

BOARD OF TRUSTEES PACKET

Kent
District
Library



JULY 2026



DRAFT



BOARD OF TRUSTEES

Meeting Agenda

LOCATION

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

DATE & TIME

THURSDAY, JULY 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: June 18, 2026
- C. Request: Patron Services Department In-Service Day date change.

4. 2025 AUDIT REPORT Maner Costerisan

5. FINANCE REPORTS – June 2026*

6. DIRECTOR’S REPORT – June 2026

7. OLD BUSINESS

- A. Policy Manual Section 4 –Patron Behavior* *Third Reading*
- B. Policy Manual Section 5- Budget and Finance* *Second Reading*

8. NEW BUSINESS

- A. Policy Manual Section 2.1.6 - Temporary Cards for Adults* *First Reading*
- B. New Policy Manual Section 2.1.7-Guest Pass Use for Public Computers* *First Reading*
- C. Strategic Plan & KPI Quarter 2 Review

9. LIAISON REPRESENTATIVE COMMENTS

10. PUBLIC COMMENTS**

11. BOARD MEMBER COMMENTS

12. MEETING DATES

Next Regular Meeting: Thursday, August 20, 2026, 4:30PM

KDL – Service & Meeting Center, 814 West River Center Drive, Comstock Park, Mi 49321

13. ADJOURNMENT*

* Requires Action

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

DRAFT



BOARD OF TRUSTEES

Meeting Minutes

LOCATION

Kent District Library Service Center

DATE + TIME

Thursday, June 18, 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, Jennifer DeVault, Sheri Glon, Randy Goble, Kim Lindsay, Elvia Myers, Kurt Stevens, Hennie Vaandrager, and Lance Werner

GUESTS PRESENT: Kim Blovitis, Yilin Wendland-Liu, Megan Middlestadt, Tamara Wanyoike, and Penny Weller

1. CALL TO ORDER

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

2. PLEDGE OF ALLEGIANCE

3. CONSENT AGENDA*

- A. Approval of Agenda
- B. Approval of Minutes: May 21, 2026
- C. Request: Kelloggsville Branch is requesting closure on June 29 –July 2 to accommodate the Kelloggsville School District closure.
- D. Request: Plainfield Twp. Branch is requesting closure for two days the week of July 27 due to parking lot pavement to be completed.
- E. Request: Krause Memorial (Rockford), Nelson Twp., and Spencer Twp. Branches are requesting an in-service date change due to the Rockford Branch Grand Opening.

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

Support: Supported by Schrauben.

RESULT: Motion carried.

4. KDL COMMUNITY IMPACT SCHOLARSHIP CEREMONY

DRAFT

Board Chair Peter Dykhuis congratulated Megan Middlestadt and Tamara Wanyoike for being selected as recipients of the annual *KDL Community Impact Scholarship*! Their applications stood out among a remarkable group of individuals who are passionate about learning, service, and making a difference. The review committee was deeply impressed by their vision, commitment to community, and leadership potential.

5. KDL LITERACY CHAMPION AWARD CEREMONY

Board Chair Peter Dykhuis presented the two winners of the fourth Kent District Library Literacy Champion Award for outstanding leadership and advocacy of literacy to Kim Blovits, teacher at Caledonia Elementary, and West Michigan Asian American Association, represented by Yilin Wendland-Liu, Executive Director.

6. FINANCE REPORTS – May 2026*

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

- The organization's overall cash and investment position at the end of May totaled over \$30.7 million, of which \$29.2 million is available for ongoing operations, with the remainder classified as restricted or donated funds. The cash summary on page 1 of the financial report reflects a temporary negative balance in the checking account, which occurred due to a transfer that was initiated but not processed by the bank until Monday morning; no fees were incurred as a result.
- Total year-to-date revenues reached \$29.8 million, representing just under 93% of the annual revenue budget. On June 4, the organization received a Kent County revolving fund property tax settlement of approximately \$624,000, bringing total tax collections to nearly 100% of the budgeted amount. While some delinquent personal property tax revenue is expected later in the year, most anticipated property taxes have been collected. Additional revenue highlights include a second E-rate reimbursement of \$95,922 and \$58,091 in state commercial private property tax revenue (account 4569).
- Year-to-date expenditures totaled \$12.5 million, or 37.6% of the annual expenditure budget, indicating that the budget remains on track through the first five months of the fiscal year. Notable expenditures for the month included approximately \$610,000 in collection purchases, \$101,000 in account 5801 (Professional & Other Contracted Services) — which included a \$20,000 audit progress billing and \$46,000 related to cyber incident recovery — and increased spending in account 5940 (Rentals) associated with the On the Same Page event.
- Monthly expenditures exceeding \$50,000 included:
 - OverDrive: \$256,000 for collection materials
 - Midwest Tape: \$146,830.25 (cumulative) for collection materials
 - Ingram: \$133,842.39 (cumulative) for collection materials
 - IP Consulting: \$103,046.73 (cumulative) for COLO services and cyber incident support
 - HMA: \$77,326.65 (cumulative) for healthcare plan expenditures
- The audit process has been completed, and final reports are pending. Auditors will present their findings at the July Board meeting. The audit proceeded smoothly with no issues reported, reflecting strong preparation and performance by the Finance team.

DRAFT

The Board asked questions and staff responded.

Motion: Tazelaar moved to receive and file the May 2026 finance reports as presented.

Support: Supported by Gilreath Watts.

RESULT: Motion carried.

7. DIRECTOR'S REPORT – May 2026

Executive Director Werner highlighted the following items:

- Werner expressed shared incredibly positive feedback for *On the Same Page*, noting strong overall impressions despite a small amount of criticism, and expressed that the experience was outstanding. He spoke at the MLA Intellectual Freedom Summit in Lansing the following day, where he identified several potential municipal and library partners. As a result, additional meetings and follow-up calls are being scheduled.
- He also highlighted ongoing partnership development with Family Promise, noting progress and expressing excitement about programming opportunities at locations in Wyoming. Collaboration with the AYA Youth Collective is underway as well, including support for upcoming programming such as a silent disco.
- He expressed appreciation for the team's work, including participation in a recent strategic planning listening session, and shared that overall efforts are going well and continue to move forward productively.

The Board asked questions and staff responded.

8. OLD BUSINESS

A. Policy Manual: Section 4*

Director of Projects and Planning Jaci Cooper provided a summary of the recent revisions to Policy Manual Section 4. The Board members requested a third reading to thoroughly review edits of legal counsel.

9. NEW BUSINESS

A. Policy Manual: Section 5*

The Board members requested a second reading, along with recommended updates to the language.

10. LIAISON REPRESENTATIVE COMMENTS – None.

11. PUBLIC COMMENTS** – The Friends of the Walker Branch, represented by Penny Weller, shared that they will be donating an outdoor instrument set, with local representation outside the renovated Walker Branch.

12. BOARD MEMBER COMMENTS

Chrenka – no comment

DRAFT

Covelle – Covelle was deeply moved by the experience and especially enjoyed the interaction between the two authors at the *On the Same Page*. The event inspired her and her daughter to write themselves and was an event that touched beyond just the books.

Dykhuis – Dykhuis participated in *On the Same Page* and enjoyed spending time with his son. The Grandville KDL Community Report was well received. A survey for the Board Retreat has been distributed, with an additional survey to follow including alternative dates.

Erlewein – Erlewein was sad to miss the *On the Same Page* but had family that enjoyed the experience.

Gilreath-Watts – Gilreath Watts attended *On the Same Page* with her husband and enjoyed reading Kristin Hannah's *Home Front*. The Summer Wonder kickoff at the Wyoming Branch was a remarkable success, with a musician creating a relaxing atmosphere. She also presented the KDL Community Report for the City of Wyoming, highlighting how Regional Manager Angie Christiansen engages with city council members and shares patron feedback about what they enjoy at KDL branches.

Schrauben – Schrauben enjoyed *On the Same Page*. She was joined by a friend from Lowell that wrote together with her, and they had a wonderful time.

Tazelaar – Tazelaar was glad for the recording of *On the Same Page* and thanked everyone for the mountain of work involved in the event.

VerHeulen – VerHeulen presented the KDL Community Report at the City of Walker Commission meeting, where Mayor Carey noted that the library's outreach efforts continue to have a tremendous community impact, even as circulation numbers have shifted due to the library's expansion. *On the Same Page* was well received. She also attended an event at the Literacy Center of West Michigan, where clients were impressed with the Bookmobile, and seven individuals signed up for library cards.

13. MEETING DATES

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

14. ADJOURNMENT

Motion: VerHeulen moved for adjournment at 5:46 PM.

Support: Supported by Covelle.

RESULT: Motion carried.

ADMINISTRATIVE APPROVAL FOR DISTRIBUTION





June 25th, 2026

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

Dear KDL Board Members,

I am requesting approval to change the date of the Patron Services Department In-Service Day of Learning due to a personal conflict. The current scheduled date is Friday, October 16, and I would like to propose we move it to Friday, November 13.

The call center will be covered by our third-party partners during the in-service. There may be some requests we are unable to fulfill until the following day, but overall we expect any service interruptions to be minimal.

Thank you for considering this request.

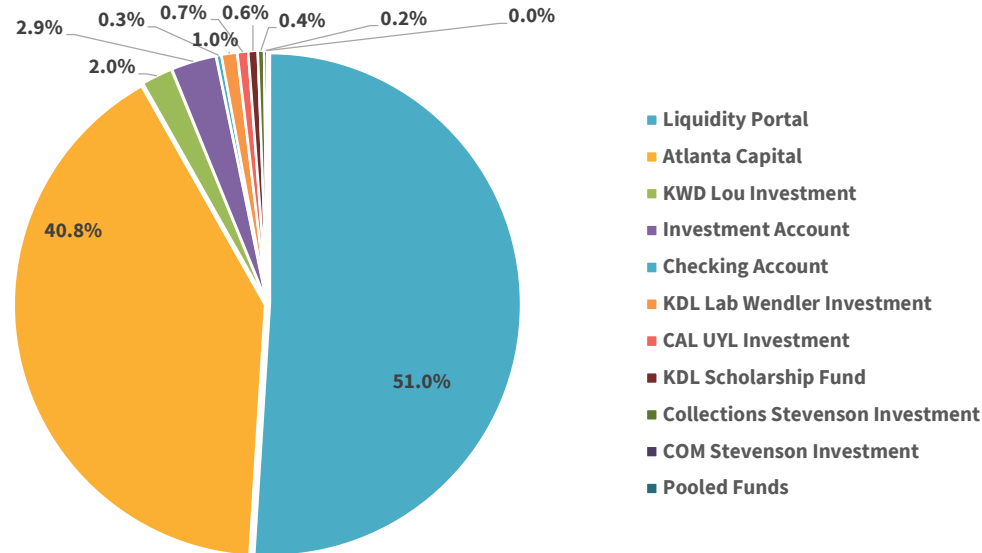
Sincerely,

A handwritten signature in black ink that reads "Morgsan Hanks".

Morgsan Hanks
User Experience Manager, Patron Services Department



Monthly Cash Position Per Bank Month Ended June 2026



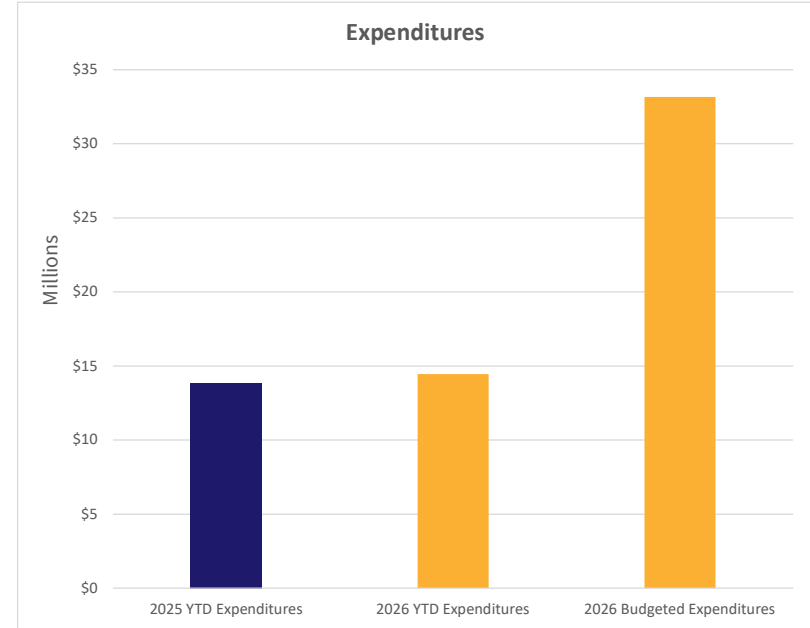
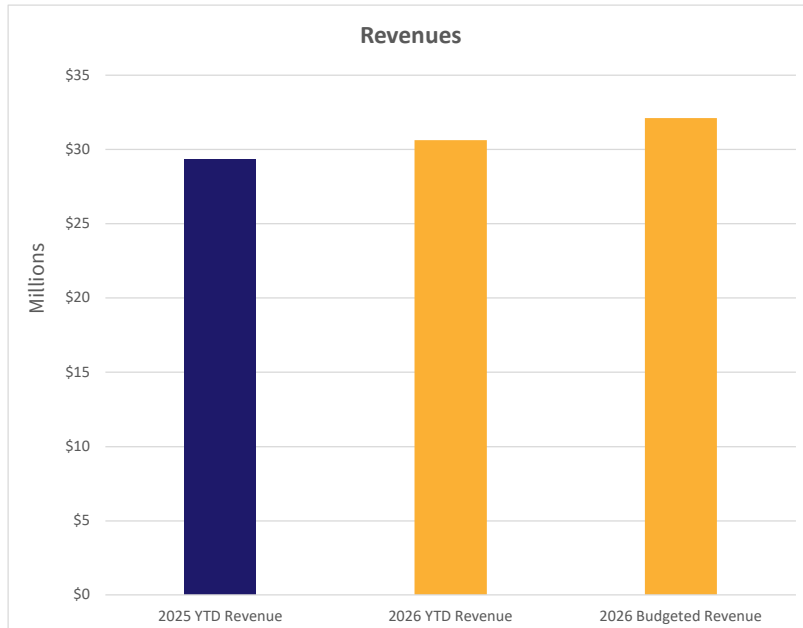
Cash Position with Prior Year Comparison			
Account	Current Interest Rate	Current Amount	Prior Year Amount
Huntington Liquidity Portal	3.570%	\$14,991,170.22	\$13,281,818.76
Atlanta Capital Investments	3.000%	\$12,016,987.00	\$11,595,139.00
KWD Sherri Lou Investment	3.550%	\$610,072.87	\$414,777.09
Huntington Investment Account	1.611%	\$860,380.05	\$184,717.27
*Huntington Checking Account	0.500%	\$100,908.35	\$340,088.15
KDL Lab Wendler Investment	3.560%	\$293,256.60	\$ -
Caledonia UYL Investment	3.560%	\$226,146.85	\$217,778.31
KDL Community Scholarship Fund	3.560%	\$185,329.02	\$185,778.31
Collections Stevenson Investment	3.560%	\$130,036.82	\$125,188.00
COM Stevenson Investment	3.550%	\$80,346.90	\$100,149.90
*Kent County Pooled Funds		\$ -	\$61,260.41
		<u>\$29,494,634.68</u>	<u>\$26,506,695.20</u>

* 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 June 2026



Budget to Actual with Prior Year Comparison			
	YTD Actual	Budget	Percent of Budget
2025 Revenues	\$ 29,327,136	\$ 30,779,864	95.3%
2026 Revenues	\$ 30,625,134	\$ 32,106,843	95.4%
2025 Expenditures	\$ 13,850,517	\$ 30,778,695	45.0%
2026 Expenditures	\$ 14,456,853	\$ 33,165,842	43.6%

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 6/1/2026 Through 6/30/2026
(In Whole Numbers)

	2026 YTD Actual	2026 Budget	2026 Budget to Actual Variance	Percent Remaining
Revenues				
Property Taxes	29,075,796	29,139,951	(64,155)	(0)%
Penal Fines	0	675,000	(675,000)	(100)%
Charges for Services	18,718	34,000	(15,282)	(45)%
Interest Income	431,483	672,900	(241,417)	(36)%
Public Donations	485,792	265,000	220,792	83 %
Other Revenue	175,185	315,275	(140,090)	(44)%
State Sources	438,160	1,004,817	(566,657)	(56)%
Total Revenues	30,625,134	32,106,943	(1,481,809)	(5)%
Expenditures				
Salaries and Wages	6,684,116	15,254,012	8,569,896	56 %
Employee Benefits	1,546,152	5,055,038	3,508,886	69 %
Collections - Digital	1,843,750	3,416,753	1,573,003	46 %
Collections - Physical	1,010,912	2,056,198	1,045,286	51 %
Supplies	287,016	784,535	497,518	63 %
Contractual and Professional Services	1,290,318	2,297,548	1,007,230	44 %
Programming and Outreach	210,162	550,665	340,503	62 %
Maintenance and Utilities	1,083,913	2,334,416	1,250,503	54 %
Staff Development	111,691	311,382	199,691	64 %
Board Development	9,757	24,075	14,318	59 %
Other Expenditures	304,446	605,450	301,004	50 %
Capital Outlay	74,620	475,770	401,149	84 %
Total Expenditures	14,456,853	33,165,842	18,708,989	56 %
Excess Revenue Over (Under)	16,168,282	(1,058,899)	17,227,181	(1,627)%
Expenditures				

