



# Kalamazoo Public Library

**kpl.gov**

**PUBLIC MEETING AGENDA**  
**KALAMAZOO PUBLIC LIBRARY BOARD OF TRUSTEES**  
**CENTRAL LIBRARY BOARD ROOM – THIRD FLOOR**  
**315 S. Rose Street, Kalamazoo, MI 49007**  
**July 27, 2015, 4:00 p.m.**

Approval of Agenda

- I. RECOGNITIONS, RESOLUTIONS, AND COMMUNICATIONS
- II. PERSONS REQUESTING TO ADDRESS THE BOARD
- III. CONSENT CALENDAR
  - A. Minutes of the Meeting of June 22, 2015
  - B. Personnel Items
- IV. FINANCIAL REPORT
  - A. Financial Reports for the Month Ending June 30, 2015
- V. REPORTS AND RECOMMENDATIONS
  - Recommendations
    - A. Revised Registration Policy
    - B. MERS Delegates
  - Reports
    - C. Director's Goals
    - D. Fourth Quarter Strategic Planning Statistics
    - E. ONEplace Update – Thom Andrews
    - F. Circulation Turnaround Time – Jennifer Cornell
    - G. Legislative Update – Diane Schiller
- VI. COMMITTEE REPORTS
  - A. Finance and Budget Committee
  - B. Personnel Committee
  - C. Fund Development Committee
  - D. Director's Building Advisory Committee
- VII. OTHER BUSINESS
  - A. Director's Report (Committee Reports Attached)
- VIII. PERSONS REQUESTING TO ADDRESS THE BOARD
- IX. COMMENTS BY TRUSTEES
- X. ADJOURNMENT

**Kalamazoo Public Library**  
*OFFICIAL MINUTES OF THE BOARD OF TRUSTEES*  
*PUBLIC MEETING*  
Date: June 22, 2015  
Time: 4:00 p.m.  
Location: Central Library Board Room

**TRUSTEE ROLL CALL:**

Present: Robert Brown, Bruce Caple, Lisa Godfrey, Kerria Randolph, Cheryl TenBrink, James VanderRoest, and Valerie Wright

Absent: None

**PUBLIC HEARING:**

President Caple called the Public Hearing to order at 4:00 p.m. regarding the proposed Preliminary Budget for 2015-2016. He invited those attending to speak regarding this budget. The president closed the public hearing at 4:02 p.m. after it was determined no one present wished to address the Board on this subject.

**CALL TO ORDER:**

President Caple called the meeting to order at 4:02 p.m.

**AGENDA APPROVAL:**

The agenda was approved.

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**I. RECOGNITIONS, RESOLUTIONS, COMMUNICATIONS**

*A. Resolution to Approve the Preliminary Budget and Authorize Millage Levy for 2015-2016*

Recommendation: Director Rohrbaugh recommended the Board adopt the resolution to approve the General Operating Fund – Preliminary Budget FY 2015-2016 and authorize that 3.9583 mills be levied for library operations for 2015-2016.

Executive Summary: The budget was reviewed at the regular Board Meeting on May 18, 2014. Prior to this meeting a Public Hearing was conducted for the public to comment on the budget and millage rate.

MOTION: J. VANDERROEST MOVED AND L. GODFREY SUPPORTED THE MOTION TO ADOPT THE RESOLUTION TO APPROVE THE GENERAL OPERATING FUND – PRELIMINARY BUDGET FY 2015 – 2016 AND AUTHORIZE THAT 3.9583 MILLS BE LEVIED FOR LIBRARY OPERATIONS FOR 2015 – 2016.

**Roll Call Vote:** L. Godfrey – yes; V. Wright – yes; C. TenBrink – yes; K. Randolph – yes; R. Brown – yes; J. VanderRoest – yes; B. Caple – yes

MOTION CARRIED: 7-0

**II. PERSONS REQUESTING TO ADDRESS THE BOARD**

No one addressed the Board.

**III. CONSENT CALENDAR**

A. *Minutes of the Meeting of May 18, 2015*

B. *Personnel Items*

**IV. FINANCIAL REPORTS**

A. *Financial Reports for the Month Ending May 31, 2015*

Recommendation: Director Rohrbaugh recommended the Board accept the Financial Reports for the month ending May 31, 2015.

Discussion: No discussion.

MOTION: R. BROWN MOVED AND L. GODFREY SUPPORTED THE MOTION TO ACCEPT THE FINANCIAL REPORTS FOR THE MONTH ENDING MAY 31, 2015.

MOTION CARRIED 7-0.

**V. REPORTS AND RECOMMENDATIONS**

RECOMMENDATIONS:

A. *Approval of the Capital Improvement Plan*

Recommendation: Director Rohrbaugh recommended board approval of the attached Capital Improvement Plan (CIP) for the three years ending June 30, 2017.

Executive Summary: As reported and discussed at the May board meeting, this CIP continues current projects until completion. Within those budgets, several detail projects already budgeted have been realigned to better fit the intended purpose. This realignment has resulted in a variance to prior budget recognized at the major category level, but results in a Variance to Prior Total Expenditure budget of only \$755.

New projects for the coming years include repair of central library exterior marble tile, public computer replacements, portable technology for both public programming and staff services, a multi-part server migration project, and several other smaller technology purchase. The three year plan ends with a projected reduction of fund balance of \$186,345.

This budget was reviewed in detail by the Finance and Budget Committee, along with other budgets, and comes to the full board with the committee's recommendation. It was also reviewed by the full board at the May meeting.

Discussion:

MOTION: J. VANDERROEST MOVED AND V. WRIGHT SUPPORTED THE MOTION TO APPROVE THE CAPITAL IMPROVEMENT PLAN FOR THE THREE YEARS ENDING JUNE 30, 2017.

Discussion: No discussion.

MOTION CARRIED 7-0.

*B. Freedom of Information Act Policy*

Recommendation: Director Rohrbaugh recommended board approval of the attached “Freedom of Information Act Request for Information Policy” and accompanying procedures and guidelines to be effective July 1, 2016, as a revision to “Requests for Kalamazoo Public Library Records” approved August 27, 2007.

Executive Summary: As a public body, we are required by PA 563 to have in place by July 1, 2015, a policy approved by our board, along with

“...procedures and guidelines to implement this act and shall create a written public summary of the specific procedures and guidelines relevant to the general public regarding how to submit written requests to the public body and explaining how to understand a public body’s written responses, deposit requirements, fee calculations, and avenues for challenges and appeals. The written public summary shall be written in a manner so as to be easily understood by the general public. If the public body directly or indirectly administers or maintains an official internet presence, it shall post and maintain the procedures and guidelines and its written public summary on its website.....”

The Michigan Library Association has coordinated compliance with this new law by providing webinars conducted by Anne Seurnyck of Foster Swift from Grand Rapids. Ms. Seurnyck’s practice focuses on library law and library issues. As a follow-up to the webinar, which Diane and I attended, materials and templates of the policy, procedures, and guidelines to comply with the law, tailored to a specific library, were available for purchase.

We purchased the materials, have added our contact information, and recommend them for your approval. Upon board approval, all materials will be added to our website for compliance with the law by July 1.

MOTION: V. WRIGHT MOVED AND R. BROWN SUPPORTED THE MOTION TO APPROVE THE “FREEDOM OF INFORMATION ACT REQUEST FOR INFORMATION POLICY” AND ACCOMPANYING PROCEDURES AND GUIDELINES TO BE EFFECTIVE JULY 1, 2016, AS A REVISION TO “REQUESTS FOR KALAMAZOO PUBLIC LIBRARY RECORDS” APPROVED AUGUST 27, 2007.

Discussion: R. Brown asked why it is that individuals incarcerated in jails in prisons cannot submit Freedom of Information requests. J. VanderRoest stated this is largely the case because there is a tendency for those serving out a sentence to harass the units of government that were involved in their apprehension by submitting excessive numbers of requests.

J. VanderRoest inquired regarding the origins of the documents and Director Rohrbaugh and L. Godfrey indicated the packets of materials came from Anne Seuryneck of Foster Swift who has been supported by the Michigan Library Association.

MOTION CARRIED 7-0.

*C. 3D Printer Policy*

Recommendation: I recommend board approval of the attached “3D Printer Policy” to be effective upon approval.

Executive Summary: The Friends of KPL have provided funding through their mini-grant program for an entry-level 3D printer to be placed in The Hub. The recommended policy, along with the Q & A sheet provided for board information, will govern the use of the printer.

As requested, I contacted the ALA Intellectual Freedom Office for advice on a 3D printer policy. At this time they do not have a policy, but did send me the draft of an article, scheduled for fall publication, outlining points to be included in a policy, all of which are included in this draft. I also received sample policies from other libraries.

This policy has been reviewed by our attorney, Kurt Sherwood, and incorporates his suggestions. It also has been reviewed by Trustees Godfrey, VanderRoest, and Caple.

MOTION: L. GODFREY MOVED AND J. VANDERROEST SUPPORTED THE MOTION TO APPROVE THE “3D PRINTER POLICY”

Discussion: V. Wright asked about the two hour project limit and how a patron determines whether their project will take more or less than two hours. K. King stated the program utilized by the printer calculates an estimate for each project.

J. VanderRoest inquired whether KPL had different color materials to choose from. K. King indicated that the IT department currently has several colors.

L. Godfrey said when it was announced KPL would be receiving a 3D Printer, she felt a policy was in order to make clear that the printer is completely under staff control, primarily because of well-publicized stories regarding misuse of 3D Printers. She stated she was pleased to have this policy prepared.

MOTION CARRIED 7-0.

REPORTS

*D. Public Services and Support Services Action Plans for 2015 - 2016*

Report: The Public Services and Support Services Action Plans for 2015 – 2016 were attached for board information. As in previous years, these are the documents that outline the

implementation of the strategic priorities for the year.

The Public Services Action Plan is based directly on the objectives for the year that support the three year goals. The public services departments typically take the lead on these items with support from the operational departments as needed.

The Support Services Action Plan, formerly titled Organizational Competencies, has been renamed to more accurately reflect its purpose. It is no longer a list of competencies we need to achieve to carry out the action plan; it is really the action plan for the operational or support departments and they will generally be the ones taking the lead on these items.

As in past years, progress on meeting the strategic plan objections will be reported to the board quarterly, following our usual pattern. Progress on items not specifically addressed in the quarterly reports will be shared with the board periodically through the director's report or oral reports at monthly meetings.

Discussion: President Caple asked about an item referring to 'Galley Groups' for Teens and Tweens. Director Rohrbaugh explained the Galley Group is a book group with early access to works that are not yet published.

J. VanderRoest asked for additional details regarding a proposed 'Hack-a-thon'. K. King explained it is a program that focuses on everyday 'hacks', that is, alternative solutions to everyday problems largely presented by modern technology.

V. Wright inquired regarding a plan to transition from active oversight of the grant-funded Family Place Programming to a sustainable non-funded Family Place model. Director Rohrbaugh indicated that the grant will be officially expiring and Family Place programming will be in the hands of Youth Services and staff.

K. Randolph asked for an explanation of STEM programs. Director Rohrbaugh stated STEM is an acronym for Science, Technology, Engineering, and Math. She stated there is a heavy emphasis on STEM in schools and KPL wishes to support that.

L. Godfrey asked about an Action Plan item which allows one free pair of headphones. M. Cockrell stated this was primarily for teens and adults who don't have their own and lack the means to purchase them. L. Godfrey then asked for an explanation of near-field technology. K. King explained it is a system which will detect the physical presence of a patron equipped with a near-field application installed on a mobile device, and will then provide information regarding a collection or service relevant to the area in which they are standing.

V. Wright requested details regarding the future of the Teen Advisory Board. S. Warner explained Youth Services is looking for ways to engage Teens and Tweens because in the last handful of years, there has been a struggle to maintain active participation on the Advisory Board.

J. VanderRoest asked for an explanation of security precautions relevant to the loaning of tablets. Director Rohrbaugh explained loaned tablets would only be used within the library and would not be available for patrons to take home.

V. Wright asked about a plan to purchase a new vehicle. S. Lindemann explained the current delivery vehicle has insufficient capacity for day to day operations and expressed interest in looking at replacement vehicles that are more ergonomic for Facilities Management staff which would make loading and lifting easier.

President Caple asked who would be overseeing the project to evaluate AV shelving needs. Director Rohrbaugh stated M. Cockrell and S. Lindemann would be taking the lead there.

Disposition: Trustees thanked Director Rohrbaugh for her report.

*E. Patron Use of Catalog – Gary Green*

Report: Director Rohrbaugh introduced G. Green. G. Green began by explaining Google Analytics, which is used by running a JavaScript code on each of our KPL webpages and in our online Catalog. This allows us to collect demographic information from the visitor including age, sex, location, internet service provider, browsing device, and browsing history.

This information is useful in determining who is using our catalog, how they are finding us and how we can better optimize our catalog to serve our patrons more effectively.

Discussion: L. Godfrey stated that it was a very interesting report. J. VanderRoest reminded those in attendance that KPL does have privacy policies in place should there be any concerns about the information collected.

Disposition: Trustees thanked G. Green for his report.

*F. Staff Recognition Program – Terry New*

Report: Director Rohrbaugh introduced T. New. She began by explaining the current program is not KPL's first attempt at creating a system for recognizing valuable staff contributions, and generally speaking these programs are complex and difficult to organize. T. New explained much of the information regarding the program is stored on MyKPL, KPL's 'intranet'.

She continued by explaining the 'Swoosh' award, which is the first level of acknowledgement. Recipients of this award are displayed on the landing page of MyKPL, and whenever they are awarded, a sticker is placed on a framed board in that employee's department. Since May 1<sup>st</sup>, over 200 'Swoosh' awards have been given.

The second level award is the 'Rainbow' award, which is given to those who consistently demonstrate library values by taking on challenging issues, develop changes to improve important processes, or demonstrate outstanding leadership. These awards are given by department heads, and there is a form that staff can fill out to help inform department heads that someone should be considered for this award. These awards are presented at monthly staff meetings and at the end of the year there will be a drawing of recipients' names. The winner of the drawing receives eight hours of vacation time or a monetary gift.

She concluded by explaining the ‘Prism’ award, which is the highest level of award. This award is broken down into four categories: Innovation, Leadership, Inspire, and Customer Service. Individuals and teams are selected based on formal nominations submitted through the web form. The recipients are selected by a committee, consisting of representatives of each of KPL’s employee groups, and eligible candidates are evaluated on a variety of criteria.

Discussion: C. TenBrink asked whether there have been a lot of duplicate awards given out to the same staff member for the same reason. T. New indicated that has not been an issue. K. King stated that if a staff member is continually awarded a ‘Swoosh’ award for the same type of behavior, that’s an excellent way of tracking to see if they are eligible for a ‘Rainbow’ award.

J. VanderRoest mentioned he recently attended a meeting on the topic of working with millennials. He said one of the topics discussed was the tendency of members of the so-called ‘Millennial’ generation to seek frequent recognition for their achievements. He asked if that trend had informed this process. T. New stated such trends had been taken into consideration as well as a variety of individual preferences (public, private, etc.) regarding recognition.

Disposition: Trustees thanked T. New for her report.

*G. Legislative Update – Diane Schiller*

Report: D. Schiller stated her report would largely consist of revisiting a number of legislative items discussed at last month’s meeting. She said the Open Meetings Act revision has not seen any progress, but it would be coming before an open meeting for review on June 30<sup>th</sup>.

Senate Bill 280, which would forbid public employees from taking paid time away from work to conduct union business, has been reported on by the Education Committee with recommendations and has made its way to the Senate floor.

Additionally, there have been a number of tie-barred bills from the House which have passed recently and amend Michigan election law to eliminate the regular February election date. A number of clauses and sections of the election law have been amended and are being presented to the governor to sign.

Senate Bill 108, the District Library Establishment Act revision, which allows for School Libraries membership within a District Library system has been ordered and rolled and will make its way to the governor soon.

Disposition: Trustees thanked D. Schiller for her report.

**VI. COMMITTEE REPORTS**

*A. Finance and Budget Committee – No meeting.*

- B. *Personnel Committee* – V. Wright said the committee met for the purpose of the Director evaluation.
- C. *Fund Development and Allocations Committee* – No meeting.
- D. *Director’s Building Advisory Committee* – No meeting.

VII. **OTHER BUSINESS**

A. *Director’s Report*

Report: Director Rohrbaugh began her report by drawing Trustees’ attention to an item not listed in the report. Last Sunday, KPL sponsored a Kalamazoo Growler’s game, which resulted in a large number of positive comments about the library and 95 kids signed up for the Summer Reading Challenge.

She then pointed to an item in the report indicating the KPL endowment fund had topped \$4 million at the end of May. She also briefly mentioned Party in the Park had perfect weather and was a success again this year.

She highlighted a number of end-of-school activities in which KPL staff have participated including the Summer Literacy Celebration, the End of School Year Picnic at Woodward school, and a variety of other opportunities where staff signed lots of kids up for the Summer Reading Challenge.

Director Rohrbaugh was pleased to announce that Eastwood and Powell once again have a Youth Opportunities Unlimited student working at those locations for the summer months.

Discussion: Lisa Godfrey stated she had heard that ONEplace would soon be conducting programs at the Portage Library and wondered if that was true. Director Rohrbaugh said that it was; the ONEplace will be expanding their programming opportunities and the Portage Library is one of the locations included.

V. Wright said she was pleased to see a new one-day sales record set by the Friends of KPL at a recent sidewalk sale and that the Friends are now a participating nonprofit in the Amazon Smile program. She also said she was impressed with the number of KPL staff engaged in programs and opportunities outside of the library system.

C. TenBrink said she thought it was great that over 100 Kalamazoo Central High School students had visited recently. Director Rohrbaugh said it was particularly rewarding to see them fully engaged in presentations on digital downloads and resources.

Disposition: Trustees thanked Director Rohrbaugh for her report.

VIII. **PERSONS REQUESTING TO ADDRESS THE BOARD**

No one addressed the Board.

**IX. COMMENTS BY TRUSTEES**

- L. Godfrey had no comments.
- V. Wright said the Staff Recognition Breakfast was wonderful this year.
- C. TenBrink had no comments.
- K. Randolph had no comments.
- R. Brown said that, as usual, he is happy for the opportunity to be a KPL Trustee.
- J. VanderRoest stated he was very sorry to have not been able to attend Party in the Park. He also said it would be nice if we could sponsor a Growler's game on a day other than Sunday.
- President Caple asked for comments from Richard Atwell regarding the quality of the Hearing Loop technology currently installed in the Board Room. Mr. Atwell responded that it had been working well, although today it seemed a little spotty. He was confident that he and P. Jouppi could work out any bugs. President Caple also asked how the Kevin Coval visit went. Director Rohrbaugh said it was very impressive. Lastly, President Caple said he was blown away by the musical performances at the Staff Appreciation Breakfast this year.

**X. EXECUTIVE SESSION**

President Caple asked for a motion to move to an executive session to discuss the director's annual review.

MOTION:

C. TENBRINK MOVED AND R. BROWN SUPPORTED THE MOTION TO MOVE INTO AN EXECUTIVE SESSION TO DISCUSS THE DIRECTOR'S ANNUAL REVIEW.

**Roll Call Vote:** L. Godfrey – yes; V. Wright – yes; C. TenBrink – yes; K. Randolph – yes; R. Brown – yes; J. VanderRoest – yes; B. Caple – yes

MOTION CARRIED 7-0.

Trustees moved to an executive session at 5:11 p.m.

