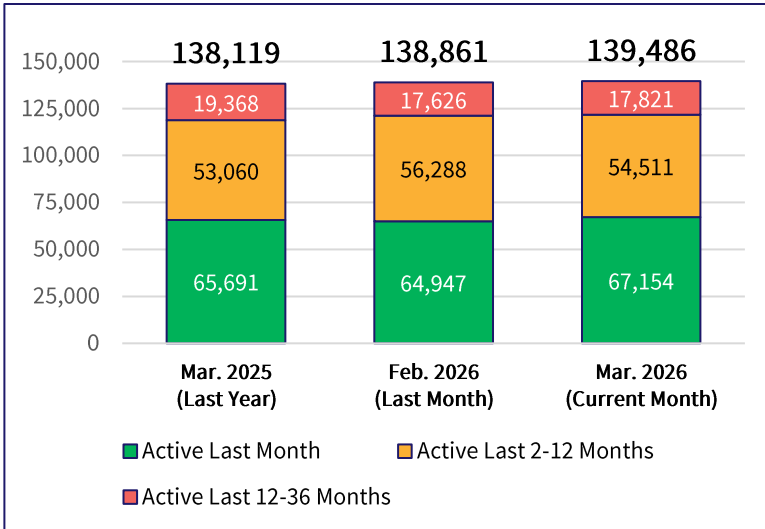


Renderings of the Exterior Fireplace



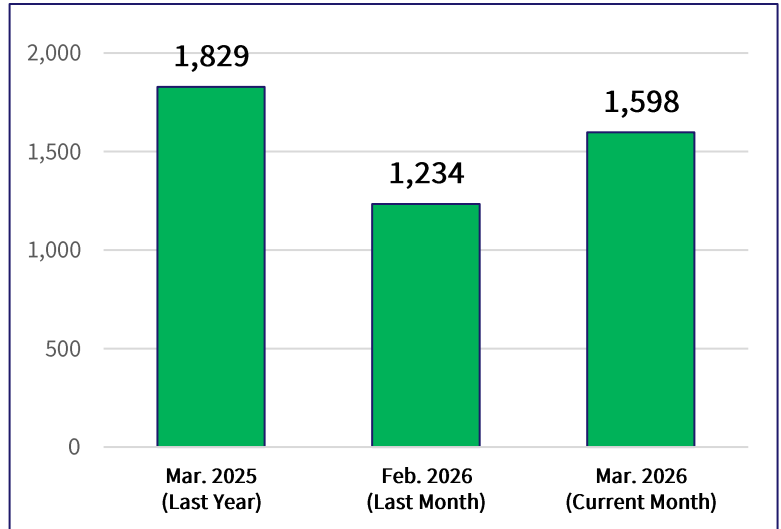
MARCH 2026 STATISTICAL SUMMARY

Active KDL Patrons:



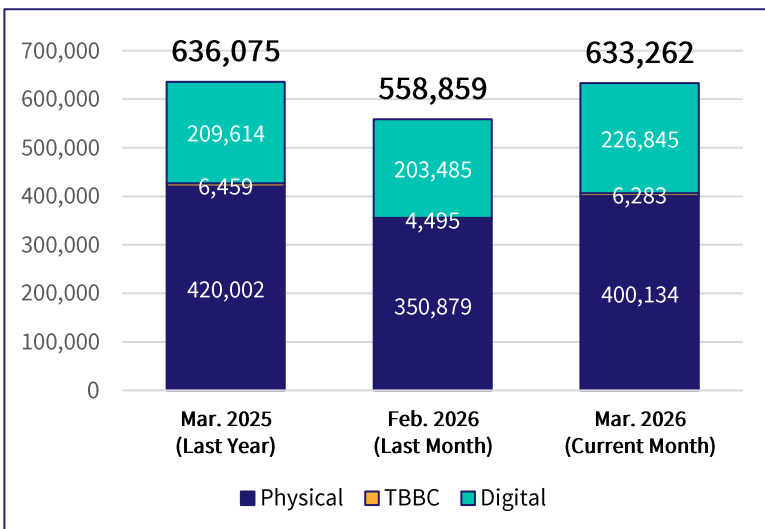
Active KDL Patrons are **up 0.5%** from last month and **up 1%** from the same month last year.

New KDL Cards Added:



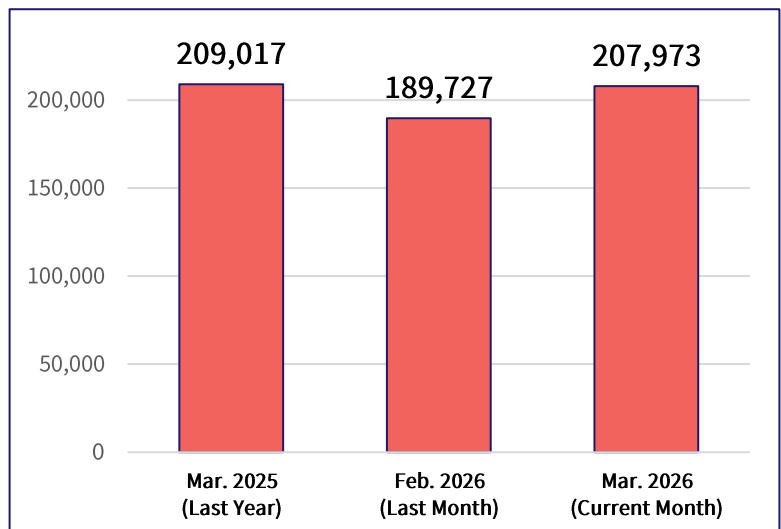
New KDL Cards Added are **up 29%** from last month and **down 13%** from the same month last year.

Total Circulation:

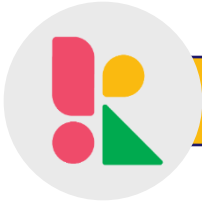


Total Circulation is **up 13%** from last month and **down 0.4%** from the same month last year.

Visitor Count:

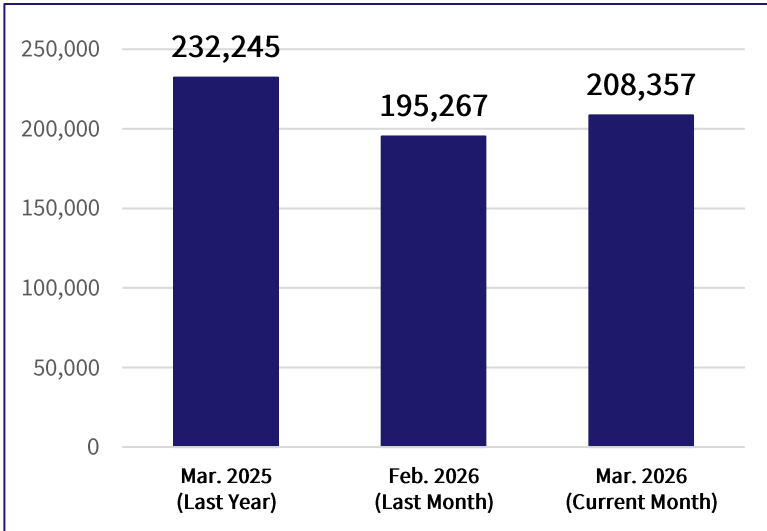


Branch Visitors are **up 10%** from last month and **down 0.5%** from the same month last year.