Kent District Library
Statement of Revenues and Expenditures
157 - Scholarship Fund
From 6/1/2026 Through 6/30/2026
(In Whole Numbers)

	2026 YTD Actual	2026 Budget	2026 Budget to Actual Variance	Percent Remaining
Revenues				
Interest Income	3,245	4,000	(755)	(19)%
Public Donations	650	1,000	(350)	(35)%
Total Revenues	3,895	5,000	(1,105)	(22)%
Expenditures				
Scholarships	10,000	10,000	0	0 %
Total Expenditures	10,000	10,000	0	0 %
Excess Revenue Over (Under)	(6,105)	(5,000)	(1,105)	22 %
Expenditures				

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 6/1/2026 Through 6/30/2026
(In Whole Numbers)

	YTD Ending June 30, 2025	YTD Ending June 30, 2026	Total Variance
Revenues			
Property Taxes	27,693,849	29,075,796	1,381,947
Charges for Services	25,786	18,718	(7,069)
Interest Income	637,259	431,483	(205,776)
Public Donations	389,610	485,792	96,182
Other Revenue	324,562	175,185	(149,377)
State Sources	256,070	438,160	182,091
Total Revenues	29,327,136	30,625,134	1,297,998
Expenditures			
Salaries and Wages	6,354,712	6,684,116	329,404
Employee Benefits	1,791,953	1,546,152	(245,801)
Collections - Digital	1,694,129	1,843,750	149,621
Collections - Physical	803,708	1,010,912	207,203
Supplies	319,560	287,016	(32,543)
Contractual and Professional Services	1,102,398	1,290,318	187,919
Programming and Outreach	196,298	210,162	13,864
Maintenance and Utilities	1,090,094	1,083,913	(6,181)
Staff Development	86,001	111,691	25,689
Board Development	14,376	9,757	(4,620)
Other Expenditures	255,513	304,446	48,933
Capital Outlay	142,092	74,620	(67,471)
Total Expenditures	13,850,835	14,456,853	606,017
Excess Revenue Over (Under) Expenditures	15,476,301	16,168,282	691,981

Kent District Library
Statement of Revenues and Expenditures
157 - Scholarship Fund
From 6/1/2026 Through 6/30/2026
(In Whole Numbers)

	YTD Ending June 30, 2025	YTD Ending June 30, 2026	Total Variance
Revenues			
Interest Income	3,872	3,245	(627)
Public Donations	958	650	(308)
Total Revenues	4,830	3,895	(935)
Expenditures			
Scholarships	10,000	10,000	0
Total Expenditures	10,000	10,000	0
Excess Revenue Over (Under) Expenditures	(5,170)	(6,105)	(935)

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 6/1/2026 Through 6/30/2026
(In Whole Numbers)

	Current Month	2026 YTD	2026 Budget	Budget to Actual Variance	Percent Remaining
Revenues					
Property Taxes					
4402 Current property taxes	625,709	28,932,161	28,916,304	15,857	0 %
4412 Delinquent personal property taxes	3,320	7,262	6,000	1,262	21 %
4432 DNR - PILT	3,146	10,110	40,000	(29,890)	(75)%
4437 Industrial facilities taxes	26,323	126,262	177,647	(51,385)	(29)%
Total Property Taxes	658,499	29,075,796	29,139,951	(64,155)	(0)%
Penal Fines					
4581 Penal fines	0	0	675,000	(675,000)	(100)%
Total Penal Fines	0	0	675,000	(675,000)	(100)%
Charges for Services					
4660 Other Patron Fees	98	1,302	0	1,302	0 %
4685 Materials replacement charges	3,351	17,416	34,000	(16,584)	(49)%
Total Charges for Services	3,449	18,718	34,000	(15,282)	(45)%
Interest Income					
4662 Interest Earned on Uyl Investment	656	3,945	0	3,945	0 %
4663 Interest Earned on Investment	3,234	17,747	0	17,747	0 %
4665 Interest earned on deposits and investments	63,048	407,467	672,900	(265,433)	(39)%
4666 Interest Earned - Property Taxes	622	2,324	0	2,324	0 %
Total Interest Income	67,561	431,483	672,900	(241,417)	(36)%
Public Donations					
4673 Restricted donations	58,840	471,371	265,000	206,371	78 %
4674 Unrestricted donations	1,382	14,421	0	14,421	0 %
Total Public Donations	60,222	485,792	265,000	220,792	83 %
Other Revenue					
4502 Universal Service Fund - eRate	0	168,118	305,275	(137,157)	(45)%
4668 Royalties	299	1,216	0	1,216	0 %
4686 Sale of Equipment	0	73	0	73	0 %
4688 Miscellaneous	0	140	10,000	(9,860)	(99)%
4695 Health Insurance Plan Experience Rebate	0	5,638	0	5,638	0 %
Total Other Revenue	299	175,185	315,275	(140,090)	(44)%
State Sources					
4540 State Aid	0	235,455	477,000	(241,545)	(51)%
4541 State aid - LBPH/TBBC	0	20,536	41,072	(20,536)	(50)%
4548 Renaissance Zone reimbursement	0	0	61,745	(61,745)	(100)%
4549 Personal Property tax reimbursement	0	0	425,000	(425,000)	(100)%
4569 State Grants - Other	0	182,170	0	182,170	0 %
Total State Sources	0	438,160	1,004,817	(566,657)	(56)%
Total Revenues	790,030	30,625,134	32,106,943	(1,481,809)	(5)%
Expenditures					
Salaries and Wages					
5700 Board Stipend	240	1,410	3,900	2,490	64 %
5706 Extra duty stipends	1,300	2,900	0	(2,900)	0 %
5713 Salary & Wages	1,140,954	6,679,806	15,250,112	8,570,306	56 %
Total Salaries and Wages	1,142,494	6,684,116	15,254,012	8,569,896	56 %
Employee Benefits					
5709 FICA	84,035	493,312	1,166,634	673,322	58 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 6/1/2026 Through 6/30/2026
(In Whole Numbers)

		Current Month	2026 YTD	2026 Budget	Budget to Actual Variance	Percent Remaining
5716	Defined Benefit Pension Plan Expenditures	0	0	400,000	400,000	100 %
5717	Defined Contribution Pension Plan Contributions	57,638	339,368	672,634	333,266	50 %
5718	Employee Health Benefits	99,927	338,196	2,366,770	2,028,574	86 %
5720	HSA/Flex	2,333	323,284	354,000	30,716	9 %
5730	Other Employee Benefits	6,826	51,992	95,000	43,008	45 %
	Total Employee Benefits	250,760	1,546,152	5,055,038	3,508,886	69 %
	Collections - Digital					
5785	Cloud Library/OverDrive	0	1,169,000	2,285,000	1,116,000	49 %
5786	Hoopla	0	400,790	829,540	428,750	52 %
5787	Digital Collection	1,860	88,659	93,850	5,191	6 %
5788	Miscellaneous Electronic Access	0	185,301	208,363	23,062	11 %
	Total Collections - Digital	1,860	1,843,750	3,416,753	1,573,003	46 %
	Collections - Physical					
5791	Subscriptions	0	63,116	62,258	(858)	(1)%
5871	Branch Local Materials - Restricted Donation Expenditures	13,598	40,039	0	(40,039)	0 %
5982	Collection Materials - Depreciable	147,542	749,988	1,687,140	937,152	56 %
5983	CD/DVD Collection Materials - Non-Depreciable	31,458	152,104	289,800	137,696	48 %
5984	Beyond Books Collection - Non-Depreciable	805	5,664	17,000	11,336	67 %
	Total Collections - Physical	193,403	1,010,912	2,056,198	1,045,286	51 %
	Supplies					
5750	Collection Processing & AV Supplies	10,578	50,099	136,300	86,201	63 %
5751	Supplies	9,520	58,898	146,313	87,415	60 %
5760	Technology & Accessories <\$1000	299	10,683	117,920	107,237	91 %
5764	KDL Staff Event, Supplies & Awards	158	4,558	36,750	32,192	88 %
5768	Promotions Supplies	2,916	6,891	43,185	36,293	84 %
5770	Other Awards/Prizes	60,095	93,900	176,000	82,100	47 %
5790	Books (not for circulation)	466	169	23,500	23,331	99 %
5851	Mail/Postage	970	3,695	8,567	4,872	57 %
5900	Copier/Printer Usage Charges	23,959	58,122	96,000	37,878	39 %
	Total Supplies	108,962	287,016	784,535	497,518	63 %
	Contractual and Professional Services					
5792	Software	23,378	389,843	651,289	261,446	40 %
5801	Professional & Other Contracted Services	47,553	309,561	649,575	340,014	52 %
5813	Delivery Services	19,039	78,023	168,872	90,849	54 %
5814	Security Services	1,637	47,291	33,000	(14,291)	(43)%
5817	Lakeland Library Co-op services	0	3,649	7,450	3,801	51 %
5827	Catering	1,013	5,060	15,950	10,890	68 %
5873	Website	7	185,565	198,405	12,840	6 %
5875	Advertising	743	17,005	76,500	59,495	78 %
5890	ILS Fees	0	132,470	180,000	47,530	26 %
5891	Licenses and Fees	9,877	67,688	181,007	113,319	63 %
5901	Outsourced Printing & Publishing	3,538	54,164	135,500	81,336	60 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 6/1/2026 Through 6/30/2026
(In Whole Numbers)

	Current Month	2026 YTD	2026 Budget	Budget to Actual Variance	Percent Remaining
Total Contractual and Professional Services	<u>106,786</u>	<u>1,290,318</u>	<u>2,297,548</u>	<u>1,007,230</u>	<u>44 %</u>
Programming and Outreach					
5795 Programming & Outreach Supplies	6,299	72,405	193,200	120,795	63 %
5885 Speakers/Performers	14,599	126,517	318,750	192,233	60 %
5906 Community Outreach	<u>398</u>	<u>11,240</u>	<u>38,715</u>	<u>27,475</u>	<u>71 %</u>
Total Programming and Outreach	21,297	210,162	550,665	340,503	62 %
Maintenance and Utilities					
5810 IT COLO Infrastructure Services	0	251,053	460,000	208,947	45 %
5822 Maintenance Contracts	2,115	33,612	74,907	41,295	55 %
5848 Mobile Hotspots	24,059	121,176	353,189	232,013	66 %
5849 Cell Phones/ Stipends	1,450	7,443	18,130	10,688	59 %
5852 Internet/Telecomm Services	18,434	111,710	274,100	162,391	59 %
5919 Waste Disposal	612	3,580	13,000	9,420	72 %
5920 Utilities	5,210	28,609	71,000	42,391	60 %
5925 Lawncare & Snowplowing	700	13,773	43,000	29,227	68 %
5928 Branch Maintenance Fees	0	283,051	572,302	289,251	51 %
5930 Repairs & Maintenance	7,229	40,970	127,260	86,290	68 %
5933 Software & IT Hardware Maintenance Agreements	100	80,903	149,500	68,597	46 %
5940 Rentals & Leases	<u>3,389</u>	<u>108,035</u>	<u>178,028</u>	<u>69,993</u>	<u>39 %</u>
Total Maintenance and Utilities	63,297	1,083,913	2,334,416	1,250,503	54 %
Staff Development					
5910 Staff Development & Conferences	<u>15,129</u>	<u>111,691</u>	<u>311,382</u>	<u>199,691</u>	<u>64 %</u>
Total Staff Development	15,129	111,691	311,382	199,691	64 %
Board Development					
5908 Board Development	<u>1,317</u>	<u>9,757</u>	<u>24,075</u>	<u>14,318</u>	<u>59 %</u>
Total Board Development	1,317	9,757	24,075	14,318	59 %
Other Expenditures					
5759 Gas, Oil, Grease	650	2,617	7,660	5,043	66 %
5860 Parking	268	1,258	6,225	4,967	80 %
5861 Mileage Reimbursement	6,312	28,447	62,145	33,698	54 %
5870 Branch Local Misc - Restricted Donation Expenditures	51,411	130,958	308,320	177,362	58 %
5935 Insurance	1,455	81,891	133,000	51,109	38 %
5939 Workers Compensation Insurance	230	20,557	25,000	4,443	18 %
5955 Miscellaneous	0	1,036	20,000	18,964	95 %
5959 Sales Taxes	10	(25)	100	125	125 %
5964 Property Tax Reimbursement	9,838	36,795	40,000	3,205	8 %
5965 MEL Return Items	<u>285</u>	<u>911</u>	<u>3,000</u>	<u>2,089</u>	<u>70 %</u>
Total Other Expenditures	70,460	304,446	605,450	301,004	50 %
Capital Outlay					
5974 Land Improvements - Depreciable	19,500	19,500	20,000	500	3 %
5977 Technology - Non-Depreciable (\$1000-4999)	0	51,301	79,960	28,659	36 %
5978 Technology - Depreciable (5,000+)	0	2,251	286,125	283,874	99 %
5979 Equipment/Furniture - Non-Depreciable (\$0-4999)	0	1,568	89,685	88,117	98 %
Total Capital Outlay	<u>19,500</u>	<u>74,620</u>	<u>475,770</u>	<u>401,149</u>	<u>84 %</u>

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 6/1/2026 Through 6/30/2026
(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>
Total Expenditures	<u>1,995,264</u>	<u>14,456,853</u>	<u>33,165,842</u>	<u>18,708,989</u>	<u>56 %</u>
Excess Revenue Over (Under) Expenditures	<u>(1,205,234)</u>	<u>16,168,282</u>	<u>(1,058,899)</u>	<u>17,227,181</u>	<u>(1,627)%</u>

Kent District Library
Statement of Revenues and Expenditures
157 - Scholarship Fund
From 6/1/2026 Through 6/30/2026
(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 Interest Earned on Investment	<u>539</u>	<u>3,245</u>	<u>4,000</u>	<u>(755)</u>	<u>(19)%</u>
Total Interest Income	<u>539</u>	<u>3,245</u>	<u>4,000</u>	<u>(755)</u>	<u>(19)%</u>
Public Donations					
4673 Restricted donations	<u>100</u>	<u>650</u>	<u>1,000</u>	<u>(350)</u>	<u>(35)%</u>
Total Public Donations	<u>100</u>	<u>650</u>	<u>1,000</u>	<u>(350)</u>	<u>(35)%</u>
Total Revenues	<u>639</u>	<u>3,895</u>	<u>5,000</u>	<u>(1,105)</u>	<u>(22)%</u>
Expenditures					
Scholarships					
5895 Scholarship Awards	<u>10,000</u>	<u>10,000</u>	<u>10,000</u>	<u>0</u>	<u>0 %</u>
Total Scholarships	<u>10,000</u>	<u>10,000</u>	<u>10,000</u>	<u>0</u>	<u>0 %</u>
Total Expenditures	<u>10,000</u>	<u>10,000</u>	<u>10,000</u>	<u>0</u>	<u>0 %</u>
Excess Revenue Over (Under) Expenditures	<u>(9,361)</u>	<u>(6,105)</u>	<u>(5,000)</u>	<u>(1,105)</u>	<u>22 %</u>

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 6/1/2026 Through 6/30/2026

Check Number	Vendor Name	Check Amount	Check Date
2026-0954	Ingram Library Services Llc	144,591.03	6/10/2026
2026-1036	Ingram Library Services Llc	58,000.59	6/24/2026
2026-0979	Scholastic Library Publishing	49,776.44	6/10/2026
AP-176429	HMA/Healthcare Management Administrators	34,108.14	6/30/2026
2026-1058	SMG	27,228.70	6/24/2026
AP-175967	HMA/Healthcare Management Administrators	27,059.55	6/22/2026
2026-0857	SMG	25,000.00	6/3/2026
AP-6143209358	Verizon Wireless - MiFi Routers & Cell phones	23,974.18	6/1/2026
89772	Huyser Asphalt, LLC	19,500.00	6/24/2026
2026-0870	Darktrace	16,448.00	6/10/2026
AP-06-2026Princ	PLIC - SBD Grand Island	16,153.88	6/2/2026
2026-1000	Comerica Bank	14,528.10	6/24/2026
89761	Mitchell Research & Communications, Inc	14,200.00	6/10/2026
2026-0983	Thomas Klise/Crimson Multimedia	14,145.00	6/10/2026
2026-0976	Rehmann Robson LLC	14,000.00	6/10/2026
2026-0996	Bluebird Fiber	13,955.00	6/24/2026
2026-0989	Xerox Corporation	12,331.90	6/10/2026
89780	TLIC Securing and Managing Networks	12,178.50	6/24/2026
2026-0975	Playaway Products LLC	10,646.02	6/10/2026
2026-0991	Continental American Insurance Company dba AFLAC Group	10,557.98	6/24/2026
AP-174595	HMA/Healthcare Management Administrators	9,500.86	6/1/2026
AP-176876	HMA/Healthcare Management Administrators	9,265.71	6/26/2026
2026-1049	Midwest Tape LLC	8,656.33	6/24/2026
2026-1063	Xerox Corporation	8,575.36	6/24/2026
2026-0977	Same Day Delivery, Inc	8,253.42	6/10/2026
2026-0969	Midwest Collaborative For Library Services	8,211.95	6/10/2026
AP-Wk052926...	HMA/Healthcare Management Administrators	8,139.82	6/5/2026
2026-0972	Midwest Tape LLC	7,816.15	6/10/2026
AP-Wk060526h...	HMA/Healthcare Management Administrators	7,043.06	6/12/2026
2026-1044	Maxorplus LTD	6,367.08	6/24/2026
AP-INV07215305	Paycor, Inc.	6,360.72	6/8/2026
2026-0867	Carbon Six Construction, Inc	6,193.75	6/10/2026
2026-0861	AMAZON CAPITAL SERVICES, INC	5,857.30	6/10/2026
2026-1056	UAW Local 2600	5,279.31	6/24/2026
89757	Friends Of The Walker Library	5,000.00	6/10/2026
89767	Friends Of The Walker Library	5,000.00	6/10/2026
89774	Michigan State University	5,000.00	6/24/2026
89777	Rhode Island School of Design	5,000.00	6/24/2026
AP-HSA060526	HealthEquity, Inc.	4,968.32	6/4/2026
89749	Animal Magic	4,600.00	6/10/2026
2026-0955	Interphase Office Interiors, Inc.	4,521.65	6/10/2026
89758	Governmental Consultant Services Inc.	4,000.00	6/10/2026
2026-0876	Five9, Inc	3,454.63	6/10/2026
89769	Bloom Sluggett, PC	3,352.50	6/24/2026
2026-1062	Wolverine Printing Company	3,335.20	6/24/2026
2026-0877	Cengage Learning	3,181.29	6/10/2026
AP-204569183...	Consumers Energy	2,944.43	6/3/2026
2026-1053	RNL Graphics Solutions, LLC	2,880.00	6/24/2026
AP-HSA06182026	HealthEquity, Inc.	2,634.99	6/17/2026
89778	Rusty F. Ammerman	2,250.00	6/24/2026
2026-0981	TelNet Worldwide, Inc.	2,229.15	6/10/2026

