

**LOCATION:** KDL East Grand Rapids Branch (746 Lakeside Dr. SE, East Grand Rapids, MI 49506)

**DATE:** Thursday, October 12, 2017 at 4:30 p.m.

I. CALL TO ORDER

II. PLEDGE OF ALLEGIANCE

III. LIAISON REPRESENTATIVE COMMENTS

IV. PUBLIC COMMENTS\*\*

\* V. CONSENT AGENDA

A. Approval of Agenda

B. Approval of Minutes – September 12, 2017 and September 21, 2017

C. Request for Closing of Wyoming Branch from Monday, December 18 through Sunday, December 31 to accommodate a desk repair project.

VI. BRANCH MANAGER’S REPORT– Dawn Lewis

VII. LAKELAND LIBRARY COOPERATIVE REPORT

VIII. DIRECTOR’S REPORT – September 2017

IX. NEW BUSINESS

A. KDL Policy Manual Section 6 (second half): Personnel (first reading)

B. Director’s Evaluation Process

C. Review of the 3rd Quarter 2015-2017 Strategic Plan Report

\* D. Issue Analysis: Kelloggsville High School Library (first reading)

\* E. Resolution: Committed Fund Balance

*Roll-Call Vote*

X. LIAISON REPRESENTATIVE COMMENTS

XI. PUBLIC COMMENTS\*\*

XII. BOARD MEMBER COMMENTS

XIII. MEETING DATES

***Budget Work Session Meeting: Thursday, October 26, 2017 – KDL Meeting Center – 4:30 p.m.***

***Regular Meeting and Budget Approval: Thursday, November 16, 2017 –KDL Meeting Center– 7:00 p.m.***

\* XIV. ADJOURNMENT

\* *Requires Action*

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

**LOCATION:** KDL Comstock Park Branch (3943 West River Drive NE, Comstock Park, MI 49321)

**DATE:** Thursday, September 21, 2017 at 4:30 p.m.

Board Present: Shirley Bruursema, Lee Cook, Andrew Erlewein, Charles Myers, Penny Weller, Craig Wilson

Board Absent: Sherrie Barber Willson

Staff Present: Michelle Boisvenue-Fox, Jaci Cooper, Lindsey Dorfman, Linda Krombeen, Nancy Mulder, Jared Olson, Laura Powers, Jane Saurman, Lance Werner

Guests Present: Bill Brinkman

I. CALL TO ORDER

Chair Wilson called the meeting to order at 4:29 pm.

II. PLEDGE OF ALLEGIANCE

III. LIAISON REPRESENTATIVE COMMENTS – Bill Brinkman, Treasurer for Plainfield Township, gave an update on the township’s potential water contamination.

IV. PUBLIC COMMENTS – None

V. CONSENT AGENDA

A. Approval of Agenda

B. Approval of Minutes – August 17, 2017

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

**Support: Supported by Ms. Weller.**

**RESULT: Motion carried.**

VI. BRANCH MANAGER’S REPORT – Nancy Mulder

- Plainfield Township is the only township in Michigan that has two branches. The Comstock Park branch is by far the smaller of the two, but it was the first. Originally, it was located just over the river in the North Park area of Grand Rapids. In 1961 when that neighborhood became part of the city, the branch was moved over to the north end of this building, the fire station. In 1968 the folks over on the other side of Plainfield Township (who were currently being served by a bookmobile) wanted a library there since the river is a great barrier, and the 5-mile branch was built.
- Until 1997, when the branch underwent major renovations, the Comstock Park branch building was mainly a fire station; the community room is where the fire trucks were kept. What’s now the staff area was the firefighter’s living area. In 1998, Nancy’s first full year here, the branch had 53,000 visitors. Last year there were 84,129.
- Working with the Alpine branch, the Comstock branch offers lab sessions for homeschoolers twice a month. While one branch provides the KDL lab program, the other of us provides activities for developmental delayed group homes.
- Once a month, the youth librarian takes KDL lab to a local third-grade class. Scores are going up faster.

## Draft

- Nancy represents KDL in Comstock Park's Outreach Committee, a unique group of representatives from many local non-profit and governmental organizations. Each month, the group meets and talk about how we can work together to meet the needs of the community. The group focuses on serving senior citizens, English language learners, and at-risk families.
- For a few years now, branch staff has been working more closely with The Golden Panthers, a local group of seniors. Eventually they would like to open a new center in the Comstock Park area. Currently they are using the mostly vacant Greenridge School around the corner, and have Enhanced Fitness classes in the morning. Every spring and fall, branch staff helps plan programming there on Fridays. Staff also makes bi-weekly visits, to the River Grove Retirement Community in Belmont—the residents always look forward to our arrival and the books we bring them.
- The York Creek Apartments, located just up the street, house around 5,000 people in 1,768 units--it's like a small city. It's estimated that 25% speak English as their second language, and many of the residents live in poverty. These folks are the Comstock Branch's patrons. In the summer Comstock staff works with Wedgwood Christian Services to provide activities for kids in their Community Center. At the end of each summer they join with the Comstock Park school system and Wedgwood in a huge Comstock Park Celebration event. Beginning in the library parking lot with games, Zumba dancing, and fun, it concludes with a family movie in the park. Families look forward to this event each year.
- Summer Reading Club winners increased by 34%. Staff attributes the increase to the simplicity of the sign-up process.
- This is the third year of having a demonstration garden in the yard. This year, staff focused on herbs, and gave the harvest out, complete with recipes

The board asked questions of Nancy Mulder and she responded.

### VII. FINANCE REPORTS – August 2017

**Motion: Ms. Bruursema moved to receive and file August 2017 finance reports as presented.**

**Support: Supported by Ms. Weller.**

**RESULT: Motion carried.**

A representative of the Finance Department presented the financial information through August for the 2017 fiscal year. The Cash on Hand was 194% of the remaining 2017 budgeted expenditures. The Unassigned Fund Balance was 20% of 2017 budgeted expenditures, with all Fund Balances totaling 34.95% of 2017 budgeted expenditures. Percentages remaining to be collected/spent per the board approved budget were (2.0)% for revenues and 39.31% for expenditures, respectively.

Jane Saurman introduced Laura Powers as KDL's new Finance Department Team Lead. Laura served as the former director of the Flat River Library, and seems to have made a seamless transition from a library administrative role to a position in finance. Jane expressed her excitement for having a full staff again.

### VIII. LAKELAND LIBRARY COOPERATIVE REPORT

Shirley Bruursema noted the following motion items, which were approved at the September 14, 2017 Lakeland Library Cooperative Board meeting:

- Change Maximum Base Amount and Make Line Item in Operating Budget – From PPS
- Replacement Change Delete AD 6.1.7

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- In FY2017-2018 Continuing Education and Youth Services funds have been placed into the general fund budget as regular line items.
- Summary of budget recommendations and the budget narrative were presented by Terry Cross.
  1. Cost to Libraries Comparison
  2. Budget Expense Percentage Summary
  3. Income and Expenditures Summary
  4. Budget Narrative
  5. Cost Per Library Narrative (one correction is needed in regards to the Cataloging Credit)

Lance Werner introduced Jared Olsen and Brian Mortimore from the KDL staff to talk about consulting services being offered to libraries by KDL in the areas of IT and HR Consulting. Jared noted that KDL offers a variety of IT services related to printing, public PC's, networking and security. They will also assist with e-rate consulting. A list of IT services offered was handed out to those in attendance. Jared also noted that they are facilitating a Mastermind group of library IT specialists. He encouraged libraries with IT specialists on staff to become a part of that group. Contact KDL IT department.

In the area of Human Resources Brian noted that KDL also offers a variety of services including director searches. They have three director searches in process currently. He gave an update on the staff assessment tool which they have developed. They have a variety of libraries that have signed on who are testing it. They will let us know when the test phase has been completed and when it will be released.

Werner noted that KDL will have a booth at the MLA Conference to talk with attendees about these services.

### IX. DIRECTOR'S REPORT – August 2017

Director Werner highlighted items from the Director's Report:

- KDL's Programming numbers are healthy and summer reading was fantastic.
- The Strategic Plan Survey garnered over 3,000 well-balanced responses. A link at the end of the Strategic Plan Survey routed survey participants to the optional Beyond Books Survey, another survey KDL put on to gauge what the public wishes to have the library circulate.
- The Bookmobile is set for spring of 2018, and some branch expansions are in the works.

The Board asked questions of staff and staff responded.

### X. NEW BUSINESS

A. KDL Policy Manual Section 6:(first half): Personnel (first reading)

No changes were recorded.

**Motion: Ms. Bruursema moved to approve Section 6 of the KDL Policy Manual as presented.**

**Support: Supported by Mr. Cook.**

**RESULT: Motion carried.**

B. 2018 Board of Trustees Meeting Schedule

**Motion: Mr. Cook moved to approve the 2018 Board of Trustees Meeting Schedule as revised.**

**Support: Supported by Mr. Erlewein**

**RESULT: Motion carried.**

C. 2018 Holiday Closing Schedule

**Motion: Mr. Cook moved to approve the 2018 Holiday Closing Schedule as presented.**

**Support: Supported by Mr. Erlewein.**

**RESULT: Motion carried.**

## Draft

XI. LIAISON REPRESENTATIVE COMMENTS – Mr. Brinkman made a comparative comment regarding KDL’s budget process and the Plainfield Township budget process.

XII. PUBLIC COMMENTS – None

XIII. BOARD MEMBER COMMENTS

Ms. Bruursema: Ms. Bruursema wanted to congratulate and thank Michelle Boisvenue-Fox for fourteen years of service at KDL. She also wanted to remind everyone about the upcoming Trustee Alliance Workshop on October 13. She, too, enjoyed herself at the Literary Libations fundraising gala on September 7. She thought that this year, everything seemed to flow very smoothly, and she was surprised at the amount of people and great mix of people who attended the event. She remarked that every year Linda seems to come up with something different and she commended the authors for their broad range of topics in their speeches. Ms. Bruursema was also so pleased to see KDL’s connection with Kelloggsville since they are an underserved population. She noted that the bus line goes right by the high school, so it will give people access.

Mr. Erlewein: Mr. Erlewein mentioned that he is especially excited about the KDL + Geek Group collaboration and he plans to sign his son up for the programming that will be going on over spring and Christmas breaks.

Mr. Myers: Mr. Myers congratulated Michelle on her 14 years of employment with KDL.

Ms. Weller: Ms. Weller wanted to thank Linda Krombeen for all of her hard work that she put into Literary Libations. She did not hear any complaints and said that everyone genuinely seemed to be enjoying themselves.

Mr. Wilson: Mr. Wilson thanked the Board for the great retreat that was recently held at the Main St. Inn in Lowell and said that many good topics were covered at a nice pace. Lastly, Mr. Wilson inquired whether or not KDL would be doing anything to aid in disaster relief for the areas that were recently impacted by the hurricanes, and Director Werner said that a plan was in the works.

XIV. MEETING DATES

*Regular Meeting: Thursday, October 12, 2017 – KDL East Grand Rapids Branch – 4:30 p.m.*

*Budget Work Session Meeting: Thursday, October 26, 2017 – KDL Meeting Center – 4:30 p.m.*

XV. ADJOURNMENT

**Motion: Ms. Weller moved for adjournment at 5:22 p.m.**

**Support: Supported by Ms. Bruursema**

**RESULT: Motion carried.**

  
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ADMINISTRATIVE APPROVAL FOR DISTRIBUTION

# KDL

Kent District Library

Information. Ideas. *Excitement!*

Alpine Twp. Branch

Alto Branch

Byron Twp. Branch

Caledonia Twp. Branch

Cascade Twp. Branch

Comstock Park Branch

East Grand Rapids Branch

Englehardt Branch

Gaines Twp. Branch

Grandville Branch

Kentwood (Richard L. Root)  
Branch

Krause Memorial Branch

Nelson Twp./Sand Lake Branch

Plainfield Twp. Branch

Spencer Twp. Branch

Tyrone Twp. Branch

Walker Branch

Wyoming Branch

KDL Service and  
Meeting Center

814 West River Center Dr. NE  
Comstock Park, MI 49321

**616-784-2007**

18 locations, 1 convenient  
phone number.  
Long distance call  
1-877-243-2466

[www.kdl.org](http://www.kdl.org)

Wyoming Branch of Kent District Library

3350 Michael Ave SW

Wyoming, MI 49509

September 13<sup>th</sup>, 2017

Dear KDL Board of Trustees,

The City of Wyoming has approved a project to repair cracking and peeling laminate on both service desks, and the main front checkout desk. The desks will need to be dismantled, all of the laminate will be removed, and special paint will be applied to all surfaces currently covered with laminate.

Director of Community Services Rebecca Rynbrandt has recommended that we close the library during the process.

I am requesting that the Wyoming Branch be closed Monday December 18<sup>th</sup> – Sunday December 31<sup>st</sup> for the project. We were already scheduled to be closed December 24<sup>th</sup> -26<sup>th</sup>.

Staff will be able to access workroom areas for part of the day to process delivery, empty book drops, pull materials for other branches, process LBPH applications and materials, and return LBPH phone calls. Staff not needed at the branch will be scheduled at other branches.

Thank you for your consideration.

Sincerely,



Lori Holland

Branch Manager - Kent District Library

Wyoming Branch

3350 Michael Ave SW

647-3989

[lholland@kdl.org](mailto:lholland@kdl.org)

**BRANCH UPDATES**

**Alpine Township Branch**

Alpine has been working with Green Ridge School by creating programs in their Senior Community room, and by setting up a KDL Free Library there. The Comstock Park outreach organization created a senior community room and they wanted programs to promote the new venue. Shaunna Martz, Alpine Branch Manager, created the Golden Panthers Book Club. The group meets monthly from September to May to talk about the recent book club selection.



