

**Lawrence Public Library Board of Trustees Regular Meeting**  
**Monday, April 20, 2026 at 4:30 PM**  
**Meeting Room A, Lawrence Public Library**  
**Online Meeting: [Google Meet Link](#)**

**Consent Agenda**

*All matters on the consent agenda are considered within one motion and will be enacted by one motion. There will be no separate discussion on these items. If discussion is desired, that item will be removed from the consent agenda and will be considered separately.*

- Approve Library Board meeting minutes for March 2026
- Approve Treasurer's report for March 2026
- Approve bills for March 23, 2026 to April 20, 2026
- Receive statistical report for March 2026

**Library Director's Report**

**Monthly Departmental Reports**

**Friends & Foundation report**

**New Business**

- Library Master Plan Update  
Margaret Sullivan, CEO/Founder Margaret Sullivan Studio
- Customer Service Policy – **ACTION ITEM**  
Karen Allen, Public Services Manager
- Officer Nominations  
James Pavisian, Board Chair

**Old Business**

**Public Comment**

**Adjournment**

# **Lawrence Public Library**

## **Regular Board Meeting Minutes DRAFT**

Date: March 23, 2026

Time: 4:30 pm

**Venue:** The meeting was hybrid, conducted in person and online on Google Meet

### **Board Members Present:**

James Pavisian (Chair), Mandy Leibold, Alex Carvalho, Allison Friend Mazzei, Kelly Hart, Ryann Tacha, Brad Finkeldei (Mayor)

### **Staff Members Present:**

Brad Allen, Karen Allen, Jeff Bergeron, Aaron Brumley, Heather Kearns, Jon Ratzlaff, Nicole Schmuff, and Erica Segraves

**Others Present:** Sam Green, Fisher Patterson Sayler & Smith

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### **Call to order**

James called the meeting to order at 4:30 pm.

### **Executive Session**

Allison moved that the board go into executive session at 4:32 pm for 10 minutes to discuss privileged legal communications from the library's attorney regarding litigation and state and local laws pursuant to K.S.A. 75-4519(b)(2). The justification is to keep attorney-client privileged matters confidential at this time. Ryann seconded the motion, and it was approved.

The board exited the executive session at 4:42 pm. No action was taken.

### **Consent Agenda**

Kelly moved to approve the consent agenda Brad Finkeldei seconded. Consent agenda passed.

### **Director's Report**

Brad presented the Director's report.

### **Monthly Departmental Reports**

Question from Mandy about the ICE informational webinar training for staff from ALA/PLA.

- Kudos to the staff for providing the training.

Question from Mandy about stamping items with LPL identification.

Question from Ryann about LMH holds pilot project.

## **Friends & Foundation Director's Report**

Brad presented the Friends & Foundation report.

Question from Mandy about a reception for the Mary Roach Beach Author Event.

## **New Business**

- **Officer Nomination Committee**
  - James and Mandy will bring info to the next meeting about new officer positions.
  - This is Kelly's last term.
  - James will be starting his second term.
  - One person has applied to fill the vacancy.
- The Board received multiple emails from David Baston about his suspension from the library.
  - Considering his request to overturn his suspension, the Board unanimously agreed to deny his request.
  - The Board unanimously agreed that the Board chair will respond on behalf of the Board.

## **Old Business**

None

## **Public Comment**

There was no public comment

## **Adjournment**

The meeting was adjourned at 5:02 pm. The next meeting is Monday, April 20, 2026.