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 6/1/2026 Through 6/30/2026

Check Number	Vendor Name	Check Amount	Check Date
2026-1055	Troost Service Company	1,889.50	6/24/2026
89760	Kevin Kammeraad	1,800.00	6/10/2026
2026-0968	Maxorplus LTD	1,759.90	6/10/2026
AP-753092	123.Net, Inc	1,724.00	6/9/2026
2026-0875	Fidelity Security Life Insurance Company	1,722.08	6/10/2026
89766	Wedgwood Christian Services	1,710.00	6/10/2026
89752	Caledonia Township	1,700.00	6/10/2026
2026-0960	Kalamazoo Sanitary Supply / KSS Enterprises	1,572.35	6/10/2026
AP-2009206793	Philadelphia Insurance Companies	1,455.00	6/17/2026
2026-1041	Pre-Paid Legal Services, Inc.	1,331.95	6/24/2026
2026-0997	Central Michigan Paper	1,330.00	6/24/2026
2026-1002	Engineering Supply & Imaging Inc	1,325.20	6/24/2026
2026-0973	Mokaya Inc	1,313.00	6/10/2026
AP-206526568...	Consumers Energy	1,293.84	6/8/2026
2026-1001	DK Security	1,272.88	6/24/2026
2026-0990	Advanced Benefit Solutions, Inc / Acrisure, LLC	1,243.10	6/24/2026
2026-0864	Bright Star Children's Theatre LLC	1,195.00	6/10/2026
2026-1051	PetPartners, Inc.	1,181.30	6/24/2026
2026-0865	BrightStar Consulting Group, LLC	1,065.90	6/10/2026
AP-000052026	State Of Michigan	1,065.00	6/2/2026
2026-1005	Cengage Learning	1,044.58	6/24/2026
89781	Tsai Fong Books, Inc.	1,014.96	6/24/2026
89782	William Wolf	1,000.00	6/24/2026
2026-0964	Library Ideas, Llc	882.15	6/10/2026
2026-0869	Corrigan Moving Systems-Grand Rapids, Inc.	840.00	6/10/2026
2026-1043	Lindenmeyr Munroe	790.80	6/24/2026
2026-0980	Staples Business Advantage	766.90	6/10/2026
2026-0987	Vital Records Holdings, LLC / VRC Companies, LLC	737.37	6/10/2026
2026-0880	Holly Goulet	732.02	6/10/2026
89748	All Season Lawn Care	700.00	6/10/2026
AP-203267570...	Dte Energy	686.92	6/3/2026
2026-0984	Uline Shipping Supply Specialists	652.30	6/10/2026
AP-3386888	Arrowaste	612.14	6/16/2026
2026-0986	Vanguard Fire & Security Systems Inc	609.00	6/10/2026
2026-1059	Vanguard Fire & Security Systems Inc	591.00	6/24/2026
2026-0859	Absopure Water Company	560.27	6/10/2026
AP-3322500952	Pitney Boews Bank Inc Purchase Power	548.79	6/23/2026
2026-1054	Staples Business Advantage	522.00	6/24/2026
2026-0998	City Of East Grand Rapids	500.00	6/24/2026
2026-0992	Amy Venlos	500.00	6/24/2026
89768	Association of Bookmobile and Outreach Services	475.00	6/24/2026
AP-6143327144	Verizon Wireless - MiFy Routers & Cell phones	459.53	6/1/2026
2026-0872	DK Security	454.60	6/10/2026
2026-1004	Gabriel Estrada III	450.00	6/24/2026
2026-0999	Cloud 616 LLC	450.00	6/24/2026
89764	The Rosen Publishing Group, Inc.	447.85	6/10/2026
89753	Center Point Publishing	429.69	6/10/2026
2026-0878	Grand Rapids Cable Access Center / GR Community Media Center	425.00	6/10/2026
2026-0956	Jared Russell Seigel	414.00	6/10/2026

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 6/1/2026 Through 6/30/2026

Check Number	Vendor Name	Check Amount	Check Date
2026-0879	Holly Anne Newcomer	414.00	6/10/2026
2026-0978	Sara Moseley	414.00	6/10/2026
2026-0957	Jennifer Fitzgerald	414.00	6/10/2026
2026-0961	Katie Blakeslee	414.00	6/10/2026
2026-1039	Katie Blakeslee	414.00	6/24/2026
2026-0967	Martha Lin	414.00	6/10/2026
2026-0963	Laura Youells	414.00	6/10/2026
2026-0993	BattleGR	400.00	6/24/2026
2026-1003	Everlasting Green Plantscape LLC	399.00	6/24/2026
2026-1057	Uline Shipping Supply Specialists	389.38	6/24/2026
89779	Sokorai Ventures	375.00	6/24/2026
89770	Center Point Publishing	357.18	6/24/2026
2026-0863	Blackstone Audio Inc	339.40	6/10/2026
2026-1040	Kristen Covell	322.00	6/24/2026
2026-0958	Jennifer Savage-Dura	322.00	6/10/2026
2026-0959	Joshua Bernstein	302.12	6/10/2026
2026-0988	Voices for Health, Inc.	300.00	6/10/2026
AP-011035-0426	Plainfield Charter Township	284.81	6/23/2026
2026-0985	Unique	280.32	6/10/2026
2026-0974	Penworthy Co.	269.88	6/10/2026
AP-00184380526	Comcast Cable	266.85	6/8/2026
2026-1045	Midwest Collaborative For Library Services	250.00	6/24/2026
2026-1050	Penworthy Co.	234.16	6/24/2026
AP-HANWC010...	The Hanover Insurance Group	230.00	6/30/2026
2026-0871	Deb Schultz	224.00	6/10/2026
AP-IN3774956	TASC	223.86	6/25/2026
2026-0962	Kurt Lardie	222.91	6/10/2026
AP-00062026	State Of Michigan	180.00	6/30/2026
2026-0862	Bio-Serv Corporation / Rose Pest Colutions	178.00	6/10/2026
2026-0994	Bio-Serv Corporation / Rose Pest Colutions	178.00	6/24/2026
2026-0966	Madelyn Besaw	170.89	6/10/2026
2026-0874	Everlasting Green Plantscape LLC	161.00	6/10/2026
2026-0995	Blackstone Audio Inc	148.90	6/24/2026
2026-1042	Library Ideas, Llc	143.10	6/24/2026
AP-0260158526	Comcast Cable	131.90	6/22/2026
AP-00215850626	Comcast Cable	126.90	6/24/2026
2026-0965	Lindenmeyr Munroe	121.00	6/10/2026
2026-1060	Vital Records Holdings, LLC / VRC Companies, LLC	112.47	6/24/2026
2026-0868	Christina Tazelaar	96.28	6/10/2026
AP-6145046769	Verizon Wireless - MiFy Routers & Cell phones	83.20	6/22/2026
AP-018181	Medtipster.com, LLC.	82.97	6/17/2026
89765	Tsai Fong Books, Inc.	61.36	6/10/2026
2026-1052	Playaway Products LLC	58.31	6/24/2026
89756	Eric DeHaan	57.82	6/10/2026
2026-0866	Capstone Press, Inc	49.06	6/10/2026
89763	The Creative Company	37.44	6/10/2026
2026-1037	Jennifer DeVault	36.02	6/24/2026
AP-8641512-04...	T-Mobile USA Inc.	31.85	6/3/2026
89762	Rachel Vincent	30.00	6/10/2026
89776	Plymouth District Library	25.16	6/24/2026
89755	Emily Kose	24.99	6/10/2026

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 6/1/2026 Through 6/30/2026

Check Number	Vendor Name	Check Amount	Check Date
2026-0881	Holly Goulet	24.98	6/10/2026
89771	Hillsdale Community Library	24.95	6/24/2026
89751	Bellwether Media, LLC	20.97	6/10/2026
2026-1061	Voices for Health, Inc.	20.86	6/24/2026
2026-1038	Jessica Salo	20.00	6/24/2026
89759	Graphic Arts Service & Supply	18.40	6/10/2026
2026-0873	Erin Bonham	18.05	6/10/2026
AP-1029423839	Pitney Boews Bank Inc Purchase Power	17.99	6/8/2026
89775	Northville District Library	17.00	6/24/2026
89773	Mason County District Library	16.00	6/24/2026
89754	City of Zeeland / Howard Miller Library	13.00	6/10/2026
89747	Aaron Bartlett	12.99	6/10/2026
89750	Antrim County - Alden District Library	7.00	6/10/2026
Report Total		<u>786,952.54</u>	

Kent District Library
Check/Voucher Register - Voided Checks
From 6/1/2026 Through 6/30/2026

<u>Check Number</u>	<u>Vendor Name</u>	<u>Check Amount</u>	<u>Check Date</u>
2026-0961	Katie Blakeslee	(414.00)	6/10/2026
89757	Friends Of The Walker Library	(5,000.00)	6/10/2026
Report Total		<u>(5,414.00)</u>	

Director's Report June 2026



From the Desk of Lance Werner, Executive Director

It has been a hectic couple of weeks since my last report (in a good way). Fishing season kicked off and I am happy to be back on the river with friends. I haven't gotten skunked yet this summer (knock on wood). I have been out visiting branches, and everyone seems to be doing well. I am so grateful that we have air conditioning. It sure got hot and that is dangerous. I am glad we could provide a cool (in every sense of the word) place for everyone.

I am also happy to say that we hired a new CEO at the Children's Advocacy Center, and things have definitely turned a corner there. I am so proud of their work.

I had an eBook pricing/legislative meeting with Steve Potash from Overdrive, and we have been discussing reining eBook costs in.

I have also enjoyed attending our Strategic Plan focus groups and appreciate everyone's input. Big kudos to Director of Project and Planning Jaci Cooper for leading our efforts!

As a result of my MLA speaking engagement for their Intellectual Freedom conference, I made a lot of new contacts for the local ordinance project and have been following up with numerous meetings. We have momentum, and I couldn't be happier.

I will be joining Director of Human Resources Brian Mortimore on Thursday, July 9 to discuss Unions with Urban Library Directors.



Director's Report

June 2026



WALKER, ALPINE, AND TYRONE BRANCHES

When staff at the Walker, Alpine and Tyrone Township Branches look back over the past several years, the most noticeable trend is the increase in the utilization of the free printing service and questions about the printing process. As this popular service has grown, KDL team members have created documentation and signage to assist patrons with printing, such as a half page “print from anywhere” handout that patrons can take home or refer to if staff are assisting other patrons. Staff have also created handouts for patrons who need to print jobs larger than 50 pages with a list of local businesses that provide printing services. Tech Help appointments have been valuable additions to KDL services for patrons whose needs require more time with a trained staff member. With the increase in the utilization of this service, staff on the Services Advisory group and Leadership Team are evaluating the best way to make the service sustainable, fair, and consistent across all locations moving forward.

As the Walker Branch team and KDL IT plan for the new library, staff are preparing to meet the increased printing needs in the new space. The new library will feature printing and scanning stations on each floor near the customer service desks, so staff can easily assist patrons. On the first floor, patrons will be able to quickly print from express computers, and release jobs sent from home. Patron PCs intended for longer use will be located on the second floor near the service desk.

On a yearly and seasonal scale, questions naturally arise throughout the year based on annual repeat programs. Right now, many patrons have completed Summer Wonder and are turning in reading logs for prizes. Each branch features prominently displayed prize baskets for four age groups: Little Readers (0-4), Youth (5-10), Teen (11-17), and Adult. Since the baskets are displayed near the front desk at all three branches, staff answer questions all summer about how patrons can win a basket and are excited to hear that all they need to do is complete the Summer Wonder Program. Over several years, staff at the three branches have noticed the excitement the prize baskets generate and now display them at the start of Summer Wonder to prompt conversation and encourage patrons to join the program.



Prize Basket Display at Tyrone Twp.



Prize Display at Walker



Summer Wonder Prize Display at Alpine

CALEDONIA AND CASCADE BRANCHES

Library staff continue to observe that patron questions are becoming less transactional and more consultative. While traditional questions about finding materials and using library resources remain common, staff are increasingly helping patrons evaluate information, navigate technology, and connect with community resources.

This shift has influenced how staff approach patron service. Rather than focusing solely on providing answers, staff are trained to ask thoughtful questions, better understand individual needs, and help patrons make informed decisions while maintaining the library's role as a trusted, neutral source of information. For example, when patrons request recommendations for community organizations or services, staff provide balanced information and multiple options rather than endorsing a single source.

Technology assistance also remains a consistent area of need. Patrons regularly seek help with mobile devices, library apps, eBooks, printing, online forms, and emerging technologies such as AI. In response, the library continues to invest in staff training, knowledge sharing across roles and branches, and resources that enable staff to quickly access accurate information.

Staff also report that patron needs increasingly span multiple service areas. Questions that begin with locating library materials often expand into digital literacy, community resources, or lifelong learning opportunities. This trend has reinforced the importance of cross training and equipping staff with the confidence and flexibility to support a wide range of patron needs. Overall, these recurring trends have shaped both service delivery and staff development, emphasizing adaptability, critical thinking, and strong customer service skills alongside traditional library expertise.



Kelly Nguyen, Assistant Branch Librarian, multitasks by shelving holds and helping answer patrons questions



*Alligator Sanctuary
at Caledonia Library*

*Sam Holland and April Koehler,
Caledonia Assistant
Branch Librarians,
Find the Fun on desk*

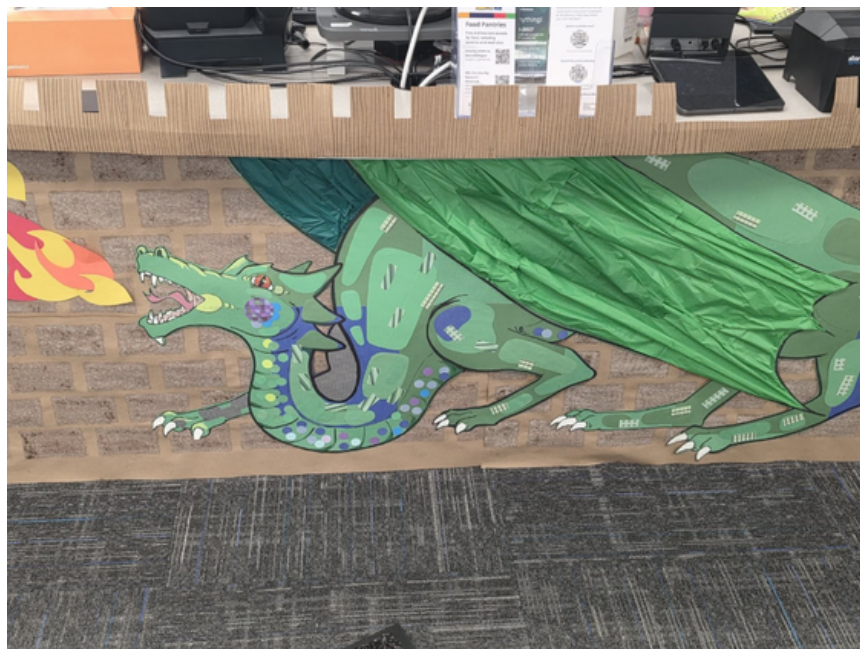


Foam Party held at the Cascade Library

COMSTOCK PARK AND PLAINFIELD BRANCHES

June kicked off a season of growth and change across the Plainfield and Comstock Park region. With the excitement of Summer Wonder, the region has welcomed a new Regional Manager I, Maria Page, as of June 30, while also onboarding eight seasonal staff members who are gaining valuable experience ahead of the Rockford branch reopening. At Plainfield, a major parking lot reconstruction project and a new children's mural have brought visible changes to the branch, while welcoming many new visitors from the Rockford community during their own renovation. Throughout these transitions, one recurring trend has remained consistent: patrons continue to rely on their library as a trusted and dependable community resource. In response, staff have demonstrated incredible adaptability, supported by a strong foundation of institutional knowledge, a collaborative approach to training, and a shared focus on ensuring every patron has a positive experience.