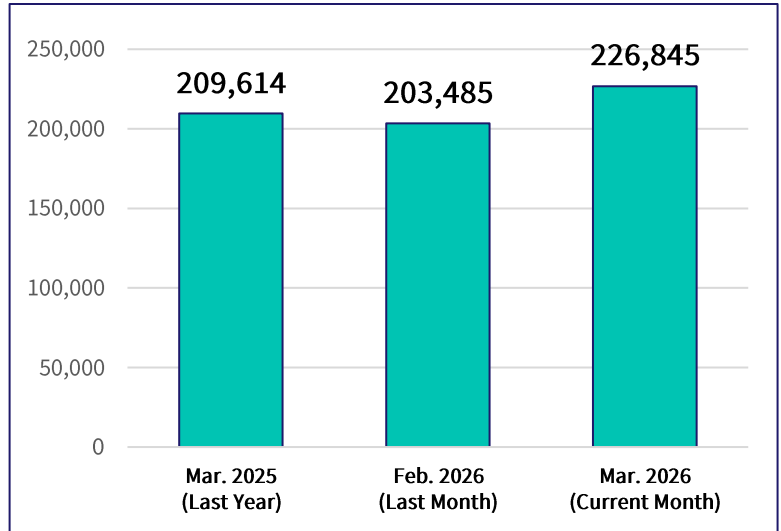
MARCH 2026 STATISTICAL SUMMARY

Physical Items Checked Out:



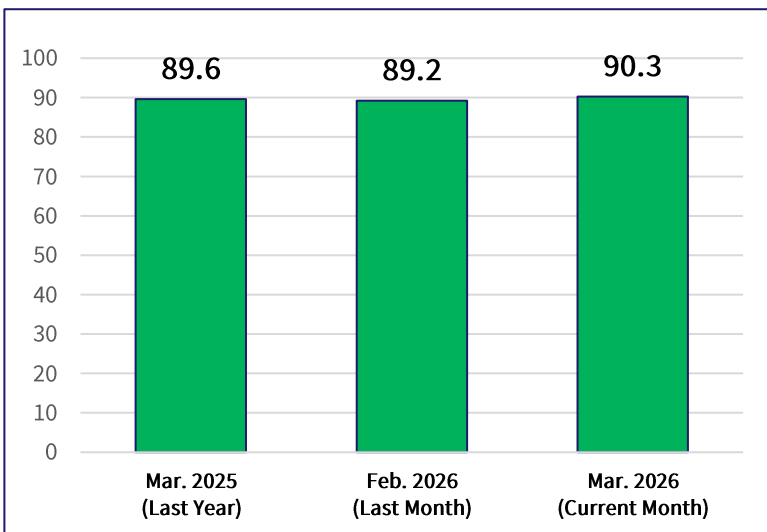
Physical checkouts are **up 7%** from last month and **down 10%** from the same month last year.

Digital Items Checked Out:



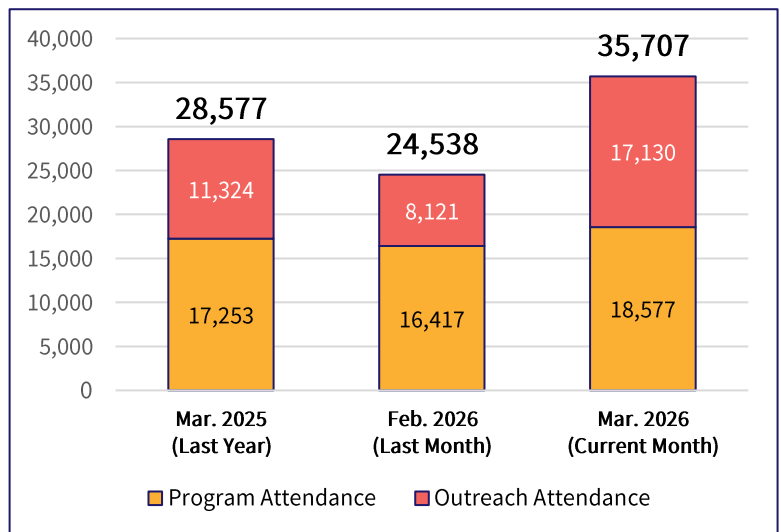
Digital checkouts are **up 11%** from last month and **up 8%** from the same month last year.

Net Promoter Score (NPS):

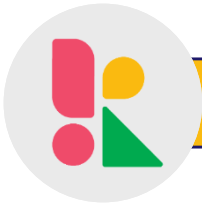


Net Promoter Score is **up 1.1%** from last month and **up 0.7%** from the same month last year.

Programs & Outreach:



Program & Outreach Attendance is **up 46%** from last month and **up 25%** from the same month last year.



MOST POPULAR TITLES LAST MONTH

Click on each title for a link to the catalog

All Physical Items (Most Checkouts):

<u>Title</u>	<u>Checkouts</u>
1. KDL WiFi Mobile Hotspot	574
2. <i>The Correspondent</i> by Virginia Evans	282
3. <i>The Women</i> by Kristin Hannah	264
4. <i>Theo of Golden</i> by Allen Levi	226
5. <i>The Widow</i> by John Grisham	202
6. <i>Dear Debbie</i> by Freida McFadden	145
7. <i>Woman Down</i> by Colleen Hoover	144
8. <i>My Friends</i> by Fredrik Backman	130
9. <i>The First Time I Saw Him</i> by Laura Dave	118
10. <i>The Intruder</i> by Freida McFadden	117

All Physical Items (Most Holds):

<u>Title</u>	<u>Holds</u>
1. <i>Theo of Golden</i> by Allen Levi	590
2. <i>The Correspondent</i> by Virginia Evans	453
3. <i>The Night We Met</i> by Abby Jimenez	339
4. <i>My Husband's Wife</i> by Alice Feeney	334
5. <i>Project Hail Mary</i> by Andy Weir	274
6. KDL WiFi Mobile Hotspot	220
7. <i>Dear Debbie</i> by Freida McFadden	219
8. (tie) <i>It's Not Her</i> by Mary Kubica	180
(tie) <i>Judge Stone</i> by Viola Davis & James Patterson	180
10. <i>The Astral Library</i> by Kate Quinn	138

OverDrive Items (Most Checkouts):

<u>Title</u>	<u>Checkouts</u>
1. <i>Dear Debbie</i> by Freida McFadden (audio)	339
2. <i>The Correspondent</i> by Virginia Evans (audio)	326
3. <i>The Correspondent</i> by Virginia Evans	320
4. <i>The Astral Library</i> by Kate Quinn	234
5. <i>Dungeon Crawler Carl</i> by Matt Dinniman	224
6. <i>Project Hail Mary</i> by Andy Weir	221
7. (tie) <i>The Let Them Theory</i> by Mel Robbins	210
(tie) <i>The Mad Wife</i> by Meagan Church (audio)	210
9. <i>The Housemaid</i> by Freida McFadden (audio)	208
10. (tie) <i>Great Big Beautiful Life</i> by Emily Henry	200
(tie) <i>My Friends</i> by Fredrik Backman (audio)	200

OverDrive Items (Most Holds):

<u>Title</u>	<u>Holds</u>
1. <i>The Correspondent</i> by Virginia Evans (audio)	1,157
2. <i>Theo of Golden</i> by Allen Levi (audio)	1,002
3. <i>Theo of Golden</i> by Allen Levi	943
4. <i>Project Hail Mary</i> by Andy Weir	874
5. <i>The Correspondent</i> by Virginia Evans	862
6. <i>The Anxious Generation</i> by Jonathan Hadt (audio)	782
7. <i>Great Big Beautiful Life</i> by Emily Henry (audio)	613
8. <i>The Night We Met</i> by Abby Jimenez	577
9. <i>My Friends</i> by Fredrik Backman (audio)	561
10. <i>My Husband's Wife</i> by Alice Feeney (audio)	542

NEW HIRES	POSITION	EFFECTIVE
Mackenzie Westrick	Assistant Branch Librarian – Kelloggsville / Wyoming	May 6

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Jill Anderson	Branch Librarian – Wyoming	Community Engagement Librarian – Service Center	April 27
Julie Ralston	Branch Outreach & Programming Specialist – Grandville / Byron	Regional Manager In-Training – Krause / Nelson / Spencer	May 11

DEPARTURES	POSITION	EFFECTIVE
Cody Ketchum	Assistant Branch Librarian – Cascade	March 26

OPEN POSITIONS	TYPE
Assistant Branch Librarian – Cascade	Part-time
Assistant Branch Librarian – Kentwood	Part-time
Assistant Branch Librarian (6 positions) – Krause Memorial	Part-time
Assistant Branch Librarian (9 positions) – Walker	Part-time

EMPLOYEE ANNIVERSARIES (MAY)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Marisa Demoor	Kentwood	25 years
Lynn Goldberg	Plainfield	20 years
Toby Schuler	East Grand Rapids	20 years
Laurie Winkler	Collection Services	20 years
Sara Magnuson	Nelson Township	19 years
Denise Wohlferd	Krause Memorial	19 years
Liz Wierenga	Amy Van Andel / Ada	17 years
Lance Werner	Administration	15 years
Maria Page	Grandville	13 years
Angela Culp	Kentwood / Gaines Township	12 years
Bethany Metivier	Nelson Township	10 years
Trish Reid	Human Resources	10 years