MOTION:

L. GODFREY MOVED AND J. VANDERROEST SUPPORTED THE MOTION TO RETURN TO OPEN SESSION FOR CONSIDERATION OF THE DIRECTOR'S CONTRACT.

**Roll Call Vote:** L. Godfrey – yes; V. Wright – yes; C. TenBrink – yes; K. Randolph – yes; R. Brown – yes; J. VanderRoest – yes; B. Caple – yes

MOTION CARRIED 7-0.

Trustees moved to open session at 5:29 p.m.

**XI. RETURN TO OPEN SESSION FOR CONSIDERATION OF DIRECTOR'S CONTRACT**

Recommendation: The Personnel Committee recommended the director's total compensation package and contract be adjusted as follows:

1. 3% increase in salary.
2. Director's contract be rolled over for an additional year and that membership in the Park Club for use for library business and incidental personal use be added to her contract.

MOTION: V. WRIGHT MOVED AND J. VANDERROEST SUPPORTED THE MOTION TO ADJUST THE DIRECTOR'S TOTAL COMPENSATION AS STATED, ROLL OVER THE CONTRACT FOR ANOTHER YEAR, AND AMMEND THE CONTRACT AS STATED.

MOTION CARRIED 7-0.

**XII. ADJOURNMENT**

Hearing no objection, President Caple adjourned the meeting at 5:35 P.M

**X** \_\_\_\_\_  
Robert Brown  
Secretary

MEMO

TO: Library Trustees

FROM: Ann Rohrbaugh  
Library Director

RE: **Personnel Items**

DATE: July 27, 2015

**Employee Transfer**

**Derek Johnson** transferred to the KPLSP FTE 1.0 Library Assistant 4 position of Maintenance Technician in Facilities Management effective July 1, 2015. He has most recently held the KPLSP FTE 1.0 Library Assistant 3 Weekend Custodian position. Derek has been employed with KPL since July 2013.

**Ryan Edgar** transferred to the KPLSP FTE 1.0 Library Assistant 3 position of Weekend Custodian in Facilities Management effective July 6, 2015. He has most recently held the KPLSP FTE 1.0 Library Assistant 3 Custodian. Ryan has been employed with KPL since August 2014.

**Amy Chase** transferred to the newly created KPLA FTE 1.0 Youth Branch Services Librarian I position in Branch and IT Services Department effective July 1, 2015. Amy has most recently held the Children's Librarian I position in Youth Services. She has been employed with KPL since May 1998.

**Stewart Fritz** will transfer to the KPLA FTE 1.0 Children's Librarian I position in Youth Services effective August 1, 2015. He has most recently held the KPLA Lead Teen Librarian III position in the same department. Stewart has been employed with KPL since August 2006.

**Hourly Staff**

**New Hire**

Diondraye Wiseman – Library aide – Oshtemo  
Vickie Ray – Library aide – Eastwood/Powell  
Khaneesha Lockridge – Tech Intern

**Separations**

Clemence Saillant – Hub Intern  
Charlie Bradford – Library aide Eastwood/Powell

**Employee Anniversaries**

- Kim Ross – 24 yrs.
- Maria Fox – 11 yrs.

- Jun Van Lear – 8 yrs.
- Tyesha Powe – 7 yrs.
- Alex Merrill – 5 yrs.
- Thom Andrews – 3 yrs.
- Meredith Farrer – 2 yrs.
- Henry Bongers – 1 yr.
- Ruth Figgins – 1 yr.
- Joshua Schaus – 1 yr.

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MEMO

TO: Library Trustees

FROM: Ann Rohrbaugh  
Library Director

RE: **Financial Reports for the Month Ending  
June 30, 2015**

DATE: July 27, 2015

**Recommendation:**

**I recommend the Board accept the Financial Reports for the month ending June 30, 2015.**

**Executive Summary:**

Notes to the reports are included for your information.

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James E. VanderRoest, Treasurer

**Kalamazoo Public Library  
Interim Financial Reports  
As of June 30, 2015**

**Governmental Cash Investment Report**

Cash and investments totaled \$8,834,422 with several interest accruals yet to be recognized for the fiscal year ending June 30<sup>th</sup>. Two new checking accounts were opened at Flagstar Bank in anticipation of the new systems being implemented for payroll. Interest rates on Certificates of Deposit remain at .25% or .3% for the short term. The rising rates on the First National Bank Certificates are now in their final 6-month term and are returning .75% for the final six months, maturing in September 2015.

**Sources and Uses of Funds**

**Electronic Transfers**

Sources of funds were limited to \$38,723 for the month of June with demands for cash exceeding \$1,048,812. Prepaid invoices for fiscal year 2015-2016 (\$58,631) and Capital Expenditures (\$158,651) pushed uses of cash over the \$1M mark, above the typical operating uses of cash rate of \$750K - \$800K per month.

Electronic transfers total \$441,343 for the month of June and included the typical array of transfers for salaries, benefits, and transfers of cash between KPL accounts.

**Combined Balance Sheet**

Several accruals of revenue not yet received have been recognized as of June 30<sup>th</sup> contributing to the \$196,450 Accounts Receivable Balance. District Court Penal Fines for the six months ending June 30 are recognized at the County verbal report amount of \$143,635 and the second half of the State Aid to Public Libraries payment yet outstanding is recognized at \$36,153. The District Court Penal Fines are expected via electronic transfer yet in July. There is no timetable known for the expected receipt of the State Aid other than it should be remitted prior to September 30<sup>th</sup>.

**General Fund Revenue and Expenditure Summary**

Recognition of invoices and accruals yet to be booked has been halted long enough to pull financial reports for the fiscal year ending June 30<sup>th</sup>. While more is expected, a majority of the significant dollars have been recorded. The current totals result in total revenue of \$11,447,643 exceeding the Close Estimate Budget Revision estimate by \$67,544, contributed primarily by tax revenue and District Court Penal Fines.

Total expenditures recognized to date of \$10,117,569 represents 94% of the total expenditures budgeted in the Close Estimate Budget Revision. The current value of unspent allocated funds is \$642,940 – which will reduce as additional accruals and invoices are recognized. The current result of

the fiscal year contributes an additional \$710,484 in fund balance to the already budgeted total of \$119,590 – resulting in revenue exceeding expenditures and transfers by \$830,074.

### **Capital Improvement Plan**

Expenditures for the month of June totaled \$161,239 in the Capital Fund consisting primarily of the replacement of public computers (831-Automation Replacement) of \$87,091 and the upgrade of audio visual equipment (845-Public Spaces AV Upgrades) of \$58,800. Other expenditures included funds for an additional self-check unit (852-RFID Building/Furniture) of \$11,964 and several smaller furniture purchases.

Total Capital expenditures plus encumbered amount equal \$410,429 of the budgeted \$1,067,306 for the fiscal year.

### **Other Gifts Revenue and Expenditure Summary**

Expenditures during June totaled \$7,586, \$5,116 of which was spent on books in the Ready to Read projects. Additional funds spent continued projects for ONEPlace, Friends Mini-Grants, and the History Room project.

### **Endowment Fund**

The market value of the Endowment Fund portfolio totaled \$4,033,515 as of May 31<sup>st</sup>. There were no trades during the month. Interest and dividend revenue during the month totaled \$5,124.55.

**Kalamazoo Public Library  
Governmental Cash Investment Report  
As of June 30, 2015**

<u>Cash and Investment Accounts</u>	<u>\$</u>	<u>Notes</u>
<u>Checking/Electronic Transfer Accounts</u>		
Fifth Third Bank General Check/Payroll Checking	\$ 313,274.41	Variable interest with Sweep Account
Flagstar Bank Payroll Checking	\$ 53,891.32	Variable interest checking
Flagstar Bank General Checking	\$ 400,368.32	Variable interest checking
First National Bank	\$ 394,635.94	Variable interest checking
First National Bank Limited Transfers	\$ 174.95	Restricted use ACH only
First National Bank Public Transfers	\$ 72,583.54	Checking-ACH only
Fifth Third Bank Arcadia Checking	\$ 4,761.38	Employee Section 125 Program
Subtotal - Checking	\$ 1,239,689.86	
<u>Money Market/Liquid Funds</u>		
First National Bank-ICS	\$ 5,306,767.99	Insured Cash Sweep/CDARS (multiple)
First National Bank Money Market	\$ 47,349.67	Liquid, PA 20 money market
Flagstar Bank - Interest bearing	\$ 605,328.07	Liquid, PA 20 interest bearing
Fifth Third Securities, money market cash	\$ 52.43	Liquid with interest cash for securities
Subtotal - Funds	\$ 5,959,498.16	
<u>Certificates of Deposit (maturity date order)</u>		
Flagstar Certificate of Deposit #112085255	\$ 506,144.82	91 days @ .3%, maturity 7/13/2015
First National Bank Certificate of Deposit #31008618	\$ 306,430.96	18 months, 6 mo terms .35%;.5%;.75%*
First National Bank Certificate of Deposit #31009673	\$ 306,430.44	18 months, 6 mo terms .35%;.5%;.75%*
Flagstar CDARS	\$ 502,060.38	26 wk @ .25%, maturity 11/5/15 *
Subtotal - CDARS/CDs	\$ 1,621,066.60	
<b>Total Investments General Pooled Funds</b>	<b>\$ 8,820,254.62</b>	
<u>Other non-interest bearing</u>		
Paypal deposit account	\$ 4,461.19	
Petty Cash/Midwest Bus Exch/To be deposited	\$ 9,706.32	
Subtotal Other Cash	\$ 14,167.51	
<b>Total General Cash &amp; Investment Accounts</b>	<b>\$ 8,834,422.13</b>	

\* interest to be accrued at 6/30/2015 not yet recorded

**KALAMAZOO PUBLIC LIBRARY**  
**SOURCES AND USES OF FUNDS**  
**Governmental Pooled Funds**  
**For the month ending June 30, 2015**

		June	
<b>BEGINNING CASH BALANCE *</b>		\$	9,844,761
* Including short-term investments			
 <b><u>SOURCES OF CASH:</u></b>			
Property Tax Receipts	\$		2,762
IFT/CFT, PILOT receipts	\$		12,404
State Aid/MPSERS UAAL Rate Appropriation	\$		-
District Court Penal Fines/Law Library Revenue	\$		-
Interest Income	\$		2,084
Library Fines & Fees	\$		20,165
Other Sources: Gifts, Grants, & Reimbursements	\$		697
Other Gifts (Ready to Read, etc)	\$		611
<b>TOTAL SOURCES OF CASH</b>		<b>\$</b>	<b>38,723</b>
 <b><u>USES OF CASH:</u></b>			
Salaries & Wages	\$		(419,436)
Benefits	\$		(155,603)
Materials	\$		(94,339)
Supplies	\$		(19,592)
Facilities	\$		(43,097)
Technical Services	\$		(15,340)
Purchased Services	\$		(29,978)
Other	\$		(54,147)
Capital Expenditures	\$		(158,651)
Prepaid Expenditures	\$		(58,631)
<b>TOTAL USES OF CASH</b>		<b>\$</b>	<b>(1,048,812)</b>
 <b>ENDING CASH</b>		 <b>\$</b>	 <b>8,834,673</b>
 <b><u>Pooled Cash &amp; Investment Accounts</u></b>			
<b><u>Checking &amp; other liquid accounts</u></b>			
Fifth Third General & Payroll Checking Accounts		\$	313,274
Flagstar General & Payroll Checking Account		\$	454,260
First National NOW & ACH Transfer Accounts		\$	467,394
Fifth Third Arcadia Admin		\$	4,761
Petty Cash/Midwest Business Exchange Account/Paypal		\$	14,418
Pooled Cash Accounts		\$	1,254,107
 <b><u>Pooled Investments</u></b>			
Fifth Third Bank, Fifth Third Securities, CD's		\$	52
Flagstar Bank MM & CD's		\$	1,613,533
First National Bank MM, ICS Savings, & CD's		\$	5,966,979
Pooled Investment Accounts		\$	7,580,565
<b>Total Pooled Cash &amp; Investments</b>		<b>\$</b>	<b>8,834,672</b>

**Kalamazoo Public Library  
Sources & Uses of Funds  
Electronic Transfers  
June 2015**

		From	To		
6/2/2015	Transfer from 1st National Check		1st National ACH	\$	30,000.00
6/2/2015	Transfer to 1st National ACH	1st National Checking		\$	(30,000.00)
6/2/2015	Transfer from 1st National Check		1st National Ltd ACH	\$	7,200.00
6/2/2015	Transfer to 1st National Ltd ACH	1st National Checking		\$	(7,200.00)
6/16/2015	Transfer from 1st National Check		1st National Ltd ACH	\$	7,000.00
6/16/2015	Transfer to 1st National Ltd ACH	1st National Checking		\$	(7,000.00)
6/2/2015	Fifth Third H.S.A.	5/3 General Check	Fifth Third/Employee Accts	\$	(1,134.00)
6/2/2015	Employee Health Equity H.S.A.	1st National Transfer	Employee Accounts	\$	(4,063.75)
6/5/2015	MERS May	1st National Transfer	Municipal Employees Retirement System	\$	(23,811.30)
6/3/2015	403B Contribution 3/31/15	1st National Ltd Transfer	Journey Retirement Services	\$	(7,142.43)
6/4/2015	State of Michigan Withholding	5/3 General Check	Michigan Department of Treasury	\$	(13,814.42)
6/5/2015	MPERS Retirement March	1st National Transfer	Michigan Public School Empl. Ret. Sys.	\$	(27,904.01)
6/5/2015	HCSP MERS Contributions	5/3 General Check	Alerus/Employee Accounts	\$	(990.19)
6/15/2015	EFTPS Tax Payment	5/3 General Check	IRS/Social Security Admin	\$	(47,825.94)
6/15/2015	Payroll 5/15/2015	5/3 Payroll Check	Employee Accounts	\$	(123,852.16)
6/15/2015	Friend of the Court	5/3 General Check	Kalamazoo County FOC	\$	(105.88)
6/15/2015	Union Dues	5/3 General Check	KPLA/KPLSP Treasurers	\$	(2,306.69)
6/12/2015	Transfer from 1st National Check		1st National ACH	\$	50,000.00
6/12/2015	Transfer to 1st National ACH	1st National Checking		\$	(50,000.00)
6/26/2015	Transfer from 1st National Check		1st National ACH	\$	20,000.00
6/26/2015	Transfer to 1st National ACH	1st National Checking		\$	(20,000.00)
6/16/2015	Fifth Third H.S.A.	5/3 General Check	Fifth Third/Employee Accts	\$	(1,134.00)
6/17/2015	Employee Health Equity H.S.A.	5/3 General Check	Health Equity-Employee Accounts	\$	(4,333.75)
6/17/2015	403B Contribution 4/15/15	1st National Ltd Transfer	Journey Retirement Services	\$	(7,061.31)
6/19/2015	HCSP MERS Contributions	5/3 General Check	Alerus/Employee Accounts	\$	(991.96)
6/30/2015	EFTPS Tax Payment	5/3 General Check	IRS/Social Security Admin	\$	(48,314.75)
6/30/2015	Payroll 4/30/2015	5/3 Payroll Check	Employee Accounts	\$	(124,144.10)
6/30/2015	Union Dues	5/3 General Check	KPLA/KPLSP Treasurers	\$	(2,306.69)
6/30/2015	Friend of the Court	5/3 General Check	Kalamazoo County FOC	\$	(105.88)
	<b>Total Transfers June</b>			\$	<b>(441,343.21)</b>

**Kalamazoo Public Library**  
**Combined Balance Sheet**  
As of June 30, 2015

	Operating	Capital	Special Revenue	Endowment
<b>Assets</b>				
<b>Cash &amp; Equivalents</b>				
Cash & Checking	\$5,085,336.48	\$2,020,380.67	\$107,835.96	\$241,850.15
Investments	\$1,621,119.03	\$0.00	\$62,946.84	\$3,791,664.95
<b>Total Cash &amp; Equivalents</b>	<b>\$6,706,455.51</b>	<b>\$2,020,380.67</b>	<b>\$170,782.80</b>	<b>\$4,033,515.10</b>
<b>Accounts Receivable</b>				
Accounts Receivable	\$196,450.61	\$0.00	\$0.00	\$0.00
<b>Total</b>	<b>\$196,450.61</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Taxes Receivable</b>				
Taxes Receivable	\$2,408.42	\$0.00	\$0.00	\$0.00
<b>Total Taxes Receivable</b>	<b>\$2,408.42</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Other Assets</b>				
Other Assets	\$344,981.00	\$0.00	\$0.00	\$0.00
<b>Total Other</b>	<b>\$344,981.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Total Assets</b>	<b>\$7,250,295.54</b>	<b>\$2,020,380.67</b>	<b>\$170,782.80</b>	<b>\$4,033,515.10</b>
<b>Liabilities and Fund Balance</b>				
<b>Current Liabilities</b>				
Accounts Payable	\$82,898.30	\$858.26	\$4,396.56	\$0.00
Salaries Payable	\$61,762.23	\$0.00	\$0.00	\$0.00
Retirement Payable	\$52,196.85	\$0.00	\$0.00	\$0.00
<b>Total Accounts Payable</b>	<b>\$196,857.38</b>	<b>\$858.26</b>	<b>\$4,396.56</b>	<b>\$0.00</b>
<b>Net Assets</b>				
Fund Balance	\$7,053,438.16	\$2,019,522.41	\$166,386.24	\$4,033,515.10
<b>Total</b>	<b>\$7,053,438.16</b>	<b>\$2,019,522.41</b>	<b>\$166,386.24</b>	<b>\$4,033,515.10</b>
<b>Total Liabilities &amp; Fund Balance</b>	<b>\$7,250,295.54</b>	<b>\$2,020,380.67</b>	<b>\$170,782.80</b>	<b>\$4,033,515.10</b>