At the Comstock Park branch, the energy of Summer Wonder has surged into record engagement and a welcoming atmosphere for both longtime patrons and many new visitors from the Rockford community. June's "Meet the Minis" horse program welcomed more than a record breaking 300 attendees, the branch distributed over 700 free lunches to children, and creative displays featuring dragons, unicorns, castles, and sneaky axolotls have transformed the branch into a memorable experience for families. As patron needs evolve throughout a busy summer season, the region prioritizes supporting staff through cross training and ongoing communication. Across both branches, recurring patron interactions continue to reinforce the importance of adaptability, collaboration, and relationship building. Together, staff and the community are making this an especially fun and amazing summer at the library.



Patrons can vote on a name for the dragon at Comstock Park's service desk

At Plainfield, the active parking lot reconstruction has required staff to quickly adjust operations and communicate changing access points for building entry, accessibility, material returns, and library deliveries. A primary goal of the project is to improve accessibility at the branch, and throughout construction the Township and contractor have remained committed to maintaining an ADA accessible route into the building. Despite the changing landscape outside, patrons continue to attend programs, reserve meeting spaces, use computers and printing services, and enthusiastically participate in Summer Wonder programming. Daily visitors and attendance in programs this summer continue to rise. Staff have embraced daily changes with flexibility and positivity, helping patrons navigate temporary inconveniences while reinforcing the library as a dependable destination.



Fresh cement is poured for a main pathway to the Plainfield Branch front entrance.

Rhiannan Sibbald Studio returns to the Plainfield Branch to paint a mural in the children's area.



A friendly greeter waves patrons into Plainfield's temporary entrance.



Marketing Communications report to the KDL Board of Trustees, July 2026

The Marketing Communications (MarCom) team helps ensure that KDL's programs, services and community impact are seen, understood, and used. Our team provides two essential services:

1. Presenting compelling value propositions and calls to action.
2. Shining a light on the people and accomplishments that make KDL exceptional.

MarCom is one of three closely integrated departments within the Engagement division, alongside Programming and Community Engagement, under the leadership of Randy Goble.

We oversee all public-facing communications including printed publications, eNewsletters, kdl.org, social media, media relations, graphic design, printing and surveys while ensuring consistency, clarity and strong community connection across every channel.

Something you might not expect

We generate revenue for KDL through Meta ("Zuck Bucks") due to KDL's high-performing social media presence and influencer status. Also, our work has also been recognized by the West Michigan Chapter of the Public Relations Society of America, with recent awards for the Kaleidoscope and the KDL Community Report, reinforcing KDL's reputation as a leader in library communications.

This work is accomplished by participating in nearly all program workgroups, projects and strategic planning.



Left to right: Randy Goble, Katie Zuidema, Brad Baker, Josh Mosey, Duncan Watson, Julita Fenneuff and Remington Steed.

In the coming year, in addition to constantly raising the bar on awareness and engagement with library services, programs and challenges, MarCom will focus on the 100th anniversary of KDL, the Community Memory Project and the Media Literacy Project. The latter is a three-year project where we are receiving a \$75,000 grant to synchronize programs and services with news report planning.

Brad Baker, Creative Services Coordinator (joined KDL in 2018) - As the primary designer, I contribute to a wide range of projects and often see tangible results from our work. This year, Summer Wonder registrations increased, reflecting a successful campaign and strong collaboration. I'm especially excited about the Legendary Readers program, our partnership with the Grand Rapids Griffins, and the expanded *On the Same Page* initiative, which had a meaningful impact on our community.

I'm also a big fan of KDL's digital offerings, particularly our video game collection. By borrowing instead of buying, I've saved more than \$2,000. *Astro Bot* for PS5 is a standout title for all ages, and *Split Fiction* and *Black Myth: Wukon* are also highlights for me.

Julita Fenneuff, Administrative Assistant (joined KDL in 2024) - I am very proud to have worked with coordinating the sponsors for *On the Same Page* and giving them great experience at the event. Upgrading the event meant that we needed a lot of help from sponsors, and I worked closely with Randy to ensure that all communications and invoicing went smoothly. To make each VIP's experience memorable, I created gift bags to be handed out at the event, which involved working with local businesses and mailing out customized bookplates to Kristin Hannah to sign and placing them in books we gave to sponsors. On the day of the event, I managed the VIP seating section with help from LT and the programming team, ensuring seats were clearly marked and prepared with gift bags. As guests came into the section, I helped them find their seats and got to meet most of them and thanked them for attending. I loved being part of such a special event! A couple of books I highly recommend are *Bibliolepsy* by Gina Apostol and *Dogeaters* by Jessica Hagedorn.

Randy Goble, Director of Engagement (joined KDL in 2017) - I'm so proud of the way that the MarCom team handled communications surrounding the ransomware event and the super-sized *On the Same Page*. Neither of these had much runway to work with, but this team is super thoughtful when new needs arise and flexible in marketing execution. Two recently read books that I really love are *Dear Data*, which is about data visualization (sounds nerdy, but it's really cool) and *Bread of Angels* by Patti Smith.

Josh Mosey, Digital Marketing Strategist (joined KDL in 2021) - In the last year, I was able to help bring the Stampworthy initiative into existence, rewarding adults who checked out physical materials between September and November. I'm excited to see what happens with that initiative this year, since some of our branches saw significant gains last time around. Lately, I've been tearing through the *Dungeon Crawler*

Carl series by Matt Dinnaman (Matt was recently featured in the [kdl.org/author talks](https://kdl.org/author-talks) online series). The series is great if you love fantasy tropes and have a snarky sense of humor.

Remington Steed, Webmaster (joined KDL in 2020) - I'm proud of helping add digital signage TVs at several branches and then helping get many other TVs back online after the ransomware event. I'm also proud of the work MarCom has done for Summer Wonder this year, including a beautiful web page, a new email series and better tracking of our web stats. I recommend reading *Something in the Woods Loves You*, by Jarod Anderson. He shares how encounters with nature helped him heal from a deep depression.

Duncan Watson, Printing and Bindery Technician (joined KDL in 2023) - I produced the teen graphic novel in-house over the past year, as well as printing programs for the "On the Same Page" event. I am very pleased with how both projects turned out. It was a rewarding experience, and I took great pride in the final products. For my book recommendations, I suggest *Second Treatise of Government* by John Locke — a classic that quietly rewards a thoughtful read — and *King Solomon's Mines* by H. Rider Haggard for those moments when a bit of adventure feels equally appropriate.

Katie Zuidema, Communications Specialist (joined KDL in 2002) - I'm so proud of the MarCom team for never resting on "good enough," but instead, striving to be the best we can be! Also, despite an ever-changing media world, we work hard to maintain personal relationships with our media contacts. We always try to get them the information they need in a timely and helpful fashion. Two audiobooks I would recommend are *Mad Mabel* by Sally Hepworth and *The Calamity Club* by Kathryn Stockett.

Katie Kudos

MONTH 2025

EMILIE ROEPCKE, ASSISTANT BRANCH LIBRARIAN

Krause Memorial

Nominated by: Sandy Feutz

Core Value: Helpful

“Thank you, Emilie, for being flexible! You stepped right up to help at the elevator unexpectedly.”

SHAUNNA MARTZ, REGIONAL MANAGER II

East Grand Rapids and Amy Van Andel

Nominated by: Anna Dyer

Core Value: Inclusive

“I'm really grateful for the way Shaunna listens. She's a really open and generous listener when it comes to our concerns or suggestions or feedback. I always feel her support as a leader, an advocate, and a teammate--thank you for your thoughtful listening and considerate nature, Shaunna!”

JULITA FENNEUFF, ADMINISTRATIVE ASSISTANT (IT & ENGAGEMENT)

Service Center

Nominated by: Leigh Verburg

Core Value: Positive

“Thank you so much for all your work on the On the Same Page event, especially getting those bags for our sponsors! You are amazing!”



Upcoming Meetings + Dates of Interest

Upcoming Meetings

Regular Board Meeting
Thursday, August 20, 2026
KDL Service Center

Regular Board Meeting
Thursday, September 17, 2026
KDL Plainfield Branch

Regular Board Meeting &
Budget Work Session
Thursday, October 15
KDL Service Center

Dates of Interest

KDL Pension Meeting

- August 5, 2026
- November 4, 2026

1:00 PM

KDL Service + Meeting Center

Kent
District
Library
kdl.org



Information
Ideas
Excitement!

June 2026 | Monthly Project Report

PMO Activity

- 1 New project approved
- 6 In queue
- 1 Declined

Project Status

7

Active Projects

- On Track, no extensions 6
- 1 Extension, at risk 0
- 2+ Extensions, late 1
- Completed since January 2026 6

Strategic Pillars

- 2 Strengthening Community
- 3 Technology
- 2 Core Programming

Note: Following KDL's recent ransomware incident, project timelines may be adjusted to accommodate recovery efforts and lost work time. These extensions will not be counted as "at risk" or "late" in project status reporting, and any timeline changes will be clearly noted in individual project updates.

LibAnswers for KDL Outreach Requests

Project Lead: Emily Moss
Status: On Track - NEW

Approval Date: 04.01.2026
Due Date: 07.12.2026



Outreach requests are currently submitted through multiple channels and forms, making them difficult to track and coordinate across branches and departments. This project will establish a standardized, system-wide outreach request process by expanding KDL's existing LibAnswers platform, which is already used by the Patron Services Department (PSD). Under the new pilot process, all outreach requests (such as classroom visits, assemblies, parades, etc.) will be submitted through a single form and routed to the appropriate team. The project aims to improve communication between staff and partners, reduce confusion and emails getting "stuck" in one inbox, and provide better insight into outreach needs across the KDL Service Area, especially when there is turnover at either KDL or the partners we connect with.

Community Memory Project



Project Lead: Tricia Hetrick
Status: On Track

Approval Date: 04.01.2026
Due Date: 07.12.2026

The Community Memory Project continued Phase One research throughout June, evaluating potential platforms, identifying community partners, and exploring long-term preservation considerations. The team completed initial reviews of several platforms and began narrowing options based on factors such as public submission capabilities, accessibility, preservation support, integration potential, and overall fit with project goals. Several promising options emerged, including Omeka, TheirStory, Oria, and BiblioBoard, while other platforms were determined to be less aligned with the vision for a publicly discoverable community archive. Team members also continued identifying organizations engaged in storytelling, oral history, and community memory work, while investigating preservation resources to better understand long-term stewardship needs. The project is now transitioning from broad research into hands-on platform demonstrations, bringing the team closer to selecting a hosting solution for KDL's future community memory archive.

Cross Promotion



Project Lead: Lulu Brown
Status: Complete

Approval Date: 09.24.2025
Due Date: 06.24.2026 - *Extended*

The Cross Promotion Project has been successfully completed, with all final deliverables completed. The project team met with the PMO to review rollout survey results, share lessons learned and confirm transitioning cross promotion communications to the MarCom department. Rollout survey results showed strong results, with high levels of both understanding and comfort with the training developed by the team. To ensure sustained momentum and staff adoption, the Monthly Promotion Guide will be highlighted in each Wednesday Weekly, with a special callout on the first Wednesday of every month. This initiative created a systemwide framework to help staff connect patrons with the right services, programs and collections in a way that is authentic and effortless. The PMO extends its deepest thanks to Lulu Brown for leading this project, along with her team: Adam Flynn, Amber Elder, Aude Shattuck, Dave Palma, Hennie Vaandrager, Josh Mosey, Kathy Cheney, Katie Zuidema, Noelle Spriggs, Randy Goble, Remington Steed, Sara Magnuson, Shaunna Martz and Trish Reid.

Intranet Revamp



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

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

At the June 18 meeting, the team developed a structured “divide and conquer” approach to review, rename, and remove files in alignment with retention and naming guidance. Kelsey Little, PMO Admin Assistant, has created a Planner with a detailed work breakdown schedule for S: drive folders, enabling clear ownership and progress tracking across contributors. The team emphasized consistent decision-making using documented procedures, identifying items requiring additional review, and building a clean, well-organized foundation to support future SharePoint migration.

KDL Lab Revamp

 **Project Lead:** Brittany Zuehlke
Status: On Track

Approval Date: 02.25.2026
Due Date: 02.26.2027

The KDL Lab Revamp project completed its first major deliverables: a vision statement that will guide the development of future KDL Lab spaces and be revisited as the project approaches closeout. The project remains in a research-heavy phase, with the team gathering input from peer institutions, branch staff, and KDL partners, while observing existing spaces to identify opportunities and constraints. Work is also underway to establish design guidelines and success metrics for pilot locations. Most Phase One deliverables are nearing completion, and the team expects to conclude the phase by the end of July.

“KDL Lab is a space where school-aged children’s STEAM curiosity is treated as an invitation to learn and explore through success and resilience. The goal is to help every child gain confidence, creativity, and love of discovery.”

KDL Lab Vision Statement

Mabel Day

 **Project Lead:** Josh Mosey
Status: On Track

Approval Date: 05.13.2026
Due Date: 05.20.2027

In June the project team made significant decision-making progress, beginning with the decision to establish Mabel Day an annual tradition, with the goal of celebrating KDL’s origins while reinforcing its ongoing commitment to literacy, access, and community engagement. The has focused on researching Mabel Balyeat’s life and legacy through historical records, genealogical sources, and community memories to deepen understanding of KDL’s founding story. Work also included developing ideas for systemwide and branch-level programming in partnership with historical organizations. Next steps include refining the historical timeline, continuing research into Mabel, and identifying opportunities to incorporate founder-inspired themes into library programs, outreach efforts and partnerships. The team is also working on a living KDL history timeline that can be maintained and expanded in future years.

People Counter Pilot

 **Project Lead:** Scott Ninemeier
Status: On Track

Approval Date: 12.10.2025
Due Date: 09.30.2026

The People Counter Pilot is nearing completion, with a final recommendation scheduled for presentation to the Leadership Team in August. The project team has evaluated the benefits of the proposed equipment and software, along with the projected costs and implementation requirements. The team has also explored the operational impacts of adopting Store Traffic sensors, which would eliminate daily manual data entry by frontline staff and shift to weekly reporting responsibilities by Regional Managers. Before a final recommendation is made, the reporting process is being tested by pilot locations and KDL Data Coordinator Sheri Glon to ensure it functions effectively and meets reporting needs. With the ransomware disruption, the PMO extended this initiative to September 30 to allow the project team to develop procedures or training materials associated with the new counters.

Point of Sale Refresh

✓ **Project Lead:** Emily Whalen
Status: Complete

Approval Date: 10.22.2025
Due Date: 06.10.2026

The POS Refresh Project has successfully delivered KDL's vision for a faster, more efficient point-of-sale system. Since implementation, troubleshooting requests have been minimal and limited primarily to misplaced PINs, reflecting both the system's ease of use and enhanced security features. Rollout survey results were exceptionally positive, with staff reporting high levels of satisfaction with Square and frequently highlighting the new system's speed and intuitive design. The project has also eliminated costly merchant fees and legacy software expenses. Following project closeout, the team identified opportunities to enhance training materials for future new hires and celebrated the successful rollout and organizational benefits achieved. The PMO extends its deepest appreciation to Emily Whalen for her thoughtful and effective leadership of this initiative, along with her team: Annette Miller, Curtis Kieliszewski, Janelle Waugh, Karen Small, Kristin Schutte, Laura Youells, Ray Mysels, Stacey Brander, Sue Olep and Vanessa Fisk.



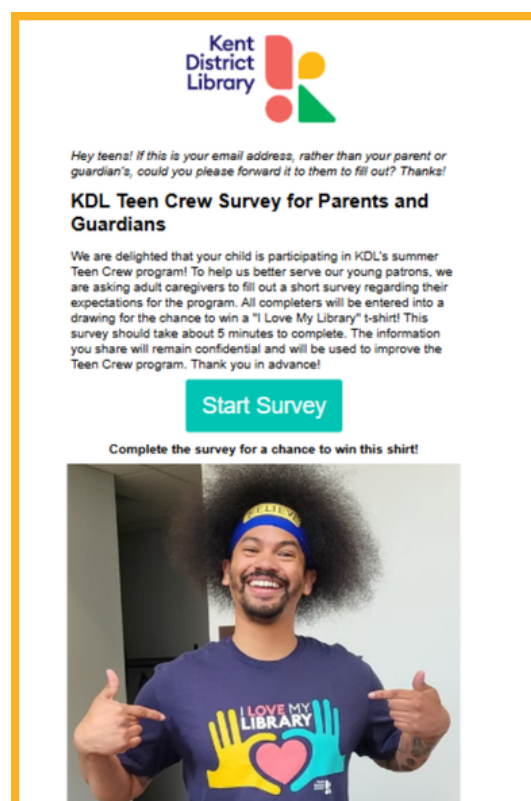
The new Square Terminal was put to use at the merchandising table during On the Same Page at the Van Andel Arena

Teen Crew Program Revamp

● **Project Lead:** Christine Bylsma
Status: On Track

Approval Date: 01.07.2026
Due Date: 09.30.2027

The Teen Crew Revamp team spent the past month finalizing deliverables and reviewing progress made over the last several months for Phase One. A major focus was identifying the right balance between systemwide consistency and branch flexibility, while creating clear documentation to serve as a single source of truth for coordinators. Plans were finalized to incorporate KDL Core Values pins as part of volunteer recognition, with HR covering costs to support long-term sustainability. As the project moves into Phase Two, the team will focus on enhancing staff resources, supporting VolunteerHub implementation, and developing an optional Beanstack challenge to encourage library learning, advocacy, and participation in Summer Wonder.