Respectfully submitted, Allison Mazzei, Secretary

Notes by Karen Allen

2026 Regular Budget Report

	<u>January</u>	<u>February</u>	<u>March</u>	<u>Year To Date</u>	<u>2026 Budget</u>	<u>% over/under</u>
<b>REVENUES</b>						
Tax Fund	-	3,801,958.38		3,801,958.38	\$6,960,000.00	54.63%
Lost and Repl Fees	2,297.01	1,588.15	2,422.44	6,307.60	\$23,000.00	27.42%
NEKLS	-			-	\$125,000.00	0.00%
State Aid & Federal Aid	-	33,180.16		33,180.16	\$0.00	
Photo Copies	1,607.34	2,307.23	2,457.05	6,371.62	\$20,000.00	31.86%
Meeting Room Fees	627.24	216.97	437.24	1,281.45	\$7,000.00	18.31%
Interest	2,527.88	1,701.33	10,916.45	15,145.66	\$35,000.00	43.27%
Transfer from Capital Improvement	-			-	\$0.00	
Donations- MISC	82.16	326.45	54.68	463.29	\$0.00	
<b>Total Revenues</b>	<b>7,141.63</b>	<b>3,841,278.67</b>	<b>16,287.86</b>	<b>3,864,708.16</b>	<b>\$7,170,000.00</b>	<b>54%</b>

**EXPENSES**

Salaries & Wages	301,608.54	309,032.44	308,850.41	919,491.39	\$3,950,000.00	23.28%
Employee Benefits	57,188.93	57,152.33	57,152.33	171,493.59	\$850,000.00	20.18%
Payroll Taxes	53,741.58	55,053.29	55,078.32	163,873.19	\$750,000.00	21.85%
Utilities	11,056.71	8,860.91	8,469.28	28,386.90	\$100,000.00	28.39%
Building Supplies	1,742.02	1,533.49	1,345.32	4,620.83	\$20,000.00	23.10%
Building Repairs & Maintenance	10,040.06	1,725.86	1,485.00	13,250.92	\$80,000.00	16.56%
Library Supplies	2,344.37	975.49	1,821.74	5,141.60	\$25,000.00	20.57%
Books & Materials	38,527.22	58,364.19	43,688.71	140,580.12	\$860,000.00	16.35%
Processing Supplies	2,239.17	3,995.07	5,169.70	11,403.94	\$55,000.00	20.73%
Equipment	206.00	-		206.00	\$10,000.00	2.06%
Technology	86,639.83	4,495.20	20,484.38	111,619.41	350,000.00	31.89%
Insurance				-	\$30,000.00	0.00%
Postage & Mailing	1,200.10	3,220.94	1,060.95	5,481.99	\$23,000.00	23.83%
Professional Development	1,339.99	2,203.54	2,732.82	6,276.35	\$32,000.00	19.61%
Book Van & Mileage	139.00	990.61	1,801.01	2,930.62	\$5,000.00	58.61%
Professional Fees	13,029.11	3,035.31	4,368.19	20,432.61	\$30,000.00	68.11%
Advertising & Marketing	2,766.23	5,002.44	3,692.75	11,461.42	\$0.00	#DIV/0!
Capital Improvements				-	\$0.00	#DIV/0!
Miscellaneous	(2,132.36)	136.02	146.12	(1,850.22)	\$0.00	#DIV/0!
<b>Total Expenses</b>	<b>581,676.50</b>	<b>515,777.13</b>	<b>517,347.03</b>	<b>1,614,800.66</b>	<b>\$7,170,000.00</b>	<b>23%</b>

Cash Reserves	163,537.50	Included in checking amount (\$50,237.56 from 2019; \$33,382.96 from 2020; \$38,282.47 from				
Checking (US Bank & KMIP)	3,082,042.43					
Capital Improvement (KMIP)	833,962.36					

2026 Outside Funding

1/1/2026

**Outside & Private Funding**

Carry Over Amts  
 + January Budgeting

Remaining Comment

<b>R &amp; E Totals</b>		\$	<b>562,296.75</b>
Totals	\$	648,023.98	\$ 562,296.75

*Budget/ Allocation Adj*

		\$	<b>109,948.90</b>	<b>YTD Income</b>
YTD Expense		\$	<b>195,676.13</b>	<b>YTD Expense</b>