**Kalamazoo Public Library**  
**General Fund Revenue and Expenditure Summary**  
 June 30, 2015

	June	Year to Date	Budget	Variance	% Complete
<b>Revenue</b>					
Property Taxes	\$2,762.37	\$10,276,912.32	\$10,264,905.00	(\$12,007.32)	100.1%
Other Taxes	\$12,403.71	\$150,470.86	\$124,169.00	(\$26,301.86)	121.2%
Fines and Fees	\$20,165.28	\$179,346.10	\$175,000.00	(\$4,346.10)	102.5%
District Court Penal Fines	\$143,635.35	\$273,904.03	\$255,000.00	(\$18,904.03)	107.4%
Local Support	\$100.00	\$231,622.77	\$226,525.00	(\$5,097.77)	102.3%
Interest Income	\$2,084.10	\$14,971.48	\$15,000.00	\$28.52	99.8%
State Aid and Reimbursements	\$36,153.02	\$222,636.62	\$223,400.00	\$763.38	99.7%
Other	\$16,471.50	\$97,779.00	\$96,100.00	(\$1,679.00)	101.7%
<b>Total Revenue</b>	<b>\$233,775.33</b>	<b>\$11,447,643.18</b>	<b>\$11,380,099.00</b>	<b>(\$67,544.18)</b>	<b>100.6%</b>
<b>Expenditures</b>					
<b>Salaries</b>					
Administrator Salaries	\$54,351.16	\$653,714.00	\$653,722.00	\$8.00	100.0%
Librarian Salaries	\$104,086.46	\$1,260,160.39	\$1,270,780.00	\$10,619.61	99.2%
Supervisory Technical Salaries	\$56,895.12	\$681,391.71	\$684,530.00	\$3,138.29	99.5%
Library Assistant Salaries	\$130,283.01	\$1,573,363.62	\$1,587,970.00	\$14,606.38	99.1%
Hourly Staff	\$73,660.66	\$578,063.64	\$612,110.00	\$34,046.36	94.4%
Substitute Salaries	\$12,702.46	\$85,755.60	\$103,360.00	\$17,604.40	83.0%
Vacancy Credit	\$0.00	\$0.00	\$0.00	\$0.00	0.0%
<b>Total</b>	<b>\$431,978.87</b>	<b>\$4,832,448.96</b>	<b>\$4,912,472.00</b>	<b>\$80,023.04</b>	<b>98.4%</b>
<b>Benefits</b>					
Employee Insurance	\$89,195.21	\$996,892.76	\$1,004,520.00	\$7,627.24	99.2%
Retirement	\$48,037.11	\$737,370.38	\$752,749.00	\$15,378.62	98.0%
Employer FICA-Medicare	\$32,677.45	\$366,227.48	\$373,743.00	\$7,515.52	98.0%
Other Benefits	\$2,355.00	\$51,406.67	\$67,625.00	\$16,218.33	76.0%
<b>Total</b>	<b>\$172,264.77</b>	<b>\$2,151,897.29</b>	<b>\$2,198,637.00</b>	<b>\$46,739.71</b>	<b>97.9%</b>
<b>Materials</b>					
Adult Books	\$64,859.46	\$438,517.08	\$469,800.00	\$31,282.92	93.3%
Juvenile Books	\$9,385.55	\$92,499.90	\$96,500.00	\$4,000.10	95.9%
Periodicals	\$3,434.85	\$55,433.34	\$55,585.00	\$151.66	99.7%
Audio-Visual Material	\$39,716.23	\$300,233.14	\$323,500.00	\$23,266.86	92.8%
Digital Materials	\$7,853.68	\$155,529.06	\$201,850.00	\$46,320.94	77.1%
<b>Total</b>	<b>\$125,249.77</b>	<b>\$1,042,212.52</b>	<b>\$1,147,235.00</b>	<b>\$105,022.48</b>	<b>90.8%</b>
<b>Facilities</b>					
Fuel	\$2,354.01	\$63,224.92	\$67,700.00	\$4,475.08	93.4%
Electricity	\$21,439.27	\$179,902.19	\$194,900.00	\$14,997.81	92.3%
Water	\$896.98	\$4,788.82	\$5,875.00	\$1,086.18	81.5%
Custodial Supplies	\$6,632.50	\$73,946.29	\$77,440.00	\$3,493.71	95.5%
Grounds Maintenance	\$4,852.88	\$36,906.35	\$45,180.00	\$8,273.65	81.7%
Vehicle Maintenance	\$381.87	\$3,128.65	\$5,500.00	\$2,371.35	56.9%
Building Repair	\$6,565.96	\$55,070.22	\$88,781.00	\$33,710.78	62.0%
Building Operations	\$13,467.47	\$114,359.12	\$131,046.00	\$16,686.88	87.3%
<b>Total</b>	<b>\$56,590.94</b>	<b>\$531,326.56</b>	<b>\$616,422.00</b>	<b>\$85,095.44</b>	<b>86.2%</b>

**Kalamazoo Public Library**  
**General Fund Revenue and Expenditure Summary**  
 June 30, 2015

	June	Year to Date	Budget	Variance	% Complete
<b>Operating Expenses</b>					
Supplies	\$17,470.09	\$81,656.24	\$102,482.00	\$20,825.76	79.7%
Misc. Operating Expenses	\$14,629.57	\$74,414.47	\$117,850.00	\$43,435.53	63.1%
Postage & Freight	\$6,989.82	\$30,128.18	\$39,230.00	\$9,101.82	76.8%
Rent	\$2,456.19	\$31,318.08	\$32,100.00	\$781.92	97.6%
Processing Supplies	\$4,025.43	\$45,406.88	\$50,140.00	\$4,733.12	90.6%
<b>Total</b>	<b>\$45,571.10</b>	<b>\$262,923.85</b>	<b>\$341,802.00</b>	<b>\$78,878.15</b>	<b>76.9%</b>
<b>Technical Services</b>					
F&E Repair & Maintenance	\$3,892.65	\$49,067.65	\$76,576.00	\$27,508.35	64.1%
Telecommunications	\$7,108.00	\$85,532.15	\$90,400.00	\$4,867.85	94.6%
Software Licensing & Maint.	\$4,429.21	\$288,244.54	\$323,369.00	\$35,124.46	89.1%
Cataloging & Processing	\$7,336.80	\$55,382.73	\$65,532.00	\$10,149.27	84.5%
<b>Total</b>	<b>\$22,766.66</b>	<b>\$478,227.07</b>	<b>\$555,877.00</b>	<b>\$77,649.93</b>	<b>86.0%</b>
<b>Purchased Services</b>					
Security	\$16,046.31	\$120,148.63	\$136,814.00	\$16,665.37	87.8%
Insurance	\$252.75	\$86,107.28	\$86,110.00	\$2.72	100.0%
Legal Services	\$350.00	\$422.00	\$6,390.00	\$5,968.00	6.6%
Contracted Services	\$5,915.06	\$149,620.69	\$194,025.00	\$44,404.31	77.1%
Printing Services	\$17,794.20	\$82,580.65	\$92,000.00	\$9,419.35	89.8%
Advertising	\$2,500.10	\$69,722.01	\$71,000.00	\$1,277.99	98.2%
<b>Total</b>	<b>\$42,858.42</b>	<b>\$508,601.26</b>	<b>\$586,339.00</b>	<b>\$77,737.74</b>	<b>86.7%</b>
<b>Other Expenditures</b>					
Tax Charge Backs	\$1,260.83	\$44,262.06	\$65,000.00	\$20,737.94	68.1%
Staff Development	\$909.00	\$9,738.74	\$21,590.00	\$11,851.26	45.1%
Travel & Conference	\$3,818.22	\$22,140.18	\$46,535.00	\$24,394.82	47.6%
Board Expenses	\$0.00	\$0.00	\$2,000.00	\$2,000.00	0.0%
Programming Expenditures	\$31,688.62	\$133,790.27	\$166,600.00	\$32,809.73	80.3%
<b>Total</b>	<b>\$37,676.67</b>	<b>\$209,931.25</b>	<b>\$301,725.00</b>	<b>\$91,793.75</b>	<b>69.6%</b>
<b>Total Expenditures</b>	<b>\$934,957.20</b>	<b>\$10,017,568.76</b>	<b>\$10,660,509.00</b>	<b>\$642,940.24</b>	<b>94.0%</b>
<b>Transfers</b>					
<b>Transfers In</b>					
Transfers from other funds	\$0.00	\$0.00	\$0.00	\$0.00	0.0%
<b>Total Transfers In</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>0.0%</b>
<b>Transfers Out</b>					
Transfers to other funds	\$600,000.00	\$600,000.00	\$600,000.00	\$0.00	100.0%
<b>Total Transfer Out</b>	<b>\$600,000.00</b>	<b>\$600,000.00</b>	<b>\$600,000.00</b>	<b>\$0.00</b>	<b>100.0%</b>
<b>Total Transfers</b>	<b>\$600,000.00</b>	<b>\$600,000.00</b>	<b>\$600,000.00</b>	<b>\$0.00</b>	<b>100.0%</b>
<b>BEGINNING FUND BALANCE</b>	<b>\$8,354,620.03</b>	<b>\$6,223,363.74</b>	<b>\$6,223,363.74</b>	<b>\$0.00</b>	<b>100.0%</b>
<b>NET SURPLUS/(DEFICIT)</b>	<b>(\$1,301,181.87)</b>	<b>\$830,074.42</b>	<b>\$119,590.00</b>	<b>(\$710,484.42)</b>	<b>694.1%</b>
<b>ENDING FUND BALANCE</b>	<b>\$7,053,438.16</b>	<b>\$7,053,438.16</b>	<b>\$6,342,953.74</b>	<b>(\$710,484.42)</b>	<b>111.2%</b>

# Kalamazoo Public Library Capital Improvement Plan

June 30, 2015

	June	Encumbrances	Year-to-Date +Encumbrances	Budget	Variance
<b>Revenue</b>					
<b>Local Revenue</b>					
<b>Other Local Gifts &amp; Grants</b>					
817 - Viewscan microfilm Readers	\$0.00	\$0.00	\$11,000.00	\$11,000.00	\$0.00
843 - Branch digital signage	\$0.00	\$0.00	\$2,500.00	\$2,500.00	\$0.00
884 - Digital Lab Equipment	\$0.00	\$0.00	\$2,500.00	\$2,500.00	\$0.00
894 - Oshtemo Refurb Phase I	\$0.00	\$0.00	\$2,500.00	\$0.00	(\$2,500.00)
896 - Looped Technology	\$0.00	\$0.00	\$10,400.00	\$10,400.00	\$0.00
<b>Total</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$28,900.00</b>	<b>\$26,400.00</b>	<b>(\$2,500.00)</b>
<b>Total Revenue</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$28,900.00</b>	<b>\$26,400.00</b>	<b>(\$2,500.00)</b>
<b>Expenditures</b>					
<b>Furnishings</b>					
<b>Furnishings Reserve</b>					
810 - Furnishings Reserve	\$0.00	\$0.00	\$0.00	\$70,695.00	\$70,695.00
<b>Total Furnishings Reserve</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$70,695.00</b>	<b>\$70,695.00</b>
<b>Central Library</b>					
813 - Display/Public - Central	\$760.43	\$0.00	\$9,634.43	\$9,634.00	(\$0.43)
817 - Viewscan microfilm Readers	\$0.00	\$0.00	\$21,664.04	\$21,664.00	(\$0.04)
818 - Video equipment-Canon Camcorders	\$0.00	\$0.00	\$2,998.00	\$3,200.00	\$202.00
880 - ADS conference room	\$0.00	\$0.00	\$3,070.52	\$3,071.00	\$0.48
889 - Children's Room Table/Chairs	\$0.00	\$0.00	\$0.00	\$5,328.00	\$5,328.00
891 - Digital Lab Furniture	\$0.00	\$0.00	\$2,596.11	\$2,596.00	(\$0.11)
892 - Local History Room Furniture	\$0.00	\$0.00	\$2,244.26	\$3,261.00	\$1,016.74
<b>Total Central Library</b>	<b>\$760.43</b>	<b>\$0.00</b>	<b>\$42,207.36</b>	<b>\$48,754.00</b>	<b>\$6,546.64</b>
<b>Branch Libraries</b>					
815 - Workspaces & Public Areas-Oshtemo	\$0.00	\$9,915.48	\$11,850.47	\$15,500.00	\$3,649.53
881 - Eastwood/Powell - furniture	\$0.00	\$0.00	\$1,196.49	\$1,196.00	(\$0.49)
882 - Oshtemo-Drop box	\$0.00	\$0.00	\$0.00	\$4,200.00	\$4,200.00
894 - Oshtemo Refurb Phase I	\$0.00	\$0.00	\$0.00	\$15,000.00	\$15,000.00
<b>Total Branch Libraries</b>	<b>\$0.00</b>	<b>\$9,915.48</b>	<b>\$13,046.96</b>	<b>\$35,896.00</b>	<b>\$22,849.04</b>
<b>System-Wide Projects</b>					
814 - Chairs - Multiple Departments	\$1,002.89	\$0.00	\$6,451.00	\$10,620.00	\$4,169.00
<b>Total System-Wide Projects</b>	<b>\$1,002.89</b>	<b>\$0.00</b>	<b>\$6,451.00</b>	<b>\$10,620.00</b>	<b>\$4,169.00</b>
<b>Total Furniture &amp; Equipment</b>	<b>\$1,763.32</b>	<b>\$9,915.48</b>	<b>\$61,705.32</b>	<b>\$165,965.00</b>	<b>\$104,259.68</b>
<b>Building Alterations</b>					
<b>Building Reserve</b>					
820 - Building Alterations Reserve	\$0.00	\$0.00	\$0.00	\$42,362.00	\$42,362.00
<b>Total Building Reserve</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$42,362.00</b>	<b>\$42,362.00</b>
<b>Structural Projects</b>					
828 - Eastwood Roof Repair	\$0.00	\$0.00	\$0.00	\$22,000.00	\$22,000.00
<b>Total Structural Projects</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$22,000.00</b>	<b>\$22,000.00</b>
<b>Mechanical Projects</b>					
823 - Generator - Oshtemo	\$0.00	\$0.00	\$0.00	\$11,000.00	\$11,000.00
824 - Generator - Eastwood	\$0.00	\$0.00	\$0.00	\$6,000.00	\$6,000.00
841 - Central Louvers on AHU-2	\$0.00	\$0.00	\$0.00	\$11,000.00	\$11,000.00
887 - Central Generator	\$0.00	\$0.00	\$0.00	\$50,000.00	\$50,000.00
895 - Central Freight Elevator	\$0.00	\$0.00	\$0.00	\$105,000.00	\$105,000.00
<b>Total Mechanical Projects</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$183,000.00</b>	<b>\$183,000.00</b>

**Kalamazoo Public Library  
Capital Improvement Plan  
June 30, 2015**

	June	Encumbrances	Year-to-Date +Encumbrances	Budget	Variance
<b>Control &amp; Security Systems</b>					
827 - Security Camera System	\$0.00	\$0.00	\$14,273.00	\$15,490.00	\$1,217.00
842 - Central Lighting Control System	\$0.00	\$0.00	\$0.00	\$60,000.00	\$60,000.00
874 - Metasys control system/monitors	\$0.00	\$0.00	\$5,304.00	\$5,304.00	\$0.00
896 - Looped Technology	\$0.00	\$0.00	\$12,320.00	\$12,320.00	\$0.00
<b>Total Control &amp; Security Systems</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$31,897.00</b>	<b>\$93,114.00</b>	<b>\$61,217.00</b>
<b>Other Facilities Projects</b>					
811 - Carpet Master Plan	\$0.00	\$0.00	\$0.00	\$97,228.00	\$97,228.00
873 - Parking Lot LED Lights	\$0.00	\$0.00	\$11,181.00	\$11,181.00	\$0.00
886 - Eastwood Drainage	\$0.00	\$0.00	\$13,300.00	\$13,300.00	\$0.00
893 - Delivery Vehicle	\$0.00	\$0.00	\$0.00	\$60,000.00	\$60,000.00
<b>Total Other Facilities Projects</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$24,481.00</b>	<b>\$181,709.00</b>	<b>\$157,228.00</b>
<b>Total Building Alterations</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$56,378.00</b>	<b>\$522,185.00</b>	<b>\$465,807.00</b>
<b>Computer &amp; Technology</b>					
<b>Computer &amp; Tech. Reserve</b>					
830 - Computer & Technology Reserve	\$0.00	\$0.00	\$0.00	\$20,058.00	\$20,058.00
<b>Total Computer &amp; Tech. Reserve</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$20,058.00</b>	<b>\$20,058.00</b>
<b>Public Technology &amp; Hardware</b>					
831 - Automation Replacement	\$87,091.23	\$0.00	\$96,668.23	\$126,737.00	\$30,068.77
843 - Branch digital signage	\$359.97	\$0.00	\$3,342.46	\$9,411.00	\$6,068.54
845 - Public Spaces AV Upgrades	\$58,800.05	\$0.00	\$58,800.05	\$58,000.00	(\$800.05)
865 - Game Carts - Teen	\$0.00	\$0.00	\$1,457.77	\$4,599.00	\$3,141.23
884 - Digital Lab Equipment	\$0.00	\$0.00	\$0.00	\$6,175.00	\$6,175.00
<b>Total</b>	<b>\$146,251.25</b>	<b>\$0.00</b>	<b>\$160,268.51</b>	<b>\$204,922.00</b>	<b>\$44,653.49</b>
<b>Portable Technology</b>					
878 - Portable Devices	\$0.00	\$0.00	\$9,191.61	\$21,410.00	\$12,218.39
<b>Total Portable Technology</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$9,191.61</b>	<b>\$21,410.00</b>	<b>\$12,218.39</b>
<b>Other Tech/Computer Equipment</b>					
855 - Telephone System	\$0.00	\$6,883.03	\$109,204.91	\$115,567.00	\$6,362.09
879 - Office scanners	\$1,259.85	\$0.00	\$1,715.80	\$2,000.00	\$284.20
<b>Total Other Tech/Computer Equipment</b>	<b>\$1,259.85</b>	<b>\$6,883.03</b>	<b>\$110,920.71</b>	<b>\$117,567.00</b>	<b>\$6,646.29</b>
<b>RFID/Circulation</b>					
852 - RFID Building/Furniture	\$11,964.93	\$0.00	\$11,964.93	\$15,199.00	\$3,234.07
<b>Total RFID/Circulation Tech.</b>	<b>\$11,964.93</b>	<b>\$0.00</b>	<b>\$11,964.93</b>	<b>\$15,199.00</b>	<b>\$3,234.07</b>
<b>Total Computer &amp; Technology</b>	<b>\$159,476.03</b>	<b>\$6,883.03</b>	<b>\$292,345.76</b>	<b>\$379,156.00</b>	<b>\$86,810.24</b>
<b>Total Expenditures</b>	<b>\$161,239.35</b>	<b>\$16,798.51</b>	<b>\$410,429.08</b>	<b>\$1,067,306.00</b>	<b>\$656,876.92</b>
<b>Transfers</b>	<b>\$600,000.00</b>	<b>\$0.00</b>	<b>\$600,000.00</b>	<b>\$600,000.00</b>	<b>\$0.00</b>
<b>TOTAL BEGINNING FUND BALANCE</b>	<b>\$140,078.11</b>	<b>\$0.00</b>	<b>\$1,784,252.98</b>	<b>\$1,784,252.98</b>	<b>\$0.00</b>
<b>TOTAL NET SURPLUS/(DEFICIT)</b>	<b>\$438,760.65</b>	<b>(\$16,798.51)</b>	<b>\$218,470.92</b>	<b>(\$440,906.00)</b>	<b>\$659,376.92</b>
<b>TOTAL ENDING FUND BALANCE</b>	<b>\$578,838.76</b>	<b>(\$16,798.51)</b>	<b>\$2,002,723.90</b>	<b>\$1,343,346.98</b>	<b>\$659,376.92</b>