In partnership with MarCom, the team also launched a guardian survey to better understand parent perspectives and what families hope teens will gain from the program.

Website & Discovery Layer AI Enhancements



Project Lead: Remington Steed

Status: Complete

Approval Date: 05.21.2025

Due Date: 06.02.2026 – *Extended*

In June the PMO met with the project team to formally close its partnership with BiblioCommons exploring how artificial intelligence could enhance the patron experience. Through this exploratory effort, the team helped shape BiblioCommons' approach to AI integration, strengthened KDL staff's understanding of AI technologies and their ethical implications, and contributed to KDL's broader strategic thinking around AI. While the project has concluded, the conversation continues through ongoing feedback opportunities and a planned reflection session with BiblioCommons.

The PMO extends its sincere appreciation to Remington Steed for leading this project along with his team: Bastian Bouman, Gwennan Lawcock, Jaci Cooper, Katie Muszkiewicz, Maria Page, Morgan Hanks, Nanette Zorn, Randy Goble, Rochelle Ball, Shelley Roossien and Yuliya Bunker.

BUILDING PROJECTS

Krause Memorial (Rockford)

Project Lead: Jennifer German

Status: N/A

Approval Date: N/A

Due Date: N/A

Progress continues on the Krause Memorial expansion project, with exciting new developments occurring almost daily. Nearly all of the new/replacement windows have been installed. The drywall has been hung, painting is nearly finished, and carpet is being installed. The signage package is currently out for bids.

Outside, the pavement on the one block of Monroe Street that was vacated for the project has been removed and people can see the planned plaza area between Rockford City Hall and the library beginning to take shape. Plans for the beautiful new “Children’s Secret Garden” are being finalized.



New service desk being installed



Carpet in the childrens' area



Construction of the plaza is underway

Tyrone Township

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

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

The project is paused while Tyrone Township works to secure funding.

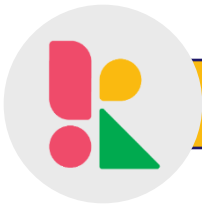
Walker

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

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

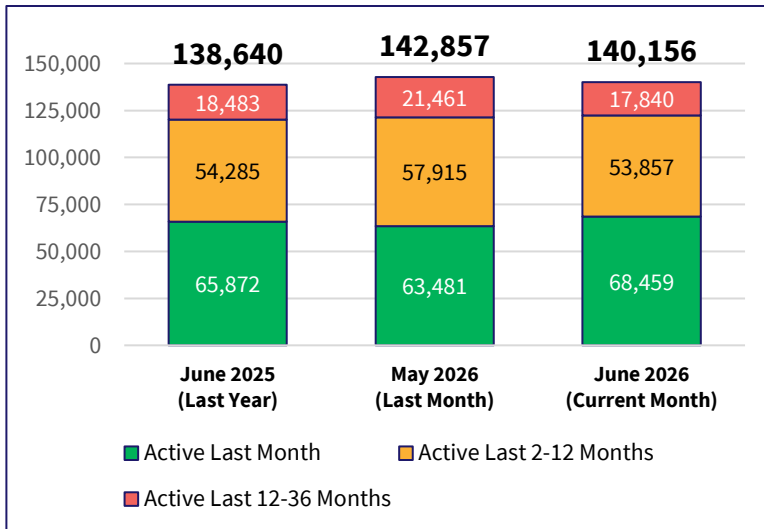
The new Walker Library has become a hive of activity; work continues inside the library, and concrete work and landscaping takes shape outdoors. Many staff and friends across KDL, the city of Walker, and the Walker Friends of the Library continue to work together as the opening date gets closer. The Walker Friends finalized a donation and quickly ordered instruments for the new Walker Friends of the Library Sound Garden, and the city of Walker is working with the landscaping contractor to install the garden without delaying progress on landscaping. Walker city staff, Kent District Library staff, and architects from Studio GC are meeting monthly to finalize and purchase technology for the new library, such as displays, patron computers, door counters and more. On Monday, June 30, a small group of KDL and Walker staff visited the new library. Director of Library Operations Jennifer DeVault captured pictures of the future site of the first-floor customer service desk, and the two-way fireplace heating the adult lounge area and balcony, pictured below respectively.





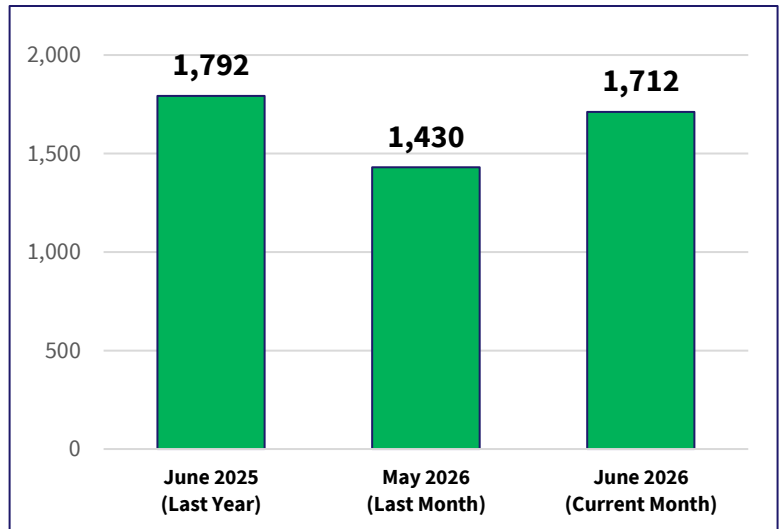
JUNE 2026 STATISTICAL SUMMARY

Active KDL Patrons:



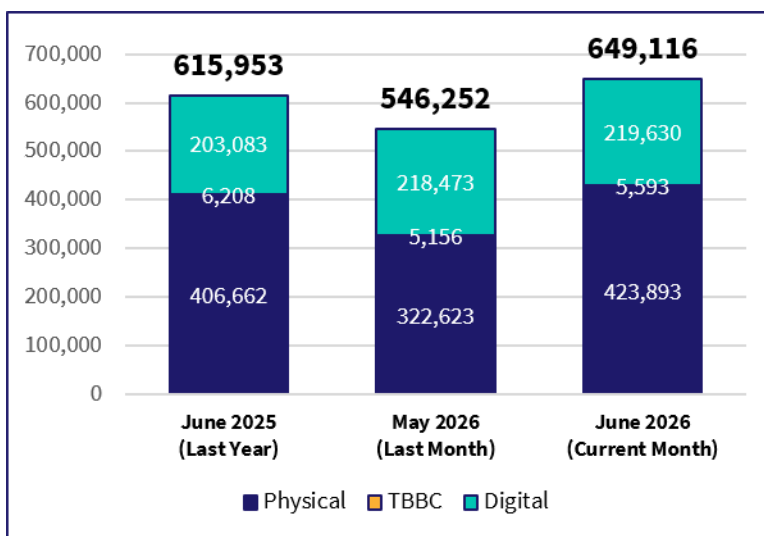
Active KDL Patrons are **down 2%** from last month and **up 1%** from the same month last year.

New KDL Cards Added:



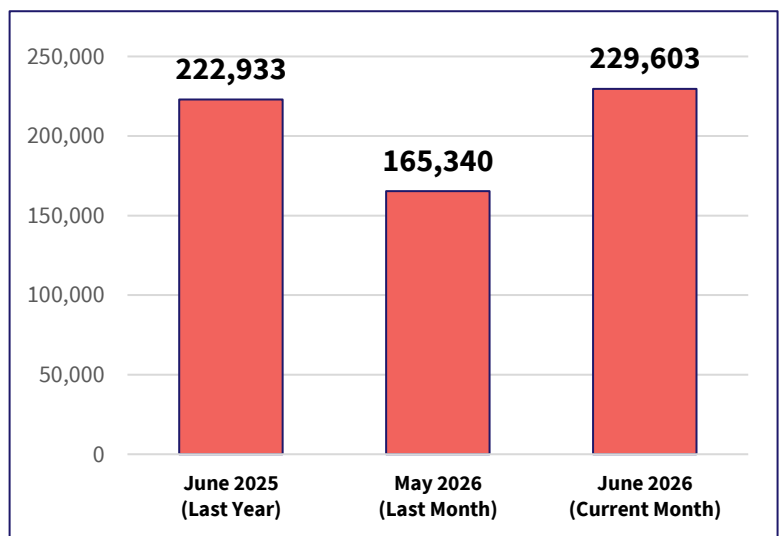
New KDL Cards Added are **up 20%** from last month and **down 4%** from the same month last year.

Total Circulation:

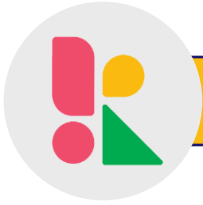


Total Circulation is **up 19%** from last month and **up 5%** from the same month last year.

Visitor Count:

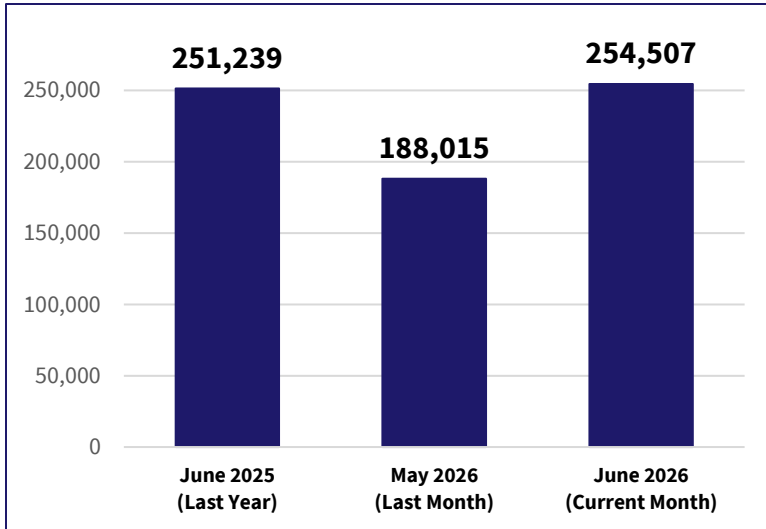


Branch Visitors are **up 39%** from last month and **up 3%** from the same month last year.



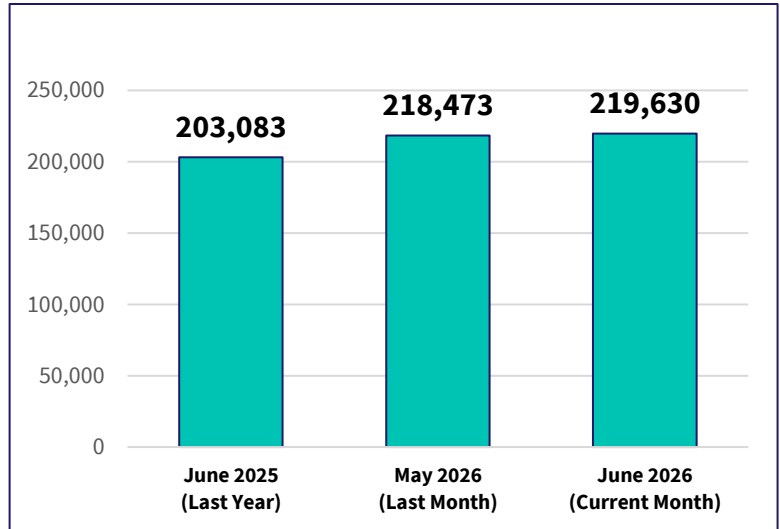
JUNE 2026 STATISTICAL SUMMARY

Physical Items Checked Out:



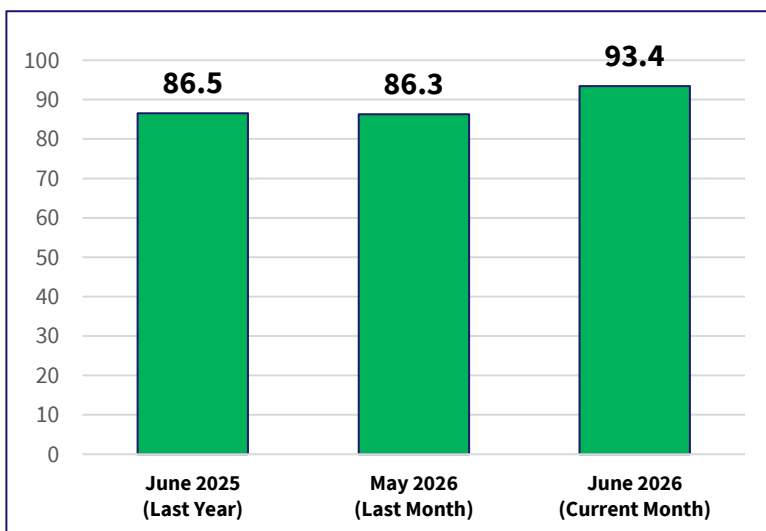
Physical checkouts are **up 35%** from last month and **up 1%** from the same month last year.

Digital Items Checked Out:



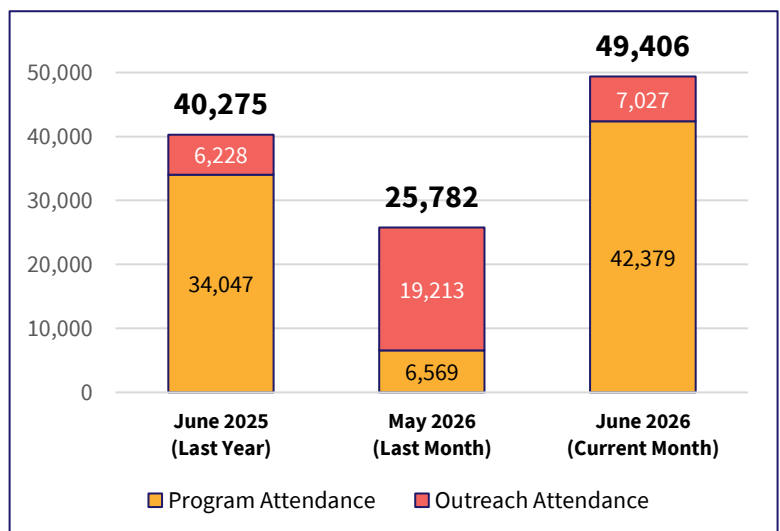
Digital checkouts are **up 1%** from last month and **up 8%** from the same month last year.

Net Promoter Score (NPS):



Net Promoter Score is **up 7.1%** from last month and **up 6.9%** from the same month last year.

Programs & Outreach:



Program & Outreach Attendance is **up 92%** from last month and **up 23%** from the same month last year.



