



# DRAFT

## LOCATION

KDL Service & Meeting Center (814 West River Center Dr NE, Comstock Park, MI 49321)

## DATE

Thursday, June 13, 2019 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 – May 16, 2019
- \* VI. Finance Reports – May 2019
- VII. Lakeland Library Cooperative Report
- VIII. Director’s Report – May 2019
- IX. New Business
  - A. KDL Policy Manual – Section 4: Patron Behavior *First Reading*
  - \* B. Resolution: Ladies Night Liquor License – Plainfield *Roll-Call Vote*
  - \* C. Resolution: Ladies Night Liquor License – Krause Memorial *Roll-Call Vote*
  - \* D. Resolution: Ladies Night Liquor License – Grandville *Roll-Call Vote*
  - \* E. Resolution: Ladies Night Liquor License – East Grand Rapids *Roll-Call Vote*
  - \* F. Resolution: First Steps Kent Grant Application *Roll-Call Vote*
- X. Liaison Representative Comments
- XI. Public Comments\*\*
- XII. Board Member Comments
- XIII. Meeting Dates  
***Next Regular Meeting: Thursday, July 18, 2019 – KDL Service & Meeting Center***
- \* XIV. Adjournment

\* *Requires Action*

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

**LOCATION**

KDL Kentwood Branch (4950 Breton Rd SE, Kentwood, MI 49508)

**DATE**

Thursday, May 16, 2019 at 4:30 p.m.

**BOARD PRESENT:** Shirley Bruursema, Andrew Erlewein, Sheri Gilreath-Watts, Allie Bush Idema, Charles Myers, Tom Noreen, Caitie S. Oliver, Penny Weller

**BOARD ABSENT:** None

**STAFF PRESENT:** Michelle Boisvenue-Fox, Cheryl Cammenga, Jaci Cooper, Randy Goble, Melissa Lancaster, Brian Mortimore, Kip Odell, Laura Powers, Kurt Stevens, Henrietta Vaandrager, Lance Werner (via teleconference)

**GUESTS PRESENT:** Bill Brinkman, John Bradley, Dan Kasunic

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**I. CALL TO ORDER**

Chair Weller called the meeting to order at 4:30 p.m.

**II. PLEDGE OF ALLEGIANCE**

**III. LIAISON REPRESENTATIVE COMMENTS** – None.

**IV. PUBLIC COMMENTS** – None.

**\*V. CONSENT AGENDA**

- A. Approval of Agenda
- B. Approval of Minutes – April 18, 2019
- C. Request for Closing – Reschedule of the Alto Branch In-Service Day from February 12, 2019 to August 20, 2019 due to an inclement weather closing.
- D. Request for Closing – Reschedule of the Gaines Branch In-Service Day from October 17, 2019 to October 24, 2019 due to scheduling conflict with Michigan Library Association Conference.

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

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

**RESULT:** Motion carried.

**VI. BRANCH MANAGER UPDATE – CHERYL CAMMENGA**

- The current Kentwood branch location opened in August 2010, so the 9 year anniversary is fast approaching.
- One of the favorite features of the building is the view from the second floor, which looks out over the airport and open fields on the location of the former Kent County dump. Since the area has been designated as a Superfund site, there will be no buildings to block the view in the future. The plan for the area includes surface recreation only.

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- Kentwood’s eight study rooms are also very popular and are in constant use throughout the day. Staff regularly need to ask users to vacate a room so that another person can use it, and many of our study room users are here daily.
- Enough credit cannot be given to Angela Culp, Kentwood Circulation Manager, and the entire Kentwood team for being a wonderful group of people to work with and providing exceptional service for our patrons every day.
- Two of Kentwood’s librarians have been selected to participate in the four month “Manager in Training” program at the Englehardt branch this year: Crystal Logan- Syrewicze just returned to Kentwood branch on May 1 after being at Lowell since January. Hennie Vaandrager, Youth Specialist, will be heading over to Lowell from September through December 2019.
- Ms. Vaandrager was awarded the KDL Ambassador award at All Staff this year. She is a member of the countywide Partners in Reading Success program and the Mission: Read! taskforce. She is also the Chair of the KDL Youth Specialists and the Co-Chair of the KDL Summer Reading Workgroup. In addition to all that, she is participating in a communitywide group that is transforming Summer Reading to Summer Wonder. All of Kentwood’s adult and youth staff are active on multiple workgroups, programs, and outreach activities.
- The Kentwood branch enjoys a close partnership with the City of Kentwood. Kentwood has an active afterschool ARCH program that brings students to the library and the librarians to the students. Our annual Touch-a-Truck program is a favorite for both the City departments and the library staff. The Kentwood Parks and Recreation Department hosts their summer concert series and farmers market on the library property, as well as many other recreational programs in the library community room.

The Board asked questions of Ms. Cammenga and she responded.

## VII. FINANCE REPORTS – April 2019

- The Director of Finance gave a brief overview of the April cash report and revenues and expenditures. Cash appears to be down, but when timing delays from Huntington and KCPF are taken into consideration, cash is actually up \$1.5 million over the prior year. KDL is 33% through the fiscal year. KDL has spent 29.8% of the budget and received 89.4% of revenues.
- The KDL Finance team is deep in the audit process.
- The largest check written for April was to Bibliotheca for approximately \$145k for self-check units lease.

**Motion: Ms. Idema moved to receive and file April 2019 finance reports as presented.**

**Support: Supported by Ms. Oliver.**

**RESULT: Motion carried.**

## VIII. LAKELAND LIBRARY COOPERATIVE REPORT

Ms. Bruursema noted the following items from the May 9, 2019 LLC meeting:

- LLC’s fiscal year begins October 1, so members are busy working on the budget. Concerns were brought up about incorporating state aid into the budget and that libraries should be cognizant that those funds may be allocated to state road initiatives.
- A new date was established for the September Board meeting to accommodate a few state-level events. The new meeting date is September 9.

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## IX. DIRECTOR'S REPORT – April 2019

Director Werner highlighted the following items from the Director's Report:

- Director Werner said "Hello!" from Salt Lake City, where he is speaking at the Utah Library Conference. He did a preconference session on library advocacy and has another keynote to deliver tomorrow. He will also be getting a tour of the Salt Lake City Library.
- Director Werner announced that Ms. Boisvenue-Fox will be departing in July to take on her new role as Director of the Mesa County Library System. Director Werner and team gave her warm congratulations and wished her the best on her new endeavor. Director Werner noted how her departure will affect various departments in the organization.
- KDL leadership and staff continue to work on programs to provide medical, legal, and dental services in some of the branches.
- KDL had over 3000 completers for the winter reading program, Let it Snow, which was a big increase – up around 40% – from last year.

The Board asked questions of staff and staff responded.

## X. NEW BUSINESS

### A. KDL Strategic Plan Update

- Ms. Boisvenue-Fox presented the activities from the 2018-2020 Strategic Plan that were in progress or complete, and KDL leadership is scheduled to present another update in November.

### B. KDL Policy Manual – Section 2: Circulation *First Reading*

- Ms. Cooper pointed out changes to Section 2: Circulation that were shown in the packet in red text with corresponding footnotes. Due to the approval of the elimination of overdue fines in March, all language concerning overdue fines has been removed or rewritten.

**Motion: Mr. Noreen moved to approve the policy manual changes to section 2 as presented.**

**Support: Supported by Mr. Myers.**

**RESULT: Motion carried.**

### C. Resolution: 2020 LSTA Grant Application *Roll Call Vote*

- The LSTA grant is federal money given by the State Library and is outside of the KDL budget. Staff want to try mailing materials to students during the summer who have low reading scores and transportation barriers. Having a grant would allow KDL to pilot this and expand it if it is successful.

**Motion: Mr. Myers moved to approve the Statement of Assurances in which KDL agrees to comply with the statutes, rules, regulations, and executive orders in order to be eligible for receipt of federal assistance pursuant to the Library Services and Technology Act (LSTA), 20 U.S.C. § 9121 et seq., contract/grants program administered by Library of Michigan.**

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

**Ms. Bruursema – Yes**

**Mr. Erlewein – Yes**

**Ms. Gilreath-Watts – Yes**

**Ms. Idema – Yes**

**Mr. Myers - Yes**

**Mr. Noreen – Yes**

**Ms. Oliver– Yes**

**Ms. Weller – Yes**

**RESULT: Motion Carried 8-0.**

### D. Resolution: Special Liquor License for SuperPartyWonderDay *Roll Call Vote*

Mr. Odell reported that over 3000 people attended SuperPartyWonderDay last year, gave an update on the event and what can be expected this year. In addition to beer and wine, root beer and kombucha will be served.

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**Motion:** Ms. Idema moved to adopt a resolution for Kent District Library to obtain a special license to serve alcohol on August 11, 2019 for the SuperPartyWonderDay event at Millennium Park.

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

Ms. Bruursema – Yes

Mr. Erlewein – Yes

Ms. Gilreath-Watts – Yes

Ms. Idema – Yes

Mr. Myers - Yes

Mr. Noreen – Yes

Ms. Oliver– Yes

Ms. Weller – Yes

**RESULT: Motion Carried 8-0.**

**XI. LIAISON REPRESENTATIVE COMMENTS** – Mr. Brinkman gave an update from Plainfield Township. The Township reviewed their strategic plan and goals on Monday. Mr. Brinkman announced that a new community center is in the works, and gave another update on the township’s PFAs water situation. He concluded by inviting everyone to the township’s Memorial Day celebration coming up over the holiday weekend.

**XII. PUBLIC COMMENTS** – Ms. Boisvenue-Fox announced that this will be her last Board meeting and thanked everyone at KDL for the last 15 and a half years. She was initially hired at Kentwood, so it seems to have come full circle to have her last meeting here.

### **XIII. BOARD MEMBER COMMENTS -**

**Ms. Bruursema** – Ms. Bruursema reported that Hastings won their millage after losing it last year. They lost it by 17 last year and won by 73 this year, so their funding will be secured for another 10 years.

Ms. Bruursema attended the State of the County speech, which was the first time Kent County has done this. Ms. Bruursema was disappointed they did not mention the libraries’ significant role in the county, but she emailed them and pointed this out.

Ms. Bruursema concluded by saying that last week’s Next Nexus (Equity, Diversity, and Inclusion Workshop) and All Staff were two of the best she’s attended. Ms. Bruursema was proud to see so many libraries and nonprofits from all over the state attend the EDI event, and was proud that Seattle Public Library was impressed with KDL’s culture and operations.

**Mr. Erlewein** – Mr. Erlewein expressed his interest in the LSTA grant that KDL is applying for and gave kudos to KDL, specifically to the Collection Development Department, for filling 95% of patron purchase requests.

**Ms. Gilreath-Watts** – Ms. Gilreath-Watts was happy to see that two finalists in the KDL Teen Poetry Contest were Grandville students from her poetry club who she encouraged to participate.

**Ms. Idema** – Ms. Idema wished Ms. Boisvenue-Fox the best and said that Mesa County is so lucky to have her as their new leader.

**Mr. Myers** – Mr. Myers reported on yesterday’s KDL Pension Board meeting. The plan is 115% funded, and not many businesses and organizations can say that. They have been in good shape and it has really been in a position to stay on course.

**Mr. Noreen** – Mr. Noreen apologized for being late and announced that he will miss attending the June meeting in person and will be calling in from Fairbanks, Alaska.

**Ms. Oliver** – Ms. Oliver announced that May marks her one-year anniversary of serving on the Board. Ms. Oliver spoke about Dolly Parton’s Imagination Library program and discovered that it is all over

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Michigan but not in Kent and Ottawa Counties because no one has championed this effort yet, and expressed her interest in taking this on as her own project.

**Ms. Weller-** Ms. Weller wished the best for Ms. Boisvenue-Fox in her new role in Colorado and said she will miss her a lot. Ms. Weller appreciated all of the work that went into All Staff and thinks it was one of the best so far.