**Kalamazoo Public Library**  
**Other Gifts Revenue and Expenditure Summary**  
June 30, 2015

	June	Year-to-Date	Budget	Variance
<b>Revenue</b>				
<b>Local Support</b>				
233 - Ready to Read - Gifts	\$100.00	\$936.14	\$1,000.00	\$63.86
235 - Ready to Read - Spelling Bee	\$0.00	\$21,950.00	\$22,000.00	\$50.00
301 - Gifts & Memorials - Materials	\$500.00	\$2,525.00	\$2,000.00	(\$525.00)
303 - History Room Gifts	\$0.00	\$548.15	\$435.00	(\$113.15)
308 - Library Gifts	\$11.38	\$668.58	\$500.00	(\$168.58)
379 - Friends Mini-Grants 2015	\$0.00	\$7,462.90	\$7,463.00	\$0.10
<b>Total Local Support</b>	<b>\$611.38</b>	<b>\$34,090.77</b>	<b>\$33,398.00</b>	<b>(\$692.77)</b>
<b>Other</b>				
235 - Ready to Read - Spelling Bee	\$0.00	\$735.00	\$735.00	\$0.00
<b>Total Other</b>	<b>\$0.00</b>	<b>\$735.00</b>	<b>\$735.00</b>	<b>\$0.00</b>
<b>Total Revenue</b>	<b>\$611.38</b>	<b>\$34,825.77</b>	<b>\$34,133.00</b>	<b>(\$692.77)</b>
<b>Expenditures</b>				
<b>Salaries</b>				
<b>Hourly Staff</b>				
303 - History Room Gifts	\$559.14	\$1,362.42	\$1,600.00	\$237.58
<b>Total Hourly Staff Salaries</b>	<b>\$559.14</b>	<b>\$1,362.42</b>	<b>\$1,600.00</b>	<b>\$237.58</b>
<b>Total Salaries</b>	<b>\$559.14</b>	<b>\$1,362.42</b>	<b>\$1,600.00</b>	<b>\$237.58</b>
<b>Benefits</b>				
<b>Employer FICA-Medicare</b>				
303 - History Room Gifts	\$42.77	\$104.22	\$125.00	\$20.78
<b>Total Employer FICA-Medicare</b>	<b>\$42.77</b>	<b>\$104.22</b>	<b>\$125.00</b>	<b>\$20.78</b>
<b>Total Benefits</b>	<b>\$42.77</b>	<b>\$104.22</b>	<b>\$125.00</b>	<b>\$20.78</b>
<b>Materials</b>				
<b>Adult Books</b>				
301 - Gifts & Memorials - Materials	\$226.80	\$1,012.48	\$1,000.00	(\$12.48)
<b>Total Adult Books</b>	<b>\$226.80</b>	<b>\$1,012.48</b>	<b>\$1,000.00</b>	<b>(\$12.48)</b>
<b>Juvenile Books</b>				
233 - Ready to Read - Gifts	\$466.45	\$5,351.86	\$12,000.00	\$6,648.14
235 - Ready to Read - Spelling Bee	\$4,422.79	\$17,977.25	\$18,000.00	\$22.75
301 - Gifts & Memorials - Materials	\$0.00	\$384.34	\$750.00	\$365.66
<b>Total Juvenile Books</b>	<b>\$4,889.24</b>	<b>\$23,713.45</b>	<b>\$30,750.00</b>	<b>\$7,036.55</b>
<b>Total Materials</b>	<b>\$5,116.04</b>	<b>\$24,725.93</b>	<b>\$31,750.00</b>	<b>\$7,024.07</b>
<b>Purchased Services</b>				
<b>Contracted Services</b>				
303 - History Room Gifts	\$0.00	\$2,376.00	\$4,287.00	\$1,911.00
310 - KPL Antiracism Transformation Team	\$0.00	\$12,000.00	\$12,000.00	\$0.00
<b>Total Contracted Services</b>	<b>\$0.00</b>	<b>\$14,376.00</b>	<b>\$16,287.00</b>	<b>\$1,911.00</b>
<b>Total Purchased Services</b>	<b>\$0.00</b>	<b>\$14,376.00</b>	<b>\$16,287.00</b>	<b>\$1,911.00</b>

**Kalamazoo Public Library**  
**Other Gifts Revenue and Expenditure Summary**  
 June 30, 2015

	June	Year-to-Date	Budget	Variance
<b>Other Expenditures</b>				
<b>Miscellaneous Disbursements</b>				
233 - Ready to Read - Gifts	\$0.00	\$730.00	\$1,000.00	\$270.00
235 - Ready to Read - Spelling Bee	\$80.00	\$4,194.38	\$4,500.00	\$305.62
301 - Gifts & Memorials - Materials	\$88.93	\$88.93	\$1,000.00	\$911.07
310 - KPL Antiracism Transformation Team	\$0.00	\$2,611.62	\$6,470.00	\$3,858.38
379 - Friends Mini-Grants 2015	\$700.00	\$4,486.44	\$7,463.00	\$2,976.56
380 - Scholarships/Administration Mini-Grants	\$110.07	\$208.81	\$1,255.00	\$1,046.19
381 - Staff Appreciation Mini-Grant	(\$110.07)	\$300.00	\$300.00	\$0.00
383 - History Room Mini-Grant	\$0.00	\$0.00	\$500.00	\$500.00
387 - Oshtemo Mini-Grant	\$0.00	\$238.61	\$786.00	\$547.39
388 - Eastwood/Powell Mini-Grant	\$0.00	\$674.72	\$1,572.00	\$897.28
389 - Washington Square Mini-Grant	\$0.00	\$81.64	\$83.00	\$1.36
390 - Teen Services Mini-Grant	\$0.00	\$250.00	\$348.00	\$98.00
391 - Children's Mini-Grant	\$0.00	\$941.97	\$1,117.00	\$175.03
<b>Total Miscellaneous Disbursements</b>	<b>\$868.93</b>	<b>\$14,807.12</b>	<b>\$26,394.00</b>	<b>\$11,586.88</b>
<b>Programming Expenditures</b>				
307 - ONEplace Nonprofit Services	\$1,000.00	\$1,000.00	\$1,922.00	\$922.00
<b>Total Programming Expenditures</b>	<b>\$1,000.00</b>	<b>\$1,000.00</b>	<b>\$1,922.00</b>	<b>\$922.00</b>
<b>Total Other</b>	<b>\$1,868.93</b>	<b>\$15,807.12</b>	<b>\$28,316.00</b>	<b>\$12,508.88</b>
<b>Total Expenditures</b>	<b>\$7,586.88</b>	<b>\$56,375.69</b>	<b>\$78,078.00</b>	<b>\$21,702.31</b>
<b>TOTAL BEGINNING FUND BALANCE</b>	<b>\$173,361.74</b>	<b>\$187,936.16</b>	<b>\$187,936.16</b>	<b>\$0.00</b>
<b>TOTAL NET SURPLUS/(DEFICIT)</b>	<b>(\$6,975.50)</b>	<b>(\$21,549.92)</b>	<b>(\$43,945.00)</b>	<b>(\$22,395.08)</b>
<b>TOTAL ENDING FUND BALANCE</b>	<b>\$166,386.24</b>	<b>\$166,386.24</b>	<b>\$143,991.16</b>	<b>(\$22,395.08)</b>

**Kalamazoo Public Library  
Endowment Fund  
Report Date: June 30, 2015**

	<b>4/30/2015</b>		<b>%</b>	<b>5/30/2015</b>		<b>%</b>
	<b>Cost</b>	<b>Market</b>	<b>Cost to</b>	<b>Cost</b>	<b>Market</b>	<b>Cost to</b>
	<b>Basis</b>	<b>Basis</b>	<b>Market</b>	<b>Basis</b>	<b>Basis</b>	<b>Market</b>
			<b>Increase</b>			<b>Increase</b>
<b><u>Ameritrade Investments</u></b>						
Money Market Account - FDIC	\$ 236,725.60	\$ 236,725.60	0.0%	\$ 241,850.15	\$ 241,850.15	0.0%
Stocks	\$ 1,504,405.08	\$ 2,238,881.55	48.8%	\$ 1,504,405.08	\$ 2,294,820.10	52.5%
Fixed Income Investments	\$ 1,490,759.38	\$ 1,497,640.05	0.5%	\$ 1,490,759.38	\$ 1,496,844.85	0.4%
	\$ -	\$ -		\$ -	\$ -	
<b>Total Value</b>	<b><u>\$ 3,231,890.06</u></b>	<b><u>\$ 3,973,247.20</u></b>	<b><u>22.9%</u></b>	<b><u>\$ 3,237,014.61</u></b>	<b><u>\$ 4,033,515.10</u></b>	<b><u>24.6%</u></b>
<b><u>Fund Balance</u></b>						
Assigned for Children's Endowment		<u>\$ 18,512.20</u>			<u>\$ 18,634.17</u>	
Kalamazoo Public Library Endowment		<u>\$ 3,954,735.00</u>			<u>\$ 4,014,880.93</u>	
<b><u>Year to Date Revenue &amp; Expenditures</u></b>						
Net Withdrawals/Deposits from/to Account		\$ -			\$ -	
Dividend and Interest Income		\$ 45,007.33			\$ 50,131.88	
Realized Gains (Losses) on Sale of Assets		\$ -			\$ -	
Unrealized Gains (Losses) on Market Value		\$ 151,123.74			\$ 206,267.09	
Arcadia Investment Management Fee/Other		<u>\$ (17,485.69)</u>			<u>\$ (17,485.69)</u>	
<b>Net Change</b>		<b>\$ 178,645.38</b>			<b>\$ 238,913.28</b>	

**Summary:**

No trades occurred during May of 2015. Interest and dividends received during the month totaled \$5,124.55

MEMO

TO: Library Trustees

FROM: Ann Rohrbaugh  
Library Director

RE: **Revised Registration Policy**

DATE: July 27, 2015

**Recommendation:**

**I recommend board approval of the attached *Registration Policy* with changes shown, to be effective upon approval.**

**Summary/Background:**

Earlier this year, a Library Card Task Force was convened to examine our library card policies and procedures with a particular emphasis on juvenile cards.

The Task Force surveyed other libraries and deliberated at length among themselves and with other staff. They specifically considered the challenges of parental abuse of their child's card resulting in a blocked card, advantages and disadvantages of requiring a parent to sign for a child to have a card, and the national push, led by President Obama, for all children to have a library card.

The recommendation is for two juvenile cards as shown in the proposed policy: a traditional card which would now require a parent to sign and a limited card for children with a blocked card with little hope of clearing it or for children without a parent to sign. Older children who visit the library alone would be able to acquire a library card without an adult.

The limited card would enable us to give cards in non-traditional situations and help teachers get cards for students who through no fault of their own have a blocked card. To receive this card, children with blocked cards would need to have a conversation about their account with a staff member. This card is not temporary; it would expire annually and be eligible for renewal.

While reviewing the policy, the Task Force also realized it was logical to change the length of the card for those without a permanent address from four weeks to six weeks, to match two circulation periods.

Upon board approval, we will finalize some changes in registration procedures, be sure all staff are well informed of these changes, and inform schools within our service area of the limited card option.

## Draft

### Registration Policy Policy #002

- Effective: April 2, 1991
- Revised: April 23, 1991
- Revised: April 27, 1992
- Revised: August 28, 2000
- Revised: January 28, 2002
- Revised: April 28, 2008
- Revised: August 22, 2011

The Kalamazoo Public Library is a district library, supported by the taxpayers of the Kalamazoo Public Library District.

The Library will issue free one-year [library cards](#) to the following individuals, agencies and businesses:

Individuals permanently residing within the Kalamazoo Public Library District; **categories of individuals are:**

- **Adults, age 18 and up.**
- **Youth, age birth through 17 with parent or legal guardian signature (Traditional card).**
- **Youth, age 5 through 17 with no parent or legal guardian signature (Limited card).**

Schools, companies, agencies, organizations, federal, state and local governmental divisions located inside the Kalamazoo Public Library District.

Individuals and their legal dependents residing outside the Kalamazoo Public Library District who pay taxes on real estate or personal property within the Kalamazoo Public Library District.

College students living in on-campus housing or off-campus housing located within the library district (Western Michigan University, Kalamazoo College, Kalamazoo Valley Community College, Davenport University, etc.).

**The library will issue free one-year reciprocal library cards to the following individuals:**

Individuals holding valid resident borrowers cards from libraries with which the Kalamazoo Public Library has [reciprocal borrowing agreements](#).

Persons who are 65 years of age or older and reside within Kalamazoo County.

The library will issue a free **six week** card to persons who do not have a permanent mailing address who present a letter from a social service agency stating that he/she is in contact with that agency and

resides in Kalamazoo.

All other non-district residents and agencies may purchase a library card. The annually adjusted fee for the card reflects the average per household property tax payment for library service within the Kalamazoo Public Library District.

**1 year library card - full non-resident fee**

- Non -resident households.
- Schools, companies, agencies, organizations, federal, state and local governmental divisions located outside the Kalamazoo Public Library District.

**1 year library card - 1/2 non-resident fee**

- Non-resident students

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MEMO

TO: Library Trustees

FROM: Ann Rohrbaugh  
Library Director

RE: **MERS Delegates**

DATE: July 27, 2015

**Recommendation:**

**I recommend the appointment of Terry New as the Officer Delegate and the certification of Angelina Rodriguez as the Employee Delegate to serve at the 2015 Municipal Employees Retirement System (MERS) Annual Meeting.**

**Executive Summary:**

Beginning in 2004/2005, staff members have attended the annual MERS meeting. With so many KPL employees enrolled in MERS, we feel it is important for us to participate in the system. In the past we have sent both an officer and employee delegate to attend the MERS annual meeting.

The officer delegate must be appointed by official action of the Board to serve and the employee delegate must be elected by ballot and certified by either the chief administrative officer or a member of the governing body. Angelina Rodriguez will serve as the employee delegate and Terry New will serve as the officer delegate. The MERS Annual Meeting will take place October 8-9.

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## MEMO

TO: Library Trustees

FROM: Ann Rohrbaugh  
Library Director

RE: **Director's Goals**

DATE: July 27, 2015

As in the past five years, the *Public Services Action Plan* and the *Support Services Action Plan*, both shared with the board at the June meeting, outline our plans to meet the goals and objectives of the Strategic Plan for 2015 – 2016. We will continue to report progress quarterly to the Board.

I am involved, to greatly varying degrees, in all of these activities. There are some that are overarching, all-encompassing in which I will be particularly involved and some on which I will take the lead. My 2015 – 2016 goals include the following:

1. Determine approach for setting strategic goals and direction for 2016 – 2017 and perhaps beyond; undertake a new process or update current one.
2. Investigate the use of commercially available data to better understand our service area; use to review collections, programs and services to better serve the community.
3. Develop and recommend an antiracism institutional action plan.
4. Define role of LEAN management philosophy in our overall philosophy; develop a system to ensure that the strategic plan is accomplished using LEAN methodology.
5. Partner with KRESA to host servers and manage some programs.
6. Transition to ADP for human resources, benefits, payroll and reporting.
7. Establish criteria and begin process for electronic storage of official administrative documents.
8. Undertake a variety of internal and exterior projects at all locations, including freight elevator, central exterior marble, roofs.
9. Re-invigorate service to teens.
10. Continue to look for opportunities to expand relationship with KPS and services to school age children.

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MEMO

TO: Library Trustees

FROM: Ann Rohrbaugh  
Library Director

RE: **Strategic Planning Quarterly  
Statistics Report 2014 - 2015**

DATE: July 27, 2015

Attached is the fourth quarter report on our strategic planning objectives. This concludes the second year of the three year cycle of the current plan. Progress was strong and on target in most areas. A few comments:

- Circulation, use, and program attendance was strong in many areas: 1.1, 1.3, 2.2, 3.1, 3.4, 4.2, 5.3
- 1.4 and 3.5 – as reported earlier in the year, HUB programming began later in the year than planned.
- 4.4 – the teen survey was undertaken this quarter; the report is attached.
- 5.1 and 5.2 – circulation of adult reading materials did not reach the target; it could well be that adult circulation has leveled off as indeed reported by many libraries; circulation of adult movies and music also did not reach the target, but did increase by 4.6% over last year.
- 6.4 – the technology survey was undertaken this quarter; the report is attached.
- 7.1 and 7.2 – Local History use is strong, both online and in program attendance.

Strategic Plan Quarterly Statistics 2014-2015

Priority 1 - Create young readers and learners: early literacy								
Children from birth to kindergarten will have materials, programs, and digital opportunities designed to ensure they will enter school ready to learn.								
Goal 1:	Children, birth to kindergarten, will have access to materials, programs, and digital opportunities to help them enter school ready to learn to read, write, and listen.							
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Year to Date	2014-2015 Target	% of Target
1.1	By June 30, 2016, the circulation of picture books, easy readers, and board books will increase by 10%.	49,173	44,725	42,557	45,628	<b>182,083</b>	168,172	108.3%
1.2	Each year, at least 13,000 children, birth to kindergarten, will attend or participate in programs or outreach events sponsored or co-sponsored by the library.	3,804	2,383	1,891	4,495	<b>12,573</b>	13,000	96.7%
1.3	Each year, the number of people utilizing the Children's Room will increase by 10%.	25,324	16,315	10,201	18,525	<b>70,365</b>	60,466	116.4%
1.4	By June 30, 2015, at least 150 children, birth to kindergarten, will utilize digital tools. Each subsequent year the number of children utilizing digital tools will increase by 10%.	-	-	-	-	-	150	0.0%
1.5	Each year, the number of gift books the library distributes will increase by 5%.	1,713	4,664	2,685	1,775	<b>10,837</b>	7,161	151.3%
Goal 2:	Parents and caregivers will have the tools and skills needed to prepare children, birth to kindergarten, to learn when they enter school.							
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Year to Date	2014-2015 Target	% of Target
2.1	At least once per year parents of young children will be surveyed on their satisfaction of the collections, programs, and physical space at the library.	Survey Conducted During 2nd Quarter						
2.2	Each year, at least 5,500 parents and caregivers will attend or participate in programs or outreach events sponsored or co-sponsored by the library designed to give them the tools to prepare children to learn when they enter school.	1,221	1,248	1,179	2,429	<b>6,077</b>	5,500	110.5%

Strategic Plan Quarterly Statistics 2014-2015

Priority 2 - Stimulate imagination: reading, viewing, listening, and creating for pleasure								
Residents of all ages will have access to materials, programs and services designed to enhance their leisure time.								
Goal 3:	Children, first to fifth grade, will have materials, programs, and services that stimulate their imagination and provide pleasurable reading, viewing, listening, and creating experience							
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Year to Date	2014-2015 Target	% of Target
3.1	By June 30, 2016, the circulation of children's fiction will increase by 10%.	31,439	24,426	22,880	28,546	<b>107,291</b>	106,657	100.6%
3.2	By June 30, 2016, the circulation of children's music and movies will increase by 25%.	30,387	24,751	21,394	23,982	<b>100,514</b>	109,726	91.6%
3.3	By June 30, 2016, the circulation of children's nonfiction will increase by 20%.	18,914	16,999	17,370	18,008	<b>71,291</b>	74,969	95.1%
3.4	Each year, at least 13,000 children will attend or participate in programs or outreach events sponsored or co-sponsored by the library.	4,583	3,692	2,829	3,588	<b>14,692</b>	13,000	113.0%
3.5	By June 30, 2015, at least 150 of children, first to fifth grade, will utilize digital tools. Each subsequent year the number of children utilizing digital tools will increase by 10%.	-	40	-	-	<b>40</b>	150	26.7%
Goal 4:	Teens and tweens will have materials, programs, and services that stimulate their imaginations and provide pleasurable reading, viewing, listening, and creating experiences.							
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Year to Date	2014-2015 Target	% of Target
4.1	By June 30, 2016, the circulation of teen reading collections will increase by 10%.	19,368	15,305	14,080	16,159	<b>64,912</b>	69,711	93.1%
4.2	Each year, at least 5,000 teens will attend or participate in programs or outreach events sponsored or co-sponsored by the library.	2,801	911	1,102	1,099	<b>5,913</b>	5,000	118.3%
4.3	Each year, the number of people utilizing the Teen Room will increase by 5%.	5,837	6,097	5,525	5,694	<b>23,153</b>	32,391	71.5%
4.4	At least once per year teens and tweens will be surveyed on their satisfaction of the collections, programs, and physical space at the library.	Survey Conducted During 4th Quarter				-		