MOST POPULAR TITLES LAST MONTH

Click on each title for a link to the catalog

All Physical Items (Most Checkouts):

Title	Checkouts
-------	-----------

- | | |
|---|-----|
| 1. KDL WiFi Mobile Hotspot | 544 |
| 2. The Correspondent by Virginia Evans | 216 |
| 3. The Women by Kristin Hannah | 208 |
| 4. The Divorce by Freida McFadden | 207 |
| 5. Yesteryear by Caro Claire Burke | 196 |
| 6. Theo of Golden by Allen Levi | 165 |
| 7. My Husband's Wife by Alice Feeney | 160 |
| 8. Woman Down by Colleen Hoover | 139 |
| 9. The Night We Met by Abby Jimenez | 138 |
| 10. Hope Rises by David Baldacci | 137 |

All Physical Items (Most Holds):

Title	Holds
-------	-------

- | | |
|--|-----|
| 1. Theo of Golden by Allen Levi | 632 |
| 2. Yesteryear by Caro Claire Burke | 590 |
| 3. The Calamity Club by Kathryn Stockett | 482 |
| 4. Whistler by Ann Patchett | 433 |
| 5. KDL WiFi Mobile Hotspot | 328 |
| 6. The Correspondent by Virginia Evans | 304 |
| 7. Our Perfect Storm by Carley Fortune | 253 |
| 8. (tie) Mad Mabel by Sally Hepworth | 221 |
| (tie) Project Hail Mary by Andy Weir | 221 |
| 10. The Things We Never Say by Elizabeth Strout | 211 |

OverDrive Items (Most Checkouts):

Title	Checkouts
-------	-----------

- | | |
|--|-----|
| 1. The Calamity Club by Kathryn Stockett (audio) | 886 |
| 2. The Calamity Club by Kathryn Stockett | 620 |
| 3. We Are All Guilty Here by Karin Slaughter (audio) | 579 |
| 4. The Nightingale by Kristin Hannah (audio) | 560 |
| 5. The Divorce by Freida McFadden (audio) | 438 |
| 6. The Women by Kristin Hannah (audio) | 420 |
| 7. The Correspondent by Virginia Evans (audio) | 355 |
| 8. The Correspondent by Virginia Evans | 336 |
| 9. The Unselected Journals of Emma M. Lion, Volume 1 by Beth Brower (audio) | 283 |
| 10. Dear Debbie by Freida McFadden (audio) | 268 |

OverDrive Items (Most Holds):

Title	Holds
-------	-------

- | | |
|---|-------|
| 1. Theo of Golden by Allen Levi (audio) | 1,552 |
| 2. Theo of Golden by Allen Levi | 1,255 |
| 3. Yesteryear by Caro Claire Burke (audio) | 1,207 |
| 4. Yesteryear by Caro Claire Burke | 1,142 |
| 5. The Correspondent by Virginia Evans (audio) | 973 |
| 6. Project Hail Mary by Andy Weir | 860 |
| 7. Our Perfect Storm by Carley Fortune | 633 |
| 8. My Husband's Wife by Alice Feeney (audio) | 630 |
| 9. The Night We Met by Abby Jimenez | 541 |
| 10. The Deal by Elle Kennedy | 512 |

NEW HIRES	POSITION	EFFECTIVE
Livia Comstock	Assistant Branch Librarian – Grandville	July 13
Theressa Barnett	Assistant Branch Librarian – Grandville	July 13

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Jordan Falk	Assistant Branch Librarian – Plainfield	Assistant Branch Librarian Sub	July 3
Marisa DeMoor	Assistant Branch Librarian – Kentwood	Assistant Branch Librarian Sub	July 6

DEPARTURES	POSITION	EFFECTIVE
Cynthia Fisher	Collection Services Assistant – Service Center	June 4
Keo Foster	Assistant Branch Librarian – Walker	June 24
Amy Richardson	Branch Librarian – Alto/Englehardt	July 10
Grace Farina	Assistant Branch Librarian – Kentwood	July 22

OPEN POSITIONS	TYPE
Branch Librarian – Walker (2 positions)	Full-time
Assistant Branch Librarian – Plainfield	Part-time
Branch Librarian – Grandville	Full-time
Branch Outreach & Programming Specialist	Full-time
Branch Librarian – Alto/Englehardt	Part-time

EMPLOYEE ANNIVERSARIES (AUGUST)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Rochelle Ball	Patron Services	18 years
Sara Moseley	Cascade	11 years
Christine Paige	Nelson Township/Sand Lake	10 years
Angela Deckard	Amy Van Andel/Ada	9 years
Seth Hoekstra	Collection Services	9 years
Kurt Stevens	Information Technology	9 years
Christine Bylsma	Kentwood	8 years

EMPLOYEE ANNIVERSARIES (AUGUST)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Rachael Kruithof	Byron Township	8 years
Joel Kibbe	Patron Services	7 years
Natalie Budnick	Plainfield	6 years
Sam Holland	Caledonia	6 years
Quinn Davey	Patron Services	5 years
Cathy Rinzema	Collection Services	5 years
Anh-Thu Vuong	East Grand Rapids	5 years
Dustin Arnett	Kentwood	4 years
Nathan Bartos	Wyoming	4 years
Zack Bergers	Kentwood	4 years
Kelly DeHaan	East Grand Rapids	4 years
Natalie Kilgo	Grandville	4 years
Madison Scheuneman	Gaines Township	3 years
Sandy Graham	Sub Pool	3 years
Heather Grit	Alto	3 years
Brooke Koster	Amy Van Andel/Ada	3 years
Kristin Schutte	Amy Van Andel/Ada	2 years
Ashley Meadows	Kentwood	1 year
Kelly Nguyen	Cascade	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	X	X	X	X	X	X	X	X
May 21, 2026	X	X	X	X		X	X	X
June 18, 2026	X	X	X	X	X	X	X	X
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

Formatted: Left: 1", Right: 1", Top: 1", Bottom: 1",
Footer distance from edge: 0.19"

Edit June 2026

Legal Review June 3, 2026–

SECTION 4: PATRON BEHAVIOR

KDL Policy 4.1	Library Patron Responsibilities EDITS
KDL Policy 4.1.1	Safety & Personal Behavior
KDL Policy 4.1.2	Violations of Law
KDL Policy 4.1.3	Weapons
KDL Policy 4.1.4	Drugs, Alcohol & Smoking
KDL Policy 4.1.5	Animals EDITS
KDL Policy 4.1.6	Personal Property
KDL Policy 4.1.7	Blocking of Aisles, Doors & Entrances
KDL Policy 4.1.8	Staff-Only Areas
KDL Policy 4.1.9	Interference with Staff
KDL Policy 4.1.10	Unauthorized Use
KDL Policy 4.1.11	Considerate Use EDITS
KDL Policy 4.1.12	Noise EDITS
KDL Policy 4.1.13	Odor
KDL Policy 4.1.14	Bodily Fluids & Waste
KDL Policy 4.1.15	Food & Drink EDITS
KDL Policy 4.1.16	Restrooms
KDL Policy 4.1.17	Dress Code
KDL Policy 4.1.18	Harassment
KDL Policy 4.1.19	Identification
KDL Policy 4.1.20	Recreational Equipment & Personal Transport Devices EDITS
KDL Policy 4.1.21	Panhandling, Solicitation & Selling
KDL Policy 4.1.22	Campaigning, Petitioning, Interviewing, Etc. EDITS
KDL Policy 4.1.23	Children in the Library EDITS
KDL Policy 4.1.24	Face Mask Requirement during Pandemic EDITS
KDL Policy 4.2	Sleeping in the Library
KDL Policy 4.2.1	Use & Preservation of Library Materials & Property
KDL Policy 4.2.2	Pest Management
	Copyright Policy

Formatted: Font color: Red

KDL Policy 4.3	Acceptable Technology Use ^{EDITS}
KDL Policy 4.3.1	Photography & Recording Policy
KDL Policy 4.4	Disciplinary Process for Library Facilities
KDL Policy 4.5	Right of Appeal
KDL Policy 4.6	Reinstatement After Suspension



Library Patron Responsibilities

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

- Obey all laws, library policies, and local ordinances. Stealing, defacing, or damaging library equipment, materials, or facilities is not allowed.
- Respect other patrons and employees. Do not annoy or harass other persons, engage in loud or disruptive conduct, or cause a public disturbance.
- Solicitation and loitering are not allowed.
- For your children's safety, do not leave them unattended.
- To protect your personal belongings, do not leave them unattended.
- Shirt and shoes are required.
- The library is a smoke-free building.
- No pets ~~are~~ allowed in the library.*
** Service ~~and therapy~~ animals are permitted*
- Offensive odors, including, but not limited to odors due to poor personal hygiene or overpowering perfume or cologne, that causes a nuisance ~~is-are~~ not allowed.
- Sleeping, when disruptive to others, is prohibited in the library.

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

KDL Policy 4.1

Safety & Personal Behavior

LAST REVISED 10.17.24

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

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

KDL Policy 4.1.1

Violations of Law

LAST REVISED 10.17.24

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

KDL Policy 4.1.2

Weapons

LAST REVISED 10.25.18

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

KDL Policy 4.1.3

Drugs, Alcohol & Smoking

LAST REVISED 10.17.24

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

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

Smoking, e-cigarettes, vaping, and chewing tobacco are prohibited on Library property.

KDL Policy 4.1.4

Animals

LAST REVISED 6.31.26 14.19

Animals are not permitted in the Library, except for the following: other than therapy animals and service animals (as defined by law) for those individuals with disabilities, animals those used in law enforcement by law enforcement personnel, or therapy for animals apart brought in - of as a part of official Library programming.

Patrons are legally responsible for the behavior of their service ~~and therapy~~ animals. Per state law, animals will be asked to leave if the animal is out of control and causes a significant disturbance, or if the animal is not housebroken, has an accident, or otherwise damages or soils any library property. Before asking a service animal to leave due to unruly behavior, the Library will attempt in good faith, to seek the handler's cooperation to bring the service animal under control, unless the animal's behavior is unsafe.

At all times, Aa service animal must be under the control of the person with a disability and must have a harness, leash, or other tether. If the person with a disability is unable because of a disability to use a harness, leash, or other tether or if the use of a harness, leash, or other tether would interfere with the service animal's safe and effective performance of its work or tasks, the service animal must be otherwise under the control of the person with a disability. Violations of this requirement may result in a request that the service animal be brought under control.

KDL Policy 4.1.5

Personal Property

LAST REVISED 10.20.25

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

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

The Executive Director or the Executive Director's authorized designee may make exceptions and accommodations for patrons.

KDL Policy 4.1.6

Blocking of Aisles, Doors & Entrances

LAST REVISED 10.17.24

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

KDL Policy 4.1.7

Staff-Only Areas

LAST REVISED 10.20.25

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

KDL Policy 4.1.8

Interference with Staff

LAST REVISED 10.17.24

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

KDL Policy 4.1.9

Unauthorized Use

LAST REVISED 10.20.25

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

KDL Policy 4.1.10

Considerate Use

LAST REVISED ~~10.25.18~~ ~~6.31.26~~

Behaviors that disrupt ~~other patrons' use of~~ the library ~~use of other individuals~~ or in any way endanger staff or other patrons are prohibited. Such behaviors include but are not limited to:

1. Spitting;
2. Running, pushing, shoving, or other unsafe physical behavior;
3. Climbing on furniture ~~that is not intended for climbing use~~ to be climbed upon (such as play furniture);
4. Using obscene or threatening language or gestures.

KDL Policy 4.1.11

Noise

LAST REVISED ~~10.6.203.25~~ 26

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

KDL Policy 4.1.12

Odor

LAST REVISED 10.20.25

Offensive odor, including odor due to poor hygiene or overpowering perfume or cologne that causes a nuisance, is prohibited.

KDL Policy 4.1.13

Bodily Fluids & Waste

New 3.18.21

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

KDL Policy 4.1.14

Food & Drink

LAST REVISED ~~10.20.25~~ 6.31.26

Eating or drinking ~~may occur~~ is only permitted in designated areas of ~~any~~ the Library. Eating or drinking in Library meeting rooms is subject to rules of the local governmental unit- ~~and library~~ branch.

KDL Policy 4.1.15

Restrooms

LAST REVISED 5.18.23

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

KDL Policy 4.1.16

Dress Code

LAST REVISED 10.25.18

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

KDL Policy 4.1.17

Harassment

LAST REVISED 10.20.25

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

KDL Policy 4.1.18

Identification

LAST REVISED 10.25.18

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

KDL Policy 4.1.19

Recreational Equipment & Personal Transport Devices

LAST REVISED ~~6.13.26~~10.17.24

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

KDL Policy 4.1.20

Panhandling, Solicitation & Selling

LAST REVISED 6.14.19

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

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

KDL Policy 4.1.21

Campaigning, petitioning, interviewing, etc.

LAST REVISED ~~6.13.26~~~~10.20.25~~

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

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

1. Persons or groups are required to notify staff at the Service Desk in advance.
2. Use of the Library property does not indicate the Library's opposition or endorsement of the candidate or issue that is the subject of the petition, interview, campaign or discussion.
3. Permitted areas for campaigning, petitioning, interviewing, survey-taking, pamphleteering, canvassing and soliciting outside of the Library building are determined by the municipality that owns the Library facility.
4. No person shall block ingress or egress from the Library building.
5. Permitted times will be limited to the operating hours of the Library.

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

KDL Policy 4.1.22

Children in the Library

LAST REVISED ~~10.25.18~~~~6.13.26~~

Use by Children

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

Rules and Regulations Regarding Children

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

governing children, particularly the Internet Use Policy.

2. Parents, guardians and responsible caregivers are responsible for the behavior, safety, and supervision of their children regardless of age while in the Library or on Library property. A parent, guardian or responsible caregiver must be at least 14 years old and must be able to manage the child's behavior and safety.
3. Library staff will not be expected to supervise or monitor children's behavior. Subject to the exceptions below, cChildren under the age of 8 must be attended-accompanied by a parent, guardian or responsible caregiver. The parent, guardian or responsible caregiver (who must be at least 14 years old) shall remain in the immediate vicinity of the child and shall maintain visual contact with the child at all times. Library at all times;
4. In the event within reach- that if a child under the age of 8 is attending a Library- sponsored program on the premises, the parent, a guardian, or responsible caregiver is to remain on the premises for the duration of the program and promptly rejoin the child at the end of the program. If a child under the age of 5 is attending a Library-sponsored program on the premises, the parent, a guardian, or responsible caregiver is to accompany the child ,remain in the immediate vicinity of the child, and maintain visual contact with the child- for the entire duration of the program.
- 3.—5. The Library and its branches may be equipped with play furniture intended for child use. Such play furniture shall will be located within a designated children's area and shall must not be removed from its designated area. Library staff doesdo not assume the responsibility of supervising or monitoring a child's use of theany play furniture. A child must be accompanied by a parent, guardian, or responsible caregiver as required herein when using any play furniture. The play furniture and any play accessories or toys must be used as intended and shall be used only at the user's own risk.
- 4- 6. Children of any age who, because of developmental disability, mental illness, or physical disability, require supervision or personal care shall be attended by a parent, guardian, or responsible caregiver at all times.
- 5- 7. Staff will not be responsible if unattended children of any age leave the Library premises alone or with other persons. Further, staff will not be responsible for children 8 years or older who may be asked to leave the Library if the child is in violation of Library policy.
- 6- 8. We request that all unattended children be picked up at least ten minutes before closing time. Parents, guardians, and responsible caregivers need to be aware of when the Library closes.
- 7- 9. Children 8 years or older must know their telephone number and other contact information if they are unattended at the Library. It is a violation of Library policy to not pick up your unattended child immediately if the Library calls.

Formatted: Indent: Left: 0.64", No bullets or numbering

Formatted: Indent: Left: 0.64", No bullets or numbering

Formatted: Indent: Left: 0.64", No bullets or numbering

Formatted: No bullets or numbering

Formatted: Indent: Left: 0.64", No bullets or numbering

Formatted: Indent: Left: 0.64", No bullets or numbering

Formatted: Indent: Left: 0.64", No bullets or numbering

Contact of Parent or Guardian

Library staff may attempt to contact a parent, legal guardian, custodian or caregiver when:

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

Unattended Children at Closing

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

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

KDL Policy 4.1.23

Face Mask Requirement During Pandemic

LAST REVISED ~~10.20.2020~~ [13.26](#)

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

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

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

KDL Policy 4.1.24

Sleeping in the Library

New 5.18.23

Sleeping in the library is prohibited when the behavior is disruptive to others using the Library. Staff may intervene when the sleeping is disruptive, if the patron may need medical help, or if the patron is

unresponsive. Behaviors that may be considered disruptive include but not limited to:

1. fully laying out on a couch with feet on the furniture;
2. snoring loudly;
3. occupying multiple workspaces;
4. sleeping at a public PC that is needed by others;
5. leaving a child unattended while sleeping.

KDL Policy 4.2

Use & Preservation of Library Materials & Property

LAST REVISED 10.20.25

Patrons must not deface, vandalize, or damage Library property, or improperly remove Library materials, equipment, or furniture. Patrons shall be responsible to reimburse the Library for costs incurred by the Library for violating this provision.

KDL Policy 4.2.1

Pest Management

New 03.20.2025

Kent District Library is committed to maintaining a safe and clean environment for all patrons and staff. Library materials and equipment suspected or confirmed to be infested with bed bugs, fleas, cockroaches, or other pests will be isolated, treated, or discarded as necessary.

Patrons experiencing a bed bug or pest infestation in their residence must refrain from borrowing physical materials until the infestation is eradicated.

In addition to KDL Policy 4.1.5, patrons must not bring personal property with evidence of bed bugs or other pests into the Library.

If a patron returns materials with evidence of bed bugs or other pests:

1. Patron will receive a warning, be informed of this policy, and be provided with resources on pest identification and eradication.
2. If a patron returns materials with evidence of pests on more than one occasion, they may be charged for replacement costs and have their borrowing privileges suspended. Written notice of the restriction will be provided, along with additional information and resources.
3. Full borrowing privileges will be restored once the patron provides written proof from a licensed pest control professional confirming their residence has been treated.

Patrons may appeal a borrowing restriction under KDL Policy 4.5 by submitting a written appeal to the Library Board within 10 business days. The Board's decision is final.

Library staff will be trained to inspect all incoming materials for signs of pests and follow proper handling procedures. KDL will maintain supplies for detecting, isolating, treating, or disposing of affected equipment and materials.

Suspected or confirmed infested items will be immediately sealed, treated, or discarded. Staff must notify management when materials are suspected or confirmed to have been exposed to pests.