EMPLOYEE ANNIVERSARIES (MAY)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Curtis Kieliszewski	Information Technology	9 years
Molly Marshall	Cascade	7 years
Jenny Savage-Dura	Collection Development	7 years
Lulu Brown	Cascade / Caledonia	5 years
Will McAfee	Walker	5 years
Oryan Hammond	Krause Memorial	4 years
Hatka Kecalovic	Kentwood	4 years
Alex Pawneshing	Gaines Township	4 years
Wendy Charles	Englehardt	3 years
Holli Land	Byron Township	3 years
Maddie Kogler	Wyoming	1 year
Annika Swanstrom	Englehardt	1 year
Amorena Wojciakowski	Gaines Township	1 year



BOARD OF TRUSTEES ATTENDANCE - 2026

	TRACY CHRENKA	KRISTEN COVELLE	PETER DYKHUIS	ANDREW ERLEWEIN	SHERI GILREATH WATTS	CHRISTINA TAZELAAR	AMANDA SCHRAUBEN	NORMA VERHEULEN
January 15, 2026	X	X	X	X	X	X	X	X
February 19, 2026	X	X	X	X	X	X	X	X
March 19, 2026	X	X	X	X	X	X	X	X
April 16, 2026								
May 21, 2026								
June 18, 2026								
July 16, 2026								
August 20, 2026								
September 17, 2026								
October 15, 2026								
November 19, 2026								
December 17, 2026								

*BOARD PARTICIPATION VIA TELECONFERENCE

TRUSTEE NAME	MEETING DATE	TRUSTEE NAME	MEETING DATE



**Policy
Manual**

Edit March 2026

SECTION 2: CIRCULATION

KDL Policy 2.1	Library Card Registration
KDL Policy 2.1.1	Institutional Cards
KDL Policy 2.1.2	Non-Resident Cards
KDL Policy 2.1.3	Limited Access Student Cards [EDITS]
KDL Policy 2.1.4	Cards for Visiting Students
KDL Policy 2.1.5	Teacher Cards
KDL Policy 2.1.6	Temporary Cards for Adults
KDL Policy 2.2	Lakeland Library Cooperative Member Library Cards
KDL Policy 2.3	Lost or Stolen Library Cards
KDL Policy 2.4	Privacy of User Records
KDL Policy 2.4.1	Library Documents
KDL Policy 2.5	Lost and/or Damaged Materials [EDITS]
KDL Policy 2.5.1	Fees
KDL Policy 2.6	Audio-Visual Materials Use
KDL Policy 2.7	Beyond Books Collection

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.

Formatted: Font:

▲ 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:

Formatted: Font:

- 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 Institutional Cards

LAST REVISED 8.21.25

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.

Formatted: Font:

KDL Policy 2.1.2 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 2.1.3

Limited Access Student Cards [\[EDITS\]](#)

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.

Formatted: Font:

KDL Policy 2.1.4 Cards for Visiting Students

LAST REVISED 8.21.25

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 8.21.2025

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 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 2.1.6

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 **[EDITS]**

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 \$40.00 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 ~~\$240.00~~. A patron's borrowing privileges will be restored once the account balance is reduced to ~~\$240.00~~ or under.

KDL Policy 2.5.1 Fees

LAST REVISED 3.16.23

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.

Commented [JC1]: The board discussed having this number be \$50 at the last meeting when they saw in Emily's update that we would be asking for an increase. We currently invoice at the \$40 threshold. We wanted the suspensions of privileges to mirror the invoice threshold. If the board wants to see the number increase to \$50, I would want both figures to be \$50. They can review and accept as revised (\$50) or as presented (\$40)

KDL Policy 2.6

Audio-Visual Materials Use

LAST REVISED 3.16.18

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.



Policy Manual

Edit April 2026

SECTION 3: FACILITIES AND OPERATIONS

KDL Policy 3.1	Exhibits
KDL Policy 3.2	Literature Display, Distribution and Tabling
KDL Policy 3.3	Media Inquiries and Public Relations
KDL Policy 3.4	Websites, Privacy and Online Accessibility EDITS
KDL Policy 3.4.1	Social Media
KDL Policy 3.5	Library Programs
KDL Policy 3.6	Lost + Found Policy EDITS
KDL Policy 3.7	Branch Library Locations
KDL Policy 3.7.1	Building, Enlarging Or Renovating Library Buildings
KDL Policy 3.7.2	Support For Building Projects
KDL Policy 3.7.3	Acceptance of Non-KDL Technology
KDL Policy 3.8	Meeting Room Use
KDL Policy 3.9	Planned Closings
KDL Policy 3.9.1	Emergency Closings
KDL Policy 3.9.2	Bereavement or Funeral Closings
KDL Policy 3.10	Library + Personal Vehicles
KDL Policy 3.11	Building Safety
KDL Policy 3.11.1	Keys to Buildings
KDL Policy 3.11.2	Library Access When Closed

KDL Policy 3.1

Exhibits

LAST REVISED 7.18.24

Kent District Library (KDL) provides a venue for local artists/exhibitors to display visual art and artifacts to increase awareness and appreciation of history and the arts.

Suitable space for exhibits is not available at all branches. Some local governmental units may have guidelines on how and where materials are displayed in the facility, and KDL will honor those guidelines.

The Regional Manager will work with staff members (or a local community committee) to make decisions regarding the selection of materials to be displayed. In making decisions regarding the suitability of the work to be exhibited, the branch manager or his/her designee will take into consideration the use of the library by all segments of the community and all age groups. Selection priority may be given to local artists/exhibitors and those who have not previously exhibited in the library.

The exhibit space shall not be used for advertising or political purposes. The artist/exhibitor assumes all liability for the loss of, or damage to, materials on display. The library reserves the right to cancel the exhibition for any reason.

KDL Policy 3.2

Literature Display, Distribution and Tabling

LAST REVISED 9.18.25

KDL adheres to the principle that the Library is an institution that reflects the community and is a venue for all points of view including political, social, and religious, no matter how controversial or objectionable these views may be to some people. To support this basic principle and to foster positive relationships within the community, this policy has been established.

Bulletin Boards and Distribution Areas - Reserved for Use by KDL

In areas reserved for KDL's exclusive use, KDL posts and distributes materials:

- Related to KDL services, programs and events.
- Provided by the Friends groups of KDL.
- Provided by other governmental entities such as city and townships within the KDL service area, Kent County, state and federal governments.

Other Bulletin Boards and Distribution Areas

A limited number of bulletin boards and distribution areas are available within the KDL system for the posting and passive distribution of materials provided by nonprofit organizations, educational institutions and governmental agencies. In each facility, the Regional Manager or designee may designate specific areas as available for these purposes and must authorize all posting and distribution before it occurs. For the display and distribution of materials in more than one library branch, requests are reviewed and considered by the KDL Marketing Communications Department. Authorization will be based on the provisions of this policy and not on the viewpoint, beliefs, or affiliations of the nonprofit group or the viewpoints expressed in the materials. Posting or distribution of any such materials in the Library does not indicate KDL's endorsement of the ideas, issues, or events promoted by those materials.

Tabling for non-profit organizations, educational institutions or governmental agencies may be considered to provide information to the public about their services. Providing the space does not imply a Library endorsement of the tabling organization or the services they provide.

1. Requests to have an informational table must first be approved by the Regional Manager of the library branch, then approved by the local municipality.
2. The space provided cannot be used to provide a forum for the expression of views or opinions of individuals or groups. The only purpose is to provide information about programs and services that members of the community might be interested in.
3. The tabling organization must provide the table and seating.
4. The name of the organization must be prominently displayed on the table.
5. In fairness to the numerous community organizations, the Library may limit the frequency with which an organization may use the space. Organizations that provide services to the KDL service area will have priority.
6. Table must be staffed by someone from the exhibiting organization and may be located outside of the library or between doorways, so it does not interfere with traffic entering or leaving the library.
7. Library management has the right to limit the size, location of the space and length of time that the organization has access to the space. The requirements of the Library and the municipality take precedence over those of outside organizations.
8. No selling or fundraising is permitted.
9. Neither the Library nor the Library's Board of Trustees accepts responsibility for loss or damage of materials or equipment brought in by the organization.

The following will not be accepted for tabling.

- Organizations endorsing or opposing the election of any candidates for public office.
- Organizations endorsing or opposing the adoption of federal, state or local legislation.
- Organization promoting commercial products or services.