## XIV. MEETING DATES

*Regular Meeting: Thursday, June 13, 2019 – KDL Service & Meeting Center – 4:30 p.m.*

## XV. ADJOURNMENT

**Motion:** Ms. Oliver moved for adjournment at 5:27 pm.

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

**RESULT:** Motion carried.

  
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Administrative Approval for Distribution

## BRANCH UPDATES

KDL has many upcoming building expansions and new building construction coming up in the next few years. This month, the managers were asked to give updates about each individual branch, including the history of the branches, patrons' favorite features, and the manager's one wish for the building.

### • ALPINE

**Square footage:** 4,862

**Year library was built:** 1996

**Last remodeled:** Unknown

**General condition:** Good

**Features patrons like the best about the building:**

- Quilted signs made by Michelle Boisvenue-Fox
- The cozy and inviting atmosphere created by the stained glass lamps
- Having the adult EXPRESS and new books in a prominent display location
- KDL Lab Experience corner

**One wish for the building:**

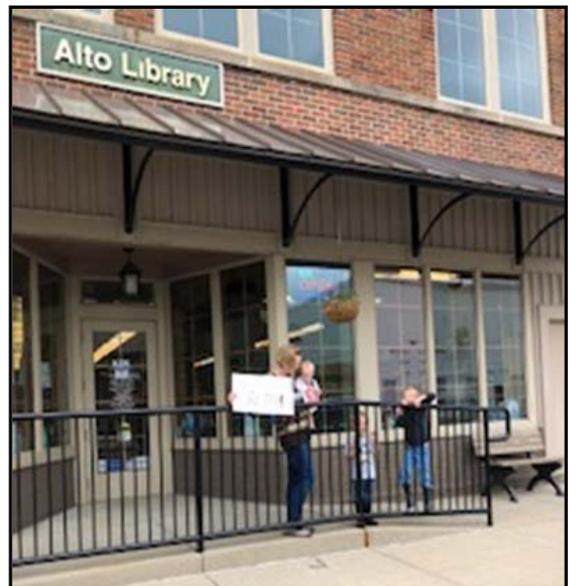
- Bigger/new building/expansion of the library with more study rooms

### • ALTO

**Square footage:** 5,795

**Year library was built:** The building that houses the Alto Branch was built in 1904, as the "Watts' General Store". The store passed through four different owners, the final owner using it for storage after the last 'store' closed in the late 1980's. The Alto Downtown Development Authority then bought the building and work started in 1995 to convert it. The library moved two doors down in 1996. Putting the library in was definitely a community effort. Steadfast Construction did the work – without making a profit. They gave everything to the library at cost a) because it kept their crew working during the winter, and b) it was the library! The bills for the renovation of the building were all paid by the DDA. What was necessary to make it a "library" was paid for by the Friends and local contributions. When staff moved in, it was a "bucket brigade" that moved the collection. I was in the old building overseeing the packing up and Diane Cutler (Programming) was here in the new one, directing where the books went on the shelves. The DDA still pays for the maintenance and improvements.

**Last remodeled:** Being a 'historic' building there is frequent upkeep that needs to be done. Last year there was a major tuck-pointing job on the building... and a little more needs to be done this year. The floor isn't perfectly level; but that's just charm!





**General condition:** Good

**Features patrons like the best about the building:**

- The idea that a “one block town” has something like this (KDL) to offer the community is very striking.
- The historic character, all of the wood furniture and trim, and the big front windows make for a very comfortable atmosphere.

**One wish for the building:**

- Bigger, of course. It’s amazing everything that KDL is offering in the Beyond Books collection and it would be nice to display them to highlight these collections.

• **BYRON**

**Square footage:** 13,640

**Year library was built:** 2003

**Last remodeled:** No remodeling since being built

**General condition:** Excellent condition / occasional roof leaks (this will be the next major project)

**Features patrons like the best about the building:**

- The well-lit browsing areas, open floor plan, and cozy reading spaces
- The three private study rooms and available meeting space
- Parents especially love the separate Play-Grow-Read children’s area which provides a secure space for children to explore and play.

**One wish for the building:**

- Additional interior room would always be welcome, as well as an outdoor children’s play space.



• **CALEDONIA**

**Year Library Was built:** 2011

**Last Remodeled:** 2011

**General Condition:** Very good. Carpet will need to be replaced in the next few years. Also, painting will need to be done along with some upgrades to the furniture.

**Features patrons like the best about the building:**

- The fireplace area provides a wonderful reading and workspace all year round.
- The outdoor deck is popular in the warmer months.

**One Wish for the Building:**

- A more permanent early literacy play structure outside near the deck

• **COMSTOCK PARK**



**Square footage:** 3,311  
**Year library was built:** 1961  
**Last remodeled:** 1997

**General condition:** Though an older building, Plainfield Township staff take great care with its upkeep. A team member from buildings and grounds stops by nearly every day to check on the building to make sure all the lights are working and ask if the building has any maintenance issues that need to be addressed. The public areas are freshly painted, and well kept. Public areas have been the priority, but the staff area is in need of updating.

**Features patrons like the best about the building:**

- The bells outside the library: Kids and adults love playing with them.

- The Community Room: It's a versatile space that patrons use for quiet study, and large and small meetings.
- Location! Patrons love that the library is centrally located, and is next to Dwight Lydell Park. Families can drop by the library for storytime, or to stock up on books, and then play in the park.

**One wish for the building:**

- To have the backroom updated so that is a bright, welcoming space; this update would also allow staff to move shelving units to organize the space more efficiently and give circulation staff a workspace in the backroom.



• **EAST GRAND RAPIDS**

**Square footage:** 27,700  
**Year library was built:** The original library was a personal residence opened as a public library in 1959, on Wealthy Street in Gaslight Village. The library moved three times around Gaslight Village and was built in the current location in 1969. The building was renovated to two floors in the 1980s.  
**Last remodeled:** 2006

**General condition:** Great!

**Features patrons like the best about the building:**

- Lots of windows; especially facing Reed's Lake!

**One wish for the building:**

- More space. Even though it is a large space, there could always be more; sometimes the ideas are bigger than the space!

• **GAINES**

Square footage: 10,400

Year library was built: 1969

Last remodeled: 1987 (new paint/carpet in the 1990s, new lights and new roof in 2017)

General condition: Fair/Good

Features patrons like the best about the building:

- Friendly and cozy
- The living room space near the front windows
- The study rooms

One wish for the building:

- Fresh interior paint in a lighter color scheme

• **GRANDVILLE**

Square footage: 18,672

Year library was built: 1992

Last remodeled: 1992 (next remodel in 2020)

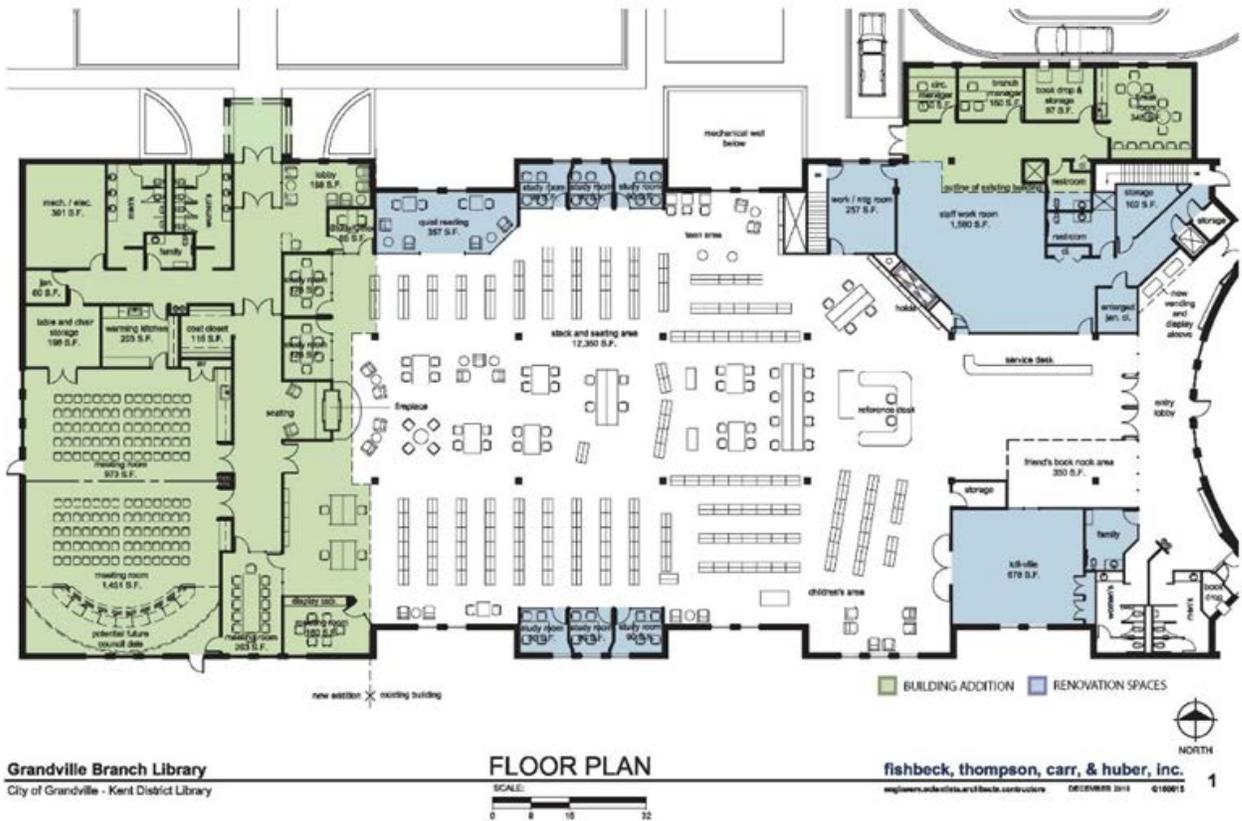
General condition: The building has held up well, but is looking forward to its update soon.

Features patrons like the best about the building:

- The classic feel to the building and all the wood work

One wish for the building:

- The big wish is coming true with an expansion planned for next year, to add over 8,000 square feet, mostly in programming space, but also a drive-up book drop, private study rooms, a family restroom, and more!



• **KENTWOOD**

Square footage: 46,000

Year library was built: 2010

Last remodeled: N/A

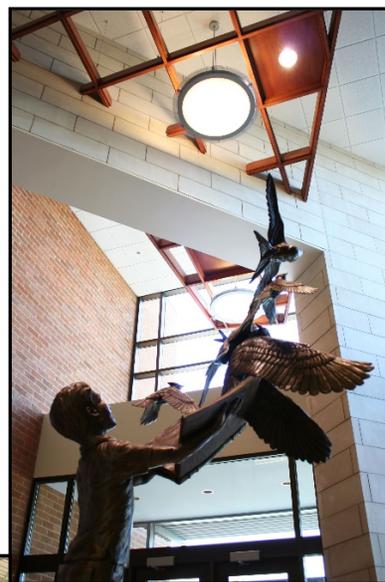
General condition: Good condition, some wear on upholstery

Features patrons like the best about the building:

- Study rooms
- Fireplace
- View from upstairs with ample seating

One wish for the building:

- More study rooms and conference space



**FEATURED DEPARTMENT: COLLECTION SERVICES**



• Collection Services had a busy start to the year: staff spent the month of January trying to focus on getting as many of the non-rush book carts cataloged and processed as possible. The items came from the additional money that was added at the end of last year. At the end of 2018, there were 40+ non-rush book carts waiting in line. CSAs did an outstanding job getting those non-rush carts down to around 10. They were making really good progress, but then the library was closed for 4 ½ days, so the department priorities shifted to the area of delivery, and getting thousands of holds out to waiting patrons.

• Last year in January, 9561 items were processed. This January, 16,735 items were processed, which is a 75% increase from last year. This was due to the extra materials purchased at the end of the year.