The KDL Free Library, located in the senior community room, consists of weeded large-print books and some magazines for people to take, and they can also bring their own books to leave.

As a result, many of the attendees of the senior community room now visit Alpine Library on a regular basis. Through this outreach, Shaunna has learned a lot about the patron's lives and the history of the area. Some of the patrons have also started to bring their grandchildren to the library and started participating in Summer Reading.



**Alto Branch**

Some of the Alto's programming highlights are the bi-weekly "Scrabble for Seniors" and the book discussions. The "Scrabble for Seniors" does not have a particularly high attendance, but those that come sure have fun. They look forward to challenging their mind and being social with others. Also, the book discussions have become more of a senior event even though it is not geared toward just seniors. The patrons do not see it is an exclusively senior activity-- they just like to come to talk about the books and have a great time. Alto is a small community so these type of activities give the patrons something to look forward to. Sandy Graham, Alto Branch Manager, keeps these gatherings going no matter if they have lower attendance because for a small community, these social gatherings at the library are their highlights of the week.

**Byron Township Branch**

At Byron, staff provides a variety of services and resources for seniors, both in and out of the branch. In branch, they offer one-on-one technology tutoring – a service heavily utilized by the senior population. You'll often find branch displays highlighting materials of interest to seniors as well as local history, large print, and audiobooks. With monthly visits to two local retirement/assisted living communities, staff provides large print books and materials advisory services to a number of thankful residents. In fact, one resident recently shared with great vigor, "I love it that the library comes to me. I guess it pays to be old!" Another big hit with our senior population is our "puzzle table",



which is not only fun, but also helps to maintain dexterity and memory. One patron even shared that his anticipated 15 minute visits to the library often result in much longer stays because of the puzzle table.



### **Caledonia Township Branch**

Caledonia staff members visit the seniors living at Station Creek Retirement Community twice a month. During one visit, a small but enthusiastic group of life-long avid readers discussed a fiction title. The other session allows residents to check out materials, pick up holds, return items, and attend to any other matters. In addition, staff provide a small kiosk of withdrawn large print books, and have provided some guidance and materials in organizing their library. In October, staff will be hosting a dessert night to give all residents the opportunity to sign up for library cards, view new materials, and enjoy a relaxed atmosphere. Residents have repeatedly expressed appreciation for the services that KDL provides their community.

### **Cascade Township Branch**

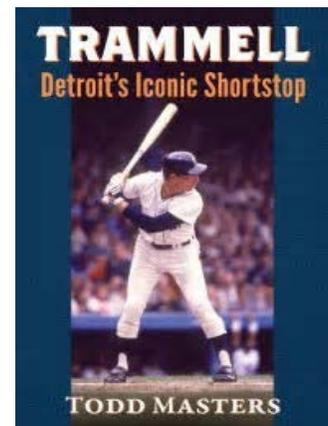
Cascade has reached out to a number of senior centers to reach people who may not be able to get to the branch. Currently there are three Cascade staff who visit the centers, allowing for consistency in light of branch staff schedules.

Gaylord House is the only subsidized housing in the township. Services started after the Pastor at Cascade Christian Church heard a presentation at a church luncheon about what the library could provide. Staff and volunteers have restocked a library, but also offer reader's advisory and books to check out. One resident, Bob, now visits the branch for Tech Training and is very appreciative of services received. A very nice video testimony may be found at: <https://www.youtube.com/watch?v=PJ3u7DDR-I4&feature=youtu.be>

- Sentinel Pointe: Staff visits twice a month. They support book discussions, stock their library with donations from the branch, and help check out books.
- Sunrise: Penni “shares books” with residents with dementia on a monthly basis. She has discovered reading older picture books often sparks memory and the residents respond very positively.
- Emerald Meadows: Here, staff bring books to check out and stock their library. Staff interact with residents from the assisted living unit rather than the dementia unit at this facility, demonstrating each facility has their own requests and needs from library staff.
- Heather Hills: Staff have their own fan club at this facility. While there is an in-house collection, residents prefer KDL books to check out. They test the librarians’ reader’s advisory as well as Tech Training skills.

Based on Cascade’s success at these five facilities, Penni and Maria will be presenting their experiences at MLA this fall.

As a special note, the Cascade branch was very surprised, touched and humbled when they discovered that KDL had been mentioned in the acknowledgements of a new book: Trammell: Detroit’s Iconic Shortstop by Todd Masters. “I would like to thank the friendly staff and comfortable setting at...the Cascade branch of the Kent District Library in Grand Rapids, MI where I did most of my writing.



## Comstock Park Branch



Every other Monday Comstock staff provide books and book talks for homebound seniors in the activity room at River Grove Retirement Community. These folks eagerly look forward to visits by our two CA's, Barb Malburg and Fran Allen, who have special love and compassion for the elderly. Before each visit they select books based on what they know about their friends' reading interests. They place holds for them, they talk about books together and sometimes they bring books right to the residents' rooms.

The Comstock Park Golden Panthers is a group of local seniors that first met attending a Senior Neighbors exercise class. Parapro, Laura Youells began meeting with them once a month, in the hope of forming a larger, more cohesive group, since the population of older adults is growing so rapidly in the area. They came up with a Spring and Fall series of programs, during which Laura provides crafts. This time it was jewelry-making. One senior said she was so proud of what she made and had so much fun!

The Lit-Wits, Comstock's book discussion group, has been meeting for 20 years now. They're a lively bunch of very interesting seniors, who have wide-ranging opinions on everything! It's a monthly event everyone looks forward to! These folks have made lasting friendships with each other. Often they go out to eat before the meetings and sometimes the whole group goes.



## Gaines Township Branch

The Gaines branch has gone through some cosmetic changes to cater to patrons who are seniors, patrons with limited mobility, or patrons who have other disabilities. They have removed books from lower shelves, provided magnifying glasses for those who forgot their glasses or have a hard time reading smaller print materials, added additional lighting in the building, and replaced older light fixtures with LED for brighter lighting. Gaines also provides shopping carts and they are finding that more and more seniors are using the shopping cart to help carry their loads of books around the library and out to their car.

Gaines also has a bimonthly outreach visit to **Crystal Springs Assisted Living Center**. Beth Green, Gaines' adult librarian, visits the center and reads to seniors. Beth has developed a themed curriculum (as pictured) to use during her visits. In addition to a short reading, Beth provides sensory activities for seniors. She sees about ten residents during each visit. As a thank you to the library, seniors living at the facility recently

## Science Fun

### Birds

#### Subtitle



#### Fast facts

- 1) Many birds sing notes too high for humans to hear.
- 2) A pelican's pouch-like beak can hold up to 2.5 gallons of water at a time.
- 3) Approximately 75% of wild birds live for less than a year.

#### Sensory options

- 1) feathers
- 2) bird sounds
- 3) plush birds with sound

#### Book selections

- 1) *Birdology*; *Sy Montgomery* : ANIMALS BIRDS MON (variety of birds)
- 2) *1001 Secrets Every Birder Should Know*; *Sharon Stiteler* : ANIMALS BIRDS STI (short informational selections)
- 3) *The New Stokes Field Guide to Birds*; *Donald & Lillian Stokes* : ANIMALS BIRDS STO (pictures of birds)
- 4) *Tales of Remarkable Birds*; *Dominic Couzens* : ANIMALS BIRDS COU (short selections & pictures)
- 5) *Bright Wings*; *Billy Collins* : LIT POETRY BRI (poems about birds)

put together 100 “mystery bags” for our KDL Lab area. The bags contained craft supplies for children to create their own invention.

The center’s activities director mentioned that the seniors loved putting the bags together knowing that they were going to benefit children at the library. Sorting and bagging items has the added benefit of being a good brain building exercise for residents experiencing memory loss.

### **East Grand Rapids Branch**

All of the staff at the East Grand Rapids Branch assist seniors in a number of ways. One of the most frequent and exciting ways is the one-on-one tutoring sessions. Staff regularly help senior citizens with communicating electronically, finding books and items to purchase in the catalog, and online forms. The Internet connection is a much appreciated resource! The newspaper and magazine resources are also heavily used by senior citizens. Often when the branch opens in the morning, there is a gathering of senior citizens at the newspapers to read and chat. Some examples of assistance provided in one-on-one tutoring sessions are: help with setting up a newly purchased tablet, help with organizing photos for a small claims court case, help with registering and use a local hospital's new online health portal to obtain important test results, help with developing a template for a monthly organizational newsletter, and obtaining downloadable books for a senior with macular degeneration who is an avid reader, and informing him about podcasts and how to search for ones of interest.

Staff shared these situations:

Toby: I tutored a lady who had a few years’ worth of photos on her digital camera. I helped her get them onto her computer. She was delighted when I taught her how to email the photos to her friends.

Kelaine: I had a senior patron express excitement that our one-on-one tech tutoring assistance, recommend a book purchase service, and excellent internet access provided him the opportunity to study for and obtain his amateur radio license. He is very proud that he can now assist people during emergencies, especially getting messages to family members during longer power outages and tornadoes.

### **Grandville Branch**

Grandville has an active senior population who love and regularly use the library. Much of the library use centers on relationships in the building, stopping in to say hello to staff, reading the paper, and asking for some good book recommendations. Lately many seniors are also coming in looking for help specific to computers and technology. Sometimes this is quick help at the desk, like helping someone learn to download material onto their device, and other times it is more detailed, like working with someone on a computer to learn the skills needed to try to get back into the workforce, or signing them up for a longer Tech Tutoring session.

Grandville also hosts two book clubs that have some senior attendance. The primary book club is the Maple Street Book Club who are primarily seniors and come once a month to enjoy a lively discussion about a good book. The other book club is the KDaLe book club whose members vary in age, which is a lot of fun because they have folks who are fresh out of college right alongside a few retired seniors, and everything in between, all enjoying a brew and talking about books. One of Grandville’s outreach highlights is a program that adult info staff led. Each October there is a featured attraction at the monthly Ladies Literary Society which meets in the church across the street from the branch. There is a book talk to a crowd of 40-60 women and then they have the opportunity to check books out and enjoy coffee and dessert. It is always a fantastic event that staff looks forward to every year.



### **KDL Service and Meeting Center**

The trail access and the outdoor meeting/work space at the Service and Meeting Center are in limbo and await permits from the township, DNR and DEQ. Weather permitting, the projects will start in the next couple of weeks.

The Meeting Center rentals have gained traction since the recent marketing boost. There have been six rentals during September, including another KDL employee wedding reception. The rentals for fall and winter are ramping up and include companies, non-profits and community members.

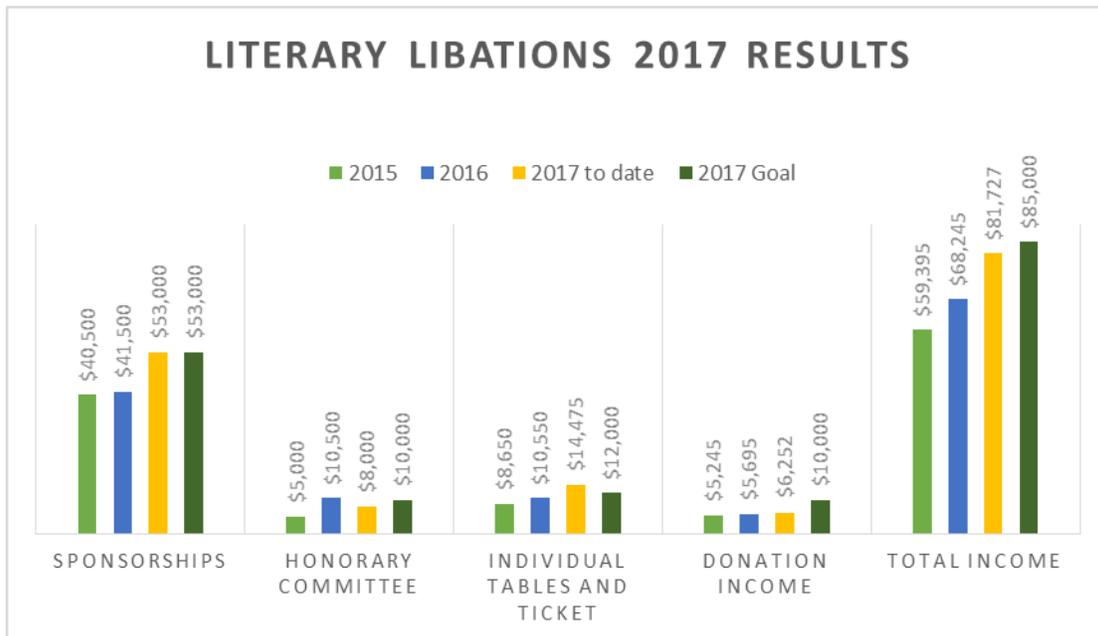
Upcoming events include everything from family holiday parties to business meetings to administrative retreats. Some of the people that have contacted KDL about the rentals are Van Andel Institute Graduate School, KISD, Millennia Technologies, OnStaff USA, Retirement 567, Feeding America and many more. It really has been a diverse crowd, and they all love the facility, free parking and service that KDL provides.



### **FUND DEVELOPMENT DEPARTMENT**

#### **Literary Libations**

KDL continues to receive great feedback from our guests, and the event increased in income by 19%, with a net profit of \$40,000, up from \$25,000 the first two years.



### **Luncheon with Elizabeth Berg**

From Literary Libations has sprung the opportunity to have a separate luncheon with Elizabeth Berg. She will return on November 27 for a luncheon at the KDL Meeting Center to promote her book which will be published on 11/21. The lunch will be catered at no charge by Twisted Rooster. Shelley Irwin will be our emcee for the event. 72 of 84 tickets, which includes the cost of the book, have already been sold. This is a friend raising event, though donations will be accepted at the event. Preferred seating will be offered to Page Turner Club and Leadership Circle donors.