Tabling authorization is based on the provisions of this policy and not on the content, viewpoints, beliefs or affiliations of the organizations permitted to table. Failure to comply with this policy may result in denial of tabling privileges.

General Rules

The amount of bulletin board and distribution area space varies and is limited. To provide KDL visitors with the opportunity to review materials from nonprofit organizations that they might not otherwise have the opportunity to review, the following rules apply:

- **Bulletin Boards - Event Announcements** - Bulletin board space is provided for announcements of dated local events whose principal sponsors are nonprofit organizations. Individual KDL branches may give priority to announcements for events scheduled to take place in a geographic area near the library.
- **Distribution Areas** - Nonprofit organizations may provide, for passive distribution only, dated materials related to their nonprofit purpose. These materials may only be displayed in the areas designated for this purpose. Passive distribution means leaving the materials with KDL staff for library visitors, if they so choose, to review and/or take with them. Passive distribution does not include verbally or visually (by means of signs, placards, etc.) encouraging library visitors to review or take any materials with them.
- **Prohibitions** - The Regional Manager or their designee may decline requests to display materials due to, and not limited to:
 - information promoting or condoning illegal activity, violence, discrimination and profanity

- commercial for-profit promotion
- fundraising or sales, except for Friends Group used book sales
- local relevance
- lack of available space within the designated distribution area or bulletin board
- **Election-Related Information**
 - Before an election, branches may have available, equally, voter information and campaign literature about political candidates appearing on local ballots. Any materials that directly or indirectly refer to an election or a candidate must be removed prior to Election Day if within 100 feet of any entrance to a polling place or in a hallway used by voters to enter or exit a polling place.
 - Prior to an election, campaign material relating to ballot issues may be placed in library branches for display and/or distribution to the public. If there is formal opposition to a ballot issue, equal consideration shall be given. Campaign materials that directly or indirectly refer to a ballot issue must be removed prior to Election Day if located within 100 feet of any entrance to a polling place or in a hallway used by voters to enter or exit a polling place.
 - Petitions may not be displayed or circulated in library buildings except as permitted by local municipal ordinance.

Terms for Use

All materials posted or distributed must comply with this policy and any other applicable Library policy, procedure or guideline. No other materials may be posted or distributed.

To ensure equitable access to limited display space available at each facility, a Regional Manager or his/her designee may establish criteria for that facility regarding posting and distribution of materials, including:

- The maximum size of material to be posted or distributed.
- The maximum length of time that materials may remain posted or displayed.
- The maximum amount of time before or after an event a posting may occur.
- The frequency with which material may be posted or displayed by the same nonprofit organization.
- Consistent methods for allocating space, should the amount of material exceed the space available for posting or distribution.

All posting and placement of materials in distribution areas shall be done by Library staff. Individuals requesting posting or distribution shall not themselves post or leave materials in distribution areas. Materials left for posting or distribution without authorization from the Library will be discarded.

The Library assumes no responsibility for the preservation or protection of materials posted or distributed. Materials will not be returned.

KDL Policy 3.3

Media Inquiries and Public Relations

LAST REVISED 7.18.24

The Chairperson of the Library Board of Trustees is the official spokesperson for the Board. The Executive Director is the official spokesperson for the Library.

The Director of Engagement serves as media liaison for the Board and the Library Administration. Whenever official media statements are required pertaining to library operations (emergencies; or

policies, procedures, programs, services, positions on district-wide issues, etc.) the Marketing Communications Department will coordinate with local newspapers, magazines, professional journals, radio and television stations. Staff are not to provide “off the record” comments to the media.

KDL Policy 3.4

Websites, Privacy and Online Accessibility

New 7.18.25

[Kent District Library \(KDL\)](#) utilizes its websites and other online platforms to connect with its patrons by informing them of Library services and providing a forum for public feedback. All such sites will have prior authorization from KDL’s Marketing Communications office to act as official KDL sites and will be branded in accordance with KDL standards.

KDL recognizes and respects differences in opinion. Comments, posts and messages are welcome and will be reviewed. Content deemed inappropriate may be removed. However, KDL is not obligated to take such actions, and will not be responsible or liable for content posted by users of KDL sites or social media platforms.

KDL Policy 3.4.1

Social Media

New 9.18.25

Social Media Usage Rules

KDL operates and maintains social media sites as a public service to provide information regarding Library services, programs, materials, events and activities. Although KDL welcomes the comments, posts and messages of other social media users and recognizes and respects differences in opinion, the social media sites are limited public forums and are subject to review by Library staff members. KDL reserves the right to (but is not required to) remove any comment, post or message that it deems in violation of this Policy. The Rules are as follows:

1. **Privacy:** Users should have no expectation of privacy when commenting on KDL posts or tagging KDL. Comments and posts may be read by anyone once posted, regardless of one’s friends, followers or subscribers list. KDL advises users against posting their personal information or contact information on social media sites. Comments and posts may also be subject to disclosure under the Freedom of Information Act.
2. **Library’s Rights:** KDL reserves the right to reproduce comments and posts tagging KDL in other public venues (ex: testimonials). Reproductions of this nature may be edited for space or content, but the original intent of the comment or post will be maintained.
3. **No Endorsement:** KDL is not responsible for the content of posts made by third parties, including patrons, reviewers, advertisers and others who may post comments. Public posts by third parties do not reflect the positions of the Library, its employees or any individual Board member.
4. **Unauthorized Content:** To ensure a healthy, safe space to discuss Library services, resources and events, content containing any of the following may be removed immediately from any Library social media forum:
 - Obscene, illegal, sexually harassing, threatening or abusive speech or nudity.
 - Any post that affects the safety and security of the Library, its property, patrons and staff or creates a hostile work environment.

- Private or personal information, including phone numbers and addresses, or requests for personal information.
 - Any statement by a user under a false name or any falsification of identity.
 - Comments, links or information unrelated to the purpose of the limited public forum.
 - Spam or other commercial messages.
 - Any postings that would violate the Michigan Campaign Finance Act, KDL Privacy Act or other Michigan or federal laws.
 - Solicitation of funds.
 - Any comment, post or other content that violates any person's intellectual property rights, including but not limited to violations of the Copyright Act.
 - Any information deemed harmful to minors in violation of the Michigan Library Privacy Act.
 - Any post that violates any Library policy.
 - Any images, links or other content that falls into the above categories.
5. **Third Party Usage Rules:** In addition, users are expected to abide by the terms and conditions set by third party social media platforms as well as follow appropriate federal and state laws.

Violations and Appeals of Usage Rules

KDL reserves the right to ban or block users who have posted in violation of this Policy or to delete posts or comments. To the extent KDL has sufficient contact information, KDL will message users who have been blocked or whose content is deleted to explain the issue and notify the person of the action. Any person who has been blocked or whose post or comment has been deleted has the right to appeal that decision to the KDL Board. The appeal should be sent to KDL Executive Director within 10 business days of the (1) decision to block or ban or (2) deletion of the post or comment, whichever is applicable. The KDL Board shall decide the appeal.

Privacy Information

KDL takes very seriously the issue of patron privacy. We ask all patrons, including minors, using services on the website or on websites affiliated with KDL to limit the amount of personal information they provide. We do not require more personal information than is necessary to participate and providing additional information is optional. We encourage everyone to be mindful of (i) not revealing personal information online and (ii) asking for permission before giving their last name or personal information to any website. The latter is particularly important for parents and caregivers to oversee and inform their children about the importance of privacy.

For details on privacy of user records, refer to KDL Policy 2.4.

Third-Party Services

KDL enters into agreements with third parties to provide online services, digital collections and streaming media content, as well as to improve the website. When using some of these services, you may also connect with social networks and other users of these services.

Third-party services may gather and disclose your information, including:

1. Personal identifiable information you knowingly provide, including when you register for the site, provide feedback and suggestions, request information or create shared content;
2. Other information that could be used to identify you, such as your IP address, search history, location-based data and device ID;
3. Non-personally identifiable information, such as your ad views, analytics, browser information (type and language), cookie data, date/time of your request, demographic data,

- hardware/software type, interaction data, serving domains, pageviews and the web page you have visited immediately prior to visiting the site; and
4. Other data that third-party services may collect as described in the vendor's privacy policy and terms of use.

For more information on these services and the specific types of data that may be gathered and disclosed by each service, please refer to the Terms of Use and Privacy Policies for the services you use. You may choose not to use these third-party services if you do not accept their Terms of Use and Privacy Policies; please read them carefully. In cases where patrons leave the Library's website to visit one of its partners' websites, patrons are encouraged to learn about the privacy policies of the websites they visit.