• Patron Services Manager Carrie Wilson asked Collection Services Manager Jackie Olmstead to spend a couple of days learning their department's MelCat procedures. Carrie wanted a pair of fresh eyes to see if any of their procedures could be streamlined. Jackie got to participate "hands on" in several MelCat areas and said it was great to "walk in their shoes" for two days. Chelsea Graham did a great job

explaining the various MelCat procedures and answering many questions. Most MelCat and RIDES procedures are set up by MCLS, and have to be followed strictly if you want to participate in MelCat. Jackie did offer a few streamlining ideas which they have implemented, and also found two areas where CSAs could help out with their procedures:

- During each days' delivery shift, CSAs are now packing up books from the MelCat shelves that are being returned to KDL branches, instead of PSD staff.
  - After PSD staff check in returning home items in DCB, the Workflows check in procedure is now being done by CSAs instead of PSD staff.
- Collection Services Associates were instrumental in the success of Mission: Read! Booster Packs:
    - All Booster Pack books have been received and processed
    - 810 boxed sets + 1470 books = 2280 Booster Pack books
    - 810 games (out of 1590) are processed and ready
    - 3<sup>rd</sup> grade game & book processing is completed



In addition to the Mission: Read! Booster Packs, Collection Services staff also have some other exciting things they are processing and will soon begin to process: storybook bags, JNF state and country sets, inflatable kayaks and lifejackets, Vox books, KDL GoPacks, BookPacks, Hi-lo books, and SAD Lamps.

SERVICE CENTER: OUTGOING DELIVERY							
Month	Book Bags	AV Bags	AV Bins	2019 Total	2018 Total	YTD	YTD %
Jan-2019	1773	248	335	2356	3013	657	21.8%
Feb-2019	2068	288	380	2736	2773	694	12%
Mar-2019	2128	213	446	2837	3009	868	9.9%
Apr-2019	2176	320	422	2918	2832	780	6.7%
May-2019	2116	286	387	2789	2824	815	5.6%
Jun-2019					2957		
Jul-2019					2967		
Aug-2019					2761		
Sep-2019					2230		
Oct-2019					2587		
Nov-2019					2370		
Dec-2019					2295		
Total					32618		

## **BUILDING UPDATES**

### **• AMY VAN ANDEL LIBRARY AND COMMUNITY CENTER**

In May, the Ada Township Board approved the site plans and updated budget for the Amy Van Andel Library and Community Center on the new site, Site 2.0. The Groundbreaking Ceremony is scheduled for Tuesday, June 18<sup>th</sup> at 3:30 p.m. on the green space between Headley St. and Fulton, across from the Community Church.

Erhardt Construction is developing bid packages so that construction can start as soon as possible in hopes of getting the building pad poured and parking lot stone base installed before winter.

Lindsey Dorfman and Penni Zurgable will be meeting soon with Progressive A & E Architecture to discuss layout and usage of the library space, and furniture options.

### **• GRANDVILLE**

The city of Grandville recently launched the public portion of their fundraising campaign, with an event held at the library on May 29. They currently have approximately half of the \$1,000,000 goal raised and will continue working through the public campaign to finish the fundraising. More info can be found at <http://grandvillebuildingbeyondbooks.com/>.

### **• KRAUSE MEMORIAL**

The Krause Exploratory Committee has contracted with Phil Davis of Fishbeck, Thompson, Carr, & Huber (FTCH) for two charrettes and a rendering of the possible new building exterior. The two charrette meetings were held at the Krause Branch and consisted of two 'power' library users from each of the municipalities, along with two members each from the Krause Library Board, the Friends of the Krause Memorial Library, and library staff. During the first charrette, Phil brought the group up to speed on the needs assessment and the Exploratory Committee's work/discussions thus far. He allowed participants to share how they use the library, and that discussion transitioned into what services and features they think are important in a new/expanded library facility.

For the second charrette, Phil brought three examples of a possible building exterior and asked the group their opinions regarding the each. The resulting exterior rendering will be presented to the Exploratory Committee at their next meeting at 4:00pm on Tuesday, June 11, at the KDL Service Center.

### **• WALKER**

City of Walker met with FTCH to discuss where a library might be able to be attached to the current Ice and Fitness center. The group looked at the mechanical aspects, how the building would fit onto the grounds, and how all of it would affect parking.

### **• SERVICE & MEETING CENTER**

Lindsey Dorfman will present a formal agenda item to the Board just when major progress or changes have been made, and will just present bulleted lists when minor progress has occurred.

### **New Construction for Bookmobile**

- The bookmobile drivers provided Missy and TerHorst with a video of the turning radius into the building. It was determined that adjustments needed to be made.
- The Engineers informed us that the end of the building where the vehicles pull in is a foot too high so plans were made to accommodate this.

- TerHorst spoke with Plainfield Township after the Engineers came back with a recommendation and a certificate of elevation from the DEQ may be required. TerHorst is contacting the surveying company to see what will need to be done.
- The soil borings were completed and the top 25' to 35' has peat which is poor soil for aggregate piers systems. TerHorst is looking at alternatives for we may have to use the most expensive option of auger casts.
- Prelim site drawings were going to Plainfield Township during the July 26 meeting but because of the setbacks it may have to wait until July.

### **Service Center Refresh**

- Missy let Via Design know of some staff changes taking place and Via is reconfiguring the design to accommodate these changes.
- The next meeting is scheduled for June 6 and the Building Committee will be reviewing the changes that were discussed during the May meeting.
- Hopefully new drawings will be presented to the Leadership Team in June.

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

### **• BOOKMOBILE UPDATES**

Plans continue to move forward for the building of the new bookmobile garage and Outreach Department office space. The garage should be completed and ready for use sometime in December of 2019, with the office spaces being completed later in 2020.

Summit Bodyworks sent two Technicians to Michigan in May in order to address electrical problems the team has experienced with the Bookmobile. Since their visit, things have continued to deteriorate and the bookmobile will be fixed locally in coordination the manufacturer.

The Bookmobile team has completed the school year with the four Kentwood Elementary locations, Godfrey Lee schools, Sand Lake Elementary and the three Early Learning Neighborhood Collaborative (ELNC) preschools. The summer schedule has been created with a mix of School Summer Sessions, community events, branch activities like Touch-a-Truck and Summer Carnival days, as well as routes for Senior Living Communities and mobile home villages, with a few festivals like the Asian Pacific Festival and the Migrant Workers Appreciation Day.

### **• CAREER ONLINE HIGHSCHOOL PROGRAM (COHS)**

KDL has its first scholarship recipient, Rebecca VanderZon, sponsored by the East Grand Rapids Friends' Group. Ms. VanderZon has completed all the prerequisites, has participated in the intake interview, and will sign a commitment pledge with a start date of July 8, 2019.

### **• WORKFORCE DEVELOPMENT**

Shea Johnson was hired as the Workforce Development-focused Outreach Specialist. She has been meeting with the Branch Managers and touring each of KDL's branches in an effort to gain an understanding of the organization as well as the communities served. She is preparing to launch Penn Foster, a library digital education product focused on skilled trades. Shea will need to develop relationships with area businesses for the internships needed to go along with these online certification programs.

- **KDL FREE LIBRARY**

- **Books on the Bus:** Four boxes filled with books of various genres and age levels are dropped off at the Central Operations building for the Rapid buses monthly.
- **The Rapid Bus Station Little Free Library:** With Forest Hills Transition Center taking a break from restocking the Little Free Library at the Bus Station for the summer, Calli Crow got busy recruiting more volunteers for this location. Joyanne Huston-Swanson trained two volunteers and they will begin restocking the shelves at the Bus Station once a week.
- **Airport:** The security clearance portion of setting up volunteers for restocking the Little Free Library at the Airport is time consuming, but Calli Crow was instrumental in finding two new individuals to join the volunteer roster for this project. They are in the process of getting their badges and Joyanne Huston-Swanson will get them trained as soon as possible. In the meantime, Joyanne continues to restock the shelves at the Airport twice a week. One other KDL Staff member visits once a week to restock and a volunteer takes a turn on the weekends.

- **SUMMER READING 2019**

The Programming Department and the Summer Reading Workgroup provided Summer Reading training for Information Staff at three Summer Send-off sessions. Staff received 90 minutes of summer program reminders, tips, tricks and inspiration. Summer Reading 2019 begins Monday, June 3 for all ages!

- **KDL KAYAKS**

The staff at Grandville have done a great job setting up the pilot for circulating inflatable kayaks. They begin circulating the first week in June. The parameters are being tested to see if the KDL Cruiser circulation rules will work for kayaks. Additional work was done to register the boats at the Secretary of State office and have them inspected by the sheriff. Other KDL branches are interested in this same addition to their Beyond Books collection in 2020.



- **CLOUDLIBRARY FEEDBACK**

A mini survey went out to cloudLibrary users. There were 2,214 responses from 24,911 users. About 70% were satisfied and happy they had access to the digital collection while 30% were unhappy with the performance of the cloudLibrary app. The group will make a recommendation to the Leadership Team on the direction of the KDL digital collection and to inform the 2020 budget.

- **VOX BOOKS**

Vox Books are hardcover children's books that have a pre-loaded audio unit attached to the back cover that contains a full reading of the book. Branches can expect them ready for circulation in time for Summer Reading. Branches will begin receiving Vox books the first week in June, along with charging chords. Charging the books will happen in the branch between circulations. Branches received charging towers in early 2019 for this purpose. This process worked well at the pilot branch and eliminated the need for a cord to be checked out with the books.

### • SUPERPARTYWONDERDAY

Super Party Wonder Day planning continues for the Sunday, August 11 festival. More community partners are working with KDL this year, including the Grand Rapids Art Museum. The GRAM is running a community art project, as well as a take-home craft for patrons. This year's event includes music from Afro Zuma, a Drums for All family program, food trucks, beer vendors, touch-a-truck, giveaways, and much more.

### • CODERS4TOMORROW

An addition to KDL's coding programs is the Coding Class, with Coders4Tomorrow, for 5th through 9th graders. The 5-day program will take place at the Kellogsville branch Monday, August 12 through Friday, August 15. Coders4Tomorrow, a group of High School students offering coding classes to underserved teens, will be teaching the essentials of Python 3.

### • SUMMER READING 2019

Summer Reading for all ages began Monday, June 3. This year's program includes presenters coming to KDL for the first time like musician Laura Doherty, award-winning juggler Chris Fascione, and Madcap Puppets presenting *The Wonderful Wizard of Oz*. Also, popular presenters from 2018 are being offered at more branches throughout KDL including *1, 2, 3 Andres*, a Latin Grammy-winning duo, and *A Universe of Stories*, an interactive program filled with music, stories and musical instruments from around the world.

### • SUNDAY AFTERNOON LIVE

The 2018-19 season of Sunday Afternoon Live was another successful year of adult programming at the Cascade Township Branch. The series continues with strong community support. Eight concerts were held from October through April, and a ninth was added in May upon a referral from the president of the Michigan Irish Music Festival. Average attendance was just over 100 for each performance. The typical audience is approximately one-third regulars who attend most performances, one-third fans who follow the band wherever, and one-third people who may have attended a few concerts but are not regulars.

Feedback from musicians and the audience continues to be overwhelmingly positive. Even as Season Four wraps up, customers are already asking "What's next?", an endorsement of the success and quality of this music program.

## KATIE KUDOS

• **JILL ANDERSON (Wyoming)** – Nominated by Abby D'Addario because, "Jill has spent hours and hours creating the most exceptional picnic storytime tub for the summer. I mean, this tub is organized, creative, and filled with fun activities that any kid would love. She always goes above and beyond when she creates. Her rhyme time isn't just rhyme time - it's a dance party and felt story extravaganza. I am so grateful that I work with her. She inspires me and all the families that walk into her programs."

• **HOLLY GOULET (East Grand Rapids)** – Nominated by Dawn Lewis because, "A grandfather who was waiting for his granddaughter to be done with a tutor wanted to sit in a specific area to wait. There were no comfy chairs in that area. Holly pulled a comfy chair over to the area for the gentleman to sit in. Thanks for accommodating and making a happier patron!"



• **LAURIE WINKLER (Collection Services)** – Nominated by Jennifer Zeilbeck because, “Laurie truly stepped up to help me with ALL STAFF on Friday, May 3. She arrived at the Meijer Gardens before me. Wow and surprised!! She helped me set up and take down (after it was done). I couldn't have done it without her. Thank you Laurie for all your help!!!”