### **Year End Appeal**

A timeline is in place with an increase in social media use in the marketing plan for the year end appeal to utilize a cohesive theme with focus on Giving Tuesday, building our recurring donor pool, retention and new donors. Work on the theme will begin in September. Linda Krombeen has begun to work with David Specht to get more inclusion of what our donations fund in our social media content. KDL especially wants to increase the use of social media in the year-end campaign. Jacob Reed is repurposing content from past fund development videos to create shorter promotional videos for KDL's Facebook and blog.

### **Strategic Planning**

The Fund Development Board and staff are consistently working to improve effectiveness and efficiency and has spent significant time over the last several meetings working on an overall strategic plan to continue to increase the amount of unrestricted funding available to KDL for projects and endowment.

### **Goals and broad strategies for the department include:**

- Increase the amount of unrestricted dollars available to support the endowment and other areas as needed and approved by the Fund Development Board.
  - Unrestricted dollars come through fundraising events and non-designated individual gifts.
  - Improving fundraising in these areas provides KDL with the most enduring and flexible funding.
  - Continue to grow Literary Libations
  - Book Bash returns as an option for unrestricted dollars and an opportunity to provide a bonus to our giving groups with early access to the sale.
- Increase overall dollars raised.
  - While the focus will be on unrestricted dollars, the KDL Fund Development department will continue to offer donors the opportunity to designate gifts to ensure that KDL is retained and supported in all areas.
- Increase members of both The Leadership Circle and Page Turners Club.
  - Both of these clubs need significant personal communication.
  - Increasing attention to donor management system and increasing the information entered and requested will help provide more personalized and meaningful communication.
  - Upgrade to Donor Perfect
  - Create a communications calendar and plan for both groups.
  - Launch a Young Leadership Circle with a lower gift amount option for persons under 40.
  - Begin Planned Giving Program Design.
  - With the success of the author luncheon coming in November, it would be beneficial to arrange more of these as bonuses for our giving circle members and to introduce new patrons to the joys of giving.
- Improve reporting and communication with Finance Department.
  - KDL's new Finance Director provides a wonderful desire for greater transparency and fund development will work with her and her team to align codes and account numbers.

- Continue to work with departments requesting funding to use the new budgeting account numbers for more effective accountability.
- Streamlined fund distribution process to align with annual budgeting.
- Use resources effectively and efficiently.
  - Focus on those areas that improve philanthropy for now and the future and spend less time on specific program sponsorships, which are more time intensive and less renewable and flexible.
  - Increase the membership on our five fund development committees, Literary Libations, Planned Giving, Major Gifts, Membership and Governance, Book Bash to include at large community members.

**Funding Focus Areas**

Endowment

System-wide Programming – Teen Film Festival, Poetry Contest, KDL Reads, Write Michigan Collections, Beyond Books Collection

Outreach Programming – partnerships with MLK Academy, School Partnerships, Bookmobile  
 Creating parity for branch resources

**2017 Use of Unrestricted Funds Process**

The Fund Development Department and Board have created a new process to make decisions on the use of unrestricted donations. A Communication Plan was sent to staff informing them of the process, providing the application form with budget template and seeking requests by September 15, 2017. Fund Development coordinated with the Finance Department to align with the budgeting process. The board reviewed the request at the September meeting and will invite back those they are interested in funding to answer questions and make clarifications. The board criteria for funding includes in no particular order:

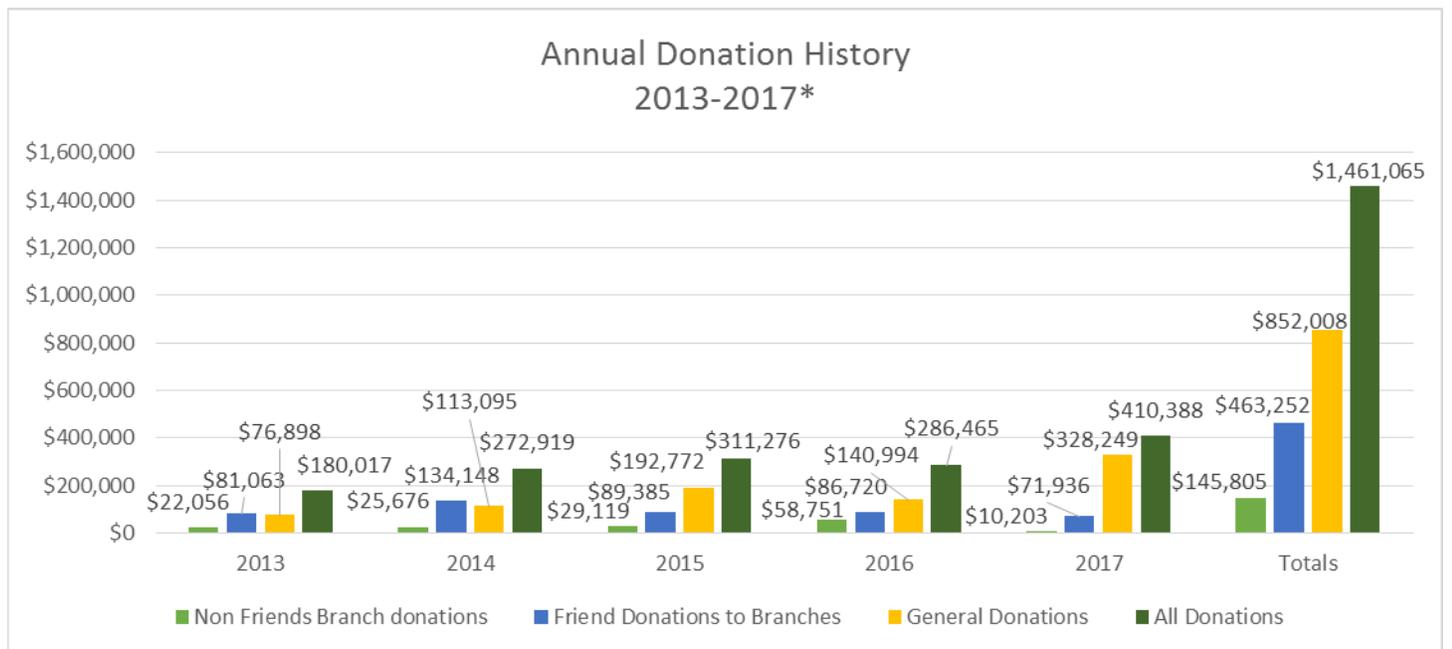
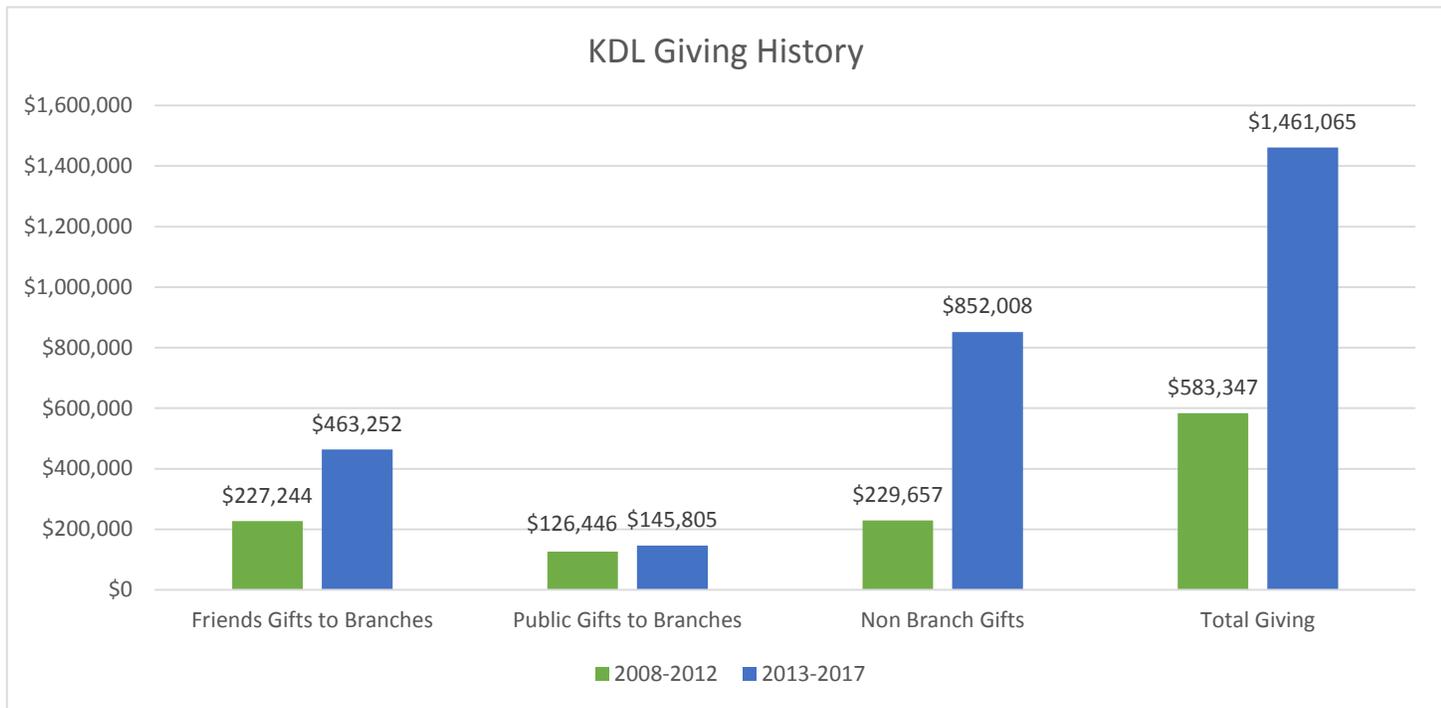
- Is it System wide or local only?
- Is it a partnership?
- How many are served?
- Does it promote one of KDL’s strategic priorities?
- Does it help an underserved population?
- Does it promote literacy or STEM?
- Is there opportunity for other funding from Friends or other source?

In addition to funding requests, the board is also committed to increasing the endowment balance and will make a decision on the amount to send to our endowment account at the Grand Rapids Community Foundation. KDL currently has \$65,000 of unrestricted dollars to use to support current requests and endowment or save for future needs. Final decisions will be made at the October Board meeting.

**New Board Member Recruitment**

Each year in the fall, the board recruits new members as past members’ terms end, for a vacancy, or for other reasons. The KDL Fund Development Board currently has three openings for members and are looking to recruit committed persons with marketing and social media skills, community connectivity, and persons from the banking community. The Board seeks to improve its diversity both by recruiting males and persons of color to the board. If you have any persons you think would be interested, please let Linda Krombeen know. KDL is also interested in growing four of our five board committees with community volunteers.

## Giving History at KDL



Category	Branch Donations (General Public)	Branch Donations (Friends Groups)*	General Donations	All Donations to KDL
% change 2013	-18%	145%	67%	69%
% change 2014	16%	65%	47%	52%
% change 2015	13.5%	-33%	70%	14%
% change 2016	101%	-2%	-27%	-8%
% change 2017*	-82%	-17%	132%	43%

\*Year incomplete – Gifts to branches and from Friends tend to be at year end.

## **WHAT'S GOING ON AT KDL**

### **Interim Director – Lincoln Township Public Library**

The new director began on September 25 and Michelle has been working with her to catch her up to speed and answer questions. Brad Allen (KDL) will be going to Lincoln Township Public Library with Michelle to work on streamlining documentation for cataloging records. More research is being done on a new acquisitions model. Final touches to a few areas will happen in the final weeks. Michelle's last day will be Tuesday, October 17.

### **KDL Strategic Plan**

Almost 3,400 responses were given on our recent strategic plan survey. Work to compile the feedback is underway to get Board feedback. Preliminary results show that the majority of people use the library to check out materials followed by use of the online collection and then bringing children to the library. There was good response from all of our communities.

### **Beyond Books Survey**

Over 300 responses were given for the survey giving feedback on what to include in the Beyond Books Collection. This survey ended on September 30.

### **Customer Service Research**

The Customer Service team has also provided input on this research. All branches will get a GoPro camera to use for this research to be completed this winter. Branches will then keep the GoPro cameras to circulate as part of their Beyond Books Collection.

### **KDL Early Literacy App**

Davenport is interested in helping KDL develop an Early Literacy App. A small team will be meeting to develop concepts, differentiate it from other apps available and use content already created to expose more parents/caregivers to our resources.

### **SuperPartyWonderDay**

Kip will be chairing this annual event after last year's success (thanks to Calli and David and many other awesome people). An information guide is being developed to help staff each year learn about the event and its purpose. The group is now working to prepare a sponsor packet to approach possible sponsors to cover the costs of the community party.

### **Building update: Ada**

The Ada Township Board has also now approved support for the community center/library. Lance did a wonderful job of talking about libraries in the community and answered questions.

### **Building Update: Grandville**

The feasibility study is active and letters have been sent out to ask for interviews to community movers and shakers.

### **Kelloggsville High School Branch**

Plans for the Kelloggsville High School Branch are being finalized for a January 2018 launch. KDL's partnership with Kelloggsville Public Schools will open a community library in the new media center at the Kelloggsville High School. Both Kelloggsvile and KDL very excited about this opportunity as it will provide much needed library access to an underserved community. Lori Holland, Wyoming Branch Manager, will be supervising the branch.

## **Tyrone Township Branch**

The Tyrone Township Board and KDL staff met with Adam Nelson, the lead library architect at Fishbeck Thompson and Carr, to tour the vacant church that is being considered as possible location for a new library. When the Township Board meets on October 10 they will discuss the next steps of this project.