# 1. Balance Sheet

Lawrence Public Library

As of Mar 31, 2026

	Total
<b>Assets</b>	
Current Assets	
Bank Accounts	
Capital Improvement at MIP	833,962.36
Checking	514,254.84
MIP Operating Funds	2,567,787.59
<b>Total for Bank Accounts</b>	<b>\$3,916,004.79</b>
Accounts Receivable	
Accounts Receivable	2,000.00
<b>Total for Accounts Receivable</b>	<b>\$2,000.00</b>
Other Current Assets	
Petty Cash	300.00
<b>Total for Other Current Assets</b>	<b>\$300.00</b>
<b>Total for Current Assets</b>	<b>\$3,918,304.79</b>
Fixed Assets	
Other Assets	
<b>Total for Assets</b>	<b>\$3,918,304.79</b>
<b>Liabilities and Equity</b>	
Liabilities	
Current Liabilities	
Accounts Payable	
Accounts Payable	129,445.56
<b>Total for Accounts Payable</b>	<b>\$129,445.56</b>
Credit Cards	<b>\$16,909.92</b>
Other Current Liabilities	
Payroll Liabilities	\$0.00
Health Insurance	-48,284.05
Hospital & Cancer Plans	2,232.34
OGLI	-99.27
Payroll Liabilities FSA	3,514.50
SUI	2,865.57
<b>Total for Payroll Liabilities</b>	<b>-\$39,770.91</b>
<b>Total for Other Current Liabilities</b>	<b>-\$39,770.91</b>
<b>Total for Current Liabilities</b>	<b>\$106,584.57</b>
Long-term Liabilities	
<b>Total for Liabilities</b>	<b>\$106,584.57</b>
Equity	

# 1. Balance Sheet

Lawrence Public Library  
As of Mar 31, 2026

	Total
Retained Earnings	1,346,904.73
Net Income	2,164,180.27
Opening Bal Equity	300,635.22
<b>Total for Equity</b>	<b>\$3,811,720.22</b>
<b>Total for Liabilities and Equity</b>	<b>\$3,918,304.79</b>

## 2. Revenues & Expenses

Lawrence Public Library

March 2026

	TOTAL	
	Mar 2026	Jan 1 - Mar 31 2026 (YTD)
<b>Income</b>		
Interest		
Capital Improvement	2,146.14	4,340.28
Checking	8,770.31	10,805.38
<b>Total for Interest</b>	<b>\$10,916.45</b>	<b>\$15,145.66</b>
Lost and Replacement Fees	2,422.44	6,307.60
Meeting Room Rentals	437.24	1,281.45
Misc Income	54.68	463.29
Outside&Private Funding Income	\$100,000.00	\$106,292.53
Downhall Books	390.49	947.07
Library Landscape & Posters	19.33	19.33
Merchandise Sales	269.55	-187.75
<b>Total for Outside&amp;Private Funding Income</b>	<b>\$100,679.37</b>	<b>\$107,071.18</b>
Photocopies & Printing	2,457.05	6,371.62
Services	2,000.00	2,000.00
State& Federal Aid		33,180.16
Tax Fund		3,801,958.38
<b>Total for Income</b>	<b>\$118,967.23</b>	<b>\$3,973,779.34</b>
Cost of Goods Sold		
<b>Gross Profit</b>	<b>\$118,967.23</b>	<b>\$3,973,779.34</b>
<b>Expenses</b>		
Books & Materials	43,688.71	140,580.12
Building Repairs & Maintenance	1,485.00	13,250.92
Building Supplies	1,345.32	4,620.83
Library & Office Supplies	1,821.74	5,141.60
Marketing-General	3,692.75	11,461.42
Miscellaneous	146.12	-1,850.22
.Outside & Private Funding		
Friends & Foundation Funding	\$500.00	\$500.00
Aquarium Maintenance	391.47	1,026.28
Block Grant	10,179.00	11,246.76
F&F Payroll	15,542.46	45,880.21
Library Master Plan	61,144.04	79,610.46
Memory Lab	754.58	1,597.95
Nancy Pat Staff Support (Crowe)	232.34	1,402.89
Program Expense		