## STAFF + PATRON RESPONSE STORIES

• **ALPINE** – “We had an army reserve gentleman come in today to print his orders and do a few other things on our Public PC. He scanned to email, printed and checked email. Upon leaving he mentioned how this the BEST public library experience he’s had and thanked us for his help.”

• **BYRON CENTER** – “When I was at Marshall Elementary on Monday promoting summer reading, one of the students had his grandparents with him. The grandpa came up to me after and told me how great our summer programs sounded, that they would definitely be coming to the library, and how much he appreciated the work that we do. As I was going around the tables talking to the kids and answering questions, one little boy told me that he ‘practiced’ library at home, and that he hoped to come visit us soon. I know summer can be busy, noisy, sometimes disruptive, and just a little bit crazy, but he (and I!) appreciate how much good we all do together!”

• “I had a patron today who gave me \$5 for a \$4.95 fine after I offered "fine free". After chatting with this Patron, she was happy to pay the fine as a donation... we agreed that we got so much free from the library :)”

• **CALEDONIA** – “A family that just moved to our area were able to sign up their 1<sup>st</sup> grade twins up for Mission: Read!. One of the twins was struggling with learning to read and Audrey was able to show them several books on our Mission: Read! display that will help. Mom was so pleased!”

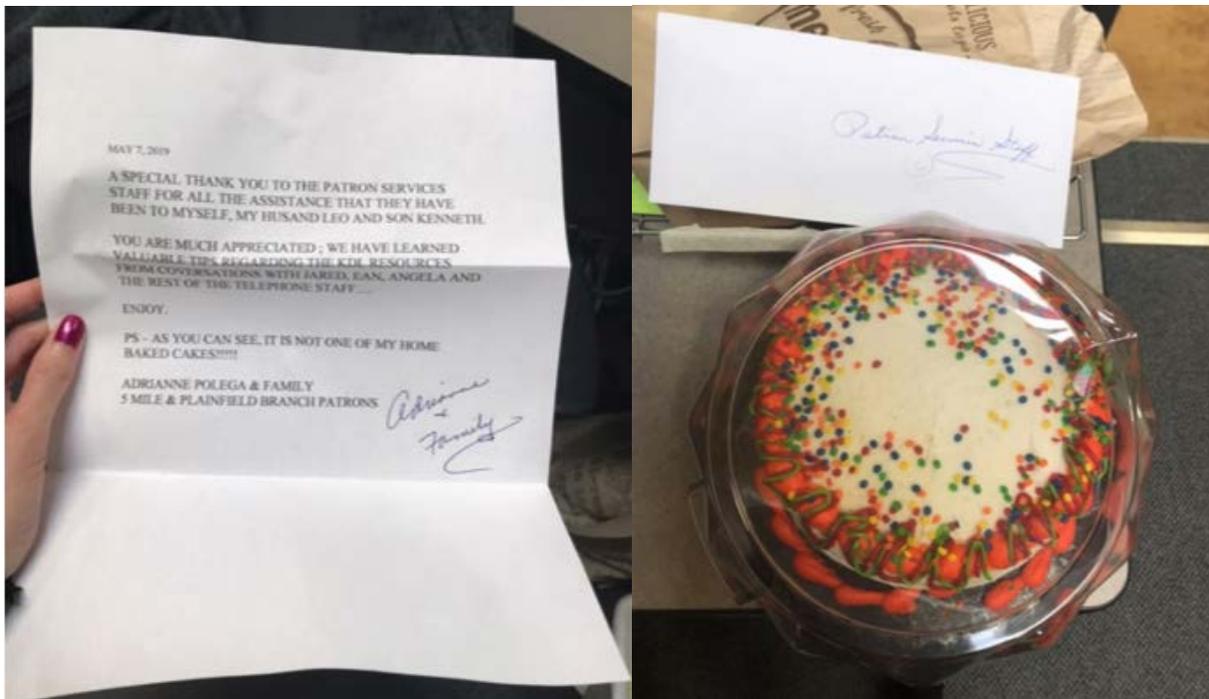
• **GRANDVILLE** – “A super cute second grader named Oliver came up to the Information desk asking how old you need to be to get a job at the library. According to his Mom, Oliver would live in the library if we let him. They have their summer calendar loaded up with library programs and events so maybe Oliver really will live here this summer. We hope so!”

• **WALKER** – “Robin, from Hope House AFC, has wanted her own Library Card for the past 3 years. She’s talking about ways we can celebrate. 😊👍” (Robin pictured in photos to the right)

• **WYOMING – (LBPH)** “Thank you for the wonderful books on tape audio service! They have enriched my mother’s life and aided in her joyful longevity and happiness in spirit and cognitive ability! She is 98 and going strong! Again, thank you in helping my mother, who loves your tapes, enjoy life to the fullest!” -Pat Edwards on behalf of Constance Edwards, LBPH patron



- **PATRON SERVICES** – Staff member Yulia Bunker reported that a patron called and said, "I want everyone to know how much I appreciate you guys. You guys are the best librarians in the whole world. You're all so kind, so sweet, and there's not a mean bone in your body. I love all of you, and I mean every word."
- Staff member Angela Deckard passed along some nice praise from a regular Cascade patron: "She says she is so thankful for us and we're always so nice and helpful when she calls. She says we must have to pass a personality test to get a job here. ☺"
- Jaci Cooper was working after hours one night and saw an older woman with a cake trying to get into the locked front door. She greeted her, asked what brought her to the Service Center, and let her in. The visitor was patron named Adrienne who calls PSD frequently and wanted to express her gratitude for the kindness and excellent service she receives every single time she calls. She brought the cake back to the department, along with a card that referenced those she speaks to regularly by name, and got to meet some of the staff members. The patron was amazed by the Service Center, so Jaci gave her a tour and a big hug before she left.



- **PROGRAMMING & OUTREACH** – Programming Manager Kip received a letter that stated the following: "Dear Sir: I am writing to thank you for your recent series on 'Oceans, Lakes, and Streams: Protecting Water Locally and Globally.' A group of seniors from Covenant Village of the Great Lakes on the west side of Grand Rapids had the privilege of attending all four sessions and found them very informative and extremely interesting. One person in the group remarked afterwards the importance of this knowledge so that we may wish to impart some of what we learned to our grandchildren and great grandchildren. We appreciated the hour of 6:30 PM, the free parking, free admission, and no reservations needed. We look forward to other programs that you may offer."

- Manager of Community Engagement Sara Proaño received the following email and photo from KDL’s partner Forest Hills Transition Center:

“Hi Sara, Today is our last day of delivering books to the Rapid bus station. It has been a great experience and the students enjoyed the volunteer job. We purchased 58 children's books in Spanish to be distributed throughout the summer. We will leave them at the East Grand Rapids library. Thank you again for the volunteer opportunity and we hope we can continue doing it when we return to school in the fall.”



## UPCOMING MEETINGS + DATES OF INTEREST

BOARD MEETINGS	DATE	TIME	LOCATION
KDL Regular Board Meeting	Thurs., July 18, 2019	4:30 PM	KDL Service Center
KDL Regular Board Meeting	Thurs., August 15, 2019	4:30 PM	KDL Service Center
OTHER MEETINGS	DATE	TIME	LOCATION
KDL Pension Board Meeting	Wed. August 21, 2019	1:00 PM	KDL Service Center
KDL Pension Board Meeting	Wed., November 20, 2019	1:00pm	KDL Service Center
EVENTS	DATE	TIME	LOCATION
ALA Annual Conference	June 20-25, 2019	All Day	Washington, D.C.
KDL Board Retreat	July 17, 2019	8:00-4:00	KDL Service Center
SuperPartyWonderDay	August 11, 2019	2:00-7:00	The Meadows @ Millennium Park
Literary Libations	September 10, 2019	5:30-9:00	Frederik Meijer Garden
MLA Annual Conference	October 16-18, 2019	All Day	Novi, MI



Kent District Library

Information.  
Ideas.  
Excitement!

## STAFF CHANGES & ANNIVERSARIES

June 2019

NEW APPOINTMENTS	POSITION	EFFECTIVE
Zoe Bair	Summer Library Intern	May 30
Caitrin Bell	Summer Library Intern	May 30
Matthew Benkarski	Summer Library Intern	May 30
Cecily Bobrowski	Summer Library Intern	May 30
Amy Bristol	Summer Library Intern	May 30
Liesl Bruxvoort	Summer Library Intern	May 30
Montana Earegood	Summer Library Intern	May 30
Jennifer Feutz	Summer Library Intern	May 30
Jessica Grevenstuk	Summer Library Intern	May 30
Esther Grummet	Summer Library Intern	May 30
Sierra Hieshetter	Summer Library Intern	May 30
Sam Holland	Summer Library Intern	May 30
Anna Lauber	Summer Library Intern	May 30
Alicia Maxwell	Summer Library Intern	May 30
Rachel Martin	Summer Library Intern	May 30
Lisa McKelvey	Summer Library Intern	May 30
Amanda Smith	Summer Library Intern	May 30

DEPARTURES	POSITION	EFFECTIVE
Nicole Loftis	Circulation Assistant – Wyoming	May 21
Katie Keller	Circulation Assistant – Wyoming	May 29
Sarah Krebs	Circulation Assistant – Cascade	June 2
Allison Barnum	Circulation Assistant – Plainfield	June 29
Norman Pearce	Substitute Information Staff	June 30
Lori Holland	Branch Manager – Wyoming/Kelloggsville	July 5

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Leigh Verburg	Circulation Assistant – Comstock Park	Youth Paraprofessional – Comstock Park	June 3
Dave Fletcher	Circulation Assistant – Plainfield	Adult Paraprofessional – Plainfield	June 3
Tabitha Schaub	Substitute Circulation Assistant	Circulation Assistant – Wyoming	June 17

OPEN POSITIONS	TYPE
Shelver – Grandville	Part-time
Substitute Information Pool	Temporary
Circulation Assistant – Comstock Park	Part-time
Circulation Assistant – Wyoming	Part-time
Circulation Assistant – Cascade	Part-time
Substitute Circulation Assistant Pool	Temporary
Circulation Assistant – Plainfield (2 positions)	Part-time

EMPLOYEE ANNIVERSARIES (JULY)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Dawn Lewis	East Grand Rapids	24 years
Rachel Cruzan	Collection Services	21 years
Kathe Latreille	Cascade	20 years
Tami Avis	Nelson Township/Sand Lake	19 years
Kelly Gibson	Nelson Township/Sand Lake	16 years
Julie Ralston	Walker	16 years
Karen Scripsema	Plainfield	16 years
Yuko Roberts	Collection Services	15 years
Cheryl Chalker	Byron Township	14 years
Vanessa Walstra	Cascade	13 years
Joan Venlet	Collection Services	12 years
Holly Newcomer	Collection Services	11 years
Dana Banks	Kentwood	8 years
Barb Williams	Kentwood	8 years
Elise Paasche	Info Sub Pool	7 years
Deb Wilcoxson	East Grand Rapids	6 years
Jennifer Zeilbeck	Human Resources	6 years
Tina Bennett	Grandville	6 years
Alyson Cryderman	Caledonia	5 years
Anna Dyer	East Grand Rapids	5 years
Rich Wyma	Info Sub Pool	5 years
Marie Mulder	Wyoming	5 years
Jared Olson	Information Technology	4 years
Austin Phillips	Kentwood	3 years
Jessica McLeod	Englehardt	1 year
Jennifer Van Hal	Cascade	1 year

(X = Present)

	SHIRLEY BRUURSEMA	ANDREW ERLEWEIN	SHERI GILREATH-WATTS	ALLIE BUSH IDEMA	CHARLES MYERS	TOM NOREEN	CAITIE S. OLIVER	PENNY WELLER
January 17	<input checked="" type="checkbox"/>	<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"/>
February 21	<input checked="" type="checkbox"/>	<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"/>
March 21	<input checked="" type="checkbox"/>							
April 18	<input checked="" type="checkbox"/>							
May 16	<input checked="" type="checkbox"/>							
June 13	<input type="checkbox"/>							
July 18	<input type="checkbox"/>							
August 15	<input type="checkbox"/>							
September 19	<input type="checkbox"/>							
October 10	<input type="checkbox"/>							
October 24	<input type="checkbox"/>							
November 21	<input type="checkbox"/>							
December 19	<input type="checkbox"/>							