## **A New Videogame Platform**

Aaron Thomas received favorable feedback on including a new videogame platform since other platforms are phasing out their games. The format will be small (about the size of a video SD card) is preparing an initial collection of Switch games. He is testing the procedure to ensure that it will work for patrons (and reset for the next person). There will also be Switch consoles to circulate in some branches.

## **Write Michigan**

Statistics for both drafts and submissions are ahead of where they were this time last year. KDL communications department sent out a press release to many media outlets and community organizations throughout the state. Katie Zuidema emailed hundreds of schools and asked contacts to share the information with their students. She arranged both a WGVU radio interview and a FOX TV interview promoting the contest and ran a Facebook contest asking patrons to tag friends who should enter Write Michigan. An Adtegrity campaign will start next week. This service targets specific demographics and puts an ad for the short story contest on places they visit online. Vivi had the website ready to go for this month's launch. Michelle has acquired a keynote speaker and foreword author for the contest – Jim Hines. Calli Crow has begun to get the volunteer information set up to ask for volunteer reviewers.

## **Communication Audit**

The Communication Audit from Sabo will be finalized shortly. They have interviewed many stakeholders about KDL communication efforts, reviewed our publications for brand strength, and our budget and staffing. The team is looking forward to recommendations to improve its efforts for KDL.

## **Partnerships**

The Programming Department continued to connect and work with community partners to bring great programs to KDL. KDL is working with the local AARP and Life Reimagined groups to craft programming for adults facing changes in their lives. Collaboration is beginning with Grand Rapids Community College M-Tech to connect kids, teens and adults to hands-on STEAM programming. The department also met with The Grand Rapids Creative Youth Center to connect with the local organization on writing programs for kids and teens.

## **Winter Programming**

Programming for the winter season is in full swing. There are some new additions to the KDaLe series this year with a historical program on brewing in Grand Rapids and new breweries to tour. The new partnership with The Geek Group will allow our school-age patron to experience what their facility has to offer including wood working and 3D printing. The Adult programming group is pulling together the final elements for the winter Let it Snow 2.0 reading program.

## **Friends Appreciation Luncheon**

Branch Managers are planning a special event to honor the hard work and dedication of our Friends of the Library Groups. The luncheon will occur on November 17, 2017 from 12:00pm until 3pm at the KDL Meeting Center. At the event there will a musician, a special program, service awards and the Friend of the Year will be named.

## PRAISE FROM PATRONS

- **Alpine Branch**
  - “A patron returned a DVD without the disc, Hannah emailed them about this, response below: “Thank you so much! We love this branch because the staff is always so kind!”
  
- **Byron Center Branch**
  - “A charming mom was telling us about her daughter who from the age of 2 was nicknamed the “library lady” because she would hop out of bed, fill her little shopping cart with books and zoom around playing library. Apparently when she turned 17 and got her driver’s license, she left the secretary of state office and came directly to our branch with her little dog to tell Ms. Barb [her library lady]. She was super sad Ms. Barb wasn’t there but mom wanted her to know how much she means to her daughter. They had met in a med center and really connected from then on.”
  
- **Comstock Park Branch**
  - “We use local money to buy specialty magazines that you can only get in stores. A patron was really excited about the Vintage magazine and was really happy we were getting some that she couldn’t afford. She said that some like the specialty gardening magazines ran about \$10 so she couldn’t to buy them. I mentioned I would pass it along and if she thought of others, to let us know and that we were interested in hearing feedback. ☺”
  
- **East Grand Rapids Branch**
  - “A gentleman made a point of stopping to let me know how great his one-on-one tech tutoring session was. He said he could have figured out from YouTube what he needed to know, but the tutor had everything prepared, laid it out in a logical fashion, and presented clearly. He was very pleased with his experience and said he would recommend it to other people.”
  
- **Englehardt Branch**
  - “A patron named Stan that came in the branch to update his resume. He called in and then later came into the library to say thanks for everyone’s help yesterday. Stan was able to find a job and will be starting on Friday! Stan recently moved to Michigan from Florida. The home he was renting in Fort Myers was destroyed by Hurricane Irma, and he didn’t have anywhere else to go. His sister and brother-in-law here in Lowell offered him a place to stay so he could get back on his feet. That is what brought Stan into our library this week.

If you are ever wondering if what you do matters, remember it does. I wish all of you could have seen Stan’s face and the spring in his step because he was just beaming. Stan brought flowers to all of us to say thanks for being there and helping when it mattered most. He promises to come back when he can to take advantage of all the great things we have to offer here at KDL.”

- **Gaines Branch**
  - “I would like to mention three patrons with whom I interact on a regular basis: Marcia, Monica, and Russ. Marcia visits our branch practically every day. Her mother passed away last year, and it was tough going for her during the following months. She liked to talk about her mum, and we were all glad she did. When my cat died (I know, small potatoes compared to a parent) Marcia, who is a fellow cat-lover, was wonderful and along with my colleagues gave me comfort. Monica is a bouncy, very fashionable, lady who comes in to use our computers. I love chatting with her, just because she’s so much fun, loves to cook, and just makes my day. I call Russ, Mr. BBC Movie Man. We somehow got chatting when I first started working in the branch about BBC dramas and found we have a lot in common. We critique shows and share what we liked or

didn't. It's better than Siskel and Ebert."

- **Kentwood Branch**

- "Barb Williams has been working all summer with an 80-year-old Pakistani minister during scheduled one-on-ones. She has been slowly teaching him how to use the computer from the basics. At their last one-on-one, he was able to find old photos and videos from his 24 years leading a church in Bahrain. He was very grateful and showed Barb a few of the videos from his time there. We are slowly working towards teaching him how to do research on the internet, so he can finally write his book."

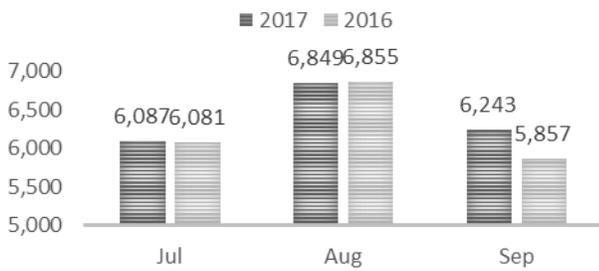
- **Patron Services**

- "We often take calls from patrons who come from all walks of life and many different situations as well as circumstances. R. Nelson is one of our patrons who has some physical disabilities and has difficulty getting to the Library. As a result, we sometimes complete extensive research or hold request searches for Ms. Nelson. In the process of assisting her today, she shared that she is thankful for our help. She said that our department provides some of the best customer service in all of Kent County. She appreciates the fact that no matter who she speaks to from PSD, she receives the same kind, accurate and helpful assistance every time. She wanted us to know that we are an asset to KDL as well as Kent County community members."

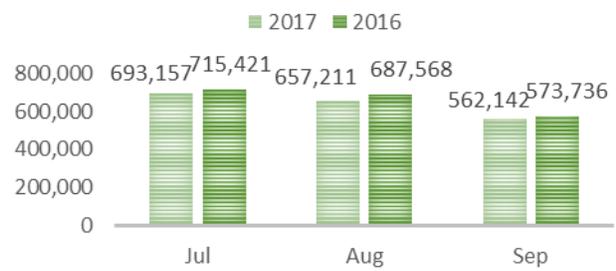
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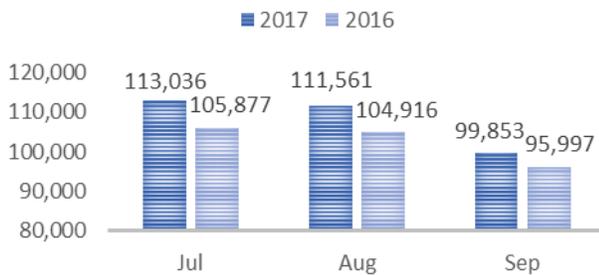
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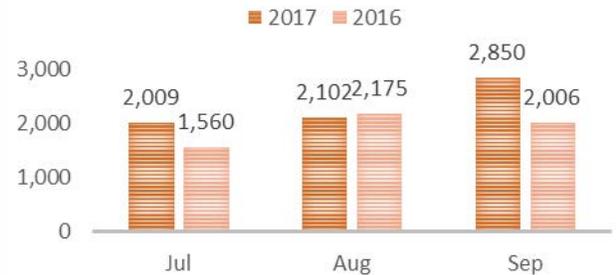
### PHYSICAL CIRCULATION THIRD QUARTER



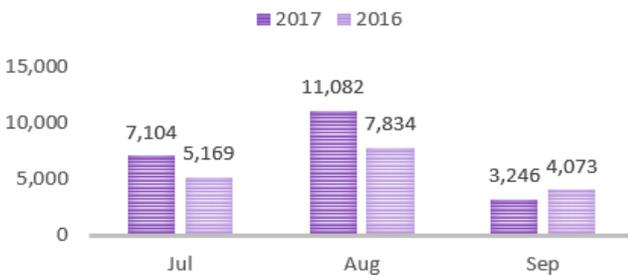
### DIGITAL CIRCULATION THIRD QUARTER



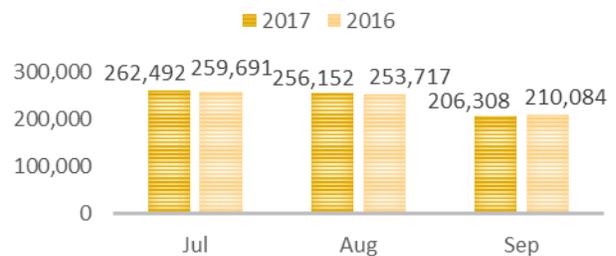
### MELCAT LOANS THIRD QUARTER



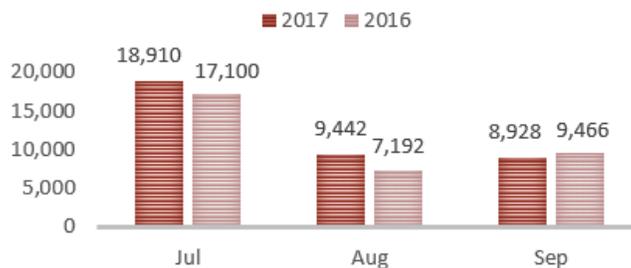
### OUTREACH ATTENDANCE THIRD QUARTER



### VISITOR COUNT THIRD QUARTER



### PROGRAM ATTENDANCE THIRD QUARTER



## **UPCOMING MEETINGS AND EVENTS OF INTEREST**

<b>BOARD MEETINGS</b>	<b>DATE</b>	<b>TIME</b>	<b>LOCATION</b>
KDL Budget Work Session	Thurs., Oct. 26, 2017	4:30 PM	KDL Meeting Center
KDL Board Meeting- Budget Approval	Thurs., Nov. 16, 2017	7:00 PM	KDL Meeting Center
KDL Regular Board Meeting	Thurs., Dec. 21, 2017	4:30 PM	KDL Meeting Center
<b>OTHER MEETINGS</b>	<b>DATE</b>	<b>TIME</b>	<b>LOCATION</b>
KDL Dev. Board Meeting	Wed., Oct. 25, 2017	12:00 PM	KDL Meeting Center
KDL Dev. Board Meeting	Wed., Nov. 15, 2017	12:00 PM	KDL Meeting Center
KDL Pension Board Meeting	Wed., Nov 15, 2017	1:00 PM	KDL Meeting Center
<b>EVENTS</b>	<b>DATE</b>	<b>TIME</b>	<b>LOCATION</b>
FOML 2017 Fall Workshop	Oct. 12 – Oct. 13, 2017	8:30 AM	KDL Meeting Center
MLA 2017 Annual Conference	Oct. 18 – Oct. 20, 2017	Varies	Lansing, MI
Friends Appreciation Luncheon	Fri., Nov. 17, 2017	12:00 PM	KDL Meeting Center

NEW APPOINTMENTS	POSITION	EFFECTIVE
Ayla Lehmann	Shelver – Wyoming	September 29

DEPARTURES	POSITION	EFFECTIVE
Janna Slot	Substitute Information Staff	September 27
Alycia Mooney	Graphic Designer – Service Center	September 29
Amy Baker	Circulation Assistant – Caledonia	October 3
Holly Rennaker	Circulation Assistant – Nelson Township/Sand Lake	October 4

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Crystal Logan-Syrwicze	Circulation Assistant - Caledonia	Adult Paraprofessional – Caledonia	September 18
Zoey Grit	Substitute Circulation Assistant	Circulation Assistant – Wyoming	September 18
Ally Militello	Substitute Circulation Assistant	Circulation Assistant – Kentwood	September 25
Clare O'Malley	Circulation Assistant – Gaines Township	Youth Paraprofessional – Gaines Township	October 2
Alicia Peckham	Shelver – Gaines Township	Circulation Assistant – Gaines Township	October 2
Jessica Lindsay	Substitute Circulation Assistant	Circulation Assistant – Plainfield	October 2
Cathy Stanley	Circulation Assistant – Gaines Township	Shelver – Gaines Township	October 9
Krystine Botsis	Substitute Circulation Assistant	Circulation Assistant – Plainfield	October 9

OPEN POSITIONS	TYPE
Circulation Assistant – Wyoming	Part-time
Substitute Circulation Assistant Pool	Temporary
Circulation Assistant – Nelson Township/Sand Lake	Part-time
Circulation Assistant – Gaines Township (2 positions)	Part-time
Circulation Assistant – Walker	Part-time
Circulation Assistant – Caledonia (2 positions)	Part-time

Circulation Assistant – Tyrone Township	Part-time
Graphic Designer – Service Center	Full-time
Youth Librarian – Kentwood	Part-time