Cookies

A cookie is a small amount of data, which often includes a unique identifier that is sent to your computer, mobile phone or device browser from a website's computer and is stored on your device's hard drive. Each website can send its own cookie to your browser if your browser preferences are set to allow it. Many websites do this whenever a user visits their website to track online traffic flows. Websites also use cookies to customize your user experience to your preferences.

KDL uses cookies to verify that you are an authorized user in order to allow access to licensed KDL resources, to customize web pages for your use, to help make the website more useful to visitors and to learn about the number of visitors to the website and the types of technology that visitors use.

Some of the applications or external sites that you may be referred to from KDL web pages, devices or equipment also use cookies. For more information on the use of cookies by each service, please refer to the Terms of Use and Privacy Policies for the services you use. You may set the preferences in your web browser to refuse cookies or to tell you when a cookie is being sent. This may result in an inability to access some KDL services from computers outside the Library.

Privacy Statement for kdl.org

Kdl.org is the primary website used for online access to resources and information about services, including programs. Most of the information on kdl.org may be used anonymously. Users with a valid KDL card may log in to access additional information that is specific to their account and use of library services. Specific details on privacy for use of kdl.org may be found at kdl.bibliocommons.com/info/privacy.

Commitment to Online Accessibility for kdl.org

1. Kdl.org is maintained to comply with Web Content Accessibility Guidelines (WCAG). Specific details may be found at kdl.bibliocommons.com/info/accessibility/.
2. Restrictions and Terms of Use.
 - a. Because communication via social media constitutes a limited public forum, KDL reserves the right to reject, restrict, remove, or block any content or user, that it deems to be in violation of this Policy or any applicable law.
 - b. Comments shall relate to the topic being discussed in KDL's original post and should be intended to further civil discussion.
 - c. Content and comments posted to KDL social media accounts that contain any of the following shall not be permitted and are subject to removal and/or restriction by KDL social media account managers:
 - i. Discriminatory messages and hateful speech of any kind toward any individual or group, including, but not limited to, age, gender, race, religion, nationality, sexual orientation, or disability.

- II. Information that may compromise the safety or security of the public or public systems.
 - III. Links to outside sites.
 - IV. Statements that are defamatory, harassing, threatening, profane, obscene, violent, bullying, sexual in nature and/or containing sexual references, libelous, or knowingly false with reckless disregard for the truth.
 - V. Comments that suggest, promote, or encourage illegal activity.
 - VI. Copyrighted material posted without permission or content that violates the legal ownership interests of another party.
 - VII. Personal information, including, but not limited to, identification numbers, home addresses, personal phone numbers, email addresses, or other sensitive information.
 - VIII. Commercial advertisement or solicitation.
 - IX. Comments and/or hyperlinks that are not topically related or out of context to the particular social media post or article being commented on.
 - X. Multiple or repetitive posts that are copied and pasted.
 - XI. Details about an ongoing investigation or legal or administrative proceeding that could prejudice the process or could interfere with an individual's rights and may interfere with or compromise current investigations, police tactics, and the safety or security of public safety staff and/or the public or public systems.
 - XII. Comments with attached documents of any kind.
 - XIII. Posts or links that contain malicious software (malware) such as viruses, worms, trojans, rootkits, spyware, adware, or any other software.
 - XIV. Anonymous postings or multiple postings by the same user or individual using a fictitious or different name.
- d. Emergency Situations, Issue Reporting, and General Questions.
- I. KDL social media accounts are not constantly monitored by KDL social media administrators, and the public should not report a crime, emergency, make general reports, or submit questions on social media. If you have an emergency, need immediate assistance, or want to report a crime, call 911.
- e. Responsibility for Content.
- i. KDL is not responsible for and neither endorses nor opposes comments placed by visitors on KDL's social media pages or accounts. Commenters are personally responsible for their own comments, username, and any information they post to this page.
 - ii. Users should keep in mind that KDL's social media channels are Internet pages that are owned and operated by private corporations. Each of these corporations have their own policies and standards regarding what may or may not be posted and the actions they may take regarding unauthorized posts, and users are responsible for reviewing and complying with all such policies.
 - iii. KDL reserves the right to reproduce comments and posts tagging KDL in other public venues (e.g., testimonials).
- f. Content Removal and Access Restriction.
- i. KDL social media accounts are monitored during normal business hours. Content that a KDL social media account manager determines violates this Social Media Policy, based on the criteria defined above, may be removed from KDL social media accounts. By utilizing or posting comments to any KDL social media account, a user agrees to the same.

- ii. KDL reserves the right to block users or restrict access to users that violate applicable law or violate this Policy based on the criteria defined above.
- g. Archives and Record Retention.
 - i. KDL reserves the right to remove and archive its posts when no longer relevant or timely (e.g., after an event announced has taken place, etc.), and will otherwise remove its posts on a regular schedule as determined by KDL.
 - ii. KDL reserves the right to archive all content posted by members of the public, and such content may be subject to disclosure under the Michigan Freedom of Information Act (FOIA).

KDL Policy 3.5

Library Programs

LAST REVISED 7.18.24

Responsibility for library program development is vested in the Director of Engagement, and such members of the staff whose job descriptions include program responsibilities. Library programs may utilize volunteers and may be developed cooperatively with Friends groups, governmental units, community organizations, and individuals. A program is any presentation given in or out of the Library (in person or by technological means) by a Library staff member or other presenter and sponsored by the Library, the Friends, or a partnership including the Library.

Library programs support the KDL mission and strategic plan. They are planned in advance to meet staffing and publicity deadlines. Library programs may require registration. Limits on the number of people able to attend may be necessary due to facility, program, performer limitations or other requirements pertaining to safety.

Library programs are funded in part by the operating budget with additional support from KDL fundraising activities, grants, contributions from the Friends, gifts, endowments and partnerships.

No individual or organization who presents a program at the library will be permitted to sell their product or services during their presentation or during their time at the library (with the exception of authors who come to speak about their books or performers who have recordings of their music). KDL requires a contract to be executed by program presenters.

Organizations or business affiliation of presenters or co-sponsoring agencies will be used by the Library in promoting programs. This does not constitute endorsement.

KDL Policy 3.6

Lost + Found Policy

LAST REVISED 9.18.25

KDL will retain valuable lost and found items at the branch location where the items are found. When possible, staff will contact the owner to inform him/her that a lost item has been found and note how long the library will hold the item.

If a purse or wallet is found, staff will look through the item to identify information and call the patron, if possible, to arrange a time for pickup. ID or credit/debit cards or cash in a wallet will be put in the safe for

patrons to reclaim at the desk. These items will be dated. Branches should keep them for two weeks and then hand them over to the ~~local office~~ [Kent Country Sheriff's Department](#).

Purses with no money, ID, or cards/cash in them should go in the lost and found.

Other valuable items, such as electronics and jewelry will be held for three months. After three months, all unclaimed items will be turned over to the Kent County Sheriff's Department.

Loose money found at the library will be held until the close of business each day if the amount is less than \$20.00. If unclaimed, it will be donated to the branch's Friends group (or to KDL in the absence of such a group). Loose money in an amount of \$20.00 or more will be retained for a period of three months and then donated to the branch's Friends group (or to KDL in the absence of such a group), if unclaimed.

Non-valuable items (such as clothing) found at KDL locations will be placed in the lost and found bin at the branch where the items are found. As needed, the contents of these bins will be donated to a local charity.

KDL Policy 3.7

Branch Library Locations

LAST REVISED 7.18.24

KDL strives to make efficient and effective use of its resources. Therefore, it is the policy of the KDL to work with local communities in locating new branch sites a minimum of four miles apart, unless justified by demographics

KDL Policy 3.7.1

Building, Enlarging or Renovating Library Buildings

LAST REVISED 7.18.24

KDL cooperates with all governmental units in making library materials and services available to the public in the buildings owned by the governmental units.

When library buildings are being built, expanded, or renovated, KDL will provide the same services that were provided prior to the building changes. In addition, KDL staff will work with the governmental units to provide desired changes within both KDL budget constraints and strategic plan goals. KDL must balance the needs of the whole system while considering the desires of individual branches. Changes may include additional open hours, personnel, computers, equipment and moving expenses for KDL- owned computers, equipment and materials. If library buildings are downsized, library services will be re-evaluated in conjunction with the governmental units affected.