**Board Participation via Conference Call or WebEx:**

TRUSTEE NAME	MEETING DATE	TRUSTEE NAME	MEETING DATE
Tom Noreen	4-18-19		
Charles Myers	4-18-19		

**PATRON BEHAVIOR**

[4.1: Safety and Personal Behavior](#)

[4.1.1 Violations of Law](#)

[4.1.2 Weapons](#)

[4.1.3 Drugs, Alcohol, and Smoking](#)

[4.1.4 Animals](#) CHANGE

[4.1.5 Personal Property](#) CHANGE

[4.1.6 Blocking of Aisles, Doors, and Entrances](#) CHANGE

[4.1.7 Staff-Only Areas](#) CHANGE

[4.1.8 Interference with Staff](#)

[4.1.9 Unauthorized Use](#) CHANGE

[4.1.10 Considerate Use](#)

[4.1.11 Noise](#)

[4.1.12 Odor](#)

[4.1.13 Food and Drink](#)

[4.1.14 Restrooms](#)

[4.1.15 Dress Code](#)

[4.1.16 Harassment](#)

[4.1.17 Identification](#)

[4.1.18 Recreational Equipment & Personal Transport Devices](#)

[4.1.19 Panhandling, Solicitation, and Selling](#) CHANGE

[4.1.20 Campaigning, Petitioning, Interviewing, Etc.](#)

**4.1.21 Children in the Library CHANGE**

**\*Summary of Patron Responsibilities**

**4.2: Use & Preservation of Library Materials & Property**

**4.2.1 Copyright Policy**

**4.3: Acceptable Technology Use**

**4.3.1 Photography and Videography Policy**

**4.3.2 Social Networking Policy**

**\*Acceptable Use Guidelines**

**4.4: Disciplinary Process for Library Facilities CHANGE**

**4.5: Right of Appeal**

## **KDL POLICY 4.1**

### **SAFETY AND PERSONAL BEHAVIOR**

*NEW 10-25-18*

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

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

#### **KDL POLICY 4.1.1**

##### **VIOLATIONS OF LAW**

*NEW 10-25-18*

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

#### **KDL POLICY 4.1.2**

##### **WEAPONS**

*NEW 10-25-18*

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

#### **KDL POLICY 4.1.3**

##### **DRUGS, ALCOHOL, & SMOKING**

*NEW 10-25-18*

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

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

Smoking, using e-cigarettes, vaping, or chewing tobacco is prohibited on Library property.

## **KDL POLICY 4.1.4**

### **ANIMALS**

*NEW 10-25-18*

Animals are not permitted in the Library other than therapy animals and service animals (as defined by law) for those individuals with disabilities, those used in law enforcement, or for Library programming.

Patrons are legally responsible for the behavior of their service and therapy animals. Per state law, animals will be asked to leave if the animal is out of control and causes a significant disturbance, or if the animal is not housebroken, ~~or~~ has an accident, ~~or otherwise damages or soils library property.~~

## **KDL POLICY 4.1.5**

### **PERSONAL PROPERTY**

*NEW 10-25-18*

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

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

The ~~Executive Library~~ Director or designee may make exceptions and accommodations for patrons.

## **KDL POLICY 4.1.6**

### **BLOCKING OF AISLES, DOORS, & ENTRANCES**

*NEW 10-25-18*

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

## **KDL POLICY 4.1.7**

### **STAFF-ONLY AREAS**

*NEW 10-25-18*

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

## **KDL POLICY 4.1.8**

### **INTERFERENCE WITH STAFF**

*NEW 10-25-18*

Patrons may not interfere with the staff’s performance of duties in the Library or on Library property. This includes engaging in conversation or behavior that monopolizes or forces the attention of staff for an extended period of time on non-library related topics, inappropriate personal comments, sexual advances, or physical and/or verbal harassment.

## **KDL POLICY 4.1.9**

### **UNAUTHORIZED USE**

*NEW 10-25-18*

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

## **KDL POLICY 4.1.10**

### **CONSIDERATE USE**

*NEW 10-25-18*

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

1. Spitting;
2. Running, pushing, shoving or other unsafe physical behavior;
3. Climbing furniture;
4. Using obscene or threatening language or gestures.

## **KDL POLICY 4.1.11**

### **NOISE**

*NEW 10-25-18*

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

## **KDL POLICY 4.1.12**

### **ODOR**

*NEW 10-25-18*

Offensive odor, including, but not limited to odor due to poor personal hygiene or overpowering perfume or cologne, that causes a nuisance is prohibited.

## **KDL POLICY 4.1.13**

### **FOOD & DRINK**

*NEW 10-25-18*

Eating or drinking may occur in designated areas of any Kent District Library branch. Eating or drinking in Library meeting rooms is subject to rules of the local governmental unit.

## **KDL POLICY 4.1.14**

### **RESTROOMS**

*NEW 10-25-18*

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

## **KDL POLICY 4.1.15**

### **DRESS CODE**

*NEW 10-25-18*

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

## **KDL POLICY 4.1.16**

### **HARASSMENT**

*NEW 10-25-18*

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

## **KDL POLICY 4.1.17**

### **IDENTIFICATION**

*NEW 10-25-18*

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

## **KDL POLICY 4.1.18**

### **RECREATIONAL EQUIPMENT & PERSONAL TRANSPORT DEVICES**

*NEW 10-25-18*

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

## **KDL POLICY 4.1.19**

### **PANHANDLING, SOLICITATION, & SELLING**

*NEW 10-25-18*

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

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

## **KDL POLICY 4.1.20**

### **CAMPAIGNING, PETITIONING, INTERVIEWING, ETC.**

*NEW 10-25-18*

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

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

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

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

## **KDL POLICY 4.1.21**

### **CHILDREN IN THE LIBRARY**

*NEW 10-25-18*

#### **Use by Children**

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

#### **Rules and Regulations Regarding Children**

1. All patrons, including children, are expected to comply with the Library's policies. Parents, guardians or responsible caregivers shall review and be fully aware of all Library policies governing children, particularly the Internet Use Policy.
2. Parents, guardians and caregivers are responsible for the behavior, safety, and supervision of their children regardless of age while in the Library or on Library property.

3. Library staff will not be expected to supervise or monitor children's behavior. Children under the age of 8 must be attended by a parent, guardian or responsible caregiver. The parent, guardian or responsible caregiver (who must be at least 14 years old) shall remain in the Library at all times, within reach. If a child under the age of 8 is attending a Library-sponsored program on the premises, the parent, a guardian, or responsible caregiver is to remain on the premises for the duration of the program. **If a child under the age of 5 is attending a Library-sponsored program on the premises, the parent, a guardian, or responsible caregiver is to accompany the child for the entire duration of the program.**<sup>1</sup>
4. Children of any age who, because of developmental disability, mental illness, or physical disability, require supervision or personal care shall be attended by a parent, guardian or responsible caregiver at all times.
5. Staff will not be responsible if unattended children of any age leave the Library premises alone or with other persons. Further, staff will not be responsible for children 8 years or older who may be asked to leave the Library if the child is in violation of Library policy.
6. We request that all unattended children be picked up at least ten minutes before closing time. Parents, guardians and responsible caregivers need to be aware of when the Library closes.
7. Children 8 years or older must know their telephone number and other contact information if they are unattended at the Library. It is a violation of Library policy ~~not to come immediately and~~ to not pick up your unattended child **immediately** if the Library calls.

### **Contact of Parent or Guardian**

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

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

### **Unattended Children at Closing**

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

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

1. **Additional language added for clarity. Staff was not sure if parents and guardians had to be at the program or just in the library. Age expectations were set for each.**

## **LIBRARY PATRON RESPONSIBILITIES**

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

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

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

<https://www.kdl.org/sites/default/files/kdl-policy-manual.pdf>

## **KDL POLICY 4.2**

### **USE & PRESERVATION OF LIBRARY MATERIALS & PROPERTY**

*NEW 10-25-18*

Patrons must not deface, vandalize, or damage library property, or improperly remove Library materials, equipment, or furniture. Patrons shall be responsible to reimburse the Library for costs incurred by the Library for violating this provision. Patrons shall not cause damage by returning books containing bedbugs, cockroaches, moths, other bugs or bringing bedbugs into the Library.

## **KDL POLICY 4.2.1**

### **COPYRIGHT POLICY**

*MOVED 10-25-18*

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

## **KDL POLICY 4.3**

### **ACCEPTABLE TECHNOLOGY USE**

*NEW 10-25-18*

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

Kent District Library neither has control over resources offered through the Internet nor has complete knowledge of what is on the Internet. Information on the Internet may be reliable and current or may be inaccurate, out-of-date, and unavailable at times. Some content may be offensive. Library users access the Internet at their own discretion. The Internet is not governed by any entity, so there are no limits or checks on the kind of information contained there. Only a user can decide on the accuracy, completeness, and currency of the content.

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

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

#### **Filtering**

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

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

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

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

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

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

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

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

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

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

### **Violations**

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

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

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

### **Time and Other Limits**

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

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

### **Precautions**

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

Since the Internet is not secure, patrons are responsible to ensure that their personal data is not compromised. Sending any information, including credit card numbers, via the Internet is at the sole risk of the user. Kent District Library has no control over the security of this data.

A fee may be charged for material printed from KDL computers.

## **KDL POLICY 4.3.1**

### **PHOTOGRAPHY & VIDEOGRAPHY POLICY**

*NEW 10-25-18*

The Kent District Library permits photography and filming under the conditions listed below to the extent that it does not interfere with the operations, programs and activities of the Library.

1. Casual amateur photography is permitted for patrons and visitors provided it does not interfere with the operations of the Library or capture any identifiable likenesses of individuals without their permission. Photographers are responsible for securing the necessary releases.
2. No commercial or media photography, including filming may occur in Library facilities without prior written permission.
3. Photos and videos from public programs and events held in Library facilities and spaces may be used in the Library's website and publications or for promotional purposes. The full names or any personal identifying information of photographed subjects will not be used to ensure the privacy of all individuals without express written approval from the subject, or if a minor, the parent or legal guardian.
4. Permission may be revoked at any time if the photographer or videographer fails to comply with the terms of this policy or other rules and regulations of the Library.

## **KDL POLICY 4.3.2**

### **SOCIAL NETWORKING POLICY**

*MOVED 10-25-18*

The Kent District Library blog and sponsored social networking outlets (e.g., Facebook profiles, Twitter feeds, YouTube videos, etc.) are a place for individuals to share opinions about library related subjects. Comments are encouraged, but KDL reserves the right to edit, modify, or delete any comment. The following content will be removed:

- Potentially libelous comments
- Obscene or racist comments
- Personal attacks, insults, or threatening language
- Plagiarized material
- Private, personal information published without consent
- Commercial promotions or spam
- Comments and/or hyperlinks unrelated to a given post, forum, or discussion

The Kent District Library reserves the right to monitor all content before it is posted and to modify or remove any messages or postings that it deems, in its sole discretion, to be abusive, defamatory, in violation of the copyright, trademark right, or other intellectual property right of any third party, or otherwise inappropriate.

By posting a comment, individuals agree to indemnify the Kent District Library and its officers and employees from and against all liabilities, judgments, damages, and costs (including attorney's fees) incurred by, arising out of, or related to the content posted.

Notwithstanding the foregoing, Kent District Library is not obligated to take any such actions, and will not be responsible or liable for content posted.

# KDL

Kent District Library

Information.  
Ideas.  
*Excitement!*

## ACCEPTABLE USE GUIDELINES

Kent District Library provides access to technology resources and networks within a culture of openness, trust, and integrity. KDL is committed to protecting its patrons, its staff, and itself against unethical, illegal, or damaging actions by individuals using these systems. To further this end, the Kent District Library has adopted the following basic guidelines for acceptable use and a more comprehensive Acceptable Use Policy (4.2.1) to encourage ethical and responsible conduct while using computers; computer networks, including the Internet; and other electronic resources in support of the mission and goals of KDL and its branches, and to prevent infringement on rights of other patrons.