<b>EMPLOYEE ANNIVERSARIES (NOVEMBER)</b>	<b>BRANCH OR DEPARTMENT</b>	<b>LENGTH OF SERVICE</b>
Joann Korstange	Plainfield	29 years
Diane Cutler	Cascade	27 years
Linda Byington	Byron Township	23 years
Anne Schroeder	Krause Memorial	20 years
Sharon Scherbinski	Plainfield	17 years
David Shaw	Plainfield	15 years
Brian Mortimore	Human Resources	14 years
Judy Pawloski	Collection Services	13 years
Shaunna Martz	Alpine	12 years
Zurina Zainal Ariffin	Englehardt	10 years
Karen Boluyt	Nelson Township/Sand Lake	9 years
Jennifer Wheaton	Facilities	9 years
Suzanne Stevens	Cascade	8 years
Kaitlin DeKruyter	East Grand Rapids	7 years
Anjie Gleisner	Gaines Township	7 years
Terri Goff	Wyoming	7 years
Tricia Kannegieter	Cascade	7 years
Laura Nawrot	Plainfield	4 years
Amanda Johnston	Patron Services	3 years
Jennifer Snyder	Byron Township	3 years
Jill Anderson	Wyoming	2 years
Krista Beach	Substitute Circulation Pool	2 years
Carrie Bistline	Patron Services	2 years
Jessica Nelson	Human Resources	2 years
Sue Popma	Walker	2 years
Amy Baker	Caledonia	1 year
Chelsea Graham	Patron Services	1 year
Grahm Lawcock	Patron Services	1 year



**Information.  
Ideas.  
Excitement!**

# Board of Trustees Attendance

Kent District Library

2017

(X = present)

	Shirley Bruursema	Lee Cook	Andrew Erlewein	Charles Myers	Carol Simpson	Penny Weller	Craig Wilson	Sherrie Barber Willson
January 19	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
February 16	<input checked="" type="checkbox"/>							
March 16	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Vacancy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
April 20	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
May 18	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
June 15	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
July 20	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
August 17	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
September 12	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
September 21	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
October 12	<input type="checkbox"/>							
October 26	<input type="checkbox"/>							
November 16	<input type="checkbox"/>							
December 21	<input type="checkbox"/>							

**Board Participation via Conference Call or WebEx**

Trustee Name	Meeting Date	Trustee Name	Meeting Date
Shirley Bruursema	January 19, 2017	Sherrie Barber Willson	August 17, 2017
Charles Myers	May 18, 2017		
Charles Myers	July 20, 2017		
Sherrie Barber Willson	July 20, 2017		

## Section 6: Personnel

### [Introduction](#)

#### 6.1 [Equal Employment Opportunity](#)

##### 6.1.1 [Harassment](#)

##### 6.1.2 [Americans With Disabilities Act \(ADA\)](#)

#### 6.2 [Position Authorization](#)

##### 6.2.1 [Applications](#)

###### 6.2.1.1 [Internships](#)

##### 6.2.2 [Interview and Selection](#)

##### 6.2.3 [Initial Employment Period](#)

##### 6.2.4 [Promotions](#)

##### 6.2.5 [Nepotism](#)

##### 6.2.6 [“Acting” Capacity](#)

##### 6.2.7 [Outside Employment](#)

##### 6.2.8 [Employee Termination of Employment](#)

#### 6.3 [Personnel Files and Employee Records](#)

##### 6.3.1 [Access to Employee File Information](#)

##### 6.3.2 [Continuous Length of Service](#)

##### 6.3.3 [Disclosure of Employee File Information](#)

##### 6.3.4 [Employee References](#)

##### 6.3.5 [Applicant/Employee Background Verification and Drug Screening](#)

##### 6.3.6 [Volunteer Background Verification](#)

##### 6.3.7 [Social Security Numbers Privacy](#)

#### 6.4 [Compensation](#)

##### 6.4.1 [Performance Evaluation](#)

# NO CHANGE

- 6.4.2 [Benefits](#)
- 6.4.3 [Sick Leave](#)
- 6.4.4 [Sick Time Payment](#)
- 6.4.5 [Disability Leave of Absence](#)
- 6.4.6 [Workers' Disability Compensation Supplemental Pay](#)
- 6.4.7 [Emergency Closing Compensation](#)
- 6.5 [Work Week](#)
- 6.6 [Progressive Action Policy](#)
  - 6.6.1 [Complaint Resolution Process](#)
- 6.7 [Vacation Eligibility](#)
  - 6.7.1 [Vacation - Part Time](#)
  - 6.7.2 [Vacation - Carry Forward](#)
  - 6.7.3 [Payment of Unused Leave & Paid Time Off \(PTO\)](#)
  - 6.7.4 [Bereavement Leave](#)
  - 6.7.5 [Family and Medical Leave Act Leave \(FMLA\)](#)
  - 6.7.6 [Personal Leave of Absence Without Pay](#)
  - 6.7.7 [Personal Leave of Absence With Pay](#)
  - 6.7.8 [Jury Leave](#)
  - 6.7.9 [Military Leave](#)
  - 6.7.10 [Holiday Accrual & Eligibility](#)
- 6.8 [Transportation Reimbursement](#)
  - 6.8.1 [Honoraria](#)
  - 6.8.2 [Professional Association/Community Organization Memberships](#)
- 6.9 [Drug-Free Workplace](#)
- 6.10 [Electronic Communications Policy](#)
- 6.11 [Whistleblower Policy](#)
- 6.12 [Tuition Reimbursement](#)
- 6.13 [Board Member Compensation](#)
- 6.14 [Conference Attendance – Board and Staff](#)

# NO CHANGE

KDL Policy 6.7

Last Revised 7-17-14

## **VACATION ELIGIBILITY**

Employees are eligible for vacation entitlement if they work or are on paid leaves of absence during each day during the preceding calendar year that they are scheduled to work; provided, however, that full-time employees may have up to one hundred seventy-six (176) hours of employment in an unpaid status in any calendar year without affecting their vacation eligibility. In the event that any full-time employee has one hundred seventy-seven (177) or more hours of employment in an unpaid status in one calendar year, that employee's vacation entitlement shall be reduced on a pro-rata basis for all hours of employment in an unpaid status in excess of one hundred seventy-six (176).

Employees are expected to utilize accrued vacation leave/Paid Time Off (PTO) during the calendar year in which it is credited to them. Unused vacation leave/PTO may be carried over to the next calendar year as provided in [Policy 6.7.2](#).

Employees earn paid vacation leave/PTO based upon their length of service with the Library. Vacation leave/PTO accrues on a calendar year basis and is credited to eligible employees on January 1, provided they work through December 31 of the previous year. Benefit schedules detailing allotted vacation leave/PTO for employees are maintained in the Human Resources Department.

# NO CHANGE

KDL Policy 6.7.1

Last Revised 1-31-17

## **VACATION – PART TIME**

A part-time employee hired prior to January 1, 2010 who regularly works twenty (20) or more hours per week or forty (40) or more hours per pay period shall be eligible for a vacation benefit in accordance with part-time vacation schedules. A part-time employee hired after January 1, 2010 shall earn Paid Time Off (PTO) in lieu of vacation time.

# NO CHANGE

KDL Policy 6.7.2

Last Revised 4-19-12

## **VACATION – CARRY FORWARD**

Requests to carry forward vacation leave resulting in an excess of 26 days (208 hours) in the employee's vacation leave bank shall be made in writing to the employee's supervisor and must note the anticipated dates that the excess leave will be used. All carry forward of vacation leave must be approved by both the supervisor and the Library Director. Such carry forward leave shall be allowed only for special personal reasons and for no longer than six months after the year in which the carry forward was credited. Kent District Library shall not be required to reimburse an employee for such unused carry forward leave upon voluntary separation if it exceeds the 26 day maximum, or is not used within the six (6) month limit.

# NO CHANGE

KDL Policy 6.7.3

Last Revised 5-16-13

## **PAYMENT OF UNUSED LEAVE & PAID TIME OFF (PTO)**

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

# NO CHANGE

KDL Policy 6.7.4

Last Revised 5-16-13

## **BEREAVEMENT LEAVE**

Upon notice to the supervisor, leave shall be given to attend the funeral or attend to personal family matters when a death occurs in the employee's immediate family (this shall apply if the relationship is natural, by marriage, adoptive, step, or foster) according to the following procedure:

- a. Spouse/partner, child, father, mother, sister, brother, or equivalent as determined by the employer—up to five (5) days. Employees will receive bereavement pay for the first three (3) days without charge to sick leave/Paid Time Off (PTO). The remaining two (2) days will be charged to sick leave/PTO.
- b. Father-in-law, mother-in-law, sister-in-law, brother-in-law, grandparent, or grandchild—up to three (3) days, the first day without charge to sick leave/PTO. The remaining two (2) days will be charged to sick leave/PTO.
- c. Aunt, uncle, niece or nephew—up to two (2) days pay will be charged to the employee's sick leave/PTO.
- d. General Bereavement Leave (for individuals not listed above)—not to exceed eight (8) hours of unpaid or vacation/PTO leave.
- e. The Human Resources Department may grant additional unpaid leave for necessary travel. Employees may be permitted to substitute vacation time/PTO for unpaid leave when they prefer, if consistent with vacation/PTO and unpaid leave requests. Requests shall be in writing and copied to the employee's supervisor.

# NO CHANGE

## **FAMILY AND MEDICAL LEAVE ACT LEAVE (FMLA)**

The Library offers family and medical leave as provided by the [Family and Medical Leave Act of 1993](#) (FMLA). This law allows a maximum of twelve (12) weeks of leave during a 12-month period of time, except for eligible employees who may take up to 26 weeks of leave to care for a covered military service member during a 12-month period measured from the first day that leave is taken to care for a covered military service member.

Leave time under this federal law and Library policy is subject to certain requirements and obligations.

A. FMLA Leave Eligibility – an employee is eligible for FMLA leave if the employee has been employed by the Library for at least twelve (12) months and has worked 1,250 hours during the most recent 12-month period. Leave can only be taken for any one, or more, of the following reasons:

- 1) Birth of the employee's child and subsequent care after birth; \*
- 2) Placement of a child with the employee for adoption or foster care; \*
- 3) To care for the employee's spouse/partner, child, or parent who has a serious health condition;
- 4) For a serious health condition that makes the employee unable to perform the employee's job;
- 5) To care for a family member or next of kin who has experienced a serious illness or injury related to his or her active military duty; or
- 6) To prepare for or attend to the immediate needs associated with the absence or pending absence of a spouse/partner, child, or parent of an employee who is a member of the National Guard or Reserves.

\*Leave for birth, child care, adoption, and foster care must occur within the twelve months following the event.

B. Definition of Serious Health Condition – A serious health condition generally is an illness, injury, impairment, or physical or mental condition requiring either inpatient care or continuing treatment by a health care provider resulting in necessary absences from work on a recurring basis. Specifically, continuing treatment must involve one of the following:

1. A period of incapacity requiring absence from work, school or other regular daily activities, of more than three consecutive calendar days, and also involving two or more visits to a health care provider or one visit to a health care provider and a regimen of continuing treatment;
2. A chronic serious health condition that continues over an extended period of time, requires periodic visits to a health care provider, and may involve episodes of incapacity;
3. A permanent or long-term period of incapacity for which treatment may not be effective;
4. Multiple treatments for restorative surgery or for a condition likely to result in incapacity for more than three days if not treated; or
5. Prenatal care or incapacity due to pregnancy.

Routine preventative physical and dental exams are excluded.

# NO CHANGE

- C. Intermittent or Reduced FMLA Leave Schedule – If leave is for the purposes of caring for a sick family member's or the employee's own serious health condition, or as permitted under the military care provisions, leave may be requested on an intermittent or a reduced leave (work) schedule if medically necessary. Certification of the medical necessity of intermittent leave or reduced leave (work) schedule is required by the Library from a health care provider (See "Medical Certification" below).

Leave for other purposes may be taken intermittently or on a reduced leave (work) schedule only if first approved by the Library.

- D. Payment of Accrued Benefit Time – Ordinarily, FMLA leave is unpaid. However, depending upon the purpose for the leave, certain kinds of accrued paid benefit time off of work may be applied to the FMLA leave at either the employee's or the Library's option. All paid leaves can be applied to any unpaid FMLA leave relating to birth, placement of a child for adoption or foster care, or care for a family member. The Library will require applying accrued paid leaves to FMLA leave. However, employees may request to retain up to one-half (1/2) of their accrued vacation time/Paid Time Off (PTO) as of the date the Family and Medical Leave began. Such requests must be made in writing prior to the commencement of the leave unless the employee is prohibited from doing so because of an emergency.
- E. FMLA Notification Requirements – An employee must give the Library at least thirty (30) days advance notice when the leave is foreseeable. If this is not possible, or the need for the leave is not foreseeable, then notice is to be given as soon as practicable. When requesting any leave (including sick leave, personal leave, personal days, and vacation), an employee must provide sufficient information to the Library to establish a qualifying reason for the leave so the Library is aware of the employee's entitlement, if any, to FMLA leave. An employee using other paid leave for FMLA leave purposes who seeks to extend the leave for FMLA leave purposes must advise the Library of the reasons before any extension.

Employees are expected to follow all other notice and procedural requirements established by the Library for requesting leaves and in such cases employees are expected to give as much advance notice as possible.

- F. FMLA Medical Certification – The Library requires timely medical certification from a health care provider to support leaves requested because of a serious health condition of the employee or family member and may, at its expense, require second or third opinions. Additional medical certifications or recertification may be required in certain circumstances. Employees requesting FMLA leave for the birth of a child, adoption, or foster care placement will be required to submit proof of the qualifying event.

# NO CHANGE

An employee seeking to return to work from leave involving the employee's own serious health condition will first be required to submit a fitness-for-duty medical certification from a health care provider. Failure to do so may delay returning to work.