## 2. Revenues & Expenses

Lawrence Public Library

March 2026

	TOTAL	
	Mar 2026	Jan 1 - Mar 31 2026 (YTD)
Information Services Programmin	378.80	1,297.76
LPL Con	1,744.41	8,016.91
Public Tech Programming	25.00	210.00
Read Across Lawrence/Booktober	1,183.36	4,969.82
Readers Service Programming	169.59	412.65
Summer Reading - ALL	14,312.37	21,649.69
Teen Services Programming	941.32	2,331.26
YS Programs (Children)	732.14	2,983.22
Health Spot		1,400.00
Youth Services & Cigler		1,766.83
<b>Total for Program Expense</b>	<b>\$19,486.99</b>	<b>\$45,038.14</b>
Seed Library	535.16	1,195.59
Sound & Vision Miliken	199.99	625.05
Adult Education		269.48
Memorials/Honor w/ Books GGIFT		162.60
MIDCO/Peterson		399.00
Outreach/Coggins Fund		8.25
Rice Foundation		5,835.75
<b>Total for Friends &amp; Foundation Funding</b>	<b>\$108,966.03</b>	<b>\$194,798.41</b>
<b>Total for .Outside &amp; Private Funding</b>	<b>\$108,966.03</b>	<b>\$194,798.41</b>
Payroll Expenses		
Employee Parking	-526.68	-1,580.04
Gross Wages	308,850.41	919,491.39
Group Life Insurance	1,062.30	3,223.50
Health Insurance	56,616.71	169,850.13
<b>Total for Payroll Expenses</b>	<b>\$366,002.74</b>	<b>\$1,090,984.98</b>
Payroll Taxes		
KPERS Co	31,744.40	94,421.25
KPERS Co Retiree	146.54	437.28
Payroll Taxes Employer	23,187.38	69,014.66
<b>Total for Payroll Taxes</b>	<b>\$55,078.32</b>	<b>\$163,873.19</b>
Postage & Mailing	1,060.95	5,481.99
Processing Supplies	5,169.70	11,403.94
Professional Development	2,732.82	6,276.35
Professional Fees	4,368.19	20,432.61
Technology		

## 2. Revenues & Expenses

Lawrence Public Library

March 2026

	TOTAL	
	Mar 2026	Jan 1 - Mar 31 2026 (YTD)
Collections & Public Service	11,280.47	93,651.89
Internet & Telephone	929.45	2,746.92
IT Software & Subscriptions	8,108.73	14,428.80
Operations	236.38	1,032.36
Public Tech Supplies	-70.65	-240.56
<b>Total for Technology</b>	<b>\$20,484.38</b>	<b>\$111,619.41</b>
Utilities - Electric	8,469.28	28,386.90
Vehicles, Mileage, Maintenance	1,801.01	2,930.62
Equipment		206.00
<b>Total for Expenses</b>	<b>\$626,313.06</b>	<b>\$1,809,599.07</b>
<b>Net Operating Income</b>	<b>-\$507,345.83</b>	<b>\$2,164,180.27</b>
Other Income		
Other Expenses		
<b>Net Other Income</b>		
<b>Net Income</b>	<b>-\$507,345.83</b>	<b>\$2,164,180.27</b>

## 4. Vendor Balance Summary

Lawrence Public Library

As of Apr 20, 2026

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	Total
Alliance Entertainment	1,376.24
Amazon Capital Services, Inc	7,410.52
ASI	72.00
Astrid Mien	250.00
Canton Public Library	20.00
Cengage Learning	247.86
Century Business Technologies	1,123.71
Charleston County Public Library	13.59
CNA Surety	100.00
Cottin's Hardware & Rental	33.96
Demco, Inc.	372.35
Dow Jones & Company, Inc	1,800.00
EBSCO	514.16
Evergy	8,469.28
Fisher Patterson Sayler & Smith, LLP	2,288.72
Greensboro Public Library	31.36
Ingram Library Services	19,456.31
Jayhawk Tropical Fish	446.88
Jim Bost Plumbing LLC	607.56
Lawrence Rotary Club	282.00
LinkedIn Corporation	13,125.00
Lucet	1,600.00
Lyngsoe Systems	10,126.00
Margaret Sullivan Studio	60,150.00
Matthew Lord	400.00
MGG Technologies, Inc.	3,170.00
Midco	766.93
Midwest Tape	6,367.48
OCLC, Inc.	1,154.47
OverDrive	18,539.20
P1 Group, Inc.	7,480.00
Playaway Products LLC	936.55
Pro Print Inc.	263.32
Pur-O-Zone, Inc.	658.39
Scenic Regional Library	18.98
Schendel Services	127.07
Scholastic Inc.	9,588.33
Schwickert's Tecta America	2,545.00