When changes are being considered by the KDL staff or the governmental unit, KDL staff must be involved with personnel from the governmental unit in order to achieve the best possible results for all. When evaluating library facility needs, KDL staff will apply recognized state and national guidelines and standards.

Those municipalities that currently do not have a library facility in their community, but are considering building one, are encouraged to consider partnering with other communities.

KDL Policy 3.7.2

Support for Building Projects

LAST REVISED 7.18.24

KDL staff will work with local governmental units to plan new buildings or expansions of existing buildings. Staff will advise planners, architects, and elected officials of Library needs and building requirements. In support of the expansion or building improvement efforts of local governmental units, the Marketing Communications Department will provide communications and publicity support. KDL may also provide factual informational mailings to library patrons consistent with campaign and privacy act laws. Informational mailings as well as printing and design support work will be provided as approved by the Executive Director and within budget limitations.

Michigan law forbids the expenditure of public funds to advocate a vote in favor of a millage or bond issue election. Therefore, KDL staff may not, on paid library time, work on political activities to promote millage or bond issue elections, or disseminate materials which advocate a favorable vote on a millage or bond issue election. Nothing in this policy prevents staff members, in their personal time, from expressing their own personal views, expending their own personal funds, or providing their own personal volunteer services consistent with campaign laws.

KDL Policy 3.7.3

Acceptance of Non-KDL Technology

LAST REVISED 7.18.24

The planning and funding for future technology is the responsibility of KDL. However, KDL constituent communities, if they so desire, may donate monetary funds locally to enhance technology service to their community. These monetary funds will be used to purchase specific technologies that are either new and emerging in nature or consistent with the current year's KDL purchases for other branches.

Specific technology gifts may also be occasionally accepted if they are consistent with the current year's KDL purchases for other branches, and/or approved by KDL Information Technology Director to ensure the devices can be effectively supported and maintained by KDL staff. Any potential technology donation must be coordinated in advance of donation (and, if necessary, actual purchase) with KDL Information Technology Director. The equipment purchased by or with the approval of KDL becomes the property of KDL and its future use and ultimate disposal will be at the sole discretion of KDL.

KDL Policy 3.8

Meeting Room Use

LAST REVISED 7.18.24

Meeting rooms in the Kent District Library Branches are made available for use according to local governmental unit guidelines.

Programs in public meetings room must not disrupt normal Library operations and use. Persons attending the meeting are subject to all Library rules and regulations concerning behavior in the building.

KDL Policy 3.9

Planned Closings

LAST REVISED 5.20.21

Every effort will be made to keep KDL facilities open to serve the public as scheduled. In some instances, however, building closures may be required for the maintenance and upkeep of facilities. Closures may also be necessary due to special events in the vicinity of a library building or other circumstances outside the control of KDL. All planned closings are approved by the Library Board and announced to the public with as much forewarning as possible.

KDL Policy 3.9.1

Emergency Closings

LAST REVISED 5.20.21

Every effort will be made to keep KDL facilities open to serve the public as scheduled. Whenever a situation arises that, in the judgment of the branch manager or his/her designee, jeopardizes anyone's personal safety or well-being, the building may be closed. Such situations could include, but are not limited to: power failure, flooding, fire, vandalism, or extreme weather. In certain instances, the KDL Executive Director may close the entire system.

KDL Policy 3.9.2

Bereavement or Funeral Closings

LAST REVISED 4.19.19

In the event of an employee's death, arrangements may be made for staff to attend the memorial service/funeral. These arrangements may include, at the discretion of the Executive Director, closing the library branch(es) for a period of time.

KDL Policy 3.10

Library + Personal Vehicles

LAST REVISED 7.18.24

All employees who operate company and private vehicles on KDL business, as well as employees who are subject to perform any driving duties as assigned must have a valid Michigan driver's license, proof of insurance (if driving their own vehicle) and obey state laws while using KDL and personal vehicles. State Motor Vehicle Records (MVRs) will be obtained and utilized as the source of verifying driver history. MVRs will be obtained and updated by the State of Michigan through subscriptions services to comply with KDL's insurance provider guidelines. KDL will obtain written authorization from employees who drive for regular KDL business. Major violations on the employee record may prohibit an employee from driving on KDL business. Smoking, using e-cigarettes, vaping, or chewing tobacco is prohibited in the KDL vans and Bookmobile. Use of cell phones, taking calls, making calls or texting, is prohibited while driving KDL vans or Bookmobile.

KDL Policy 3.11

Building Safety

LAST REVISED 7.18.24

KDL is concerned about the health and welfare of all employees. Therefore, it is the policy of the KDL that no employees work alone at any KDL branch during all open public access hours. Staff scheduling must be arranged in such a way to ensure that there is always a minimum of two Library employees in the building.

KDL Policy 3.11.1

Keys to Buildings

LAST REVISED 5.20.21

In the interests of safety and security, only authorized individuals will be given keys to KDL facilities.

KDL Policy 3.11.2

Library Access When Closed

LAST REVISED 7.18.24

In the interests of safety and Library liability, only authorized individuals or other individuals approved in writing by the KDL Board or the Executive Director may have access to the physical spaces occupied by the KDL Branches when they are closed.








KPI VARIANCE REPORT: BOARD

1st Quarter 2026 (January - March)

STATUS	KPI	TARGET	ACTUAL	VARIANCE
●	Physical Checkouts	≥ 623,935	619,008	-1%
●	Digital Checkouts	≥ 670,001	661,476	-1%
●	Visitor Count	≥ 559,983	571,680	2%
●	Net Promoter Score	≥ 85	89.3	4.3%
●	Programming Attendance	≥ 38,273	48,684	27%
●	Programming Events	1,283 - 1,705	1,603	In Range
●	Branch Outreach Attendance	≥ 14,718	24,451	66%
●	Branch Outreach Events	193 - 296	314	+6% above
●	Community Engagement Department Outreach Attendance	≥ 3,894	4,654	20%
●	Community Engagement Department Outreach Events	≥ 118	119	1%
●	Engaged Cardholders	≥ 122,471	121,665	-1%

PATRON / OPERATIONAL

	Tech Effectiveness <i>(Combination of new patron tickets and percentage of resolved patron tickets)</i>	≥ 16 points	13 points <i>(45 avg. new monthly tickets + 67% resolved tickets)</i>	-3 points	INNOVATIO
	Projects on Time	≥ 80%	93% monthly avg.	13%	
	Employee Turnover <i>(Projected annual total, updated quarterly)</i>	< 15%	5%	10%	CULTURE
	Employee Engagement <i>(updated annually)</i>	≥ 31% <i>(Gallup National Average)</i>	73%	42%	
	Budget Expenditures <i>(Percentage through the year vs. budget spent)</i>	25%	23.4%	-1.6%	FIN



KPI VARIANCE REPORT: LT

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

KPI	DEFINITION	OWNER	TARGET RANGES	CATEGORY
Net Promoter Score	<p>NPS = % of Promoters – % of Detractors</p> <p>Patrons are asked: "How likely are you to recommend KDL to others...?" and answer on a scale of 0 to 10</p> <ul style="list-style-type: none"> - "Promoters" rated 9-10 - "Detractors" rated 0-6 - "Passives" rated 7-8 	Randall Goble	<p>Green: 85 or above</p> <p>Yellow: 80 - 84.9</p> <p>Red: Below 80</p>	Patron / Operational
Programming Attendance	Number of attendees for programs systemwide.	Randall Goble	<p>Green: On target or above</p> <p>Yellow: Less than 5% below target</p> <p>Red: More than 5% below target</p>	Patron / Operational
Programming Events	Number of program events systemwide.	Randall Goble	<p>Green: On target or above</p> <p>Yellow: Less than 5% above or below target range</p> <p>Red: More than 5% above or below target range</p>	Patron / Operational
Outreach Attendance	Number of attendees for outreach events systemwide.	Randall Goble	<p>Green: On target or above</p> <p>Yellow: Less than 5% above or below target range</p> <p>Red: More than 5% above or below target range</p>	Patron / Operational

KPI	DEFINITION	OWNER	TARGET RANGES	CATEGORY
Outreach Events	Number of outreach events systemwide.	Randall Goble	Green: On target or above Yellow: Less than 5% above or below target range Red: More than 5% above or below target range	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	<p>Criteria 1: Number of New Patron Tickets Opened in a Month</p> <p>Fewer than 30: 10 points 31 - 50: 8 points 51 - 70: 5 points More than 70: 2 points</p> <p>Criteria 2: Percentage of Resolved Patron Tickets from Total Open Patron Tickets in a Month (Open Tickets at Previous Month's End + New Tickets from Current Month)</p> <p>80% - 100%: 10 points 70% - 79%: 8 points 60% - 69% : 5 points Less than 60%: 2 points</p> <p>Combine points from both Criteria to score Green / Yellow / Red:</p> <p>Green: 16 - 20 Points Yellow: 12 - 15 Points Red: 4 - 11 Points</p>	Innovation
Projects on Time	Percentage of total systemwide projects that are on their projected timeline.	Jaci Cooper	<p>Green: 80% or above Yellow: 70-79.9% Red: Less than 69.9%</p>	Innovation

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

'24-'26

Strategic Plan.