- G. Health Coverage during FMLA Leave – During the course of the FMLA leave, an employee's preexisting health coverage benefit program will be maintained under the same terms and conditions established for active employment. This means that an employee is responsible for timely cost payments or contributions (if any) as may be required pursuant to the established Library Policy or applicable bargaining agreement. Except in certain circumstances, if an employee does not return to work from leave, then any health program premiums or payments made by the Library during the leave becomes a debt owed by the employee and must be repaid.
- H. Return from FMLA Leave – Following expiration of the leave and return to work, an employee ordinarily will be reinstated to the employee's job position held immediately prior to the leave, or reinstated to an equivalent position. "Key employees" under the law may be denied reinstatement in certain circumstances, and appropriate employees will be advised of their "key" status and conditions for any denial of reinstatement before FMLA leave starts.

During the leave, an employee may be required to advise the Library from time to time regarding status and intent to return to work.

- I. Failure to Follow FMLA Leave Requirements – If notification and certification requirements are not followed by an employee, it may result in denial of the requested leave or cancellation of existing leave.

It is the employee's responsibility to request FMLA leave on the same or next business day after the need for leave becomes known, absent an emergency situation. Employees must submit a completed FMLA request form including the specific reason(s) for the leave request as well as provide other information as requested by the Library.

# NO CHANGE

KDL Policy 6.7.6

Last Revised 4-19-12

## **PERSONAL LEAVE OF ABSENCE WITHOUT PAY**

Personal leave of absence without pay may be granted at the discretion of the Library. All requests for a personal leave of absence must be in writing and state the reasons for and the duration of the requested leave. The written request must be signed by the employee. Approval shall be in writing by the employee's supervisor and the Library Director.

Employees on personal leave are required to utilize any banked vacation leave, holiday leave, or Paid Time Off (PTO) to which they are entitled, from the beginning of the leave. Exceptions may be approved by the Library Director.

While on personal leave without pay, an employee does not accumulate continuous service credit, but retains credit for previous service.

Employees who accept other full-time employment while on personal leave will be considered to have resigned their Kent District Library employment.

The Library may, at its discretion, grant reemployment during or at the end of the approved personal leave.

# NO CHANGE

KDL Policy 6.7.7

Last Revised 5-19-05

## **PERSONAL LEAVE OF ABSENCE WITH PAY**

Personal leaves of absence may be granted with pay upon approval of the Library Director. Paid personal leave for educational purposes may be granted by the Library Director when course work is necessary to provide an employee the minimum knowledge necessary to perform the changing job requirements of his/her position.

Employees on personal leaves of absence, including those leaves for educational purposes, do not have reemployment rights to their former position unless reemployment has been agreed to, in writing, by the employee's supervisor and the Library Director prior to the leave.

# NO CHANGE

KDL Policy 6.7.8

Last Revised 1-20-11

## **JURY LEAVE**

Employees summoned by a court to serve as jurors shall be given a jury leave of absence for the period of their jury duty. For each day that an eligible employee serves as a juror when the employee otherwise would have worked, the employee shall receive his/her straight time regular rate of pay for up to eight (8) hours, less any compensation received for jury duty from the court.

# NO CHANGE

KDL Policy 6.7.9

Last Revised 6-19-03

## **MILITARY LEAVE**

A military leave of absence will be granted to employees who are absent from work because of service in the United States Uniformed Services in accordance with the [Uniformed Services Employment and Reemployment Rights Act \(USERRA\)](#). Advance notice of military service is required unless military necessity prevents such notice or if it is otherwise impossible or unreasonable.

Employees who enter active military service in any branch of the Armed Forces of the United States or the National Guard shall be entitled to reemployment rights in accordance with the Federal and State statutes governing such reemployment rights in effect at the time the employee seeks reemployment with the Library.

Under the USERRA statutes, employees who are on military leave will have the right to continuation of health insurance benefits based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible. Benefit accruals such as vacation, sick, and holiday time will be suspended during the leave and will resume upon the employee's return to active employment.

For each day that a full-time employee is on such non-emergency duty leave, when the employee otherwise would have worked, the employee shall receive the difference between the employee's salary or regular straight time rate of pay for up to eight (8) hours and the amount the employee received for such training for up to a maximum of ten (10) days per year.

For each day that a full-time employee is on such emergency duty leave, when the employee otherwise would have worked, the employee shall receive the difference between the employee's salary or regular straight time rate of pay for up to eight (8) hours and the amount the employee received for such emergency duty for up to a maximum of five (5) days. All other leaves not specified in this policy shall be unpaid.

# NO CHANGE

KDL Policy 6.7.10

Last Revised 5-16-13

## **HOLIDAY ACCRUAL AND ELIGIBILITY**

Full-time employees shall be entitled to holiday leave with pay for the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, December 24, and Christmas Day.

Full-time employees will also be credited quarterly with floating holidays for the following recognized holidays: Martin Luther King Jr.'s Birthday, Presidents Day, Veterans Day, the day after Thanksgiving, and the Employee's Birthday.

Part-time employees who regularly work not less than twenty (20) hours each week shall receive four (4) floating holidays consisting of eight (8) hours of pay each. Accrual will occur quarterly in recognition of the following holidays: New Year's Day, Memorial Day, Labor Day, and Christmas Day. For part-time employees, floating holidays must be taken on a day when the library system is closed.

Use of a floating holiday is subject to the following conditions:

- It is approved in advance by the employee's supervisor;
- It is taken within twelve (12) months following the day it was credited (floating holidays not taken shall be forfeited); and
- It is compensated at the employee's regular rate.

In order for an employee to be eligible for a holiday with pay, he/she must be an active employee on the day of the holiday.

When one of the recognized holidays falls on a Sunday, Monday shall be observed as a holiday. When a recognized holiday falls on a Saturday, the preceding Friday shall be observed as a holiday.

# NO CHANGE

KDL Policy 6.8

Last Revised 12-19-02

## **TRANSPORTATION REIMBURSEMENT**

Kent District Library employees shall be reimbursed for public transportation or mileage and parking expenses incurred while using their private vehicle in the performance of official duties. The employee is responsible for maintaining a record of transportation costs. Mileage shall be reimbursed at the actual IRS rate.

# NO CHANGE

KDL Policy 6.8.1

Last Revised 11-19-09

## **HONORARIA**

Kent District Library staff members requested to speak at job-related meetings or workshops are encouraged to do so. Formal presentation proposals must be approved by the Library Director prior to acceptance of the commitment. When engagements of this nature involve an honorarium paid by the sponsor to the staff member, the Library requires the individual to remit this payment to Kent District Library if they attend and participate during Library time (i.e., on a scheduled work day approved and credited as time worked). If, however, the employee participates on the employee's own time (e.g., vacation, holiday, or day off), the employee may keep the honorarium payment.

Kent District Library staff members approved as presenters remain subject to other KDL policies regarding conference attendance and transportation reimbursement.

This policy does not pertain to an employee hired elsewhere to work as a consultant. Such work must be conducted on the employee's own time.

# NO CHANGE

KDL Policy 6.8.2

Last Revised 5-16-13

## **PROFESSIONAL ASSOCIATION/COMMUNITY ORGANIZATION MEMBERSHIPS**

Kent District Library encourages employees to actively participate in professional associations and community organizations related to their work which are mutually beneficial to KDL and the professional growth of the employee.

Upon approval by the Director, Kent District Library will pay for memberships which benefit library operations in the following manner:

- Leadership Team and KDL Board members – in areas related to their position.
- Management – one annual professional membership and one annual community membership.
- Other Employees – one annual membership for staff actively engaged in committee work with the approval of their immediate supervisor and the Library Director.

# NO CHANGE

KDL Policy 6.9

Last Revised 11-19-09

## **DRUG-FREE WORKPLACE**

It is the right, obligation, and intent of Kent District Library to maintain the highest standards of health, safety, and security for staff, patrons, and the general public to protect Library property and operations, and to comply with both the letter and spirit of the [Drug-free Workplace Act of 1988](#).

The unlawful manufacture, distribution, dispensation, possession, being under the influence or use of an illegal substance on library premises or while conducting library business off the premises is prohibited. Violations of this policy will result in immediate disciplinary action up to and including termination and may have legal consequences.

The Library recognizes drug dependency as a major health problem. The Library also recognizes drug abuse as a potential health, safety, and security problem. Employees needing help in dealing with such problems are encouraged to seek counseling or treatment as appropriate.

Employees must, as a condition of employment, abide by the terms of the above policy and report any conviction under a criminal drug statute for violations occurring on or off library premises while conducting library business. A report of a conviction must be made within five days after the conviction; this requirement is mandated by the Federal Drug-free Workplace Act of 1988. Convictions for criminal drug offenses while conducting library business will be subject to discipline up to and including discharge.

Employees are required to submit to a blood, hair follicle, or urinalysis examination for the purpose of detection of the employee's use of unauthorized prescriptive drugs, illegal drugs, controlled substances and/or alcohol in the following circumstances:

At any time, if the Library has a reasonable suspicion that the employee in question:

- a) is under the influence, impaired or otherwise affected by the use of drugs and/or alcohol;
- b) is currently possessing on library premises or in library vehicles unauthorized drugs and/or alcohol; or
- c) has sold or distributed drugs and/or alcohol on library premises or attempted the same.

Last Chance – An employee who voluntarily discloses a dependency on drugs/alcohol to the Library and voluntarily undergoes a Library approved supervised detoxification treatment program will be given a leave of absence for such purposes of up to ninety (90) days and the Library will refrain from taking any disciplinary action against the employee provided that:

- a) such disclosure is the first and only involvement with drugs/alcohol for the employee;
- b) the employee satisfactorily completes the detoxification treatment program as prescribed;
- c) the employee remains free of drug/alcohol use and strictly complies with the employer's drug free program;
- d) the employee submits to periodic drug/alcohol testing upon his/her return to work for a period of two (2) years; and

# NO CHANGE

e) the employee is not under current disciplinary action.

The Library will not refrain from taking disciplinary action when the employee is being considered for discipline for drug/alcohol use on library premises or for other disciplinary action unrelated to the employee's voluntary disclosure of his/her drug or alcohol dependency.

# NO CHANGE

KDL Policy 6.10

Last Revised 4-19-12

## **ELECTRONIC COMMUNICATIONS POLICY**

Telephones, fax machines, voicemail systems, and computers, including electronic mail systems (e-mail) and Internet/Intranet access (“electronic resources”) are provided to employees for Library business use, and excessive personal use of these devices is prohibited. Occasional personal use of electronic resources that does not interfere with Library business or employee duties may be permitted at the discretion of supervising staff. Kent District Library owns the computers, software, phones, and fax machines making up the voicemail, fax, e-mail and Internet/Intranet systems and permits employees to use them in performance of their duties.

Communication through electronic resources is subject to monitoring by Kent District Library, and the use of discriminatory, hostile, sexually-oriented, defamatory, or otherwise inappropriate language is strictly prohibited. Use of Kent District Library electronic resources for gambling, obtaining or distributing pornographic materials, and all other illegal activity is strictly forbidden. It is also strictly forbidden to introduce software into any Kent District Library computer system that is potentially harmful to the integrity of the system, or to violate the terms of applicable computer software licensing agreements or copyright laws. Using computer systems for commercial purposes is prohibited. No employee shall use any data or other information on the computer system for personal gain or for the advantage of any outside third party. No employee shall permit any unauthorized person to gain access to the electronic resources.

Kent District Library owns and has the right to monitor, access, retrieve, read, and disclose all information and materials that are created, sent, received, accessed, or stored on its electronic resources. Employees should understand that these resources are intended for business use, and all computer, fax, Internet/Intranet information, voicemail, and electronic mail messages are to be considered as Kent District Library records. Employees should not assume any materials received or stored on Kent District Library’s electronic resources are private or confidential or that Kent District Library or its designated representatives will not have a need to access and review this information.

Violation of these guidelines will be considered grounds for disciplinary action, up to and including discharge.

# NO CHANGE

KDL Policy 6.11

Last Revised 7-19-12

## WHISTLEBLOWER POLICY

Kent District Library adheres to the rules, rights, and responsibilities of employees and employers as defined in the [Whistleblowers' Protection Act 1980 PA 469](#) (as amended). The Library has a responsibility for the stewardship of its resources and, to that end, works to ensure all laws, policies, and procedures are adhered to so as to promote a culture of ethical accountability.

A "whistleblower" as defined by this policy is a Library employee who reports an activity that he/she considers to be illegal, dishonest, or in violation of Library policy (i.e., misconduct). If an employee has knowledge, concern, or suspicion of misconduct of any kind, he/she shall inform, through written memorandum or e-mail: (a) his/her immediate supervisor, (b) the Director of Human Resources and Organizational Development, or (c) the Library Director. Any individual represented by these functions may serve as a complaint investigator.

The Library has an obligation to investigate and report allegations of suspected improper activities and the actions taken by the Library to correct misconduct. Once received, the complaint investigator shall confer with at least one other individual from the above list to ensure that a thorough, appropriate, and timely investigation is conducted. If a complaint investigator has a conflict of interest, an alternate shall be appointed.

While efforts to maintain the confidentiality of the whistleblower will be taken, this shall be secondary to the objective of conducting a thorough investigation. In all cases, the Library, its representatives, and its officers shall not retaliate or discriminate against a whistleblower. This includes, but is not limited to, threats of physical harm, harassment of any kind, and protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, or unfavorable work assignments. A whistleblower who suspects they have become a victim of retaliation or discrimination shall document the allegation in a letter to the Chair of the Kent District Library Board of Trustees within seven (7) days of the alleged retaliation or discrimination. The rights of a whistleblower for protection against retaliation or discrimination does not include immunity for any personal wrongdoing that is discovered through the investigation process.