## 4. Vendor Balance Summary

Lawrence Public Library

As of Apr 20, 2026

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	Total
Snap Promotions	996.00
Sunflower Music Therapy	195.00
Susan King	25.00
The Quipu Group LLC	4,680.00
The University of Kansas	201.75
Unique Management Services	561.29
United Parcel Service	39.96
University of Kansas	40.00
U.S. Bank - Mastercard	16,840.07
<b>TOTAL</b>	<b>\$205,512.29</b>

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**5. Check Detail Report for Board**  
**Lawrence Public Library**  
**March 17-April 20, 2026**

Vendor Name	Transaction type	Num	Transaction date	Item split account	Amount
<b>ASI</b>					
	Expense		03/31/2026	Payroll Liabilities FSA	-3,784.45
	Bill Payment (Check)	EFT	04/20/2026	Professional Fees	-72.00
<b>Total for ASI</b>					<b>-3,856.45</b>
<b>Square</b>					
	Expense		04/08/2026	Meeting Room Fees	-99.79
<b>Total for Square</b>					<b>-99.79</b>
<b>Deluxe Corporation</b>					
	Check	VV016	03/24/2026	Library & Office Supplies	-175.00
<b>Total for Deluxe Corporation</b>					<b>-175.00</b>
<b>Empower Annuity Insurance Co.</b>					
	Check	EFT	03/20/2026	KPERS 457 Plan	-2,899.00
	Check	EFT	03/20/2026	KPERS 457 Roth Plan	-813.00
	Check	EFT	04/03/2026	KPERS 457 Roth Plan	-813.00
	Check	EFT	04/03/2026	KPERS 457 Plan	-2,849.00
	Check	EFT	04/17/2026	KPERS 457 Plan	-2,947.00
	Check	EFT	04/17/2026	KPERS 457 Roth Plan	-813.00
<b>Total for Empower Annuity Insurance Co.</b>					<b>-\$11,134.00</b>
<b>KPERS</b>					
	Check	EFT	03/20/2026	KPERS ER	-16,429.62
	Check	EFT	03/20/2026	KPERS EE	-9,308.60
	Check	EFT	03/20/2026	Retirees	-73.27
	Check	EFT	03/20/2026	OGLI	-431.27
	Check	EFT	04/03/2026	Retirees	-73.27
	Check	EFT	04/03/2026	KPERS ER	-16,316.58
	Check	EFT	04/03/2026	KPERS EE	-9,244.50
	Check	EFT	04/17/2026	OGLI	-431.27
	Check	EFT	04/17/2026	Retirees	-73.27
	Check	EFT	04/17/2026	KPERS ER	-16,414.14
	Check	EFT	04/17/2026	KPERS EE	-9,299.84
	Check	EFT	04/17/2026	KPERS ER	-5.86
<b>Total for KPERS</b>					<b>-\$78,101.49</b>
<b>Blue Cross and Blue Shield of Kansas Inc.</b>					
	Check	EFT	03/20/2026	Group Life Insurance	-1,062.30
	Check	EFT	03/20/2026	Health Insurance - March	-72,921.56
	Check	EFT	03/20/2026	Hospital & Cancer Insurance	-320.07
	Check	EFT	04/17/2026	Health Insurance - April	-72,921.56
	Check	EFT	04/17/2026	Hospital & Cancer Insurance	-320.07
	Check	EFT	04/17/2026	Group Life Insurance	-1,062.30
<b>Total for Blue Cross and Blue Shield of Kansas Inc.</b>					<b>-\$148,607.86</b>
<b>Evergy</b>					
	Bill Payment (Check)	EFT	04/20/2026	Utilities - Electric	-8,469.28
<b>Total for Evergy</b>					<b>-\$8,469.28</b>