KDL Policy 4.2.2

Copyright Policy

LAST REVISED 5.18.23

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

KDL Policy 4.3

Acceptable Technology Use

LAST REVISED ~~10.20.256~~ 13.26

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

Kent District Library neither has control over resources offered through the Internet nor has complete knowledge of what is on the Internet. Information on the Internet ~~and on large language models (AI)~~ may be reliable and current or may be inaccurate, out-of-date, and unavailable at times. Some content may be offensive. Library users access the Internet, ~~including large language models~~ at their own discretion. The Internet is not governed by any entity, so there are no limits or checks on the kind of information contained there. Only a user can decide on the accuracy, completeness, and currency of the content. The library is not responsible for decisions or actions taken based on information gathered from the Internet, ~~or large language models (AI).~~

Library users may encounter various Artificial Intelligence platforms (AI) while using Library owned computers or accessing the internet. Such platforms include but are not limited to AI-powered enhanced search engines, chatbots, or recommendation algorithms. There are risks in using AI, including uncertainty about who owns and can access AI generated content, and privacy concerns with inputting sensitive information into an AI system. Additionally, content generated content via an AI platform may be outdated, misleading, or —(in some cases) —fabricated or fictitious. Library users access and utilize all AI platforms at their own discretion and risk. Unless otherwise explicitly stated, the Library does not endorse any AI platform or product, nor does it claim to confirmed or verify the accuracy of any information generated by an AI platform. —Only a user can decide on the accuracy.

[completeness, and currency of the content produced by an AI platform. The Library is not responsible for decisions or actions taken based on information gathered from AI generated content.](#)

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

In particular, and without limiting the foregoing, Library staff may produce a record of site visited of a Library computer for evidentiary purposes if a Library staff member has a reasonable suspicion that a patron is using the computer in violation of this Acceptable Use Policy. Any record of a patron's use shall be retained by the Library only so long as appropriate for any investigation and determination regarding a potential or actual violation. By accepting this Policy prior to using a Library computer, a patron is consenting to monitoring of the patron's use of the Library computer.

Filtering

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

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

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

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

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

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

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

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

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

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

Violations

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

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

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

Time and Other Limits

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

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

Precautions

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

Since the Internet [and AI platforms are](#) not secure, patrons are responsible to ensure that their personal data is not compromised. Sending [or inputting](#) any information, including credit card numbers, via the Internet [or to an AI platform](#) is at the sole risk of the user. Kent District Library has no control over the security of this data.

KDL Policy 4.3.1

Photography & Recording Policy

LAST REVISED 10.20.25.

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

1. Casual amateur photography and other forms of recording are permitted for patrons and visitors provided it does not interfere with the operations of the Library or individuals using the Library and does not capture any identifiable likenesses of individuals without their permission. Photographers are responsible for securing the necessary releases. Anyone photographing or recording in the Library must respect other patrons and employees. Do not annoy or harass other persons, engage in loud or disruptive conduct or cause a public disturbance (See Library Patron Responsibilities which detailed in Section 4.2).
2. No commercial, media photography or recording may occur in Library facilities without prior written permission.
3. Permission may be revoked at any time if the photographer or person recording fails to comply with the terms of this policy or other rules and regulations of the Library.

KDL Policy 4.4

Disciplinary Process for Library Facilities

LAST REVISED 10.20.25

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

A. Incident Reports

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

B. Violation of the Policy – Suspension of Privileges

Unless otherwise provided in this policy, (see Section C below), the Library shall handle violations as follows:

1. *Initial Violation:* Library patrons observed violating this policy will be asked to cease the violation with a verbal request. If the patron does not comply with the request, they will be asked to leave the building for the day. If they refuse, the police may be called.
2. *Subsequent Violations:* The Executive Director or the Executive Director's authorized designee may further limit or suspend the patron's Library privileges if infractions continue. Such limitation or revocation shall be in writing specifying the nature of the violation. Subsequent violations of the same rule shall result in additional suspensions of increasing length.

C. Violations that Affect Safety and Security

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

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

After the investigation is completed, the Executive Director or the Executive Director's authorized designee may add additional time to the initial limitation or suspension period.

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

KDL Policy 4.5

Right of Appeal

LAST REVISED 10.25.18

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

KDL 4.6

Reinstatement after Suspension

New 9.18.2025

Patrons who have had their library privileges suspended for one year or longer must first meet with a Regional Manager before they may have their library privileges reinstated. This reinstatement policy will apply regardless of the nature of the policy violation that led to the patron's suspension, and it will apply regardless of whether the patron appealed their suspension to the Library Board.

During the meeting, the Regional Manager will review the KDL Library Patron Responsibilities statement and related KDL Policies with the patron. Further, the patron must sign a Reinstatement Agreement before their privileges will be reinstated. Once the patron has signed the Reinstatement Agreement the patron will be placed on a 90-day probationary period. Any policy violation during the probationary period will result in the patron's library privileges being again suspended for one year.

The patron's privileges will remain suspended until the meeting is completed, and the patron has signed the Reinstatement Agreement.

After the probationary period has elapsed, any further policy violations will be handled in accordance with KDL's standard progressive discipline processes.

Legal Summary:

1. Section 4.1.4 (Animals) – We believed that this policy read too loosely in distinguishing “service animals” from “therapy animals.” The legal protections for “service animals” exceed those of “therapy animals” or “emotional-support animals.” We tried to include the maximum legal protections permitted under state and federal law if a service animal becomes unruly.

Formatted: Font: 11 pt

2. Section 4.1.10 (Considerate Use) – We made some changes to address the “play furniture” concern and to clarify the limiting language.
3. Section 4.1.14 (Food & Drink) – We made some minor language-clarification changes to this section.
4. Section 4.1.19 (Recreational Equipment & Personal Transportation Devices) – We made a minor language-clarification change to this section.
5. Section 4.1.21 (Campaigning, Petitioning, Interviewing) – We made a minor language-clarification change to this section. [Note, if the KDL branches have any tackboards or other locations whereby members of the public may be permitted to put up personal notices, this policy may require further revisions on the handling of similar campaign and petitioning notices and any public tackboards.]
6. Section 4.1.22 (Children in the Library) – We made a number of changes to address the child supervision requirements for caregivers, including the “within reach” requirement.
7. Section 4.1.23 (Face Mask Requirement) – We removed the clause mentioning accommodations “without medical conditions” in the final sentence. In the event that this policy becomes relevant again, there may need to be some further scrutiny and clarification regarding how KDL will handle any member of the public who is requesting not to have to wear on mask on premises as a “reasonable accommodation” to a claimed disability. But under the present circumstances, we don’t think this needs to be addressed at present.
8. Section 4.3 (Acceptable Technology Use) – We made changes to tease out the AI-related portion of this policy into its own paragraph. Our proposed language regarding the use of AI platforms largely mirrors the Internet Use language—because in our opinion, it presently largely the same potential risks.



Policy Manual

Edits June 2026

SECTION 5: BUDGET AND FINANCE

KDL Policy 5.1	Investments -Edits
KDL Policy 5.1.1	Annual Budget + Adjustments
KDL Policy 5.1.2	Fund Balance
KDL Policy 5.2	Purchasing Policy
KDL Policy 5.3	Conflict Of Interest—Board & Staff
KDL Policy 5.3.1	Contest Participation
KDL Policy 5.4	Code of Ethics—Board
KDL Policy 5.5	Petty Cash Edits
KDL Policy 5.6	Acceptance Of Non-Book Gifts
KDL Policy 5.7	Credit Card Use
KDL Policy 5.8	Non-Sufficient Funds (Nsf) Check Return Fee
KDL Policy 5.9	Fraud Prevention
KDL Policy 5.10	Capture Of KDL Millage
KDL Policy 5.11	Fundraising
KDL Policy 5.12	Records Retention
KDL Policy 5.13	Fixed Assets

Formatted: Font color: Red

Formatted: Font color: Red

KDL Policy 5.1 Investments

LAST REVISED 12.18.25

1. STATEMENT OF PURPOSE

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

2. SCOPE OF POLICY

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

3. INVESTMENT OBJECTIVES

The primary objectives, in priority order, of Kent District Library's investment activities shall be:

- a. **Safety** – Safety of principal is the foremost objective of the investment program. Investments shall be undertaken in a manner that seeks to ensure the preservation of the capital in the overall portfolio.
- b. **Diversification** – The investments shall be diversified by security type and institution in order that potential losses on individual securities do not exceed the income generated from the remainder of the portfolio.
- c. **Liquidity** – The investment portfolio shall remain sufficiently liquid to meet all operating requirements that may be reasonably anticipated.
- d. **Return on Investment** – The investment portfolio shall be designed with the objective of obtaining a market average rate of return during budgetary and economic cycles while taking into account investment risk constraints and liquidity needs. Return on investment is of secondary importance compared to the safety and liquidity objectives.

4. DELEGATION OF AUTHORITY TO MAKE INVESTMENTS

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

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

5. LIST OF AUTHORIZED INVESTMENTS

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

- a. Investment pools organized under the [Local Government Investment Pool Act, 1985 PA 121](#), MCL 129.141 et seq.
- b. Bonds, securities, and other obligations of the United States or any agency or instrumentality of the United States and investment pool consisting of these securities and other obligations.
- c. Certificates of deposit, savings accounts, deposit accounts or depository receipts of a financial institution as defined in MCLA 129.91 provided that the financial institution is eligible to be a depository of funds belonging to the state under a law or rule of the State of Michigan or the United States.
- d. Repurchase agreements consisting of instruments listed in b., above.

Commented [EW1]: [MCL - Act 20 of 1943 - Michigan Legislature](#)

Field Code Changed

Commented [EW2]: [MCL - Act 121 of 1985 - Michigan Legislature](#)

Field Code Changed

6. AUTHORIZED FINANCIAL DEALERS & INSTITUTIONS

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

7. STATEMENT CONCERNING SAFEKEEPING AND CUSTODY

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

8. STANDARD OF PRUDENCE

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

9. STATEMENT OF ETHICS

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

10. INVESTMENT ACTIVITY REPORT

The Board Treasurer and the Director of Finance shall provide monthly reports to the Board concerning the investment of District Library funds. The Director of Finance shall provide a detailed annual investment report, including account and fund information. The KDL Board will annually designate its depositories and/or its investment advisors for the coming year during the adoption of the budget.

KDL Policy 5.1.1

Annual Budget & Adjustments

LAST REVISED 12.18.25

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

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

KDL Policy 5.1.2

Fund Balance

LAST REVISED 11.21.2024

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

KDL Policy 5.2

Purchasing Policy

LAST REVISED 12.18.2025

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

Reason for Policy:

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

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

Approval Thresholds

For individual purchase transactions and commitments, the Executive Director and Director of Finance are each authorized to make purchases for all items when the cost per item is under \$25,000. For individual purchase transactions and commitments when the cost per item exceeds \$25,000 and is under \$50,000, the Executive Director and Director of Finance are authorized to make purchases after obtaining a minimum of three quotations. The above-noted purchases require the approvals of both the Executive Director and the Director of Finance.

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

When necessary, Kent District Library personnel responsible for making the purchase may reach out to one vendor for an estimate so Kent District Library personnel can determine the appropriate approval process. If a quote/competitive proposal/RFP process is determined to be required by Kent District Library

Formatted: Font color: Red, Strikethrough

personnel, this estimate shall not replace the required quotes, competitive proposals, or RFP responses and the vendor shall be responsible for responding to the same requests required of the other potential vendors. The same information shared with the vendor providing the estimate shall be shared with all other potential vendors and the vendor providing the estimate will not receive preferential treatment.

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

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

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

Sole Source Purchases

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

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

Emergency Purchases

If there is evidence of imminent danger to persons or property and when deemed necessary to guarantee the safety of patrons, staff, and visitors, emergency purchases may be authorized by the Executive Director or their designee in excess of the \$25,000 limit outlined above. Emergency purchases may also be necessary if there is an occurrence of technology failure, technology security breach, or other circumstances caused by forces of nature. Prior to authorizing these emergency purchases, the Executive Director must consult with the Chairperson of the Library Board of Trustees or their designee. The Executive Director shall document the reason for any emergency purchase and inform the Library Board of Trustees at the next regularly scheduled meeting.

Contracts

The Kent District Library will have outside legal counsel evaluate all new contracts with a Commitment to Purchase of greater than \$250,000. The Kent District Library shall have the option of renewing expired contracts (up to two times) provided a fair price can be negotiated and the Kent District Library has determined the renewal to be in its best interest. Renewal terms shall not require Library Board of Trustees approval, with the exception of audit and legal services. These services are commissioned by the Library Board of Trustees and will need to be renewed by a majority vote upon contract expiration.

Non-discrimination

When soliciting and selecting vendors, Kent District Library shall not in any way discriminate against any

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

Government Contracts

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

Universal Service Administrative Co. Funding

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

KDL Policy 5.3

Conflict of Interest—Board & Staff

LAST REVISED 11.24.2024

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

CONFLICT OF INTEREST STATEMENT - BOARD

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

Signature: _____ Date: _____

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

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

CONFLICT OF INTEREST STATEMENT – STAFF

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

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

STAFF CONFLICT OF INTEREST STATEMENT

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

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

Signature: _____ Date: _____

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

KDL Policy 5.3.1

Contest Participation

LAST REVISED 8.15.19

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

KDL Policy 5.4

Code of Ethics—Board

LAST REVISED 12.18.25

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

1. **Mission and Policies:** A trustee shall abide by and support the mission statement of the Library and the policies adopted by the Board.
2. **Matters before the Board:** A trustee shall not receive or enter into any agreement, expressed or implied, for compensation for services to be rendered in relation to any matter before the Library Board of Trustees.
3. **Confidential Information:** No trustee shall disclose confidential information acquired in the course of their official duties or use such information to further their personal interest. In addition, Trustee shall not disclose information regarding any matters discussed in a closed session of the Board of Trustees.
4. **Board Action:** Unless delegated by the Board, a trustee has no individual authority to bind the Board. Board decisions may only be made by a majority vote at an open meeting. A trustee shall abide by a majority decision of the Board even if they personally disagree and shall take no public or private action that compromises or disparages Board decisions and actions.
5. **Participation:** A trustee shall participate in official Board discussions and decisions and reach conclusions after deliberation and full public debate with fellow trustees in a public meeting.
6. **Improper Influence:** A trustee shall not improperly influence or attempt to improperly influence other officials, including fellow trustees, to act at their behest. A trustee shall follow only legal and ethical procedures to bring about desired changes.
7. **Cooperation:** A trustee shall work cooperatively and effectively with governmental agencies, political subdivisions, and other organizations to further the interests of the Library.
8. **Gifts:** No trustee shall directly or indirectly solicit, accept, or receive any money or gift, whether in the form of cash, check, loan, credit, services, travel, entertainment, hospitality or any other form, under circumstances in which it could reasonably be inferred that the money or gift was intended to influence them in the performance of their official duties or was intended as a reward for any official action on their part.
9. **Complaints:** A trustee shall not act on complaints from the public or staff on Library matters but shall refer complaints to the Executive Director. Unresolved complaints may be taken up for Board action if a policy revision is necessary or legal consequences result.
10. **Investments in Conflict with Official Duties:** No trustee of the Library shall engage in or have a financial or other interest, directly or indirectly, in any activity that conflicts with their duties and responsibilities in the Library. When a trustee determines that the possibility of a

personal interest conflict exists, they should, prior to the matter being considered by the Board or administration, disclose they interest (such disclosure shall become a matter of record in the minutes of the Board) and shall not be involved in the deliberation or vote on matters where the disclosed conflict exists.

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

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

Formatted: Font color: Red, Strikethrough

DISTRIBUTION OF THIS CODE

A copy of this code shall be distributed annually to, and acknowledged by, every trustee of the Library. Each trustee appointed thereafter shall be furnished a copy before entering upon the duties of their office and shall acknowledge receipt thereof.

CODE OF ETHICS – ACKNOWLEDGEMENT

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

I understand that this policy is meant to supplement good judgment and will respect its spirit and wording.

Signature: _____

Print Name: _____

Date: _____

KDL Policy 5.5

Petty Cash

LAST REVISED 8.15.19

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

KDL Policy 5.6

Acceptance of Non-Book Gifts

LAST REVISED 12.18.25

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

Program/Event Sponsorships

Events that are hosted and promoted as KDL programs that are underwritten by an individual or corporate sponsor may be acknowledged in promotions and during the event.

Acknowledging Sponsorship of Equipment, Furniture, and Fixtures

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

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

KDL Policy 5.7

Credit Card Use

LAST REVISED 11.24.24

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

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

The Director of Finance shall conduct independent regular reviews of each cardholder's activity to verify

that the credit card is being used in accordance with this policy and administrative guidelines. Card holders are required to provide receipts for all card usage and provide those as substantiation for purchases.

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

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

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

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

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

KDL Policy 5.8

Non-Sufficient Funds (NSF) Check Return Fee

LAST REVISED 11.21.24

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

KDL Policy 5.9

Fraud Prevention

LAST REVISED 12.18.25

Fraud generally involves a willful or deliberate act with the intention of obtaining an unauthorized benefit, such as money or property, by deception or other unethical means. All fraudulent acts or related misconduct are included under this policy and include, but are not limited to:

- Embezzlement, theft, misappropriation or other financial irregularities.
- Forgery or alteration of documents (checks, time sheets, contractor agreements, purchase orders, other financial documents, electronic files).
- Improprieties in the handling or reporting of financial transactions.
- Misappropriation of funds, securities, supplies, inventory, or any other asset belonging to the Library, its employees, or Library visitors (including collection materials, furniture, fixtures, or equipment).
- Authorizing or receiving payment for goods not delivered/received or services not performed.
- Authorizing or receiving payments for hours not worked.