- **Be Aware:** KDL does not have control over the accuracy or appropriateness of Internet materials. All KDL computers do use filtering software in accordance with federal and state law.
- **Be Lawful:** In accordance with federal and state law, patrons should avoid viewing obscene materials. In order to safeguard minors from viewing obscene or sexually explicit matter that is harmful to them, we ask that you avoid viewing materials that show sexualized nudity or acts of sex on KDL computers or while using KDL Wi-Fi.
- **Be Cautious:** KDL cannot safeguard patrons' financial or personal information when shared on a website.

More information on Internet usage at KDL is available by reading KDL's full Acceptable Use Policy.

Patrons who violate this policy will be asked to comply. If noncompliance persists, patrons may be prohibited from using the library Internet (and possible the library itself) for up to 72 hours. They can appeal this decision by contacting the **Library Executive** Director, or the **Executive** Director's designee, in accordance with KDL Policy 4.5: Right of Appeal.

## **KDL POLICY 4.4**

### **DISCIPLINARY PROCESS FOR LIBRARY FACILITIES**

MOVED 10-25-18

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

#### **A. Incident Reports**

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

#### **B. Violation of the Policy – Suspension of Privileges**

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

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

#### **C. Violations that Affect Safety and Security**

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

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

After the investigation is completed, the ~~Library Executive~~ Director or his/her designee may add additional time to the initial limitation or suspension period.

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

## **KDL POLICY 4.5**

### **RIGHT OF APPEAL**

*NEW 10-25-18*

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

**KDL**      **Information.**  
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**RESOLUTION 201909**

**FIRST STEPS KENT – EXPLANATION OF REQUESTED APPLICATION**

Kent District Library is seeking funding through First Steps Kent for new initiatives that focus on early childhood development. The application deadline is July 2. We are in the process of writing our proposal, which will request about \$200,000 in funding.

First Steps Kent is funded by the Ready by Five Early Childhood Millage that was approved by voters in 2018. They will award funding to winning grant applications in two phases. Up to \$2.8 million will be awarded in round one, which focuses on navigation and outreach services that engage families and help them connect to the resources that best meet their needs. Details on First Steps Kent and the RFP process can be reviewed at <https://www.firststepskent.org>

**HOW DOES KDL INTEND TO USE THIS GRANT MONEY?**

**Equity/Diversity/Inclusion Outreach, Focused on Serving the Underserved**

1. Bookmobile service in underserved neighborhoods
  - a. Programming/service on parenting engagement, support and education; healthy development; and/or early learning.
  - b. Partnership with Early Learning Neighborhood Collective (ELNC)
2. Multi-language storytimes
  - a. Develop language skills for pre-school kids and ESL families; create job and community engagement opportunities for translators
  - b. Conducted in partnership with Bethany, Treetops, Literacy Center of West Michigan
3. Internships on Bookmobile
  - a. Support for #1 and #2 above

# Ready by Five Early Childhood Millage Navigation and Other Outreach Services Request for Proposals

**Released: May 21, 2019**

## PLEASE NOTE

**The deadline for all proposals is: July 2, 2019 at 1PM.**

**This deadline is firm, no exceptions.  
Any submission received past this deadline will not be  
considered.**

If a proposal does not include all components it will automatically be considered incomplete and will not eligible for funding.

Proposals must be submitted in hard copy and electronic copy as specified in the RFP.

Please see Section Six of this RFP for full details.



Supported by the Kent County Ready by Five Millage

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## SECTION ONE: INTRODUCTION

On November 6, 2018, Kent County voters approved the Ready by Five Early Childhood Millage for 0.25 mills over a six-year period. The purpose of this millage is to support families with children up to age five in Kent County to accomplish the following:

- Help expectant parents and parents of young children navigate health care and other community resources.
- Provide developmental screenings and individualized support to children with identified delays, disabilities, or emotional problems.
- Provide in-home and/or community-based support to families to improve their children's health and social-emotional development as well as the bonds between parents and children.
- Provide early learning experiences to improve children's emotional and intellectual skills, as well as impart knowledge and skills to parents and other adult caregivers.

A portion of the funding will be used to assure the effectiveness and accountability of early childhood programs, including data collection, evaluation, and quality improvement.

First Steps Kent will use the following categories of services to achieve these goals:

Navigation and Outreach. The purpose of services in this category is to inform parents and other caregivers of available resources to support the healthy development and early learning of their young children, to provide access to the service(s) of their choice that are appropriate for their level of need. Further, these services work to reach out and engage expectant parents and parents of young children, with a strategic focus on those with the highest need.

Healthy Development Programs. Services in this area offer children accessible, comprehensive, and coordinated care that maximizes their physical and emotional health. This includes regular screenings to identify developmental delays, disabilities, and emotional problems. Examples of these services include administration of developmental assessments, health care-focused programming, behavioral health services, and programs addressing environmental hazards.

Early Learning Programs. Early learning programs offer children high quality early learning experiences that nurture their cognitive, social, and emotional development. Examples of these services include play and learn groups, supports for caregivers, and linkages to early intervention services.

Parenting Education Programs. These programs support parents and caregivers in obtaining the knowledge and skills to support their child's health, development, and learning. Services provide in-home and/or community-based support and education. Examples of services include home visitation and parenting supporting and coaching programs.

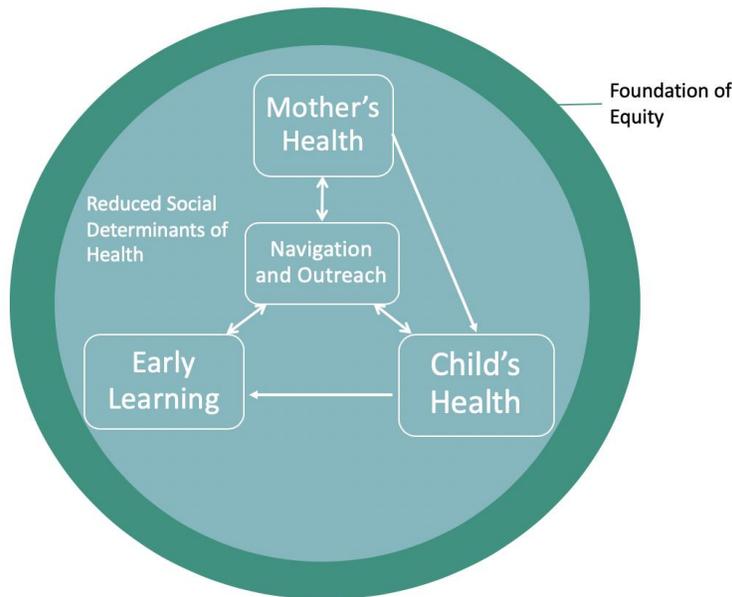
The focus of these services is to improve the mother's health, the child's health, and early learning experiences within the early childhood system. Specific outcome examples are listed in Table 1.

**Table 1. Example Outcomes by Impact Area**

Impact Area	Sample Outcomes
Mother’s Health	Increased percentage of mothers use prenatal care More babies are born healthy More babies have a nurturing mother-child bond
Child’s Health	More children receive developmental screenings Higher percentage of children receive early interventions Higher percentage of children are developmentally on track by kindergarten
Early Learning	Higher percentage of caregivers implement age appropriate early learning opportunities regularly Higher percentage of children attend quality child care and preschool Higher percentage of children are social-emotionally, developmentally, and academically prepared to start school

These outcomes will be achieved by improving social determinants of health, infusing equity throughout the system, having and using a strong early childhood navigation and outreach system, and tracking and using data. Diagram 1 shows the key connection between the impact areas in the system.

**Diagram 1. High Level System Diagram for Early Childhood System**



As the diagram highlights, the system’s success depends on the strength and effectiveness of the navigation and outreach services. First Steps Kent is requesting proposals for providers and services to further develop the early childhood navigation and outreach system.

## SECTION TWO: REQUEST FOR PROPOSAL

### I. OVERVIEW OF NAVIGATION AND OTHER OUTREACH SERVICES

The purpose of navigation and outreach services is both (1) to increase the usage of the system through engagement with future parents and families with young children and (2) to enhance the connections between services to reduce barriers to early childhood services. In other words, the services will walk alongside families to help them achieve their early childhood goals using best practices and data-driven decision-making. In addition to supporting parents, navigation and outreach services will develop connections between the current systems serving young children in the areas of: health care, quality learning opportunities (including child care and preschool), early intervention programs and resources, and programs offering information and resources for parents of young children.

### II. ATTRIBUTES AND OUTCOMES OF THE NAVIGATION AND OUTREACH SERVICES

The following highlights the attributes and outcomes of effective navigation and outreach services. A key component of these services is the seamless connection between these services and others within the early childhood system. While the long-term outcomes of the navigation and outreach services are the same as those identified above, short-term outcomes will be used to highlight the effectiveness of the navigation and outreach services.

An effective Outreach and Navigation System:

- ✓ Strengthens connections between providers to serve families in Kent County and offer choice and connection with services that best meet their needs.
- ✓ Provides trusted, accessible, person-centered care with culturally responsive, trained, and supported staff who use best practices in the field.
- ✓ Operates with multiple entry points along the early childhood prenatal to five continuum of services using a universal intake process and continuous support as needed between services, which are specialized based on family need.
- ✓ Establishes formalized and well-defined partnerships through the use of written agreements.
- ✓ Learns from diverse data sources, including families and a standardized data tracking system, to inform decision-making throughout the network.
- ✓ Eliminates and addresses barriers to access and utilization of services.

A successful Outreach and Navigation System will ensure:

- ✓ Increased knowledge and usage of evidence-based early childhood services.
- ✓ Families receive information on all options of services available and offer the level of service specific to the need each family.
- ✓ Increased referral completion and follow-through.
- ✓ Improved understanding and identification of families' needs related to their social determinants of health.

- ✓ Increased connection to Kent County’s most vulnerable families not currently engaged in services.
- ✓ Families engaging in services reflect the diversity of the families and needs in Kent County.
- ✓ Increased connections and coordination between early childhood providers.
- ✓ Standardized data collection across all programs serving families.
- ✓ Minimized duplication of services by addressing gaps in the early childhood system in Kent County.
- ✓ Improved equitable outcomes for families with young children in Kent County.

Though services may use different techniques to engage and support families through the system, all selected services will include the attributes and outcomes as listed above.

### III. FUNDING DETAILS

All Proposing Agencies selected by the Ready by Five Resident Proposal Review Board for Navigation and Outreach Services will be awarded a 27-month contract.

Contracts will begin October 1, 2019 and continue through December 31, 2021.

Total allocations for this initial round of funding for Navigation and Outreach is estimated at \$2,400,000. \*

Ready by Five Outreach and Navigation funds may not be used to purchase equipment or property.

\*Note: Actual amounts may vary as they are contingent on the actual annual Kent County property tax capture.

### SECTION THREE: PROGRAM MONITORING AND EVALUATION

Learning to guide improvement is an important tool for this work. Both formal and informal evaluation practices are required of funded services. This includes but is not limited to tracking process and outcomes in a collective data tracking system, participating in learning calls and meetings regularly, and continuous feedback within each funded organization to drive process improvement.

First Steps Kent will require all Navigation and Outreach Service Providers funded by Ready by Five Early Childhood Millage funds to participate in the Ready by Five Navigation and Outreach Improvement Consortium. Standard practice with intake and data collection will be implemented through this Consortium. This groups will offer the opportunity for ongoing quality improvement.

## SECTION FOUR: SELECTION CRITERIA

### I. CRITERIA BREAKDOWN

Funded programs will align on specific measures to track the outcomes listed in Section 2 (II) of this RFP. The Ready by Five Resident Proposal Review Board will use the following evaluation criteria to select navigation and outreach recipient organizations based on organizations’ responses to the RFP questions. In addition to the criteria below, how each proposed service will support a successful navigation system as it is defined in Section 2 (II) will be considered.