Vendor Name	Transaction type	Num	Transaction date	Item split account	Amount
<b>Midco</b>	Bill Payment (Check)	EFT	04/20/2026	Telephone & Internet	-591.28
	Bill Payment (Check)	91438	04/20/2026	Telephone & Internet	-175.65
<b>Total for Midco</b>					<b>-\$766.93</b>
<b>U.S. Bank - Mastercard</b>	Bill Payment (Check)	EFT	04/20/2026	Accounts Payable	-16,840.07
<b>Total for U.S. Bank - Mastercard</b>					<b>-\$16,840.07</b>
<b>United Parcel Service</b>	Bill Payment (Check)	EFT	04/20/2026	Postage & Shipping	-39.96
<b>Total for United Parcel Service</b>					<b>-\$39.96</b>
<b>University of Kansas</b>	Bill Payment (Check)	91451	04/20/2026	Lost & Replacement Fees	-40.00
<b>Total for University of Kansas</b>					<b>-\$40.00</b>
<b>Unique Management Services</b>	Bill Payment (Check)	91450	04/20/2026	Professional Fees	-561.29
<b>Total for Unique Management Services</b>					<b>-\$561.29</b>
<b>The University of Kansas</b>	Bill Payment (Check)	91449	04/20/2026	Summer Reading	-201.75
<b>Total for The University of Kansas</b>					<b>-\$201.75</b>
<b>The Quipu Group LLC</b>	Bill Payment (Check)	91448	04/20/2026	IT:Software & Subscriptions	-4,680.00
<b>Total for The Quipu Group LLC</b>					<b>-\$4,680.00</b>
<b>Susan King</b>	Bill Payment (Check)	91447	04/20/2026	Info Services Programming	-25.00
<b>Total for Susan King</b>					<b>-\$25.00</b>
<b>Sunflower Music Therapy</b>	Bill Payment (Check)	91446	04/20/2026	Youth Services & Cigler	-195.00
<b>Total for Sunflower Music Therapy</b>					<b>-\$195.00</b>
<b>Snap Promotions</b>	Bill Payment (Check)	91445	04/20/2026	Marketing - General	-996.00
<b>Total for Snap Promotions</b>					<b>-\$996.00</b>
<b>Schendel Services</b>	Bill Payment (Check)	91444	04/20/2026	Building Repairs & Maintenance	-127.07
<b>Total for Schendel Services</b>					<b>-\$127.07</b>
<b>Scenic Regional Library</b>	Bill Payment (Check)	91443	04/20/2026	Lost & Replacement Fees	-18.98
<b>Total for Scenic Regional Library</b>					<b>-\$18.98</b>
<b>Pur-O-Zone, Inc.</b>	Bill Payment (Check)	91442	04/20/2026	Building Supplies	-658.39
<b>Total for Pur-O-Zone, Inc.</b>					<b>-\$658.39</b>
<b>Pro Print Inc.</b>	Bill Payment (Check)	91441	04/20/2026	Library & Office Supplies	-263.32
<b>Total for Pro Print Inc.</b>					<b>-\$263.32</b>
<b>Playaway Products LLC</b>	Bill Payment (Check)	91440	04/20/2026	Books & Materials	-936.55
<b>Total for Playaway Products LLC</b>					<b>-\$936.55</b>