## Strategic Plan Quarterly Statistics 2014-2015

<b>Goal 5: Adults will have materials, programs, and services that stimulate their imaginations and provide pleasurable reading, viewing, and listening experiences.</b>								
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Year to Date	2014-2015 Target	% of Target
5.1	By June 30, 2016, the circulation of adult reading collections will increase by 25%.	136,744	123,713	120,094	127,760	<b>508,311</b>	619,164	82.1%
5.2	By June 30, 2016, the circulation of adult music and movies will increase by 25%.	234,273	224,511	193,581	181,546	<b>833,911</b>	929,350	89.7%
5.3	Each year, at least 10,000 adults will attend or participate in programs or outreach events sponsored or co-sponsored by the library.	3,486	5,318	2,475	2,374	<b>13,653</b>	10,000	136.5%
5.4	At least once per year adults will be surveyed on their satisfaction of the collections, programs, and physical space at the library.	Survey Conducted During 3rd Quarter						
<b>Priority 3 - Connect to the digital world: access and digital literacy</b>								
All patrons will have access, tools, and assistance needed to navigate the digital world.								
<b>Goal 6: Everyone in Kalamazoo will have free high-speed internet access in the library and digital opportunities tailored to their needs.</b>								
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Year to Date	2014-2015 Target	% of Target
6.1	By June 30, 2016, the number of people who use a library computer will increase by 10%.	35,535	31,522	29,008	26,869	<b>122,934</b>	154,056	79.8%
6.2	By June 30, 2016, the number of unique users who use the library's Wi-Fi to connect to the Internet will increase by 50%.	5,997	5,680	5,597	6,076	<b>23,350</b>	23,184	100.7%
6.3	By June 30, 2015, at least 1,500 people will utilize services in the digital lab. Each subsequent year, the number of people utilizing the digital lab will increase by 25%.	226	143	229	213	<b>811</b>	1,500	54.1%
6.4	At least once per year patrons will be surveyed on their use and satisfaction of digital technology, the library's website, social media, and other digital resources at the library.	Survey Conducted During 4th Quarter						

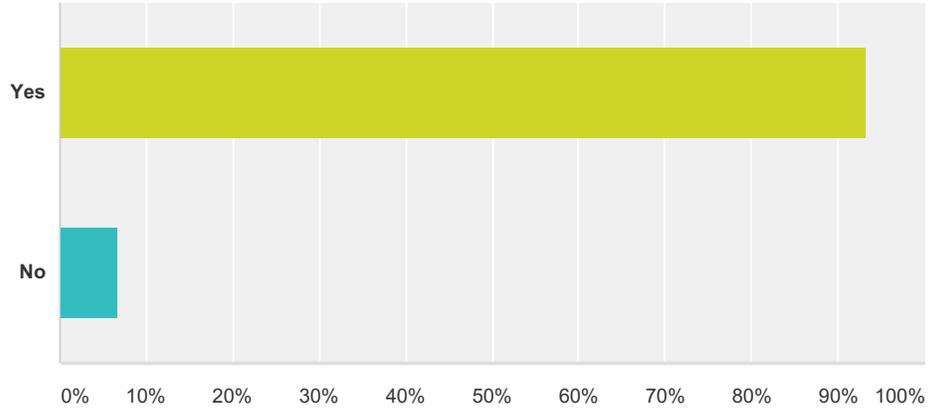
## Strategic Plan Quarterly Statistics 2014-2015

Priority 4 - Discover and celebrate local: history, genealogy, information, and culture								
Residents and visitors will have the resources, tools, and programs necessary to understand and appreciate all aspects of the Kalamazoo community including its past, present, and future.								
Goal 7:	Residents and visitors will have the resources, tools, and programs to understand and appreciate local and family histories and the culture unique to Kalamazoo.							
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Year to Date	2014-2015 Target	% of Target
7.1	By June 30, 2016, the number of hits on digitized local history collections will increase 30%.	4,836	4,229	11,871	7,401	<b>28,337</b>	11,647	243.3%
7.2	Each year, at least 3,000 people will attend locally focused programs or outreach events sponsored or co-sponsored by the library.	815	1,196	272	1,069	<b>3,352</b>	3,000	111.7%

[Return to Agenda](#)

**Q1 On your most recent trip to the library were you able to find something good to read, view, or listen to?**

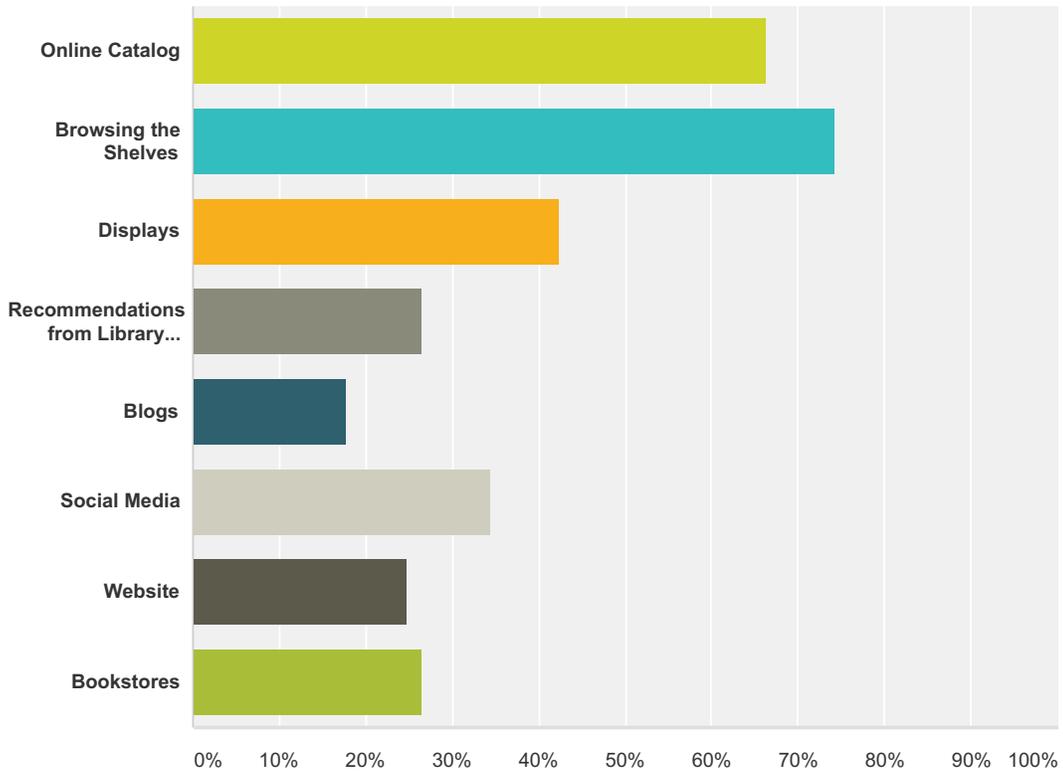
Answered: 118 Skipped: 1



Answer Choices	Responses
Yes	93.22% 110
No	6.78% 8
<b>Total</b>	<b>118</b>

**Q2 How do you find good materials to read, view or listen to? (Check all that apply)**

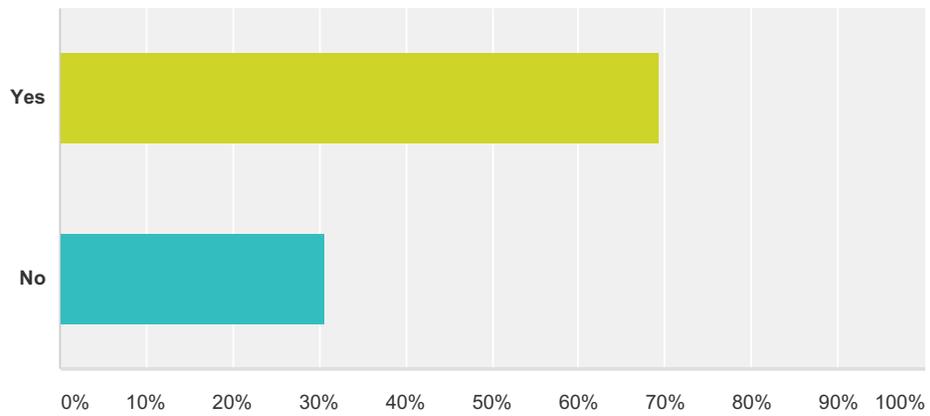
Answered: 113 Skipped: 6



Answer Choices	Responses
Online Catalog	66.37% 75
Browsing the Shelves	74.34% 84
Displays	42.48% 48
Recommendations from Library Staff	26.55% 30
Blogs	17.70% 20
Social Media	34.51% 39
Website	24.78% 28
Bookstores	26.55% 30
<b>Total Respondents: 113</b>	

### Q3 Have you attended a program at the library?

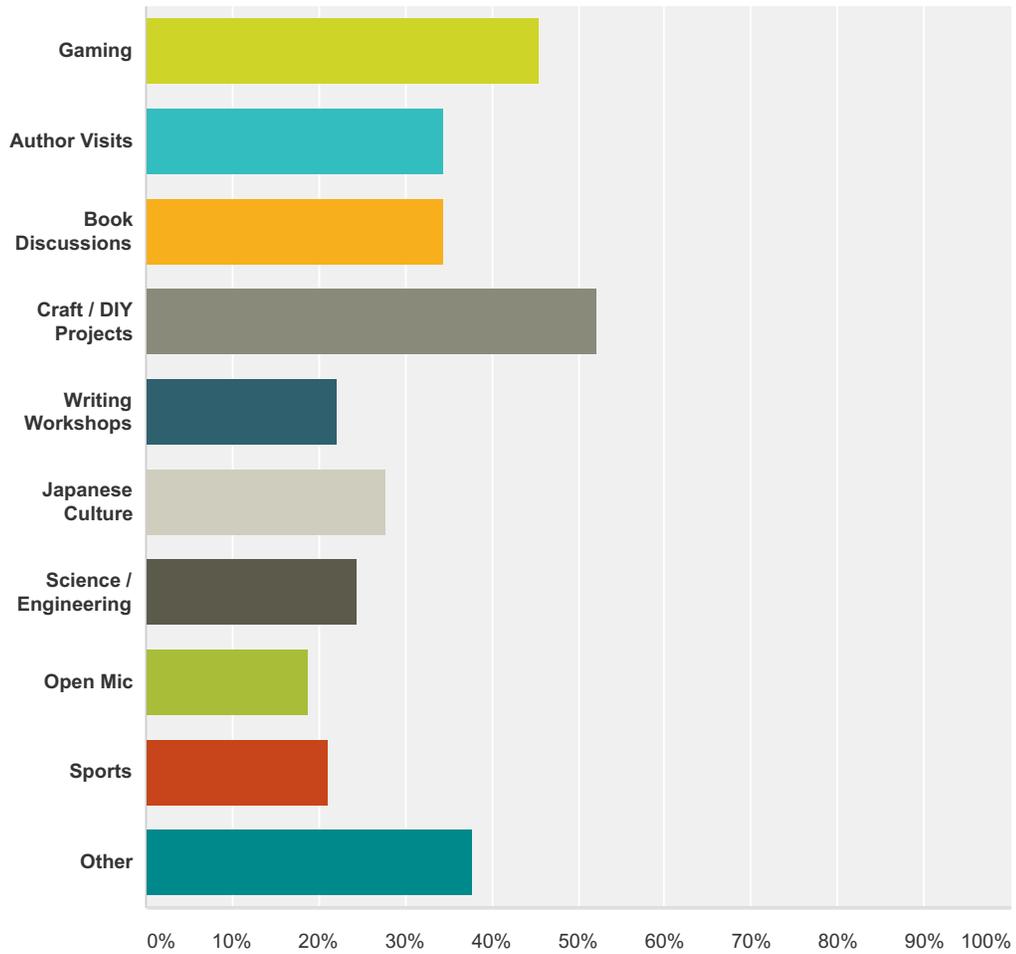
Answered: 117 Skipped: 2



Answer Choices	Responses
Yes	69.23% 81
No	30.77% 36
<b>Total</b>	<b>117</b>

### Q4 What types of programs have you attended at the library?

Answered: 90 Skipped: 29



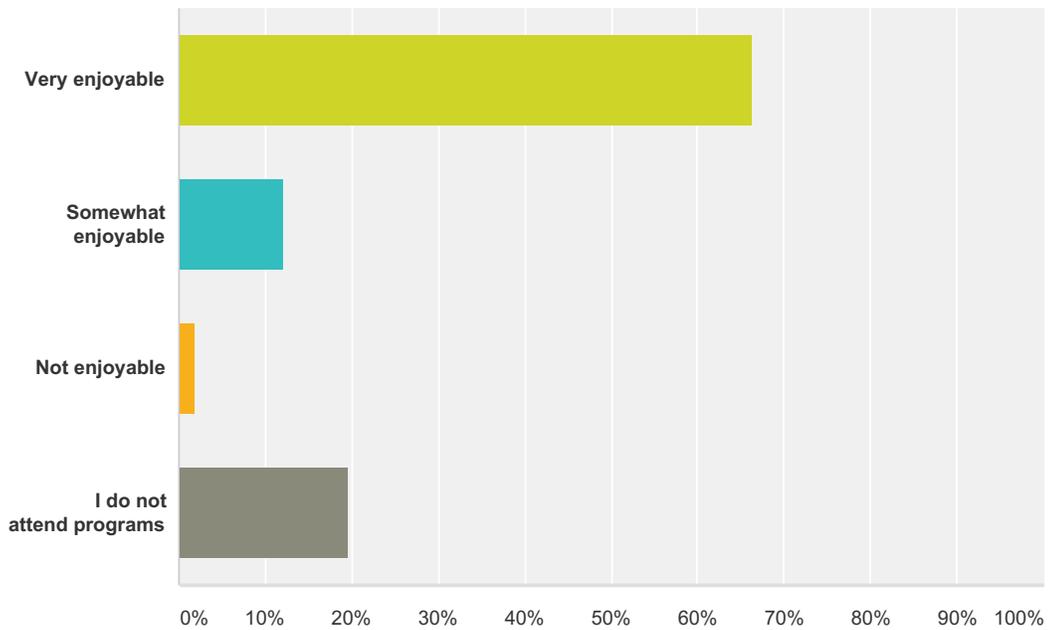
Answer Choices	Responses	
Gaming	45.56%	41
Author Visits	34.44%	31
Book Discussions	34.44%	31
Craft / DIY Projects	52.22%	47
Writing Workshops	22.22%	20
Japanese Culture	27.78%	25
Science / Engineering	24.44%	22
Open Mic	18.89%	17
Sports	21.11%	19

# SP 2015 - Teen Patron Survey

Other	37.78%	34
<b>Total Respondents: 90</b>		

### Q5 How would you rate the programs you have attended at the library?

Answered: 107 Skipped: 12



Answer Choices	Responses	
Very enjoyable	66.36%	71
Somewhat enjoyable	12.15%	13
Not enjoyable	1.87%	2
I do not attend programs	19.63%	21
<b>Total</b>		<b>107</b>

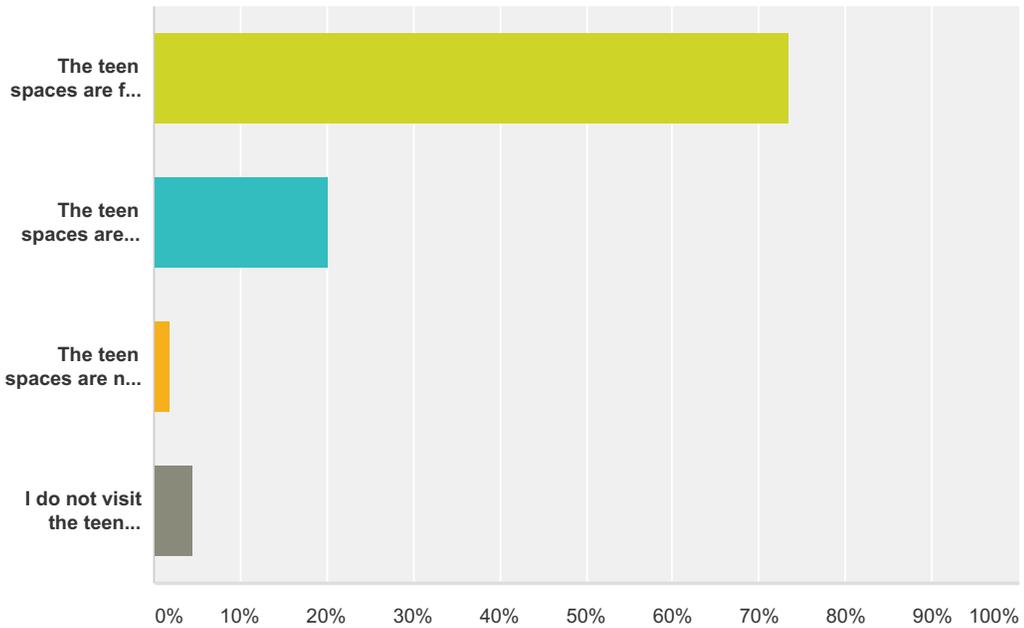
#	If you selected 'Not enjoyable' or 'I do not attend', please explain why.	Date
1	It was boring.	7/15/2015 9:34 AM
2	I don't go to programs, I just like to visit the library.	7/15/2015 9:34 AM
3	First time here.	7/15/2015 9:33 AM
4	Because library people disturb me.	7/15/2015 9:31 AM
5	Meh	7/14/2015 2:30 PM
6	I didn't really know they had programs here. . . .	7/10/2015 2:52 PM
7	i do not have time.	7/10/2015 2:51 PM
8	I do not attend because I don't have the time, and I don't see where I get the info for it.	7/10/2015 2:50 PM
9	I don't live in Kalamazoo	7/10/2015 2:37 PM
10	Also marked very enjoyable.	7/9/2015 12:05 PM
11	Never know it do stuff.	7/9/2015 12:03 PM

## SP 2015 - Teen Patron Survey

12	Just the summer reading program every year & book sales donations	7/9/2015 12:02 PM
13	It is fun learning new things and to meet new people.	7/9/2015 12:00 PM
14	It's fun learning new things and to meet new people!!	7/9/2015 11:59 AM
15	Because I don't read	7/9/2015 11:56 AM
16	I haven't attended any programs because no one tells me anything	5/7/2015 10:10 AM
17	I don't know what they are	5/7/2015 10:08 AM
18	I just like coming here for books & CDs	5/7/2015 10:01 AM
19	I don't come here that often	5/7/2015 9:58 AM
20	I'm new here, so I haven't been able to get into any programs.	5/7/2015 9:56 AM
21	Never been invitee	5/7/2015 9:49 AM

### Q6 Are the teen spaces at the library fun and welcoming?

Answered: 109 Skipped: 10

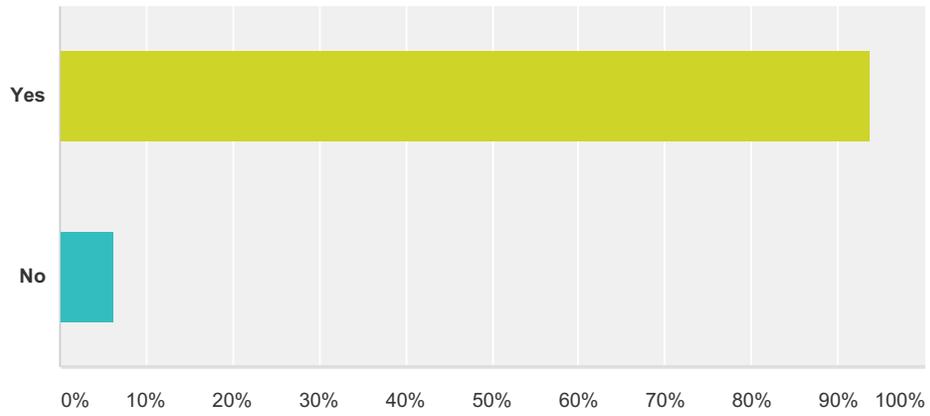


Answer Choices	Responses
The teen spaces are fun and welcoming.	73.39% 80
The teen spaces are somewhat fun and welcoming.	20.18% 22
The teen spaces are not fun and welcoming.	1.83% 2
I do not visit the teen spaces.	4.59% 5
<b>Total</b>	<b>109</b>