1st Quarter Update
2026



2024-2026 Strategic Goal:

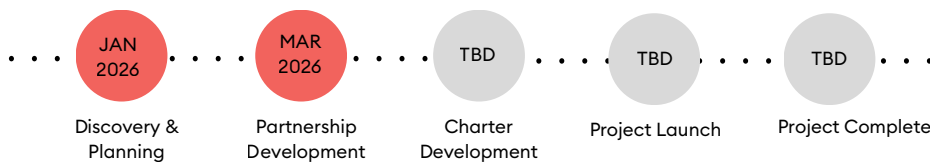
Celebrate distinctive communities by proactively prioritizing meaningful partnerships and patron relationships, finding commonalities with our neighbors, and intentionally connecting resources.



2026 Initiative #1

Assess food insecurity trends across Kent County using current ALICE (Asset Limited, Income Constrained, Employed) and other demographic data, public health reports, and community partner insights. Based on findings, create an integrated food model for at least three branches and/or bookmobile serving high-need populations and leverage KDL's reach for partners doing this work. Identify and secure at least one sustainable funding stream (e.g., community foundation grant, local sponsorship, or annual giving campaign) per branch to support ongoing food supply.

Project Timeline: January 2026 – TBD (Discovery & Planning)



2026 Q1 Update: Food Access

On Track

Paused/Delayed

Canceled

Completed

Food insecurity remains a persistent and growing challenge across Kent County. Currently, 41% of Michigan households fall within the ALICE category – a number projected to rise. When communities face both literacy challenges and food access issues, supporting basic needs in spaces like libraries helps remove barriers to learning. As a trusted community resource and gathering place, KDL is well positioned to play a meaningful role in addressing these challenges.

The project is currently in the discovery and planning phase and has not yet been formally approved. Jaci Cooper, Director of Projects and Planning, has begun serving on the Kent County Food Policy Council to better understand local trends, existing services, and potential partnership opportunities. Early conversations have identified several promising possibilities, including snack distribution during programs and potential collaboration with mobile food distributions.

As partnerships are further developed, the PMO will begin formal project initiation, including drafting the project charter, confirming pilot locations, and establishing a project team and timeline. This deliberate approach is intended to ensure KDL complements rather than duplicates existing efforts and delivers the greatest possible impact in addressing community food access.

Strengthening Community

2024-2026 Strategic Goal:

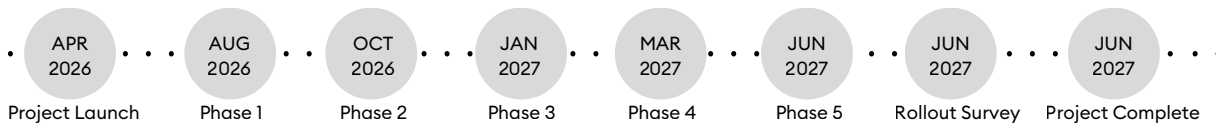
Celebrate distinctive communities by proactively prioritizing meaningful partnerships and patron relationships, finding commonalities with our neighbors, and intentionally connecting resources.



2026 Initiative #2

Launch a Community Memory Project hosted on KDL.org, including both a public submission portal and a browsable digital archive that captures the stories, images, and histories of Kent County residents. Facilitate 4 to 6 storytelling workshops in partnership with local organizations (both in branch and in the community to encourage community participation). By the end of year one, curate and publish a featured selection of submitted stories to showcase the depth and diversity of lived experiences across the county.

Project Timeline: April 2026 – June 2027



2026 Q1 Update: Community Memory

On Track

Paused/Delayed

Canceled

Completed

In an increasingly digital and fast-paced world, local and personal histories are at risk of being lost. While the value of preserving family stories is widely recognized, many individuals lack access to the tools, platforms, and support needed to document and share their experiences. Traditional archives have often prioritized official records, leaving everyday lived experiences underrepresented. This initiative seeks to shift that approach by actively co-creating a community-driven archive that ensures all residents have the opportunity to preserve and share their stories.

The initiative will be led by Tricia Hetrick, Regional Manager II, who originally proposed the project in 2025, and Randy Goble, Director of Engagement will be the project's sponsor. In March, the PMO met with Hetrick to review and finalize the project charter and confirm the project team and timeline. A kickoff meeting is scheduled for April 20, which will formally launch the project and begin research and work.

Strengthening Community

2024-2026 Strategic Goal:

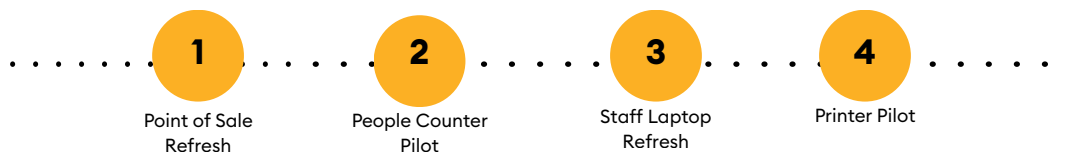
Proactively explore evolutions in the ever-changing technological landscape to optimize resources, enhance services and embrace education on adoption.



2026 Initiative #1

Evaluate the library's primary hardware needs by assessing the laptop distribution and public PC refresh schedule, POS system, people counters, and scanner/copier/printers to ensure efficiency, reliability, and alignment with patron and staff needs. Findings will guide a prioritized roadmap for future hardware investments.

Portfolio Timeline: January 2026 – December 2026



2026 Q1 Update: Hardware Refresh

This strategic initiative is being managed as a portfolio of related projects, allowing for focused evaluation and phased decision-making across multiple hardware priorities.

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

Point of Sale Refresh: This project will replace KDL's existing POS system with Square Registers and Terminals to improve usability, integration, and long-term cost efficiency. Since kickoff, the team has completed testing and piloting at three branches. Pilots have been overwhelmingly successful. The project is now preparing for a phased rollout to all KDL branches, which should be complete by early May.

People Counter Pilot: This pilot is evaluating a cloud-based visitor counting system to replace manual tracking and provide more accurate, real-time data. Sensors have been installed at the Cascade Twp. and East Grand Rapids branches. Next steps include evaluating pilot results and developing a recommendation for future implementation and budget planning.

Staff Laptop Refresh : The staff laptop refresh began in January with a phased rollout designed to refine processes and address issues in real time. As part of this effort, devices are being updated to Windows 11 to ensure staff are comfortable with the system ahead of future patron PC upgrades. Deployment began with leadership, expanded to Service Center departments, and is now reaching branch staff. This measured approach is helping ensure a smoother transition and stronger long-term support model.

Printer Pilot: The printer pilot is exploring alternatives to KDL's current print infrastructure ahead of future replacement needs. The Cascade Twp. and Kentwood branches are testing printers and providing feedback on speed, quality, and overall staff and patron experience. The pilot is also assessing the reliability of automatic supply ordering, which requires sufficient time for supplies to deplete and reorder cycles to occur. Findings will guide future investment decisions.

Technology

2024-2026 Strategic Goal:

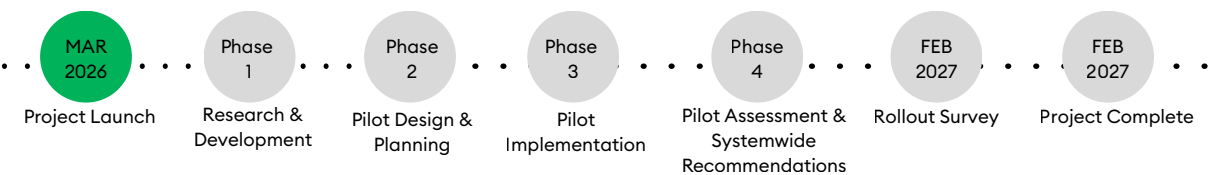
Strategically focus efforts on defining and providing exciting, valuable core programming that gives people access to experience and invites further exploration of KDL's services and spaces.