<b>Programming Criteria*</b>	<b>Total Points</b>
Demonstrates the ability to strengthen connections between providers to serve families in Kent County.	15
Gives examples of the organization’s ability to provide trusted, accessible, person-centered care with culturally responsive, trained, and supported staff who use best practices in the field.	20
Explains how the organization will work collaboratively with partners to ensure multiple entry points along the early childhood continuum using a universal intake process and continuous support as needed between services that are specialized based on family need.	20
Illustrates that the organization and staff learn from diverse data sources, including families and data tracking, to inform decision-making throughout their work.	10
Has experience reaching families with young children and addressing barriers to access and utilization of services.	10
Demonstrates strategies to reach diverse populations.	15
Addresses current service gaps in Kent County’s early childhood system.	10
<b>Total Possible Points</b>	<b>100</b>

*\*Proposals must meet a minimum of 70 total points to be considered for funding.*

In addition to program components, organizations will be evaluated on the following financial criteria. Organizations must meet all requirements as outlined below:

- Proposing Agency’s financial audit shows the organization to be in good financial standing.
- Proposing Agency has plan to pursue additional sources of funding in addition to Ready by Five Early Childhood Millage funds.
- Proposing Agency shows how Ready by Five Early Childhood Millage funds are not supplanting existing philanthropic, private, state, local and/or federal funds already in use by the Proposing Agency which are supporting services.
- The expenses includes in response to Section Four (III.) (B.) include calculations (where applicable) and provide sound reasoning for why each budget item is necessary

## II. RFP QUESTIONS FOR RESPONSE

Page limit is 15 pages, excluding budget information.

Please provide a separate narrative for each question below.

If a question is not relevant for a proposed service, state the reason why.

### A. Your Organization

1. Describe the services your organization provides and experience serving families with children under age five (5) in Kent County.
2. How many clients per year did you serve in the last two years? Describe the population you have serviced in the past two years (e.g., age, race/ethnicity, gender, socioeconomic status). What percentage were families with children ages 0-5?
3. What geographic area(s) are you proposing to serve? What is your experience serving individuals within these geographic areas?
4. How many referrals did you make in 2018? In 2017? How many referrals were completed (clients received services your organization referred them to) in 2017? In 2018? What process did you use to follow-up on the referral? How were you successful in addressing barriers to access of early childhood services? Describe how you would increase referral completion and follow-through.

### B. Early Childhood System Collaboration

1. How do you currently collaborate and/or coordinate services with other agencies within Kent County? Please provide details.
2. What are the primary challenges your organization has faced in establishing and maintaining collaborative relationships?
3. What opportunities does your organization believe exist with increasing collaboration/coordination to improve how families are connected to services in Kent County? How would this funding enhance your ability to support increasing said collaborative/coordinating opportunities within Kent County's early childhood system?
4. How is your proposed work addressing a gap in current services within the early childhood system in Kent County?

### C. Proposer Experience & Capacity

1. Give an estimate of how many families would be reached with this proposed service. Specify if you plan on targeting a population with this service (i.e. mothers with newborns, families of a specific race/ethnicity, families living in a specific geography, etc).
2. Explain your proposed outreach strategies and the intake process beginning with the initial point of contact with a family or client. Describe how you currently assess or plan to assess families' needs in order to provide specialized early childhood service referrals. Also, please describe how the family or client would move through the system to receive supports in a culturally responsive way based on their need. Is there continuous support and follow-up?
3. Explain how a common, shared intake process would be integrated into your navigation and outreach service. How would this intake process be flexible to meet the needs of the Ready by Five Early Childhood Network?
4. Please share details of your experience reaching families of diverse circumstances within Kent County.
5. What unique strengths does your organization bring to providing navigation and outreach services within an early childhood system of care?
6. Describe how you seek and implement best practices (e.g. promising or evidence-based) in your service delivery. How will you ensure fidelity on an ongoing basis?
7. Provide examples of how your organization values and engages parents in program improvement initiatives.

### D. Proposer Staff

1. How many staff does your organization have? How many specifically work with families with young children? What is the rate of staff turnover in your organization?
2. Describe the composition of your current staff who will be involved in the administrative and programmatic support of the program. Please include information regarding language, cultural diversity, level of education, tenure with the agency, and tenure in the field of work. Also, please describe how you will recruit qualified staff that is diverse, culturally competent, multi-lingual, and that reflects the communities that will likely be served by the Ready by Five Early Childhood Millage.
3. What type of professional staff training and qualifications will you require of staff to ensure they are culturally responsive and provide family-centered care?

## E. Evaluation and Quality Enhancement

1. What is your organization's capacity for tracking data outcomes? What systems or software do you use?
2. Provide examples of how you have used your organization's internal data to improve service delivery.
3. Following input from Ready by Five Early Childhood Millage-funded recipients, is your organization amenable to submitting data content in the agreed upon format to a centralized system? Why or why not?
4. How will your agency ensure the collection of accurate data?
5. What outcomes will you track to show this service is effective?

## III. Budget

### A. Fund Development

Complete the following chart. Include in a separate budget narrative (no more than two (2) pages) the following detail:

- Explain funding opportunities your agency has pursued in the past 12 months. Specify what sources are current sources of funding.
- Describe how Ready by Five Early Childhood Millage funds are not supplanting existing state, local and/or federal funds already in use by the Proposing Agency which are supporting services.
- Estimate what donation revenue might look like. Describe the methods that will be used to encourage clients to donate toward the cost of their service. (See related section in The Ready by Five Service Manual Policy for more information).
- Project what funding would look like for the full term of the 27-month contract.
- Include all grants and/or funding agencies, the amount of the funding request, the reason for the request and the results of your efforts to each request or fundraising effort to date. Be specific.

*Note: Cost Sharing is not a requirement for Outreach and Navigation services funded by Ready by Five Early Childhood Millage funds.*

Revenue: Source of Funding or Fundraising Efforts	Amount of Request	Reason for Funding Request (be concise)	Oct – Dec 2019	Jan – Dec 2020	Jan – Dec 2021	Status*

\*Status can be answered by listing the dollar amount raised, denied, or pending.

### B. Description of Expenses

In addition to the chart below, complete a separate budget narrative (no more than two (2) pages) detailing each item. This narrative should be able to justify Ready by Five Early Childhood Millage funds requested by showing the calculation and providing a reason the budget item is necessary.

EXPENSES	Oct – Dec 2019	Jan – Dec 2020	Jan – Dec 2021
<b>Direct Costs</b>			
Expense #1			
Expense #2			
Expense #3			
<b>TOTAL BY YEAR</b>			
<b>Indirect Costs</b>			
Expense #1			
Expense #2			
Expense #3			
<b>TOTAL BY YEAR</b>			
<b>TOTAL DIRECT COSTS:</b>	\$		
<b>TOTAL INDIRECT COSTS:</b>	\$		
<b>TOTAL COSTS:</b>	\$		

C. Cost for Service Unit Rate

Ready by Five Early Childhood Millage funds will be paid once a service has been provided. The Unit Rate will be the rate at which the program will be reimbursed per unit of service by Ready by Five Early Childhood Millage funds. This rate is determined using the format below.

*Note: If multiple types of services are included in this proposal, complete this section separately for each service.*

If necessary, provide a separate narrative for this section (up to one page per service).

<b>Proposed Service:</b>			
	<b>Oct – Dec 2019</b>	<b>Jan – Dec 2020</b>	<b>Jan – Dec 2021</b>
<b>A. Total Amount of Ready by Five Early Childhood Millage Funds Requested</b>			
<b>B. Proposed Number of Units to be Delivered</b>			
<b>C. Unit Rate*:</b>			
<b>D. Estimated Number of Clients to be Served</b>			
E. Include a written description of how a Unit Rate is defined. Include who is the recipient of services (i.e. the mother, child).			
F. Could this service be provided in a reduced capacity if not funded at the above request? <input type="checkbox"/> Yes <input type="checkbox"/> No Explain:			
G. Expected Donation Revenue (should match amount in Section A. Fund Development):			

*\*The Unit Rate is determined as follows: (Line A/ Line B)*

## SECTION FIVE: REQUIRED MATERIALS

### I. Proposal Submission

Submissions must include all components identified below.

**If a proposal does not include all components it will automatically be considered incomplete and will not be eligible for funding.**

#### A. COVER PAGE

Include the following information.

*Please Note: If applicable, include all information for subcontractors included in the proposal submission in this section.*

- |   |  |
|---|--|
| <input type="checkbox"/> Name of the Proposed Project:            | <input type="checkbox"/> Executive Director/President/CEO Name:      |
| <input type="checkbox"/> Proposing Agency's Name (including DBA): | <input type="checkbox"/> Proposal Contact, Email, Phone:             |
| <input type="checkbox"/> Corporation Type:                        | <input type="checkbox"/> Fiscal (Accounting) Contact, Email, Phone:  |
| <input type="checkbox"/> Year Incorporated:                       | <input type="checkbox"/> Mission Statement:                          |
| <input type="checkbox"/> Corporate Address:                       | <input type="checkbox"/> Website:                                    |
| <input type="checkbox"/> Name of Board Chair:                     | <input type="checkbox"/> Is a Minority- Run Organization or Business |

#### B. RESPONSE TO RFP QUESTIONS

The questions can be found in Section 4. Please provide an individual narrative for each question. If a question is not relevant for a proposed service, state the reason why.

#### C. LETTERS OF RECOMMENDATION

Three (3) letters of recommendation from community partners familiar with your organization's work attached to the submitted proposal.

#### D. ORGANIZATIONAL CHART

#### E. LIST OF BOARD OF DIRECTORS AND THEIR AFFILIATIONS

#### F. PROPOSING AGENCY AGREEMENT

See Attachment A. This agreement must be signed by both the Proposing Agency Executive/President/CEO and the Proposing Agency's Board of Directors Chairperson.

#### G. PROPOSAL CERTIFICATION STATEMENT

See Attachment B. This statement must be signed by both the Proposing Agency Executive/President/CEO and the Proposing Agency's Board of Directors Chairperson.

## II. Attachments

### A. FINANCIAL AUDIT

Submit TWO (2) HARD COPIES TOTAL of the Proposing Agency's most recent Financial Audit or Financial Review. Do not attach to the materials included in the proposal submission.

### B. AGENCY OR SERVICE BROCHURES (IF AVAILABLE)

### C. ANNUAL REPORT (IF AVAILABLE)

## SECTION SIX: RFP PROCESS

### I. DIRECTIONS FOR SUBMISSION

A. The deadline for proposals is **July 2, 2019 at 1PM.**

B. This deadline is firm, no exceptions. Any submission received past this deadline will not be considered.

C. **Proposals must be received: a) in hard copy and b) in an electronic version and as explained below.** Agencies may submit their proposals in person or by mail. Mailed proposals must be received by the deadline above. *Faxed proposals will not be accepted.*

D. Information about where to submit proposals.

#### Mailing Address & Drop off Location

First Steps Kent  
401 Hall St SW, Suite 385  
Grand Rapids, MI 49503

#### Note: In-Person Submittals

*We advise if you are dropping off a proposal to First Steps Kent prior to the due date, call the reception desk (616-632-1003) in advance to make sure staff are available to receive your proposal.*

E. Please submit your proposal in **both** hard paper copy version and electronic version as follows:

- Submit one (1) original signed paper proposal in addition to ten (10) copies, for a total of eleven (11). Paper submission should be 3-hole punched, double-sided, and clipped, NOT stapled or placed in a binder.
- Submit two (2) copies of the Proposing Agency's most recent Financial Audit or Financial Review as described in Section Five, II. A.
- Submit the electronic version to [readybyfivekent@firststepskent.org](mailto:readybyfivekent@firststepskent.org)

*Please note: Submission of electronic version only is not a complete submission. Faxed proposals will not be accepted.*

## II. Navigation and Outreach RFP Timeline

April 26, 2019	Registration opens for Navigation and Outreach Preconference
May 21, 2019	RFP is posted on First Steps Kent website
May 21, 2019 2-4PM	Preconference Workshop. (Location: Heart of West Michigan United Way)
May 28, 2019 5PM	RFP Question and Answer Period ends
June 25, 2019 9AM-4PM	Ready by Five Resident Proposal Review Board Orientation
July 2, 2019 1:00 PM	Outreach and Navigation Proposals due
July 16-July 18 2019	Ready by Five Resident Proposal Review Board Allocation Meetings
August 2, 2019	Awards announced
October 1, 2019	Contracts begin
First Week of October	New Ready by Five Early Childhood Millage Awardee Orientation
TBD	Ready by Five Navigation and Outreach Improvement Consortium Meeting

## SECTION SEVEN: QUESTIONS

### I. QUESTIONS AND ANSWER PERIOD

A. Requests for clarification and interpretations of the RFP must be made in writing during the period of May 21, 2019 – May 28, 2019 by 5PM. No questions will be accepted after this period.