#	If you do not find the teen spaces fun and welcoming, please explain why. If you do not visit the teen spaces, what sorts of activities and services would encourage you to do so?	Date
1	(Oshtemo) It was good where it was and took me a while to get used to where it was updated to. I think maybe the newer content needs to be more open and available that way I see my options better and can choose easily.	7/15/2015 9:30 AM
2	I would be down there a lot if there were a separate room for video games.	7/14/2015 2:42 PM
3	Jill is the best.	7/14/2015 2:39 PM
4	get prizes for reading	7/10/2015 2:51 PM
5	Do a thing where you buy a bucket full of #s. You get one and depending on that # you get a prize.	7/10/2015 2:50 PM
6	They don't do nun	7/9/2015 12:03 PM
7	All of them.	7/9/2015 11:59 AM
8	play basketball (activity that would encourage attendance)	5/7/2015 10:08 AM
9	not sure (what activities would encourage visits)	5/7/2015 10:06 AM

### Q1 Do you view KPL as a resource for digital access and learning?

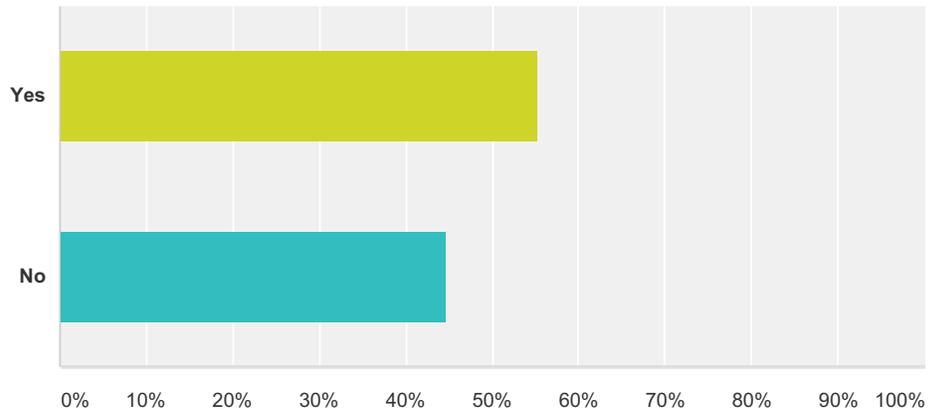
Answered: 145 Skipped: 2



Answer Choices	Responses	
Yes	93.79%	136
No	6.21%	9
<b>Total</b>		<b>145</b>

## Q2 Have you used The Hub, the library's digital lab?

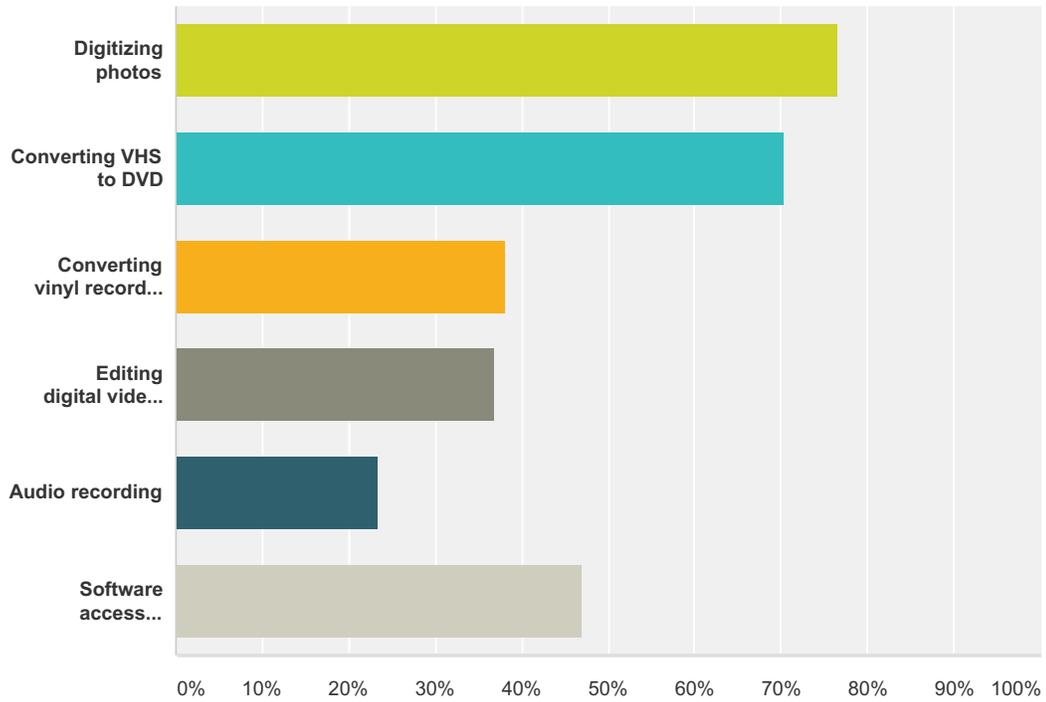
Answered: 143 Skipped: 4



Answer Choices	Responses	
Yes	55.24%	79
No	44.76%	64
<b>Total</b>		<b>143</b>

**Q3 If so, what have you used The Hub for?  
(Please check all that apply)**

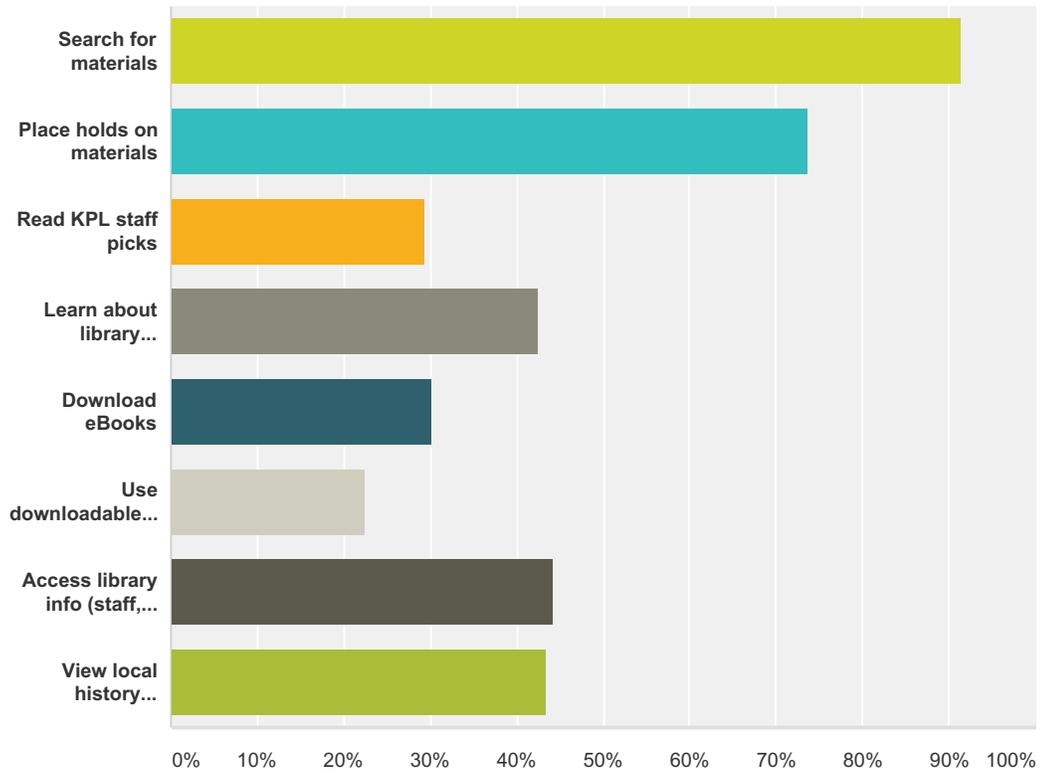
Answered: 81 Skipped: 66



Answer Choices	Responses
Digitizing photos	76.54% 62
Converting VHS to DVD	70.37% 57
Converting vinyl records to MP3 or CD	38.27% 31
Editing digital video, audio, or photos	37.04% 30
Audio recording	23.46% 19
Software access (Photoshop, Illustrator, Anime Studio, Garage Band, etc.)	46.91% 38
<b>Total Respondents: 81</b>	

### Q4 How do you use KPL's website? (Please check all that apply)

Answered: 129 Skipped: 18



Answer Choices	Responses
Search for materials	91.47% 118
Place holds on materials	73.64% 95
Read KPL staff picks	29.46% 38
Learn about library programs	42.64% 55
Download eBooks	30.23% 39
Use downloadable services such as Freegal, Hoopla, Rocket Languages, and Zinio	22.48% 29
Access library info (staff, board of trustees, locations, hours, etc.)	44.19% 57
View local history resources	43.41% 56
<b>Total Respondents: 129</b>	

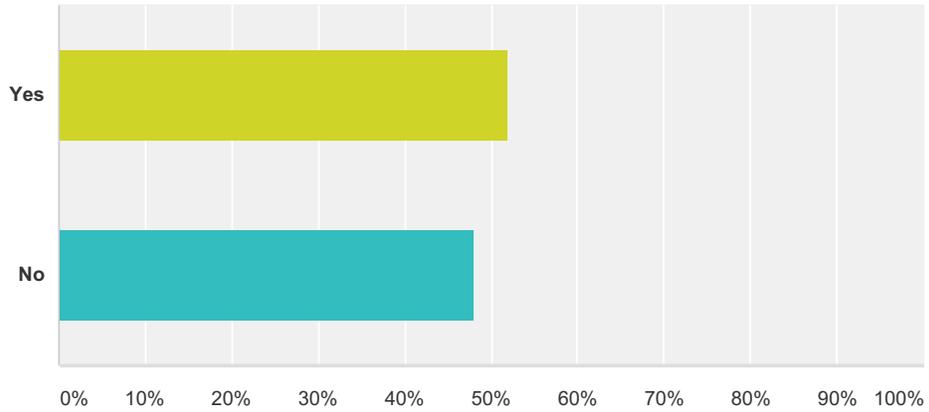
#	Other	Date
1	I feel like I use it for a lot of things, really.	7/16/2015 10:52 AM
2	I'm frequently logging in to renew things.	7/16/2015 10:44 AM
3	Renewing books too	7/16/2015 10:36 AM

## SP 2015 - Technology Survey

4	Renewals!	7/16/2015 10:30 AM
5	Renew Books	7/16/2015 9:40 AM
6	Go to the Local Organization Directory; research on the Law Library page; find out about tax forms and tax preparation; look up car repair info; get to Melcat.	6/9/2015 4:22 PM
7	Houses	6/9/2015 1:50 PM

### Q5 Do you use the KPL mobile app?

Answered: 127 Skipped: 20



Answer Choices	Responses	Count
Yes	51.97%	66
No	48.03%	61
<b>Total</b>		<b>127</b>

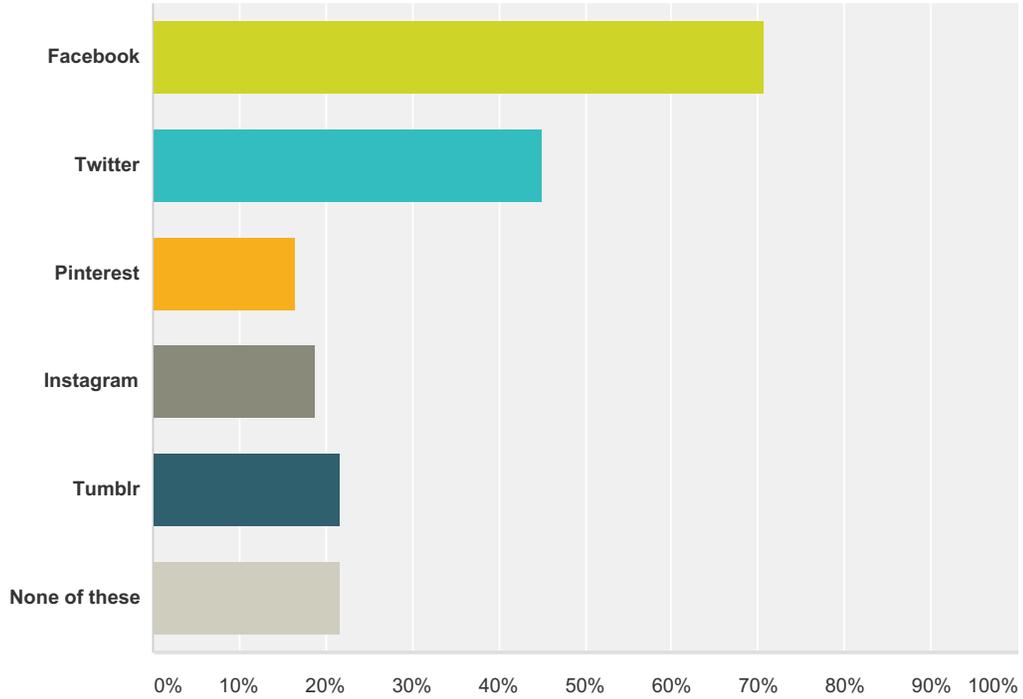
#	If you answered 'Yes', please explain how you typically use it:	Date
1	I got it a while ago, but I don't really use it. My friend Craig does, though.	7/16/2015 10:40 AM
2	This and that. It's a nice perk!	7/16/2015 10:39 AM
3	Renewals and reservations	7/16/2015 10:27 AM
4	Placing Holds. Renewing things.	7/16/2015 10:26 AM
5	Phone directory for staff. Reserve computer in the Hub	7/16/2015 9:38 AM
6	check my record, search for items place holds	6/10/2015 8:37 PM
7	Catalog searches and placing holds	6/10/2015 12:54 PM
8	Put holds on books.	6/10/2015 12:26 PM
9	On my iPhone	6/10/2015 12:21 PM
10	Browsing	6/10/2015 12:03 PM
11	Searching and holds	6/10/2015 11:56 AM
12	Catalog stuff mostly.	6/10/2015 11:55 AM
13	Pretty much just use it to search the catalog.	6/9/2015 1:56 PM
14	See what I have checked out and to renew items.	6/5/2015 4:22 PM
15	Check the catalog and place holds.	6/5/2015 1:55 PM
16	Very limited use - I prefer the regular web page	6/2/2015 12:17 PM
17	All sorts of things, really.	6/2/2015 10:39 AM
18	To reserve and renew books	6/2/2015 10:37 AM
19	For fun!	6/2/2015 10:19 AM

## SP 2015 - Technology Survey

20	to see if you have a book and place it on hold if you do	5/9/2015 7:20 AM
21	on an iPad	4/10/2015 7:11 PM
22	Quick check while on-the-go re avail of materials, etc	4/10/2015 4:04 PM
23	Searching the catalog and placing holds	4/9/2015 11:59 AM

**Q6 Which social media outlets do you use to follow KPL? (Please check all that apply)**

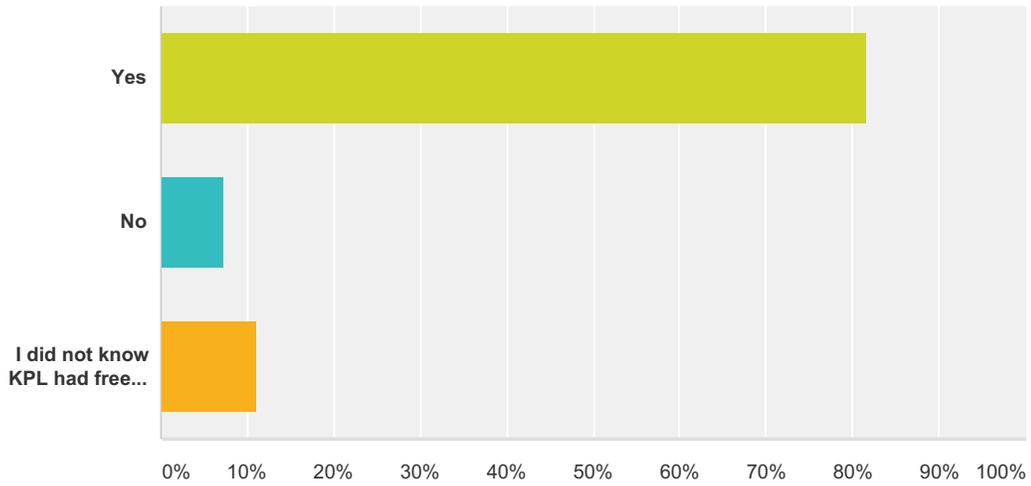
Answered: 133 Skipped: 14



Answer Choices	Responses	
Facebook	70.68%	94
Twitter	45.11%	60
Pinterest	16.54%	22
Instagram	18.80%	25
Tumblr	21.80%	29
None of these	21.80%	29
<b>Total Respondents: 133</b>		

### Q7 Do you feel that KPL's free WiFi capabilities meet your needs?

Answered: 136 Skipped: 11

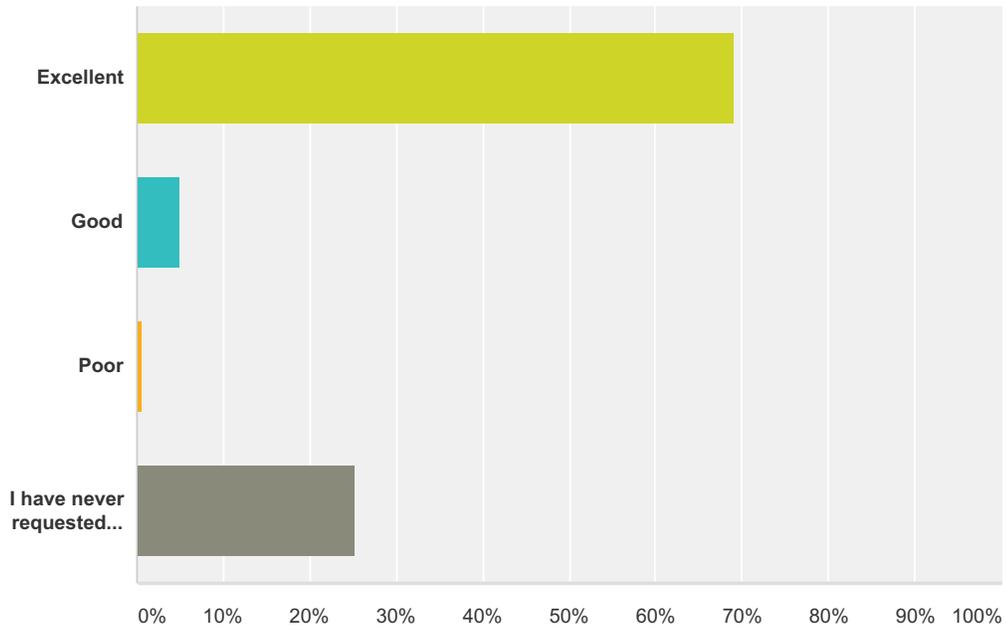


Answer Choices	Responses
Yes	81.62% 111
No	7.35% 10
I did not know KPL had free WiFi.	11.03% 15
<b>Total</b>	<b>136</b>

#	If you answered 'No', please explain why that is the case:	Date
1	I tried to print by wifi once... it did not end well.	7/16/2015 11:01 AM
2	Could be faster.	7/16/2015 10:55 AM
3	I'll admit that once I was passing by one of your buildings and I pulled into the parking lot just to use wifi.	7/16/2015 10:52 AM
4	It's good; not great. Someone on the top floor told me that there were plans in increase your bandwidth. He said it was in store for the next year or so. That would be great!	7/16/2015 10:50 AM
5	Sometimes it does, but occasionally the loading times are like 1997 all over again.	7/16/2015 10:43 AM
6	If it could be faster, obviously that would be significant. I'd probably use it more.	7/16/2015 10:39 AM
7	The system needs capacity for more users at certain times, particularly in the afternoon at the end of the month, When there are a lot of users, the wifi speed gets so slow that it becomes unusable.	7/16/2015 9:43 AM
8	6	6/20/2015 4:48 AM
9	I don't use wifi there.	6/10/2015 12:26 PM
10	I wish the library provided hotspots outside of the library.	6/9/2015 1:48 PM
11	Lost connection - slow load times.	6/9/2015 1:45 PM
12	Although I seldom use it other than bringing my iPad to the library occasionally.	6/5/2015 4:22 PM
13	Too slow/unreliable frequently	5/9/2015 12:08 PM
14	I don't use it.	5/9/2015 7:20 AM

### Q8 How would you rate KPL staff assistance for online/digital tools?

Answered: 139 Skipped: 8



Answer Choices	Responses	Count
Excellent	69.06%	96
Good	5.04%	7
Poor	0.72%	1
I have never requested assistance of this type.	25.18%	35
<b>Total</b>		<b>139</b>

**Director's Report  
July 2015**

From the director

1. In addition to the ALA conference, I attended the usual DDA and DKI meetings, a webinar on loaning hot spots, a Reference USA demonstration of new services, many internal meetings, and a few library programs.
2. Michael Cockrell and I were invited by the medical school librarians to a get-acquainted lunch. We discussed various partnership possibilities and toured the medical school. We expect to partner with them for a welcome event for new students in the fall.
3. We did not receive the ALA Latinos American grant for which our ARTT applied. Nevertheless, we hope to offer some of the programming we had outlined in the grant application. ALA received many applications for a limited number of grants.
4. As always, the ALA annual conference was energizing. I attended some useful, informative programs; strolled the huge exhibit area and picked up way too many advance reader copies of books to be released within coming months; talked with candidates for our children's librarian position in the placement center; and networked informally with library staff from around the country. Although all was helpful and informative, it is always the casual networking that is the most beneficial to me. Overall, a good conference.
5. Annual staff committee reports are attached for your information. Considerable work is accomplished by these cross-departmental committees.