# NO CHANGE

KDL Policy 6.12

Last Revised 5-16-13

## **TUITION REIMBURSEMENT**

Reimbursement for tuition may be granted when a course contributes to the improved ability of the employee to perform the work of the position. To be eligible for reimbursement, the employee must have completed the initial employment period and have the prior approval of his/her supervisor and the Library Director before registering for the course.

The amount of tuition reimbursement available to eligible employees each year will be determined on an annual basis. Funding for tuition reimbursement is included within KDL's training budget and is dependent on Library budget constraints. Employees must earn a grade of at least a B to be reimbursed.

Time spent in class or studying will not be credited as work time for purposes of compensation.

Should an employee's employment with the Library be separated for any reason prior to completion of one full calendar year following the calendar year of reimbursement, the employee shall repay the Library on the basis of 1/12 of the reimbursement for each month they are short of meeting this one year requirement. By accepting tuition reimbursement, the employee specifically agrees that any such amounts to be repaid may be deducted from any payroll or other check otherwise owing the employee.

# NO CHANGE

KDL Policy 6.13

Last Revised 12-19-02

## **BOARD MEMBER COMPENSATION**

Kent District Library may reimburse Board members for KDL Board meetings as well as Board members/representatives who serve as Lakeland Library Cooperative Board members or as members of the KDL Pension Board. They may be paid \$30.00 per such meeting they attend and be reimbursed for mileage.

# NO CHANGE

KDL Policy 6.14

Last Revised 5-6-13

## **CONFERENCE ATTENDANCE – BOARD AND STAFF**

Board members are encouraged to attend state and national conferences, as well as local workshops, seminars, and meetings. Funds will be budgeted annually to allow for Board member attendance at conferences.

Staff members may be selected to attend conferences or other functions that contribute to their professional growth. Time off with pay, including travel time, may be allowed to attend conferences, workshops, and other meetings. Employees wishing to attend conferences must have prior written approval from their supervisor and the Director of Human Resources and Organizational Development. Conference attendance approval is dependent on scheduling, budgetary constraints, and previous conference attendance. Employees are expected to share their conference and workshop experiences with other KDL staff members.

**KDL**      **Information.**  
**Kent District Library**    **Ideas.**  
*Excitement!*

Library Director's Evaluation Timeline 2017

Date	Action	Result
9-11-17	Distribute upward evaluation form to designated KDL staff members (i.e., Leadership Team, Branch Managers, and Department Heads)	Designated KDL staff members receive Director upward evaluation form
9-25-17	Director's upward evaluation forms <i>from KDL staff</i> due to HR Director	Brian Mortimore records receipt of evaluations and forwards sealed evaluations to HR Admin. Assistant Jennifer Zeilbeck for compilation
10-5-17	Executive Assistant Jaci Cooper sends link and instructions to online Board Survey (Form 1) to Board Members in October Board packet	Board members receive the Board Survey (Form 1)
10-12-17	Executive Assistant Jaci Cooper distributes compiled staff upward evaluations to Board members at October Board meeting	Board members receive staff responses for consideration in their evaluation of the Director
10-12-17	Director Lance Werner distributes self-appraisal, 2017 accomplishments, and 2018 goals to Board members at October Board meeting	Board members receive documents from the Director for consideration in their evaluation
11-16-17	By the November Board meeting, Board members are to have completed their online Board Survey (Form 1) to Board Secretary to compile	Diane Damuth ensures seven responses were submitted before exporting them to secretary.
11-17-17	Diane Damuth exports Board responses directly to Board Secretary to compile	Andrew Erlewein receives surveys from Board members and prepares the compiled summary
12-4-17	The Board Secretary either mails the compiled Board Summary (Form 2) directly to each Board member or includes it in the December Board packet; the Director also receives a copy	Board members review compiled Board summary and prepare to discuss it at the December Board meeting
12-21-17	Director's evaluation finalized during December Board meeting	Finalized evaluation given to Board Chair to utilize in meeting with Director
Post 12-21-17	Board Chair meets with Director to review evaluation	Following review, three original signed copies of the evaluation are generated for: (1) Director, (2) Chair, and (3) Director's personnel file

The following 2017 Activities are in addition to those originally outlined in the 2015-2017 Strategic Plan. The new activities below are proposed to help the library achieve the desired Outcomes related to KDL's service priorities. Ongoing activities identified in the original Plan will continue. For instance, KDL will continue to offer environments and activities that make reading and learning how to read fun, and the library will continue to offer and improve upon creative opportunities like the write Michigan short story Contest and the Teen Film Festival.

## Strategic Plan Service Priorities

### KDL ENGAGES THE COMMUNITY ACTIVITIES

- By January 2017, the KDL Service Center will be recognized as a Bicycle Friendly Business by the League of American Bicyclists promoting bike culture through the KDL Cruisers program, sponsoring Active Commute Week and having bicycle friendly amenities for employees. Plans to expand to additional branches will also be included. **[Administration]**
- By January 2017, KDL will add one new adventure per month to the Vamonde app, offering residents a unique way to engage with their community history and current events. **[Communications Department] [Discontinued: no response from Vamonde. The Communications Dept. plans to re-use the video on EGR's Ramona Park in weekly or monthly historical video vignettes. Jacob Reed is investigating some leads and ideas to expand this further.]**
- By April, 2017, KDL will create STEAM specific outreach tubs that guarantee availability for outreach events. **[KDL Lab Workgroup]**
- By May 2017, KDL will craft a new 3-year strategic plan using Design Think processes that will include research and feedback from local communities and staff focus groups. **[Administration] [New due date of November]**
- By June 2017, KDL will launch The Leadership Circle, a major donor initiative inviting community members with capacity and inclination to support the programs and services of KDL at a leadership level by learning more about our impact in the community and the importance of their support. **[Fund Development Manager]**
- By summer 2017, KDL will partner with Friends of the White Pine Trail to build a White Pine Trail Rest Stop on the trail near the Service Center. Amenities may include a bike repair station and a Little Free Library. **[Manager of Community Engagement] [In progress: new due date of November]**
- By August 2017, KDL will embark on a videogame project to circulate videogame consoles in the Library of Things. **[Director of Innovation and User Experience] [In progress: new due date of November 2017]**
- By September, KDL will create partnerships with local experts who are willing to share their knowledge and present on STEAM based topics and help with programs. **[KDL Lab Workgroup] [In progress: new due date for December]**
- By September 2017, KDL will apply a software upgrade to What's Next so it will better integrate with the CORE database (KDL StoryCompass) down the road. **[Collection Development] [In progress: new due date of December]**
- By December 2017, the KDL Collection Development team will work to increase the public's awareness of the KDL collection and what they love. This could include video book talks, radio or TV spots plus assisting the Materials Advisory Workgroup on keeping the KDL Recommendations website fresh and frequently updated.
- By December 2017, the Social Media Workgroup will review and update the social media content plans by evaluating the reach and engagement of our social media outlets. **[In progress]**

## KDL CREATES YOUNG READERS ACTIVITIES

- By March 2017, the Summer Reading Workgroup will assess summer reading programming and refresh concepts for 2017. Clear expectations for all levels and types of programs will be developed.
- By September 2017, KDLville playspaces will have an increased focus on the early literacy practice of “Writing” by providing funding and purchase suggestions to all KDL branches. **[Early Literacy Workgroup]**
- By December 2017, the Early Literacy section of www.kdl.org will be fully updated to current KDL design standards and will provide new ideas and printable items that promote early literacy skills to create young readers. **[Early Literacy Workgroup] [In progress: All done with the exception of printable items]**
- By December 2017, marketing of KDL’s early literacy services will result in a 25% increase in web traffic to KDL’s Early Literacy website and increase subscription to KDL’s Early Lit Bits eNewsletter. **[Communications Department] [In progress]**

## KDL SUPPORTS LEARNING ACTIVITIES

- By February 2017, increase the selection of core classes associated with the Teen Film Festival, to encourage creative group collaboration and build on the Festival’s mission to educate young filmmakers. **[Teen Programming Workgroup]**
- By June 2017, 2,000 children will have completed KDL’s new reading program “KDLand” aimed at promoting reading for fun in grades K–3. **[Communications Department & Youth Services] [In progress: not met- hoping for December 2017, though 2000 is not a realistic goal].**
- By September 2017, Increase activities available to patron at drop in physical KDL LAB spaces in the branches. **[KDL Lab Workgroup]**
- By September 2017, KDL will incorporate a BBQ cook-off into the summer reading events for adults. **[Adult Programming Workgroup]**
- By December 2017, develop a group of ongoing programs that introduce STEAM concepts to children ages 6 and younger, providing a foundation for the continued learning of these concepts in school. **[Youth Programming Workgroup]**

## KDL CULTIVATES CREATIVITY ACTIVITIES

- By April 2017, have expanded the outreach aspect of the Teen Poetry Contest to include additional poets and/or additional schools, to further reach our youth community. **[Teen Programming Workgroup]**
- By April 2017, the Write Michigan Short Story contest will include a Spanish-language story component for all ages with reviewers and judges. **[Manager of Communications and Programming & Director of Innovation and User Experience]**
- By September 2017, through active participation and content development for the burgeoning website www.cultured.gr, KDL will become an integral partner in the greater Grand Rapids arts and cultural scene, promoting arts education and creative programming at KDL and enhancing opportunities for partnership with cultural organizations. **[Communications Department]**

## KDL SERVES SENIOR CITIZENS ACTIVITIES

- By February 2017, the Tech Trainers will develop a document to keep track of their recent and ongoing outreach activities to senior citizens, and show it to the Manager of Community Engagement.
- By March 2017, KDL will revive the popular winter reading program for adults. Let It Snow 2.0 will take advantage of the kdl.READSquared.com service and promote the library collection by encouraging adults to explore stories beyond their usual genres. **[Adult Programming & Materials Advisory Workgroups]**
- By April 2017, consolidate better outreach practices to reach Senior Citizens; this information will be shared with KDL staff. **[Manager of Community Engagement]**
- By May 2017, strengthen the KDL volunteer program making it more efficient for staff and engaging for Senior Citizen volunteers. **[Director of Branch Services and Operations]**

- By Fall 2017, the KDL Outreach Department will take over this service from the Patron Services Department and expand this service to Senior Meals on Wheels clients from one route to ten routes. **[Manager of Community Engagement] [In progress: New due date of December. ILS doesn't support the outreach option yet. They are working on it ]**

## ORGANIZATIONAL COMPETENCIES – ANNUAL GOALS

### COLLABORATION: KDL staff members, departments, branches and partner organizations work together on common goals, communicating regularly.

- By March 2017, implement a new Programming model that works for multiple branch and staffing sizes to be in place for one year. This model will be based on a Design Think prototype developed by a staff team in the Fall 2016. **[Manager of Communications & Programming with the Director of Innovation & User Experience] [In progress: new deadline of December 2017]**
- By June 2017, KDL will convene a team to investigate options to develop an app for KDL (and other libraries) using RFID technology which will offer an interactive library experience finding library material and readalikes at each branch location. This team will include KDL staff and local talent with knowledge **[Director of Innovation and User Experience with Interim IT Director]**
- By June 2017, KDL will investigate and begin to implement recommendations for improving quarterly publications. **[Manager of Communications & Programming, Director of Branch Services and Operations, Director of Innovation and User Experience & Branch Managers] [In progress: new due date of November. Part of communication audit]**
- By October 2017, Kent District Library will enhance our existing partnership with Great Start, promoting storytimes using Every Child Ready to Read and our evaluation process as a best practice for families with children age 0–3. **[Fund Development Manager]**
- By December 2017, KDL will begin offering Design Think sessions to area libraries in addition to KDL teams as they work to offer innovative library services and problem solve barriers to service. **[Director of Innovation and User Experience] [In progress]**

### CONVENIENCE: We leverage technology and processes to enhance our internal and external customers' experience.

- By February 2017, assess summer reading incentives in terms of an appealing prize selection for all levels as well as space allocation available at the Service Center. **[Summer Reading Workgroup & Communication Department]**
- By March 2017, investigate a new solution to manage the Circulating iPads at Rockford and Lowell who will have their 3-year old iPads replaced. This solution would then be implemented at other locations (or as needed) in 2018. **[IT Department]**
- By May 2017, continue our efforts of bringing KDL to Farmers Markets to keep promoting our programs (Summer Reading) and other services. Explore other options and requests to bring Summer Reading to area schools as well as other popular community events (i.e. concerts in the park). **[Manager of Community Engagement]**
- By June 2017, Introduce Instant Message options to improve internal communication between branch staff, Patron Services and Administration. **[IT Department]**
- By July 2017, continue our strategic partnership with Gerald Ford Airport, bringing digital content to travelers, reaching new patrons and promoting our digital collection. **[Manager of Community Engagement] [Discontinued—it was not possible. Overdrive Kiosks only worked with a library card and this was a limitation for travelers.]**
- By September 2017, develop a plan to offer a Free Library to a Hospital, a service to reach patrons in need of reading materials and a way to promote KDL library program and services. **[Manager of Community Engagement] [In progress: new due date of December 2017. Cherry Health was approached and they declined. KDL Outreach is looking for other one that offers services to underserved patrons in local communities.]**
- By November 2017, continued emphasis on KDL's infrastructure including, building out Servers, Switches, and IT Personnel to provide improved performance and redundant infrastructure to minimize outages of critical systems. **[IT Department]**

**FLEXIBILITY: We continuously evaluate operations and services to ensure they enable strategic priorities, making improvements when identified.**