B. Two types of questions generally arise. One may be answered by FSK to offer clarification of a specific section of the RFP. Other questions may be more complex and may require a written amendment to the RFP. FSK staff will make that decision.

C. All questions must be submitted in writing via the following on-line form ([CLICK HERE](#)). Questions will not be accepted by any other means including but not limited to: verbal communication, email communication, and/or by phone.

D. All answers and notification of amendments to the RFP will be posted on the First Steps Kent website ([www.firststepskent.org](http://www.firststepskent.org)) by May 31, 2019.

E. FSK reserves the right to change the RFP schedule. FSK also reserves the right to cancel, reissue, or to make corrections or amendments to the RFP due to errors or changes identified by FSK and to otherwise modify the terms of the RFP at any time in its sole discretion.

ATTACHMENT A: PROPOSING AGENCY AGREEMENT  
RFP SECTION FIVE (I.) (F.)

AGREEMENT BETWEEN PROPOSING AGENCY AND FIRST STEPS KENT UPON SUBMISSION  
OF A 2019 PROPOSAL FOR FUNDING

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*(Proposing Agency's Legal Name)*

understands and agrees that the following provisions are part of its official proposal and as such become binding on it subsequent to the award of any funds by First Steps Kent.

I. PROPOSING AGENCY

- a. By submission of its Proposal, the Proposing Agency agrees that the Proposal is predicated upon the acceptance of all the terms and conditions stated in the Request for Proposal, unless specifically excluded by the Proposing Agency in its proposal. Part or all of the RFP and the successful proposal may be incorporated into the contract.
- b. If a Proposing Agency intends to use subcontractor(s), the Proposing Agency must identify in its proposal the names of the subcontractors and the portions of the work the subcontractors will perform.
- c. Proposing Agency agrees to submit to First Steps Kent all information requested about names of persons with an ownership or control interest in the Agency, any actual or potential conflict of interest, past business transactions, current or pending legal action against the Agency.
- d. Upon award of any contract, if non-governmental, Proposing Agency agrees to submit copies of its Articles of Incorporation and Bylaws prior to signing a contract.
- e. Proposing Agency agrees to disclose whether any persons with an ownership or controlling interest in the Agency have been convicted of a criminal offense related to their involvement with programs serving families and/or children.
- f. First Steps Kent may refuse to consider the proposal of any Proposing Agency that does not comply. Subsequently, First Steps Kent may immediately terminate the contract without liability if the Proposing Agency does not comply with request.
- g. A person who is legally authorized to bind Proposing Agency to a Contract shall sign the Proposal.

## II. QUALIFICATION OF PROPOSING AGENCY

- a. Proposing Agency must possess the potential ability to perform successfully under the terms and conditions set forth in the RFP. Consideration shall be given to such matters as Proposing Agency's integrity, record of past performance, and financial and technical resources.
- b. First Steps Kent shall make such investigations as deemed necessary to determine the ability of a Proposing Agency to perform professional services.
- c. First Steps Kent reserves the right to reject any Proposal if the evidence submitted by, or investigation of, such Proposing Agency fails to satisfy First Steps Kent that said Proposal is properly qualified to carry out the obligations of the final Contract.

## III. CONFLICT OF INTEREST

- a. It is the responsibility of the organization submitting a proposal to notify First Steps Kent in writing of any possible conflict of interest as set forth below. First Steps Kent will investigate the matter and determine if an actual conflict of interest exists.
- b. No officer, employee, or agency of a Proposing Agency who is involved in the planning, approval, or implementation of the contract, shall participate in any decision relating to the contract, which affects his or her personal or pecuniary interest or the interest of any corporation, partnership, or association in which he or she may be directly or indirectly involved.

## IV. COMPLIANCE

- a. The Proposing Agency agrees that services will be carried out according to the regulations, policies, procedures, terms and conditions of its proposal as approved by First Steps Kent in making an award of funds.
- b. The Proposing Agency agrees to comply with all policies in the Ready by Five Service Provider Manual as well as all applicable laws, regulations, policies, minimum standards and procedures established by First Steps Kent and the Kent County Board of Commissioners in the execution of a contract award, including the Ready by Five Early Childhood Millage Code of Ethics.
- c. Proposing Agency warrants in submitting a Proposal and in the performance of an award as a result of the Proposal that Proposing Agency has complied with, or will comply with, all applicable federal, state, county, and local laws, ordinances and all lawful orders, rules and regulations hereunder.
- d. The Proposing Agency agrees to comply with all policies in the Ready by Five Service Provider Manual as well as all applicable policies, minimum standards and procedures established by

First Steps Kent and the Kent County Board of Commissioners in the execution of a contract award.

- e. The Proposing Agency, by submitting the Proposal or performance that results from an award by First Steps Kent, agrees not to discriminate against any employee or applicant based on an individual's race, color, religion, religious creed, ancestry, national origin, age, sex, sexual orientation, marital status, and disability, and otherwise as required or permitted by law. Proposing Agency further agrees that any sub-contract will contain a provision requiring non-discrimination in employment as specified above. Any breach of this provision may be regarded as material breach of contract and cause for cancellation.
- f. The Proposing Agency agrees to obtain and maintain public liability insurance in amounts necessary to cover all claims which may arise out of the Proposing Agency's operations under the terms of the contract and provide proof of such insurance coverage to First Steps Kent prior to the effective date of the contract.

#### V. COOPERATION WITH THE READY BY FIVE EARLY CHILDHOOD NETWORK

- a. The Proposing Agency agrees to not make any statement attributable to or on behalf of First Steps Kent or Kent County without prior written approval from First Steps Kent.
- b. The Proposing Agency agrees to engage in service activity promotion through the various news and public media; and agrees to acknowledge the sponsorship of First Steps Kent and Ready by Five Early Childhood Millage on all announcements and public information materials.
- c. The Proposing Agency agrees to cooperate with First Steps Kent in its efforts toward developing a comprehensive and coordinated system of services by participating in joint planning efforts and referral networks, and other activities to meet this goal.

#### VI. FUND USE, AUDITS, AND ASSESSMENTS

- a. The Proposing Agency agrees to seek other sources of funding in addition to Ready by Five Early Childhood Millage funding for the services and to demonstrate effective planning for progressive project maintenance through its own resources.
- b. The Proposing Agency agrees that Ready by Five Early Childhood Millage funds made available will in no event supplant existing private foundation or other philanthropic funds as well as state, local, and/or federal funds already in use by the Proposing Agency and which are supporting services.
- c. All non-profit organizations with annual revenue over \$525,000 are required to complete a financial audit. Organizations receiving between \$275,000 and \$525,000 must have a financial examination performed at least every two years. A copy of the audit report, and a description of its resolution, shall be furnished to FSK within thirty (30) calendar days of receiving the final

audit report from the auditor. Audits shall usually be performed annually but not less frequently than every two years.

- d. Proposing Agency understands that First Steps Kent will assure service provider quality through an annual compliance review. First Steps Kent will conduct one program assessment and one fiscal assessment of Service Provider's performance each fiscal year. A subsequent assessment is not required but may be conducted for any Service Provider found to be out of compliance with the Ready by Five Service Provider Manual.
- e. The Proposing Agency agrees to comply with all programmatic and fiscal reporting established in its contract and the Ready by Five Early Childhood Millage Policies and Procedures Manual, and to cooperate with First Steps Kent's assessment of project performance to evaluate the effectiveness, feasibility, and cost of the proposed service.

## VII. CONTRACTUAL REQUIREMENTS

- a. The Proposing Agency will be required to enter into a written contract with First Steps Kent to provide services as specified in Proposing Agency's response to this RFP. The contract will include deadlines for delivery of specified data and regular project status reports.
- b. The RFP, Proposing Agency's response to it, and any subsequent correspondence shall become part of the contract and will be incorporated by reference.
- c. Any promotional materials, including films, slides, books, reports, including annual reports, pamphlets, papers, or articles in printed format or per social media (e.g. Facebook and websites) based on activities receiving support under the contract, shall contain acknowledgment of the Ready by Five Early Childhood Millage by way of prominent placement of the First Steps Kent /Kent County seal and/or any revised County "mark," and statement stating that all services and programs are provided support from the Ready by Five Early Childhood Millage funds.
- d. First Steps Kent is tax exempt. A copy of the Tax Certificate of Exemption is available upon request.

## VIII. PROPOSING AGENCY MANAGEMENT

- a. Agrees to allow designated First Steps Kent staff to attend advisory councils, community groups and committees created for, and specifically relating to, the proposed service, and further agrees to provide First Steps Kent with advance notice of such meetings.
- b. Agrees to provide for training, as necessary, to enable paid and volunteer personnel to perform effectively in their positions.

- c. Agrees to establish safeguards to prohibit employees from using their positions for any purpose that is, or gives the appearance of being, motivated by a desire for private gain for themselves or others and, further.
- d. Agrees that the confidentiality of clients will be protected at all times in conformance with First Steps Kent.
- e. Agrees to provide services funded through this contract in a consistent manner during each of the twelve (12) months of the calendar year unless a waiver has been granted.
- f. Agrees to have a grievance procedure in place to address complaints by individual recipients and to make that procedure known to the recipients.
- g. Agrees not enter into subcontracts without obtaining prior written approval of First Steps Kent. Assignees or subcontractors shall be subject to all conditions and provisions of the contract.

IX. SPECIFIC CONTRACT TERMS

- a. Agrees that the conditions, under which First Steps Kent would place the Proposing Agency on probation, suspension, or termination, shall be specified in the contract language. Actions to be undertaken by First Steps Kent and the Proposing Agency in these circumstances shall also be specified in the contract language.
- b. Agrees that the method of amending the contract shall be specified in the contract language. The circumstances under which funds may be reprogrammed and redistributed by First Steps Kent will also be specified in the contract language.
- c. If awarded Ready by Five Early Childhood Millage funding, the Proposing Agency understands additional terms and requirements may be included in the contract between Proposing Agency and First Steps Kent.
- d. The terms of this request shall be interpreted, construed and enforced pursuant to the laws of the State of Michigan, and the Parties irrevocably consent to the jurisdiction of the federal and state courts presiding in Michigan.

Signature:

Authorized Proposing Agency Executive/President/CEO

Authorized Proposing Agency Executive/President/CEO

Print Name/Title	Print Name
Signature	Signature
Date	Date

**ATTACHMENT B: PROPOSAL CERTIFICATION STATEMENT**  
**RFP, SECTION FIVE (I.) (G.)**

I certify that all information contained in this Proposal is accurate and complete to the best of my knowledge.

I further certify that key agency staff have read and understood the policies and procedures contained within the Ready by Five Policies and Procedures Manual\* as amended, before submitting this Proposal.

On behalf of my organization, I agree, if chosen as an awardee, to follow all terms and conditions contained within the Ready by Five Policies and Procedures Manual as amended. I also agree to have appropriate staff attend the Ready by Five Early Childhood Millage Service Provider orientation training tentatively planned for the first week of October, 2019.

Signature:

Authorized Proposing Agency Executive/President/CEO

Authorized Proposing Agency Executive/President/CEO

Print Name/Title	Print Name
Signature	Signature
Date	Date

\*The Ready by Five Policies and Procedures Manual can be found at [www.firststepskent.org](http://www.firststepskent.org)