Create young readers

6. Summer programs for the youngest patrons have been well attended. Over 200 preschoolers attended *Little Scientists* and enjoyed stories and activities on topics such as water, magnets, materials, and measurements.
7. The June *Musical Storytime* was filmed by WGVU for their "Kalamazoo Lively Arts" program. It featured Luke Cook; Nick Boyd will return for the July program.

Stimulate imagination

8. As of early July, 5,467 have signed up for summer reading. We are running ahead of last year.
9. Summer programs for school-age children have also been well attended at all agencies.
  - Superhero parties at Central and Powell attracted over 150 kids who created superhero costumes. The other branches will host their parties later in the summer.
  - *Code Camp*, for kids and teens, has averaged over twenty per session. One 8-year old made a binary code bracelet.
  - The *Bookworms* book club read and discussed “The One and Only Ivan” by Katherine Applegate. She will visit KPL in September for the release of her newest book.
  - Kids and teens have a different project for each *Maker Monday*.
  - As usual, the Paul Sizer comic drawing workshops attracted teens to Eastwood and Central. Everyone drew something and Paul shared two seemingly effortless yet perfect drawing demonstrations.
  - Educating for Freedom in Schools brought 45 students for stories, a scavenger hunt and tours. The program uses culturally-relevant literature as a core for their program so we were able to support the curriculum with our resources.
  - Over 130 gathered to watch “Surf’s Up” for *Movies Under the Stars* program, a partnership between Oshtemo Branch and Oshtemo Township.
  - And in addition to these programs, we’ve had concerts, museum visits, Bubbleman, Chemical Kim, Binder Park Zoomobile, magic shows, vehicle days, and science and art programs – a busy summer here at the half-way mark.
10. After adding ebooks and ecomics to hoopla just last month, Midwest Tapes has announced a partnership with DC Comics that will add the iconic DC Comic titles to hoopla. This new content is expected to attract new users; June was our highest use month yet with 2,176 circulations, the second month with over 2,000.

#### Connect to the online world

11. The digital archives page is now live on our website. The page gathers our online holdings and newly digitized materials from the Local History collection and includes links to online articles, photos, regional publications, archival films, local history programs, digitized books. It also includes links to resources at other libraries.
12. Some of our digitized materials are also being uploaded and stored at Archive.org, a non-profit internet library. This site provides free online storage and open free access to materials of local and worldwide historical significance. The interface includes a “pager” that

allows readers to view the document as a virtual flip book and to download and view it in a variety of formats.

13. Turnover of Hub interns and a staff focus on the installation of new PCs for the public will delay the start-up of the 3-D printer until late summer or early fall.
14. Public PCs are being replaced at all locations. Areas and locations will be without service at times. Simultaneously we will be improving cord management with the goal of no cords on the floor.
15. IT and Teen Services are working together to install a Minecraft server so teens can play this popular game on the computers in teen. Teens will be able to adjust settings, switch to personal accounts, and connect to other servers.

#### Celebrate local

16. ONEplace will be presenting a three program Inclusion series to help nonprofit organizations and individuals raise their self-awareness on issues of accessibility and inclusion. The series begins on 7/21/15 with *Creating Accessible Content* which will explore ways that print, website, and social media content can be designed to be accessible to everyone. On 8/5/15, *Immigration 101* will focus on immigration law and immigrant rights issues. On 8/12/15, *Trans\**, *Gender Non-Conforming*, & *Genderqueer: A Workshop for Allies* will provide attendees with the opportunity to learn about the multiplicity of trans identities and how to be a supportive ally.

#### Operations

17. "It's My Library" is still on target to launch in September. Suggestions of patrons to ask to participate are welcome. MAC staff will follow up.
18. New computer furniture and study tables for the adult area at Oshtemo is now in place along with new PCs.
19. We hope to move our servers to the KRESA data center by late fall; timing will depend upon the fiber connection. In the meantime, our IT staff is doing the preliminary work to be ready when fiber is in place.
20. Jill Lansky and Andrea Vernola attended "Nerd Camp", a free workshop in Ann Arbor. They called it an "amazing learning and inspirational opportunity" and returned with ideas for programs, displays, and speakers.

21. ARTT members attended a team capacity building event with other Transformational Teams. Several KPL staff and trustees will attend the healing racism workshop at the YWCA in late August.
  
22. A data extraction from our current payroll system for transfer to ADP is scheduled for late July. Our transfer team has been taking online classes to learn how the software operates and to structure it to work best for us. We anticipate training supervisors and testing the time and attendance piece of the software in late August.

**KALAMAZOO PUBLIC LIBRARY  
LIBRARY STATISTICS  
June 30, 2015**

<b>Agency</b>	<b>Central Library</b>	<b>East wood</b>	<b>Oshtemo</b>	<b>Powell</b>	<b>Washington Square</b>	<b>Total</b>	<b>Year to Date</b>	<b>Prior Year to Date</b>	<b>% Change</b>
<b>BOOKS</b>									
-Adult	22,466	1,124	10,829	446	2,095	36,960	441,600	454,932	-3%
-ebook	3,109					3,109	43,028	38,348	12%
-Digital Magazine	459					459	3,623	3,356	8%
Teen	3,870	234	1,482	38	236	5,860	63,119	63,585	-1%
Juvenile	19,320	2,053	12,864	448	1,625	36,310	357,900	353,793	1%
<b>Total</b>	<b>49,224</b>	<b>3,411</b>	<b>25,175</b>	<b>932</b>	<b>3,956</b>	<b>82,698</b>	<b>909,270</b>	<b>914,014</b>	-1%
<b>AUDIO-VISUAL</b>									
<b>Audiobook</b>									
-CD	1,791	79	1,049	26	158	3,103	36,216	40,982	-12%
-Digital	1,799					1,799	21,265	14,794	44%
<b>Music</b>									
-CD	4,733	346	865	170	329	6,443	81,722	87,873	-7%
-Digital	1,773					1,773	19,665	12,168	62%
<b>Video</b>									
-DVD	29,759	4,778	10,432	2,829	6,867	54,665	728,363	692,795	5%
- Digital	681					681	8,410	3,209	
<b>Total Non-Print Material</b>	<b>40,536</b>	<b>5,203</b>	<b>12,346</b>	<b>3,025</b>	<b>7,354</b>	<b>68,464</b>	<b>895,641</b>	<b>851,821</b>	5%
<b>Total Circulation</b>	<b>89,760</b>	<b>8,614</b>	<b>37,521</b>	<b>3,957</b>	<b>11,310</b>	<b>151,162</b>	<b>1,804,911</b>	<b>1,765,835</b>	2%
<b>Computer Usage</b>									
Onsite Computer Use	6,145	530	1,260	502	757	9,194	122,934	137,375	-11%
Computer Usage Remote	2,241,225					2,241,225	27,148,625	28,415,806	-4%
Wireless Internet	2,159	-	-	-	-	2,159	23,350	33,756	-31%
<b>Database Statistics</b>									
Database Sessions	302					302	13,412	15,948	-16%
Database Searches	5,894					5,894	599,004	527,188	14%
<b>Total Registrations</b>	<b>429</b>	<b>34</b>	<b>161</b>	<b>11</b>	<b>29</b>	<b>664</b>	<b>6,542</b>	<b>6,457</b>	1%

KALAMAZOO PUBLIC LIBRARY  
LIBRARY STATISTICS  
May 31, 2015

Agency	<u>Central Library</u>	<u>East wood</u>	<u>Oshtemo</u>	<u>Powell</u>	<u>Washington Square</u>	<u>Total</u>	<u>Year to Date</u>	<u>Prior Year to Date</u>	<u>% Change</u>
<b><u>Programs/Tours</u></b>									
Adult Events	18	3	2	4	2	29	309	281	10%
Attendance	663	10	73	95	86	927	10405	9630	8%
Teen Events	6	0	3	1	0	10	192	242	-21%
Attendance	289	0	135	21	0	445	6507	8584	-24%
Juvenile Events	33	9	23	15	4	84	1082	1012	7%
Attendance	2397	432	906	698	180	4613	40351	42065	-4%
<b>Total Events</b>	<b>57</b>	<b>12</b>	<b>28</b>	<b>20</b>	<b>6</b>	<b>123</b>	<b>1583</b>	<b>1535</b>	3%
<b>Total Attendance</b>	<b>3349</b>	<b>442</b>	<b>1114</b>	<b>814</b>	<b>266</b>	<b>5985</b>	<b>57263</b>	<b>60279</b>	-5%
<b>Law Library</b>									
Visitors	204					<b>204</b>	2747	<b>3374</b>	-19%
Phone Calls	76					<b>76</b>	1095	<b>1133</b>	-3%
Questions Answered	303					<b>303</b>	4136	<b>4246</b>	-3%

## LEAN Steering Committee Annual Report FY 2014-15

### Summary

This year the committee focused on continuing the work of educating staff on basic LEAN principals through 5S, while taking the first steps to move into more advanced LEAN tools and techniques, including our first Value Stream Map. Additionally, the committee had opportunities to share their knowledge with other library professionals.

### Facilitated Events

**Eastwood Circulation 5S Completion:** The team completed the 5S at the Eastwood branch that had begun in early 2014, including a new custom-built discharging station that was installed in early 2015.

**Powell Circulation 5S:** With the most condensed space in the library system for processing materials and staff workspace, the group focused on shrinking furniture and equipment footprints to open up space and improve flow. The item discharging flow was re-worked by moving the item return slot from the circulation desk to a new location in the east wall of the staff area. A new discharging station was added to the staff area so that items are only touched once as they come back from the patron and go directly to a delivery bin or a cart for shelving.

**MAC Department Stores Area 5S:** The MAC team re-imagined the way their stores area is used by their internal customers. They began with a major sort, which moved all items that were “archival” in nature, to other places in the library designated for that purpose, and cleared more space for marketing supplies. Under the new flow, supplies are color coded based on how they are to be used, creating a self-serve model where staff can directly take what they need, and either sign it out, or consume it and a Kanban system will manage the inventory.

**CAMP Value Stream Map:** The team followed the flow of value for “new books” from the patron backwards through processing, cataloging, and purchasing all the way back to selection. The team then took the current state map, and identified tasks as value-added or not, focusing on the non-value-added tasks for improvement. The group identified over a dozen Kaizen projects to improve the flow of value and eliminate waste. This list will be used to guide improvements such as moving to EDI with our largest vendor, performing cost-benefit analysis on the lamination process, and evaluating a standardized labeling system.

**Children’s Room Staff Offices 5S:** This new team has just kicked off their 5S, and is working on ways to improve how programing materials and supplies are stored in a very densely packed work space.

### Knowledge Sharing

**Henika Library Staff Day:** Matt Smith visited with the staff, educating on the basic principles of LEAN, and helping them get started on their first 5S.

**Dearborn Public Library:** Melissa Greenfield has been helping Dearborn staff to learn how LEAN has impacted our MeLCat process, and they may be visiting KPL to learn more.

Respectfully Submitted, LEAN Steering Committee: *Bill Caskey, Melissa Greenfield, Patrick Jouppi, Susan Lindemann, Angelina Rodriguez, Steve Siebers, and Matt Smith*

# 2014-15 KPL Programming Committee Annual Report

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The Kalamazoo Public Library's Programming Committee has had a productive and successful year. The committee's focus is on improving the programming processes at KPL and planning programming that appeals to our community and accomplishes the programming goals established by the KPL Strategic Plan.

The move to a three month LINK cycle was successful and has allowed KPL to group program planning into a more logical sequence with the busy summer months June, July, August included in one publication. Streamlining the programming statistics collection and reporting tool and increasing consistency in recording program stats was a focus during the past year.

Going forward into the next year, the focus will be on developing a strategy for evaluating the value of adult programming and to take a much more data-driven approach to program planning – particularly focused on the ROI for adult programming. A part of that data-driven approach will include working more efficiently and effectively with MAC to develop targeted marketing plans for our most crucial programs.

## **Kid's Programming Highlights:**

- In July and August of 2014, we hosted a number of well attended programs on animals, science, crafts, fairies, storytelling, comedy, and even, geography and medieval history. We hosted our 3<sup>rd</sup> annual Lego Building Contest, expanded to include all 5 locations. The impressive creativity displayed by the kids in our community is one of the best things about summer at KPL.
- We began the Maker Monday series on Mondays at Central in July and August. Each week we dove into a creative topic making jewelry, circuits, slime and more! We look forward to the continuation of these programs and the expansion to the branch locations. Making things together is not about getting it right. It's about having a chance to experiment, to learn about tools and processes, to make real-world items that could begin a lifetime of making for a child!
- Our summer reading statistics for 2014 were higher than ever before by the end of August! The 2015 Summer Reading Kick Off Party on June 6 in the library parking lot brought in over 1000 people with many signing up to read with us in 2015! At the close of the fiscal year, we have over 500 more signed up than last year at this time. Many staff collaborated together to make this awesome event happen!
- The First Saturday programs continue to thrive, bringing in large crowds, promoting the message of literacy and library usage, and increasing our partnerships with local organizations in Kalamazoo! We are adding new partners each year. This past year, we partnered with the Kalamazoo Symphony Orchestra, the Kalamazoo Civic Theatre, Communities in Schools and

many more. It continues to be a consistent time of fun and library advocacy in our community.

- We continued our Family Place Workshops at Oshtemo and Central this fiscal year. Caregivers and children played and made new friends together. One of our librarians and a child development specialist were present at each session to visit with children and caregivers.
- We hosted author Todd Parr for Youth Literature Seminar in November this year. His visit to Central the night before included a wonderful talk and macaroni and cheese (Todd's favorite food) for all of the guests.
- We continue to expand our preschool offerings beyond storytime with programs like Little Scientists, Miss Lisa: Stories and Dance, and Yoga Storytime. We're making a special effort to offer programs appropriate for early childhood development, that are fun and beneficial for young children and caregivers. The Oshtemo/Central Little Scientist series in June 2015, had over 200 preschoolers attend! A new partnership for us this year was with Fontana Chamber Arts, who offered free "Crybaby Concerts" for preschoolers at 3 of our locations. They book the artists and we host them. Win-win!
- Presenters like the Air Zoo, Chemical Kim, Palamazoo Puppets, WMU Dance project, Binder Park Zoomobile, the Bubbleman, Musical Storybooks with the KSO, and so many others, made our program line up over winter and spring breaks, exciting and well attended!
- We celebrated our 21st year of Global Reading Challenge and our 4th year of First Grade Visits this year! Reading with the first graders and seeing them grow as readers throughout the year-long program continues to be a highlight for them and for our staff!
- We continued the very successful neighborhood celebrations at each of our branch locations. Eastwood kicked things off with a very successful "Back-to-School Party" and Oshtemo followed with a very fun Fall Festival. In the Spring, Powell, and Washington Square held well-attended community events with music, food, and activities for patrons. These celebrations are a partnership between the library and the neighborhood community and include donated food, presenters, and activities. We'll do them again in 2015-2016.
- In June of 2015, we hosted author/performer, Eric Litwin for two shows at Central. Our community loves the first four "Pete the Cat" books and Eric's show was awesome. We are lucky to have hosted him. We kicked off summer program for 2015 with a VERY busy June with over 80 kids programs. Everything from fairy houses to magic shows to museum visits!

#### **Teen Programming Highlights:**

- 2014 Summer programming offered many entertaining and informative programs for tweens and teens during the summer months – highlights from the summer included: Poet Kevin Coval, Maker Monday programs throughout the summer, Iron Chef Kalamazoo, Origami, Citizen CPR, and Nerdfighters Unite.
- Fall of 2014 brought International Games Day and a Read-a-Thon for Teen Read Week along with Duct Tape Pumpkins, Jewelry making, Dreamcatcher making, and several comic drawing programs led to a successful fall programming schedule for teens and tweens.
- Winter brought the 12<sup>th</sup> annual Teen Filmmaker Festival to Chenery Auditorium. Another highly successful year for this signature teen event.
- Maker Monday, Yoga, Tape It! Crafting programs, Martial Arts for teens, and Babysitting workshops were some of the other teen/tween programming highlights for winter 2014-15.
- 2015 Spring Break programming featured Game Central, Maker Monday, Books to Movies, and a two part Under the Influence of Dance program that was awesome!
- May also saw Three Book Battle 2015 with teams of three middle school students answering questions from three books in the hope of making it to Battle Champion!
- Anyone who walked by the teen department in April would have seen the results of Post-it Note Poetry with post-it note poems and quick drawings covering the outside of the teen services entry.