- By June 2017, Branch Managers will shop at least one other branch evaluating customer service set ups at each facility to encourage a welcoming environment. **[Director of Branch Services and Operations & Director of Innovation and User Experience]** **[In progress: new due date of November]**
- By August 2017, the Materials Advisory Workgroup will offer flexible materials advisory through the development of website-based materials advisory tools and KDL StoryCompass, a Materials Advisory database for the staff and public. **[Completed- soft launch in October and big launch in November ]**
- By September 2017, Complete Technology Refresh for the SE Quadrant branches with new Patron Machines & Monitors, Staff Machines & Monitors, Phones, Faster Wifi Access Points, Switches, and other necessary technology. Focus will be put to make the right decision for each community. **[IT Department]** **[Done with the exceptions of MAC computers. New Due date of December]**
- By December 2017, KDL donors will be provided with the opportunity to designate their gift to the area of their interest through all of our appeal avenues, including, direct mail, on line campaigns and major donor solicitations. **[Fund Development Manager]**

**FRIENDLINESS: Customers and staff members from all walks of life feel welcomed and comfortable at KDL.**

- By January 2017, KDL will eliminate overdue fines on all materials. Fees related to materials returned damaged or not returned will continue to be charged. **[Director of Innovation and User Experience & Director of Branch Services and Operations]** **[On Hold]**
- By January 2017, create clarity around KDL's mission and core values ensuring that they are clearly communicated and understood by every employee and that all programs, activities and policies are designed around them. **[Administration]**
- By January of 2017, the HR Department will adopt at least one new practice for new hire orientation as identified through the Design Think Process underway in 2016. **[Human Resources Department]**
- By April 2017, evaluate staff and patron feedback in order to improve the online summer reading sign up and participation experience. **[Summer Reading Workgroup & Communications Department]**
- By May 2017, design a system wide customer service initiative to be implemented by September 2017. **[Director of Branch Services and Operations & Director of Innovation and User Experience/ Patron Services Manager]**
- By June 2017, research and develop an implementation plan for an internal communication strategy that increases clarity and fosters collaboration. **[Director of Branch Services and Operations]**
- By October 2017, Improve customer service at Caledonia and Krause Memorial (Rockford) branches with the installation of new Auto Check in chutes. **[IT Department]** **[Done for Krause. Caledonia declined]**
- By December 2017, investigate a replacement for KDL's intranet system – InfoPath – before it becomes an end-of-life product. **[IT Department]** **[In progress]**
- By December 2017, the Materials Advisory Workgroup will emphasize better customer service in increased staff participation in the Materials Advisory staff development program (CORE). **[In progress]**
- Throughout 2017, the HR Department will either host or participate in job fairs in an effort to strengthen the recruitment of future staff from the communities we serve. **[Human Resources Department]**

**INNOVATION: We encourage the exploration and development of new ideas, embracing and celebrating innovations that improve service for our customers.**

- By January 2017, KDL will adopt Blue Cloud Visibility—a product that will share our catalog records on the Internet, making them searchable by the general public in our geographic area. The searches will link directly to the library’s catalog. **[Director of Innovation and User Experience]**
- In January and July of 2017, two additional cycles of Innovation Awards will be complete. **[Director of Innovation and User Experience]**
- By March 2017, the Innovation Team will develop a new process for submitting new ideas (i.e. innovation) to be considered by KDL. An idea map will also be provided and presented at spring training sessions for KDL staff. **[In progress: new due date of December]**
- By April 2017, the Innovation Team will develop specific KDL Innovation training to be used for staff to submit future ideas to the KDL Innovation team.
- By May 2017, the Innovation Team will award opportunities to KDL branches to add circulating specialty objects to their collections (Library of Things). **[In progress: new due date of November]**
- By June 2017, new Design Think training for library staff will be available with plans to offer it to other libraries in 2018. **[Director of Innovation and User Experience | Director of Finance] [In progress: new due date of December]**
- By August 2017, find new ways to explore a partnership relationship with our RFID vendor, Bibliotheca. (i.e. Research & Development) **[IT Department]**
- By Sept 2017, the Innovation Team will survey library patrons to see what kind of objects to circulate in branches to get input on developing this specialized collection that will continue to provide patrons with access to more expensive technologies (Library of Things).
- By August 2017, support branches who want to add a Tech Bar to their branch spaces. (A Tech Bar is a petting zoos similar to what people see in Best Buy where patrons can try new technology. Staff will provide activities and basic instructions to patrons. Technology may vary by branch). **[IT Department] [In progress- new due date of December]**
- By December 2017, KDL will use Design Think to explore new branch staffing models to better serve the needs of our communities and to better match patron’s modern lifestyles. **[Director of Innovation and User Experience & Director of Branch Services and Operations] [In progress]**

**LEARNING: Our diverse workforce is composed of intellectually curious staff members, eager to learn new ways to improve customer service. We will support change efforts through training.**

- By February 2017, the Tech Trainers Workgroup will identify four potential KDL training topics to share their knowledge with colleagues at quarterlies, based on the tech skills of work group members and the informational needs of KDL staff.
- By February of 2017, the HR Department will gather feedback from staff to further understand their needs as employees. This will be achieved through simple surveys as well as more involved “stay interviews.” Then, by June of 2017 the HR Department will identify and implement at least two new employee-centric programs which will help to attract and retain employees. **[Human Resources Department]**
- By August 2017, study ways to incorporate LEAN manufacturing principles into circulation practices and collection balancing procedures. **[Director of Branch Services and Operations]**
- By October of 2017, the HR Department will host a Library Director’s Workshop for a limited number of library directors to offer explanation and guidance so that they can adopt staffing best practices. **[Human Resources Department]**
- By December 2017, Youth Specialists will begin an annual Day of Learning for KDL youth staff. This day will encourage collaboration, teamwork, innovation and learning among a large and vibrant youth services staff. **[Completed—summit scheduled for Dec. 1]**

**TRUSTWORTHINESS: Our internal processes and finances are efficient and transparent. We measure and report on KDL's return on investment for customers and communities.**

- By May of 2017, the HR Department will strengthen staff selection processes through greater adoption of applicant testing. **[Human Resources Department] [In progress: The test has been developed, and the study is now approximately 70% complete. New due date of November.]**

**KDL Board of Trustees**  
*Issue Analysis*

**Agenda Item for Consideration:** Kelloggsville High School Branch

**Date of Board Meetings:** October 12, 2017 and October 26, 2017

**Timeline:** Launch January 8, 2018

**Budget Line Item(s):** See chart of accounts below

**Budgeted Amount:** \$0

**Total Estimated Cost:** 2017 Startup Costs \$69,200 +/- 10%  
Annual Operating Costs \$73,600 +/- 10%

**Background Facts:**

The Kelloggsville Public Schools (KPS) has invited KDL to provide public library service out of their state-of-the-art media center in the Kelloggsville Public High School, turning it into an opportunity for a true community library.

The Kelloggsville neighborhood is a densely populated, diverse, and economically disadvantaged area within our library district. Around 71% of the school district's student body is classified as economically disadvantaged, and the district's minority enrollment is 66%. In addition, 60% of the students are not proficient or partially proficient in English, and 84% are not proficient or partially proficient in mathematics. Even though Kelloggsville is situated less than five miles from both our Kentwood and Wyoming Branches, the residents of this area often lack the resources to easily travel to either of these locations. KDL and KPS believe this partnership will enhance equity of KDL services, enrich the Kelloggsville community, and empower residents.

KPS was awarded a three-year, \$150,000 grant from the Steelcase Foundation to help fund this project. Funds will go toward staffing, the KDL collection, and programming and student 1:1 technology.

These are the resources that KDL will be offering:

- Partnering with Kelloggsville Public Schools to provide public library services in the Kelloggsville High School media center for approximately 20 hours a week during the school year, and 40 hours a week during the summer.
- Housing a KDL collection in the Kelloggsville High School media center.
- Using KDL's ILS to manage the collection.
- Providing regular delivery from the KDL Service Center giving patrons and students access to the entire KDL collection, as well as MEL interlibrary loan services.
- Equipping the branch with eight networked public PC units, a public printing station, and security gates.
- Offering limited programming including storytimes and KDL LAB experiences at the branch.

**Recommendation:** In order to provide the Kelloggsville community with KDL’s high-quality library services, the KDL Leadership Team recommends partnering with Kelloggsville Public Schools to provide public library service out of the media center in the Kelloggsville High School.

	Est. 2017 Start Up Costs	Est. Annual Costs
210 Salaries and Wages	7,000	46,000
220 Employee Benefits	700	4,600
230 Supplies	5,900	6,000
240 Prof & Contractual Services		
260 Other Services/Charges	6,820	16,000
270 Collection Expense		
280 Capital - Collection	1,000	1,000
290 Capital - Technology	44,000	
300 Capital - Office Equipment & Furniture	3,800	
<b>Total</b>	<b>69,220</b>	<b>73,600</b>

**Document History:**

1. Lindsey Dorfman
2. Missy Lancaster
3. Lance Werner
4. Jaci Cooper

**KDL** Information.  
Kent District Library Ideas.  
*Excitement!*

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**RESOLUTION  
KENT DISTRICT LIBRARY BOARD OF TRUSTEES**

At a regular meeting of the District Library Board (the “Board”) of the Kent District Library held in said District on the 12<sup>h</sup> day of October, 2017.

PRESENT:

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ABSENT:

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COMMITTING FUND BALANCE

**A RESOLUTION OF THE KENT DISTRICT LIBRARY, ESTABLISHING  
ADDITIONAL COMMITTED FUND BALANCE IN THE GENERAL FUND IN THE  
AMOUNT OF \$500,000 IN ACCORDANCE WITH GOVERNMENTAL ACCOUNTING  
STANDARDS BOARD STATEMENT 54**

WHEREAS, the Governmental Accounting Standards Board (“GASB”) has adopted Statement 54 (“GASB 54”), a new standard for governmental fund balance reporting and governmental fund type definitions that became effective in governmental fiscal years starting after December 31, 2010 and

WHEREAS. GASB 54 allows the governing body to formalize the commitment of unassigned fund balance to a specified purpose; and

WHEREAS, the Library Board is the highest level of decision making authority, and has the authority to commit, assign, or evaluate fund balance classifications and identify the intended uses of committed or assigned funds; and

WHEREAS, the committed fund balance classification reflects amounts subject to internal restraints self-imposed by the Kent District Library; and

WHEREAS, once the committed fund balance restraints are imposed, it requires the constraint to be removed by the Board of the Kent District Library prior to redirecting the funds for other purposes;

NOW THEREFORE, BE IT RESOLVED BY THE BOARD OF THE KENT DISTRICT LIBRARY:

THAT, in accordance with the provisions of GASB 54, the Kent District Library hereby additionally commits the following funds:

**\$500,000.00** to be used for Capital Outlay purposes for the addition of the Ada Township branch in fiscal year 2019, as may be needed. APPROVED, AND ADOPTED on this the 12th day of October, 2017.

THE FOREGOING RESOLUTION was adopted at a regular meeting of the Kent District Library Board of Trustees held on October 12, 2017 on a motion made by \_\_\_\_\_ and seconded by \_\_\_\_\_.

YEAS: \_\_\_\_\_

NAYS: \_\_\_\_\_

CERTIFICATION

I hereby certify that the foregoing is a true and complete copy of a Resolution adopted by the District Library Board of the Kent District Library at a meeting held on August 17, 2017, the original of which is on file at the Kent District Library Service Center and available to the public. Public notice of said meeting was given pursuant to and in compliance with the Open Meetings Act, Act No. 267 of the Public Acts of Michigan, 1976, including in the case of a special or rescheduled meeting, notice by posting at least 18 hours prior to the time set for said meeting.

Dated: October 12, 2017

\_\_\_\_\_  
Craig Wilson, Chair

\_\_\_\_\_  
Andrew Erlewein, Secretary

Approved- Revised

**KDL** Information.  
Kent District Library Ideas.  
*Excitement!*

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**Board of Trustees  
2018 Meeting Dates**

DATE	TIME	LOCATION
Thursday, January 18, 2018	4:30 p.m.	KDL Meeting Center 814 W. River Center NE, Comstock Park 49321
Thursday, February 15, 2018	4:30 p.m.	KDL Grandville Branch 4055 Maple St SW, Grandville 49418
Thursday, March 15, 2018	4:30 p.m.	KDL Meeting Center 814 W. River Center NE, Comstock Park 49321
Thursday, April 19, 2018	4:30 p.m.	KDL Meeting Center 814 W. River Center NE, Comstock Park 49321
Thursday, May 17, 2018	4:30 p.m.	KDL Spencer Branch 14960 Meddler Ave, Gowen 49326
Thursday, June 14, 2018	4:30 p.m.	KDL Meeting Center 814 W. River Center NE, Comstock Park 49321
Thursday, July 19, 2018	4:30 p.m.	KDL Meeting Center 814 W. River Center NE, Comstock Park 49321
Thursday, August 16, 2018	4:30 p.m.	KDL Meeting Center 814 W. River Center NE, Comstock Park 49321
Thursday, September 20, 2018	4:30 p.m.	KDL Caledonia Branch 6260 92 <sup>nd</sup> St SE, Caledonia 49316
Thursday, October 11, 2018	4:30 p.m.	KDL Byron Center 8191 Byron Center Ave SW, Byron Center 49315
Thursday, October 25, 2018 <i>Budget Work Session</i>	4:30 p.m.	KDL Meeting Center 814 W. River Center NE, Comstock Park 49321
Thursday, November 15, 2018 <i>Including Budget Hearing (Approval)</i>	7:00 p.m.	KDL Cascade Branch 2870 Jacksmith Ave SE, Grand Rapids 49546
Thursday, December 20, 2018 <i>Including Director's Evaluation</i>	4:30 p.m.	KDL Meeting Center 814 W. River Center NE, Comstock Park 49321