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

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

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

KDL Policy 5.10

Capture of KDL Millage

LAST REVISED 12.18.25

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

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

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

KDL Policy 5.11

Fundraising

LAST REVISED 7.21.17

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

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

KDL Policy 5.12

Records Retention

LAST REVISED 7.21.17

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

KDL Policy 5.13

Fixed Assets

LAST REVISED 11.21.2024

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

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

Threshold

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

Additions

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

Disposals

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

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

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

KDL Policy Manual



[July 2026](#)

[KDL Policy 2.1.6 Temporary Cards for Adults EDITS](#)

[KDL Policy 2.1.7 Guest Pass Use for Public Computers NEW](#)

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

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 **EDITS**

KDL Policy 2.1.7 Guest Pass Use for Public Computers **NEW**

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

KDL Policy 2.5.1 Fees

KDL Policy 2.6 Audio-Visual Materials Use

KDL Policy 2.7 Beyond Books Collection

KDL Policy 2.1.6 Temporary Cards for Adults

LAST REVISED 3.16.2023

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.

Rationale: The current examples are limiting and unintentionally exclude individuals who may lack proof of residency due to circumstances such as housing instability or transitional living situations (i.e. temporarily living in a car, at a shelter, etc.). Removing this language ensures eligibility is based on need and aligns with KDL's purpose to further all people. Using more broad language also reduces the need for future policy revisions as community needs and service realities evolve.

KDL Policy 2.1.7 NEW

Guest Pass Use for Public Computers

NEW 07.16.2026

Kent District Library provides guest passes for individuals who do not have a usable library card and need access to public computers.

Guest passes may be issued to visitors, non-residents, or residents who do not have a library card or whose card is temporarily restricted.

Guest passes are valid for one (1) day. Only one (1) guest pass may be issued per individual per day.

Use of public computers with a guest pass is subject to KDL's time limits, availability, and all applicable Library policies, including KDL Policy 4.3 Acceptable Technology Use and Patron Behavior policies.

The Library reserves the right to limit or restrict guest pass access as needed to ensure equitable use of public computers.

Rationale: This policy clarifies Kent District Library's approach to guest pass use for public computers and ensures consistent application across branches. It distinguishes guest passes from temporary or standard library cards, establishes appropriate use by cardholders and non-cardholders, and reinforces that guest passes are intended for limited, short-term access. Limiting guest passes to one per individual per day supports equitable access to computer resources and helps prevent misuse.

‘24-‘26

Strategic Plan.

**2nd Quarter Update
2026**



2024-2026 Strategic Goal:

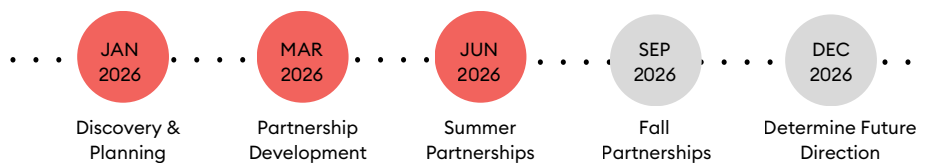
Celebrate distinctive communities by proactively prioritizing meaningful partnerships and patron relationships, finding commonalities with our neighbors, and intentionally connecting resources.



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.

Food Access Timeline | 2026



2026 Q2 Update: Food Access

On Track

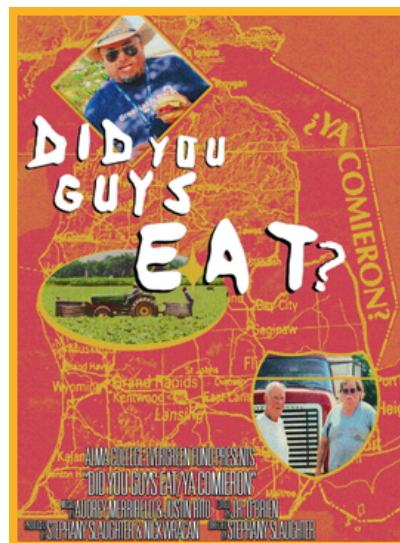
Paused/Delayed

Canceled

Completed

Over the past quarter, KDL has expanded several promising partnerships to address food insecurity throughout Kent County. In late spring, KDL expanded its partnerships to address the unique food insecurity many families experience during the summer months. In June, North Kent Connect launched food distributions at the Nelson Twp., Spencer Twp. and Tyrone Twp. branches using its mobile food pantry. In addition, Kids' Food Basket is offering Sack Suppers at the Library at the Kelloggsville, Kentwood, and Wyoming branches. KDL is also partnering with Feeding America to provide Lunches at the Library at 14 branches along with the Bookmobile during summer break.

As the initiative has evolved, it has become apparent that effective Food Access requires a different approach than a traditional KDL project. Each community partner operates under unique policies, distribution models, and service goals, making flexibility essential. Rather than implementing a single, standardized process, KDL is intentionally piloting multiple partnership models this summer to better understand what is most effective for our communities. See the summer edition of the Kaleidoscope and KDL's events tagged #foodaccess for all food distribution events.



In April, KDL hosted a community screening of "Did You Guys Eat?", followed by a panel discussion featuring the film's director & producer, farm workers, and local organization addressing essential needs.

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 Q2 Update: Community Memory

- On Track
- Paused/Delayed
- Canceled
- Completed

In April, the Community Memory Project team officially launched the initiative with an in-person kickoff led by Project Leader Tricia Hetrick, RM II. During the meeting, the team reviewed project goals, phases, milestones, and expectations before beginning Phase One: Platform Assessment.

Progress was temporarily delayed by the ransomware attack, requiring the project timeline to be adjusted. Working with the PMO, the team updated project tasks and milestones to account for the interruption before resuming work in May.

The team’s current focus is evaluating potential hosting platforms. A detailed Platform Analysis Spreadsheet was developed to assess vendors across key requirements including storage capacity, public submission and moderation workflows, search functionality, and long-term digital preservation. At the same time, the team is researching organizations already engaged in storytelling, oral history, and community memory work to inform KDL’s approach.

Over the summer, the team expects to finalize vendor demonstration questions, review recorded platform demonstrations, and narrow down the list of potential vendors before moving on to Phase Two: Submission & Archive Design.

Strengthening Community

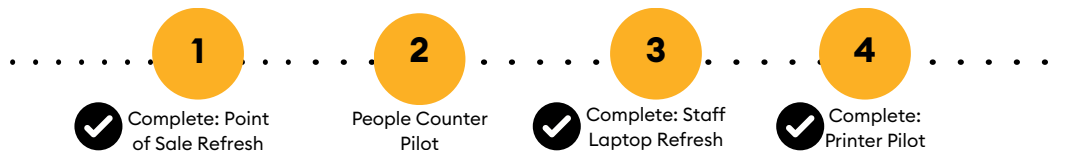
2024-2026 Strategic Goal:

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 Q2 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: Over the past quarter, the project team successfully completed the rollout of Square Kits to all 20 branches. Staff feedback following the rollout was overwhelmingly positive, confirming that Square is meeting operational needs and the project's implementation strategy effectively prepared staff for the transition. The PMO extends its thanks to Emily Whalen, Finance Manager, for leading this initiative, along with her team: Annette Miller, Curtis Kieliszewski, Janelle Waugh, Karen Small, Kristin Schutte, Kurt Stevens, Laura Youells, Ray Mysels, Stacey Brander, Sue Olep and Vanessa Fisk.

People Counter Pilot: During the spring, the project team identified an opportunity to reduce hardware and installation costs by evaluating another alternative people counter vendor. The new system offers comparable functionality at a substantially lower installation cost. The Cascade Twp. and Caledonia Twp. branches are piloting this summer, with the team preparing a recommendation to the KDL Leadership Team in August.

Staff Laptop Refresh : The Staff Laptop Refresh initiative is now complete, and all KDL staff received new laptops. By upgrading staff devices ahead of the planned 2027 patron PC refresh, staff are prepared to confidently support patrons using the latest version of Windows.

Printer Pilot: KDL selected Engineering Supply & Imaging (ESI) as a new printing vendor following the successful pilot at three branches. Staff reported excellent support and service with ESI. This fiscal year, KDL will acquire 17 new printers to replace the majority of printers at branches and the Service Center. Remaining Xerox printers will transition to ESI for service and supply delivery. This work will help streamline printer support across the organization.

Technology

2024-2026 Strategic Goal:

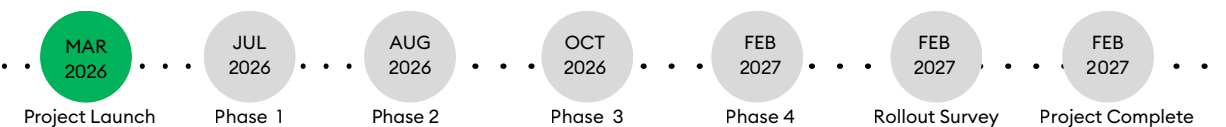
Strategically focus efforts on defining and providing exciting, valuable core programming that gives people access to experience and invites further exploration of KDL's services and spaces.



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**

Since March the project team has been working on defining the vision for the spaces, assessing existing conditions in selected pilot branches, researching peer institutions, and developing a research and development budget rubric.

Alongside this work, the team has been exploring peer institutions and drawing inspiration from emerging technologies such as project mapping and NFC (Near Field Communication) tags. The group also began developing questions for potential developers and local STEAM leaders to inform design decisions for KDL Lab spaces.

In June, the project team completed crafting a vision statement. While it will undergo final review later in the process, it currently reads:

"KDL Lab is a space where school-aged children's STEAM curiosity is treated as an invitation to learn and explore through success and resilience. The goal is to help every child gain confidence, creativity, and love of discovery."

Work across the remaining Phase One deliverables is underway, with much of the effort focused on research gathering and developing guidelines and success metrics for pilot implementations. Phase One is on track to be complete by the end of July.

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.



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 Q2 Update: Tech Tutoring Revamp

On Track

Paused/Delayed

Canceled

Completed

In April, the PMO met with project leader Morgan Hanks, User Experience Manager, and her team to formally close the Tech Tutoring Revamp Initiative and transition it into ongoing operations. Reviewing the project charter with the team made it clear that this initiative has established a strong foundation for expanding KDL's digital literacy services.

Prior to this project, patrons' experiences scheduling one-on-one tech help varied significantly by branch. Hanks and her team developed clear guidelines for both walk-in support and appointments, while standardizing the appointment process through Bookings, creating a more consistent and predictable experience for patrons seeking technology assistance.

The standardized appointment process has also created opportunities for future tech services that previously would not have been feasible, keeping KDL agile to meet patrons' needs with tech services. Staff rollout survey results were overwhelmingly positive, with respondents expressing appreciation for the clearer expectations surrounding the scope of Tech Help services and the consistency provided by the new appointment process.

The PMO extends its thanks to Morgan Hanks and the project team for their thoughtful work in creating a more consistent and patron-centered approach to tech help: Beth Green, Dustin Arnett, Eric DeHaan, Gwennan Lawcock, Jaci Cooper, Jennifer German, Katie Blakeslee, Paula Wright, Quinn Davey, Remington Steed, Sara Moseley, Taylor LaBash, Trish Reid and Yuliya Bunker.

Technology

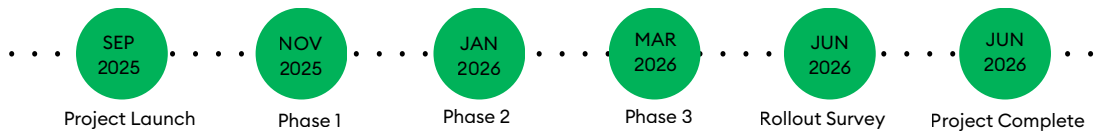
2024-2026 Strategic Goal:

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 Q2 Update: Cross Promotion

On Track

Paused/Delayed

Canceled

Completed

Over the last quarter, this initiative focused on creating a sustainable approach to Cross Promotion. One strategy the team explored was gamifying Cross Promotion. After careful discussion, the team determined that while gamification can be engaging, it can also lead to fatigue and may not support long-term, consistent adoption by staff.

Instead, the team chose to focus on a sustainable and practical solution by developing a Monthly Promotion Guide. Designed to support branch huddles, the guide highlights opportunities to naturally promote KDL resources and services during patron interactions. Topics include collection highlights, literacy initiatives, and service spotlights. Branches are also encouraged to identify their own area of focus, allowing flexibility while supporting local interests.

To reinforce the new process, the project team created training videos demonstrating authentic cross-promotion with patrons. The training was revisited during the Spring Summits, and rollout survey results showed overwhelmingly positive feedback, indicating staff found the approach both useful and practical.

Many thanks to Project Leader Lulu Brown, RM I, and the project team for developing a sustainable approach that will help staff connect patrons with the full range of KDL resources and services: Adam Flynn, Amber Elder, Aude Shattuck, Dave Palma, Hennie Vaandrager, Josh Mosey, Kathy Cheney, Katie Zuidema, Noelle Spriggs, Remington Steed, Sara Magnuson, Shaunna Martz and Trish Reid.



The Monthly Promo Guide will be shared in staff huddles and weekly communications

Core Programming

2024-2026 Strategic Goal:

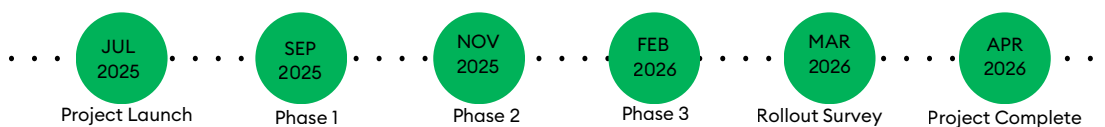
Celebrate distinctive communities by proactively prioritizing meaningful partnerships and patron relationships, finding commonalities with our neighbors, and intentionally connecting resources.



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 Q2 Update: Define Core Programs

On Track

Paused/Delayed

Canceled

Completed

In Fall 2025, this initiative was launched to ensure KDL's high-quality programming remains consistent, relevant, and sustainable. Hennie Vaandrager, Programming Manager, led her team in defining what constitutes as a Core Program and developing a rubric and reassessment schedule to ensure these programs remain effective over time.

Staff were surveyed to assess awareness of KDL's programming offerings and their ability to promote them. Findings from this survey informed areas where additional clarity was needed. In response, the team established a three-tier programming structure: Core Programs, Reading & Writing Challenges, and Branch Sponsored Programs. Alongside this framework, the team developed programming guidelines to support both new and experienced staff. These guidelines outline program goals, target audiences, key activities, and key performance indicators (KPIs), providing a consistent foundation for program planning across the system.

A comprehensive training was delivered to staff in February, introducing the three-tier structure and clarifying the role of workgroups in program planning. A follow-up survey was then distributed to measure understanding and training effectiveness. With 110 responses, 99% of staff correctly identified the programming categories, demonstrating strong understanding of the framework.

The PMO extends its congratulations and thanks to Hennie Vaandrager and project team members: Amber Elder, Jennifer DeVault, Jocelyn Yost, Keava Filipek, Kiosha Jeltema, Lauren Hagerman Tekelly, Leigh Verburg, Monica Walen, Natalie Karsten, Susan Erhardt and Will McAfee for successfully completing this initiative and creating a sustainable framework that will guide KDL programming for years to come.

Core Programming



Quarterly KPI Report





KPI VARIANCE REPORT: BOARD

2nd Quarter 2026 (April - June)

STATUS	KPI	TARGET	ACTUAL	VARIANCE	
	Physical Checkouts	≥ 650,466	616,021	-5%	PATRON / OPERATIONAL
	Digital Checkouts	≥ 655,336	652,103	-0.5%	
	Visitor Count	≥ 598,731	565,902	-5%	
	Net Promoter Score	≥ 85	90.9	5.9%	
	Programming Attendance	≥ 52,270	68,251	31%	
	Programming Events	1,039 - 1,399	1,273	In Range	
	Branch Outreach Attendance	≥ 23,814	24,656	4%	
	Branch Outreach Events	205 - 307	256	In Range	
	Community Engagement Department Outreach Attendance	≥ 6,031	7,107	18%	
	Community Engagement Department Outreach Events	≥ 126	129	2%	
	Engaged Cardholders	≥ 123,735	122,316	-1%	
	Tech Effectiveness <i>(Combination of new patron tickets and percentage of resolved patron tickets)</i>	≥ 16 points	18 points (40 avg. new monthly tickets + 85% resolved tickets)	+2 points	INNOVATIO
	Projects on Time	≥ 80%	80% monthly avg.	0%	
	Employee Turnover <i>(Projected annual total, updated quarterly)</i>	< 15%	5%	10%	URE

	Employee Engagement <i>(updated annually)</i>	≥ 31% (Gallup National Average)	73%	42%	CULT
	Budget Expenditures <i>(Percentage through the year vs. budget spent)</i>	50%	44%	-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	NPS = % of Promoters – % of Detractors Patrons are asked: How likely are you to recommend KDL to others...?" and answer on a scale of 0 to 10 - "Promoters" rated 9-10 - "Detractors" rated 0-6 - "Passives" rated 7-8	Randall Goble	Green: 85 or above Yellow: 80 - 84.9 Red: Below 80	Patron / Operational
Programming Attendance	Number of attendees for programs systemwide.	Randall Goble	Green: On target or above Yellow: Less than 5% below target Red: More than 5% below target	Patron / Operational
Programming Events	Number of program 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
Outreach Attendance	Number of attendees for 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

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

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 employee 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