#### **Adult Programming Highlights:**

- The major highlight for the year was a highly successful Reading Together program – from the packed author visit by Jerry Dennis to the many programs that arose from partnering with organizations focused on protecting and celebrating The Great Lakes this year’s book and themes truly connected with our community which led to a highly successful Reading Together program series.
- Another big highlight for adult programming was the inaugural Booktoberfest series which saw KPL capitalize on the veritable explosion of new craft breweries in our community and the appreciation that Kalamazoo has for beer. We found many enthusiastic partners for Booktoberfest and anticipate that its success will only grow as we plan Booktoberfest 2015.
- Programming for senior populations was offered through a partnership with Kalamazoo County Area Agency on Aging to present Personal Action Toward Health and Matter of Balance at several branches throughout the year.

- The KPL Concert Series continued its successful run and celebrated the 100<sup>th</sup> concert at KPL in May. Highlights from the season include Goran Ivanovic, The Moxie Strings, Whiskey Before Breakfast, Kaitlin Rose, and An Dro.
- A continued partnership with the Great Lakes Acoustic Music Association brought budding musicians the opportunity to improve their skills with monthly acoustic slow jams and offered the vocally inclined a chance to sing out with regular community sing-alongs.
- Local History programming had another strong year with continued Intro to Genealogy and Genealogy Lock-In programs. Programs about Dr. John Kellogg, historic women of Michigan, Kalamazoo history through photographs, and a great neighborhood focus series were just some of the highlights from Local History programming.
- KPL began a new programming effort with TECHBar – a drop-in, casual, technology training program. While not as well attended as we would like it to be – the concept behind the program is designed to meet a need that we have heard from our patrons and may just need a few tweaks to meet that need more effectively.
- Two of our on-going bedrock programs continued to draw a consistent audience. Ask a Lawyer continued our solid partnership with the Bar Association to provide free legal help to low-to-moderate income patrons and our continued involvement with VITA helped us once again host free tax prep for a similar audience.
- We continued to find success with food and health related programming for adults. Programs from local people like The Cheese Lady, The Organic Gypsy, and Keneisha Morgan-Darden with Cooking ‘N Heelz all offered entertainment and information to program attendees.
- The Urban fiction book group at the Powell Branch had a solid following again this year and we began experimenting with book group hosting with a partnership with VeganKalamazoo in which KPL host a vegan book group developed by that organization.

## **Digital Action Team 2014/15 Annual Report**

Kalamazoo Public Library's Digital Action Team (DAT) is charged primarily with facilitating, managing and overseeing the technological needs of both staff and patrons. The team also investigates new digital opportunities and analyzes current services to make sure we are close to the "bleeding edge" of technology. DAT pulls tech related items from the library Action Plans to ensure that KPL is achieving and reaching the goals determined by MTeam and staff. This in turn means that much of our work is directed at giving staff the tools and support to meet their digital needs. DAT is also comprised of Subcommittees and Task Forces that focus on specific areas of the "digital action plan."

**Website Subcommittee** – Advises and assists webmaster with improvements to the websites as well as new initiatives. Over the past year the website has continued to improve in regards to navigation, structure and design. Many new pages have been added, streamlined, or renovated (Local History, Home Page). Keith also developed a way for staff to manage content on each page. A plan was created to determine homepage content with MAC. A detailed monthly report has also been established for each month.

**Social Media Subcommittee** – Facilitates and manages the various social media accounts that KPL utilizes. Over the past year, the subcommittee determined the exact social media outlets that staff should use as well as best practices for each one. Farrell determined that each social media account would have a "champion" to teach and encourage staff to use that particular outlet. This tactic is already proving to be most successful due to the fact that activity has increased almost every month!

**The Hub Task Force/Subcommittee** – Investigates and implements new ideas to enhance the digital lab services. This group continued to make tweaks to service to better serve patrons in the past year. This included the HUBcard, which allows non-residents an opportunity to purchase a monthly card. The group also began brainstorming ways to program in The Hub, which we hope plays out in the next year.

### **The DAT worked on many other projects including:**

- Investigated ways in which the online catalog can better serve patrons. This included using Google Analytics to determine usage info.
- Launched a circulating iPad program at the Central Reference Desk.

- Advised on the purchase and implementation of the new Public PCs. This included a redesign of the desktop to better help patrons navigate.
- Developed a process for patrons to use the 3D Printer in The Hub.
- Created a TECHBar program that helps patrons at all locations with their tech needs.
- Analyzed the mobile app and recommended changes.

**In the next year DAT plans to manage, implement or analyze the following digital areas:**

- Specific goals for each social media outlet.
- Technology Competencies for staff.
- Patron usage survey of both the website and catalog including live interviews.
- Moving KPL servers to KRESA.
- Circulating iPads in the Children's Room and possibly select branches.
- Project based programming in The Hub.
- Mobile Hot Spot circulation to provide Wi-Fi to areas of Kalamazoo unserved.
- Sponsoring a Hack-a-thon!
- Any other possible new tech initiative that **is related to libraries!**

DAT is committed to not only keeping track of KPL's Digital initiatives, but also the best practices in libraries all over the world. Our goal is to keep KPL on the forefront of technology to continue to provide patrons with the best access to the digital world!

Kevin King – Chair  
 Andrea Vernola  
 Ann Rohrbaugh  
 Farrell Howe  
 Gary Green  
 Keith Howard  
 Michael Cockrell  
 Ryan Gage  
 Sue Warner  
 Wendy Hand

# Innovation Team

## 2014/15 Annual Report

*KPL's Idea Strike Force!*

### Purpose

KPL's InnTeam is not just a trend watching group or innovation "think tank." Our purpose is to not only to inspire and foster new innovations, but also to assist staff by facilitating ideas from beginning to end. We believe that public libraries should be a cauldron for innovation. The group champions ideas and successes by being very transparent. InnTeam meets every month, but also utilizes email and Diigo (a free online bookmark sharing service) to share any new trend, fad, or innovation we discover. Members of the group share very similar strengths based on *Strengths Finder 2.0*, including **Futuristic** and **Strategic**.

### History

At the 2012 ALA Annual Conference in Anaheim, Kevin returned with an idea to assemble a team of staff that would focus energy on innovation and trend watching. This inspiration came from a particular session in which he learned about the Orange County (FL) Library System's Innovation Task Force and how they were helping shape the direction of the library. The goal of KPL's InnTeam is as follows:

- Monitor current trends and fads to determine how we can adapt at KPL
- Encourage ideas and innovation among staff; share these ideas library wide
- Nurture new innovation and help staff at all levels move it to implementation
- Create, administer and facilitate innovation and ideas hatched within InnTeam

In 2014, Angela Fortin and Andrea Vernola, began co-chairing KPL's Innovation Team and new member Karen Trout was added. Amy Alcenius joined the team in May 2015.

### Process

Ideas are submitted from both InnTeam and staff via a form on myKPL, email or by simply talking to an InnTeam member. These ideas are discussed by InnTeam and then a decision is made to either move towards implementation or move to an idea "parking lot" for future consideration. Some ideas, although often good, are not considered because they either do not fit in the Strategic Plan or are not cost effective. InnTeam members assigned to the particular idea consult with stakeholders (staff most likely to benefit from the innovation or idea) and then submit a proposal to MTeam. If MTeam is supportive, the idea is then planned out by InnTeam and stakeholders. The level of InnTeam involvement in implementation varies based on the stakeholders. Throughout the process, all steps are being reported on myKPL. At each meeting, we review the progress on the approved ideas and plan how InnTeam can assist in their implementation. We also quickly review any parking lot ideas, in case the time may be right for implementation.

## **Creative Conflict**

Creative Conflict is the idea that our diverse perspectives will elicit maximum innovation. This idea is built on trust within the team and an adherence to our common goal. InnTeam utilizes creative conflict to keep the ideas fresh and fun.

## **Sample of Past Successful Projects**

The projects below were launched in the first two years of InnTeam, and continue to be successful initiatives at KPL.

- New Library Card email that welcomes and then directs new users to resources online—this project continues to be an efficient way to get pertinent information to patrons
- Library Snap Shot Day!—Year 3 (held April 2015) was even more successful, garnering more engagement via KPL’s social media sites and increasing our reach online
- Assisted with the creation of the Digital Lab, which launched May 2014
- A daily infographic on library usage on website (<http://www.kpl.gov/about/stats/>), which launched March 2014
- Library Con event in October 2013
- Promotions related to National Library Card Sign Up Month in September 2013

## **Successes**

InnTeam and KPL staff had many successful initiatives in 2014/2015.

- Booktoberfest program series in September-October 2014
- Kalamazoo Innovative Community Talks hosted by ONEplace in February and May 2015, to encourage community engagement
- Library Snap Shot Day in April 2015
- Golden Ticket promotional program ([www.kpl.gov/goldenticket](http://www.kpl.gov/goldenticket))
- Signage in Central Library’s elevator

## **Future Projects**

The InnTeam has some great ideas and projects for 2015/16!

- KPL participation in the #WeNeedDiverseBooks campaign
- Lending Wifi hotspots
- Utilizing BluBeam technology
- Gathering and analyzing demographic information to determine library use by 20 and 30 something patrons
- Investigating the creation of a Local Wiki for Kalamazoo

## **Conclusion**

The InnTeam has some incredible energy! We have been enjoying sharing, fostering, and implementing ideas and innovations. We all feel that when we are constantly looking for ways to change, KPL will thrive. KPL's "Idea Strike Force" is prepared to continue monitoring the direction of libraries, as well as how we can adapt innovation from non-library settings.

**Team**

- Amy Alcenius
- Angela Fortin
- Farrell Howe
- Vik Jaglan
- Kevin King
- Andrea Vernola
- Karen Trout

## **Antiracism Transformation Team Annual Report June, 2015**

**Co-Chairs:** Judi Rambow and Caitlin Hoag

**Team Members:** Bill Caskey, Charles Cooper, Angela Fortin, Amy Galick, Brenda Hughes, Jermaine Jackson, SaConna Johnson, Terry New, Fernando Ospina, Kerria Randolph

### **Strengthening ARTT's Capacity**

- Attended 3 and ½ day skill-building team training
- Attended 3 day strategic planning training
- Created 3 year strategic plan to structure the work of the team for the next three years.
- Developed team relationships through one-to-ones.
- Participated in "Strengths Finder" test to enable team members to focus on their strengths.
- Judi Rambow and Caitlin Hoag attended a one-day Southwest Michigan Black Heritage Society Healing Racism retreat and made connections with other organizations doing antiracism work.
- Terry New attended a "Results and Learning Forum" at the Kalamazoo Community Foundation as a way to complete grant reporting requirements. She discussed the work that the team is doing to both the Foundation and representatives of other agencies within the community.

### **Institutionalizing Antiracist Identity**

- Introduced team to the Board and provided report regarding team training and strategic plan during Board meeting.
- Presented "Spark Talk" regarding institutional racism at 2014 Staff Day.
- Recommended full MTeam and Board participation in either the Introduction to Systemic Racism Workshop or Understanding & Analyzing Systemic Racism Workshop over the next year.
- Met with April workshop participants to provide a forum to process information, feedback and next steps in antiracism work at KPL.
- Included ARTT news in MTeam notes and departmental meetings.

### **Building Accountability to Antiracist People of Color**

- Recommended Judi Rambow to join the Programming Committee.
- Recommended addition of "Suggest a Program" form to the library's website <http://www.kpl.gov/events/suggest.aspx>.
- Recommended additional antiracism resources for inclusion in KPL collection, which were ordered by Steve Siebers.
- Hosted and staffed a booth at the Mothers of Hope 7th Annual Ultimate Family Reunion at Spring Valley Park, which was attended by over 1,000 community members.
- Promoted "We Need Diverse Books" campaign on the KPL website.
- Wrote a grant for ALA and the National Endowment for the Humanities regarding "Latino Americans: 500 Years of History" programming.

# CUSTOMER SERVICE COMMITTEE

## ANNUAL REPORT 2014-15

### MEASURING ONE POINT OF SERVICE

After One Point of Service was implemented, we sought out to measure its success or failure. While waiting for a more quantitative measurement of OPoS (see below, Currently Working On), in the meantime, we opted for a staff survey, which showed that well over 80% of all staff are comfortable performing “One Point Services.” We were happy with the results.

### LIBRARY CARD WEBPAGE REVAMP

We created one, simple, map-based page on our website that explained a fundamental service: how to get a library card. The page, prominently accessible from the home page, explains KPL’s district, reciprocal cards, and how to get a library card.

[kpl.gov/account/card](http://kpl.gov/account/card)

### AIDS AT STAFF DAY

In an effort to boost morale and internal customer service, we made a recommendation to MTEAM that Aides and hourly staff be invited, with pay, to take part in Staff Day. We are proud to report this initiative has been fully embraced.



STAFF USING ‘MOBILE CIRC’ WORKFLOWS APP

### ROAMING LIBRARIANS 2.0

What’s better than a roaming librarian?—one with an iPad! Thanks to a Friend’s mini-grant, librarians can now perform the following services while roaming: renewing library cards, looking up library card number, basic account info, renewing materials, promoting our digital services, utilizing security camera feeds, using our mobile app, and much more.

### LOWER MAX OVERDUE FEE

We suggested lowering the maximum fee for DVDs, CDs, Hot Pick DVDs, and Hot Pick Books to \$5. We felt that this would shift the fine philosophy from punishment-based to incentive-based thinking. This took effect on May 1<sup>st</sup>.

	Comfortable (I usually do it)	Not Comfortable (I usually refer)	Need a Refresher
Renew materials	89.47% 85	7.37% 7	4.21% 4
Simple searches and basic understanding of collection	93.62% 88	5.32% 5	1.06% 1
Simple library card renewal	80.85% 76	13.83% 13	7.45% 7
Provide PIN and library card number	91.49% 86	6.38% 6	2.13% 2
Due dates, fines, account info	89.36% 84	10.64% 10	2.13% 2
Add money for printing	78.26% 72	13.04% 12	8.70% 8
Place holds on materials and hold status	88.30% 83	7.45% 7	4.26% 4
Local business phone numbers and addresses	73.12% 68	21.51% 20	5.38% 5

OPoS SURVEY RESULTS

### Mission

Define and document what great customer service looks like at KPL; develop action steps for achieving the vision and share with fellow employees; establish methods for measuring progress.

Material	Loan Period	Late Fee	Maximum Fee	Limits
<a href="#">Kids' Books</a>	21 days	None	None	None
<a href="#">Teen Books</a>	21 days	None	None	None
<a href="#">Adult Books</a>	21 days	10¢ per day	\$5	None
Youth Magazines	14 days	None	None	5
<a href="#">Adult Magazines</a>	14 days	5¢ per day	\$3	10
<a href="#">Hot Picks Books</a>	14 days	\$1 per day	\$5	2
<a href="#">Hot Picks DVDs</a>	3 days	\$1 per day	\$5	3
<a href="#">Audiobooks</a>	21 days	10¢ per day	\$5	None
<a href="#">Book Club in a Bag</a>	8 weeks	\$5 per day	\$70	2 bags
<a href="#">DVDs/Videos</a>	7 days	25¢ per day	\$5	20
<a href="#">CDs</a>	14 days	10¢ per day	\$5	None

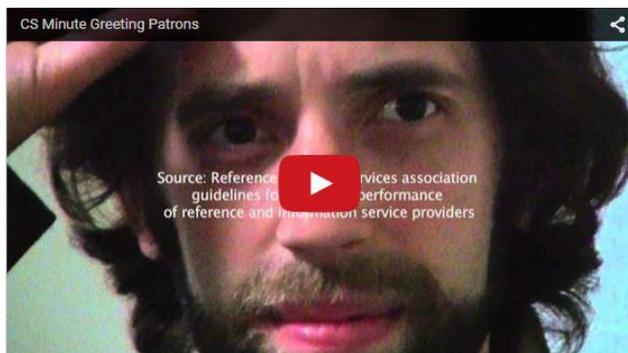
CURRENT FINE TABLE

## CUSTOMER SERVICE TIPS

Customer service tips are allstaff emails that have...well, customer service tips. This year Christine sent an email about how to respond to patron questions regarding downtown parking and public phones.

## GREETING A PATRON (VIDEO)

As part of our "Customer Service Minute" series, we showed an informational and entertaining video on the important of greeting patrons. Available on myKPL <http://my.kpl.gov/committees/customerservice/Pages/default.aspx>



## CURRENT PROJECTS

- **Measuring Library Card Renewals:** after personal logins are instituted for Workflows, we plan on measuring One Point of Service in a more quantitative way.
- **Patron Interview Series: If You Could Change One Thing**  
One way to improve Customer Service is to ask the customers themselves. Recently, we asked 47 patrons a very open-ended question: If you could improve the library, how would you? Some suggestions were quite good. We are currently analyzing them.
- **Code of Service Video:** We are working on a fun, instructional video that explains the Code of Service.

On behalf of the Customer Service Committee,

Matt S (Chair), Christine, Stan, Gary, Stewart, Ruth, Terry, Jill O., Keith

Mission

Define and document what great customer service looks like at KPL;  
develop action steps for achieving the vision and share with fellow employees;  
establish methods for measuring progress.

## **Shared Leave Committee Annual Report**

June 2015

Committee membership: Terry New, Sue Warner, Karen Trout, Jeremy Breeding

The Shared Leave Committee met for its annual meeting on December 22, 2014 and welcomed new members Sue Warner – Administration, Karen Trout – KPLA and Jeremy Breeding – KPLSP. Program guidelines were reviewed and no changes were recommended at that time.

A total of 1,006.75 hours were provided from the bank during the 2014-2015 fiscal year to fulfill eligible staff requests. This is compared with 647 total hours for the previous fiscal year.

Requests for donations coordinated in December and June yielded 342 and 347 hours respectively and the balance of the Shared Leave Bank as of July 1, 2015 will be 1,193.0 hours. The committee will meet again December 2015 to review the status of the bank and coordinate a request for donations.

The Shared Leave Committee

Terry New, Sue Warner, Karen Trout, Jeremy Breeding

## **Annual Report: 2014-2015**

### **KPL Social Activities Committee (SAC)**

**Chair:** Daniel J. Hoag

**Committee Members:** Kiersten Baldwin-Wilson, Gary Green, Caitlin Hoag, Patrick Jouppi, Michelle Lilek, Terry New, Beth Timmerman and Ruth Wilson

**Committee Mission:** To boost workplace morale and foster a sense of community among library staff by organizing and executing a variety of extracurricular activities.

**Committee Activity:** Over the past year, our members have organized or promoted the following:

- An end-of-summer picnic at Oshtemo Township Park
- A hot dog lunch for staff
- A fundraising staff bake-off
- Several movie nights at the Alamo Drafthouse
- Two SAC Lounge events, with treats and music in the Staff Lounge
- A Halloween costume contest
- Our second annual chili cook-off
- A Candy Gram fundraiser for Valentine's Day
- An indoor walking circuit for staff, including a raffle prize
- Ten fundraising raffles for Kalamazoo Growler tickets
- Staff knitting and crafting groups
- A new staff reading group called Book Brawl
- A staff tabletop Gamers' Lunch

In addition to the events we planned, we took on new members in an effort to launch more activities geared toward staff wellness. We've also given out various prizes and Downtown Dollars to all the winners of our competitive events.

**Goals for the upcoming fiscal year:**

- Continue to try to boost average attendance at SAC events
- Organize more events designed from our wellness branch
- Find a steady stream of fundraising income to help fund our events

Over the next fiscal year, the Social Activities Committee would like to continue our efforts to increase staff attendance at our events. Now that we have new members and a dual focus on wellness activities, we hope to see a boost in both staff participation and staff contributions. Finally, as some of our loftier ideas tend to be more expensive, we hope to find a dependable source of fundraising so that we can keep up the frequency and quality of our events.