2026 Initiative #1

Launch a three-branch KDL Lab pilot to test activities and layouts that maximize space and engagement while requiring minimal staff involvement, using the results to share a long-term strategy for systemwide implementation.

Project Timeline: February 2026 – February 2027



2026 Q1 Update: KDL Lab Revamp

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

This initiative addresses the challenge that KDL's existing Lab spaces, which were introduced over a decade ago, have not kept pace with evolving STEAM (Science, Technology, Engineering, Art, Math) learning trends, digital literacy, or how children and families engage in self-guided, hands-on exploration. Many labs lack visibility, consistent purpose, and clearly defined learning outcomes, limiting their impact as destination spaces within branches. This project aims to establish a clear, modern vision for KDL Lab through branch pilots that test immersive digital and physical experiences, spatial layouts, and activity models designed to maximize engagement while requiring minimal staff facilitation. Insights from these pilots will inform future design standards and long-term strategy for systemwide implementation.

Brittany Zuehlke, Branch Outreach & Programming Specialist, will lead this project, with Jaci Cooper as project sponsor. In March, this project held its kickoff meeting where the PMO and Zuehlke shared the project's goals, timeline and team expectations.

Core Programming

Initiatives from 2025.

The following initiatives launched in 2025 and continue into 2026.

Updates are included to ensure progress, transparency and continued alignment with the 2024-2026 Strategic Plan.



2024-2026 Strategic Goal:

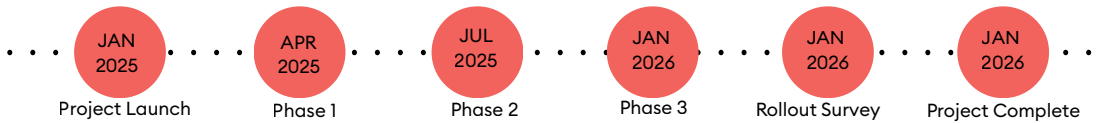
Celebrate distinctive communities by proactively prioritizing meaningful partnerships and patron relationships, finding commonalities with our neighbors, and intentionally connecting resources.



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 each branch so key partnerships are highlighted and communicated.

Project Timeline: January 2025 – January 2026



2026 Q1 Update: Community Partnerships Evaluation

On Track

Paused/Delayed

Canceled

Completed

In January, a final Communication Bulletin was shared with staff, providing tools, resources, and clear expectations for the new partnership processes developed by the project team. Following this communication, a rollout survey gathered feedback on staff understanding and confidence in applying and training others on the new processes. Responses consistently pointed to increased clarity, with staff highlighting the value of the new tools, Community Maps, and clearly defined partnership structures. As one staff member shared:

“Even if you’re not directly involved in branch outreach, this project brought so much clarity and created real opportunity to learn. As a former ABL, the difference between branch and systemwide outreach was always hard to grasp. It wasn’t clear who we partnered with or how KDL chose to move forward in a way that aligned with our vision and strategic plan. This initiative addressed all that – with deep thought and strategy. The guides and infographic are simple and effective, removing guesswork around processes, partnership types, and relationship development. The ‘My Community Maps’ visualize KDL’s commitment to uplifting each branch’s unique community while highlighting opportunities for expanded impact. This information is valuable to every staff member because it provides real context about the community and reinforces our mission.”

On January 30, the PMO met with project leader Craig Buno and his team to review the project’s goals and deliverables and to celebrate the work accomplished. This initiative required navigating ambiguity, rethinking existing practices, and developing a more strategic, structured approach to partnerships. Early indicators suggest this work will position KDL to be more impactful, agile and effective in building and sustaining community partnerships moving forward. The PMO extends its deepest thanks to Buno and his team: Adam Flynn, Brittany Zuehlke, Clare O’Tsujji, Hannah Lewis, Hennie Vaandrager, Josh Bernstein, Jennifer DeVault, Julie Ralston, Kurt Lardie, Leigh Verburg, Monica Walen, Randy Goble, Sara Magnuson, Shelley Roosien, Sheri Glon, Susan Erhardt and Ty Papke.

Strengthening Community

2025 Strategic Initiative:

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



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



2026 Q1 Update: Tech Tutoring Revamp

On Track

Paused/Delayed

Canceled

Completed

This quarter, the project team focused on Phases 3 and 4 of the initiative, with an emphasis on systemwide training, implementation, and planning for integration with other services following the project’s closeout. By the end of January, all branches had received in-person training on providing Tech Help and scheduling appointments through Bookings.

To support consistent implementation, project leader and User Experience Manager Morgan Hanks, hosted weekly drop-in Teams sessions for managers to share feedback and troubleshoot issues in real time. Branch feedback led to updates to the training checklist, creating more flexibility for staff to respond to patron needs, while clarifying expectations. In February, the team continued monitoring the new Tech Help process while developing a dedicated [webpage](#) to promote and inform patrons of the service. While there is strong potential for future expansion, the page currently provides clear guidance on the types of Tech Help available, including which services are offered as walk-ins and which require appointments. The team also curated a set of referral resources for requests that fall outside the scope of KDL services.

In late March, a rollout survey was distributed to staff to assess the effectiveness of training, materials, and checklists. Results will be compiled and shared with Hanks and her team as part off the project closeout in April.

Technology

2024-2026 Strategic Goal:

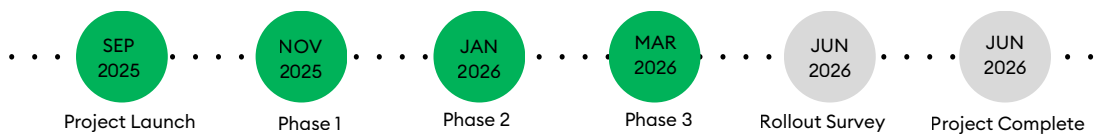
Celebrate distinctive communities by proactively prioritizing meaningful partnerships and patron relationships, finding commonalities with our neighbors, and intentionally connecting resources.



2025 Initiative #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 – June 2026



2026 Q1 Update: Cross Promo

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

Between January and March, the Cross Promotion project team focused on moving from Phase 2 into Phase 3. Early work centered on aligning marketing, collections, and cross-promotion tools, while reviewing and finalizing key deliverables for systemwide use. Through iterative discussions and an in-person brainstorming workshop, the team clarified ownership, simplified approaches, and identified strategies that would be practical and sustainable across branches.

As the project progressed, focus shifted to rollout planning, staff training and long-term sustainability. The team finalized monthly systemwide focuses and developed flexible approaches to promoting collections and databases based on branch capacity.

During Phase 3 work, the team identified KDL's May training summits as a key opportunity to deliver training, reinforce strategies, and build staff buy-in. To support this, they requested and received a project extension, moving the timeline to June to better align with these efforts and strengthen long-term success.

March focused on developing training materials for the May summits, assigning presenters and content owners, creating a training and evaluation plan, and establishing long-term ownership of the cross-promotion calendar. Overall, the project is progressing from an initially ambiguous concept to a clearly defined, staff-ready framework with concrete next steps for implementation.

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 – April 2026



2026 Q1 Update: Core Programming

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

This initiative made significant progress over the past quarter, with a strong focus on building clarity and consistency around Core programs. In January, the project team analyzed staff survey data from September to identify areas of confusion and lower confidence, using those insights to shape targeted training.

To support long-term success, the team updated over 24 procedures to reflect new terminology and introduced tags for branch-sponsored programs on KDL’s website. These changes will improve clarity for branch staff, Patron Services, and managers when accessing and reporting on location-specific programming data.

Recognizing competing staff demands, the team requested a project extension in late January due to overlapping mandatory compliance training. This decision helped ensure the effectiveness of the Core Programming training.

In February, training was rolled out to all staff, covering distinctions between Core programs and branch-sponsored program, the role of workgroups in program planning, and guidelines for program preparation. The training also included a knowledge check aligned with the original September survey to measure growth in understanding.

In March, the PMO distributed a rollout survey to evaluate the effectiveness of the project and training. Results will be shared with the team at the project closeout meeting in April.

Core Programming