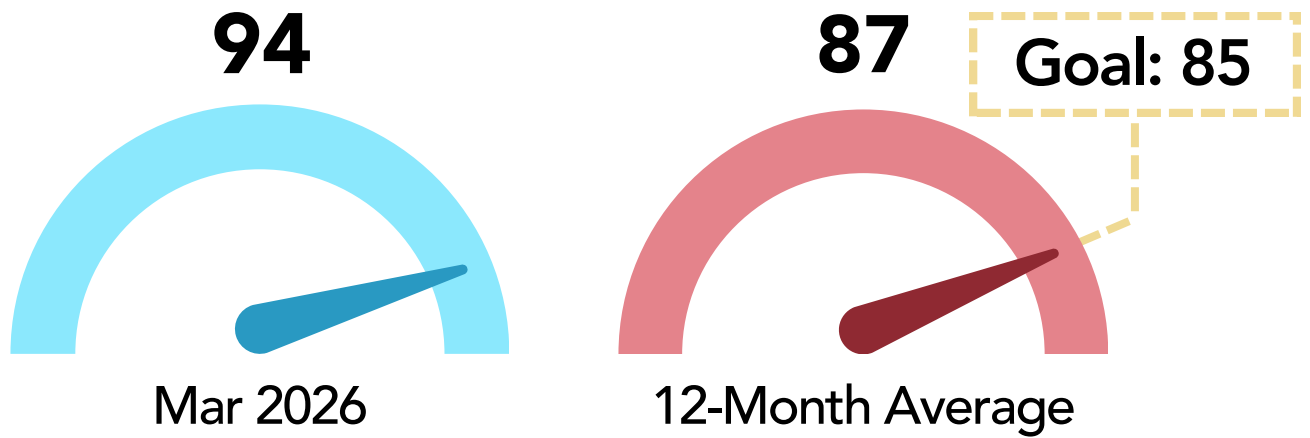
Vendor Name	Transaction type	Num	Transaction date	Item split account	Amount
<b>P1 Group, Inc.</b>					
	Bill Payment (Check)	91439	04/20/2026	Building Repairs & Maintenance	-7,480.00
<b>Total for P1 Group, Inc.</b>					<b><u>-7,480.00</u></b>
<b>MGG Technologies, Inc.</b>					
	Bill Payment (Check)	91437	04/20/2026	IT:Software & Subscriptions	-3,170.00
<b>Total for MGG Technologies, Inc.</b>					<b><u>-3,170.00</u></b>
<b>Matthew Lord</b>					
	Bill Payment (Check)	91436	04/20/2026	Summer Reading	-300.00
	Bill Payment (Check)	91436	04/20/2026	Childrens Programming	-100.00
<b>Total for Matthew Lord</b>					<b><u>-400.00</u></b>
<b>Margaret Sullivan Studio</b>					
	Bill Payment (Check)	91435	04/20/2026	Library Master Plan	-60,150.00
<b>Total for Margaret Sullivan Studio</b>					<b><u>-\$60,150.00</u></b>
<b>Lyngsoe Systems</b>					
	Bill Payment (Check)	91434	04/20/2026	Collections & Public Service	-10,126.00
<b>Total for Lyngsoe Systems</b>					<b><u>-\$10,126.00</u></b>
<b>Lucet</b>					
	Bill Payment (Check)	91433	04/20/2026	Block Grant	-1,600.00
<b>Total for Lucet</b>					<b><u>-\$1,600.00</u></b>
<b>LinkedIn Corporation</b>					
	Bill Payment (Check)	91432	04/20/2026	Books & Materials	-13,125.00
<b>Total for LinkedIn Corporation</b>					<b><u>-\$13,125.00</u></b>
<b>Lawrence Rotary Club</b>					
	Bill Payment (Check)	91431	04/20/2026	Professional Fees	-282.00
<b>Total for Lawrence Rotary Club</b>					<b><u>-\$282.00</u></b>
<b>Jim Bost Plumbing LLC</b>					
	Bill Payment (Check)	91430	04/20/2026	Building Repairs & Maintenance	-607.56
<b>Total for Jim Bost Plumbing LLC</b>					<b><u>-\$607.56</u></b>
<b>Jayhawk Tropical Fish</b>					
	Bill Payment (Check)	91429	04/20/2026	Aquarium Maintenance	-446.88
<b>Total for Jayhawk Tropical Fish</b>					<b><u>-\$446.88</u></b>
<b>Fisher Patterson Sayler &amp; Smith, LLP</b>					
	Bill Payment (Check)	91428	04/20/2026	Professional Fees	-2,288.72
<b>Total for Fisher Patterson Sayler &amp; Smith, LLP</b>					<b><u>-\$2,288.72</u></b>
<b>Dow Jones &amp; Company, Inc</b>					
	Bill Payment (Check)	91427	04/20/2026	Books & Materials	-1,800.00
<b>Total for Dow Jones &amp; Company, Inc</b>					<b><u>-1,800.00</u></b>
<b>Demco, Inc.</b>					
	Bill Payment (Check)	91426	04/20/2026	Processing Supplies	-372.35
<b>Total for Demco, Inc.</b>					<b><u>-\$372.35</u></b>
<b>Cottin's Hardware &amp; Rental</b>					
	Bill Payment (Check)	91425	04/20/2026	Building Repairs & Maintenance	-33.96
<b>Total for Cottin's Hardware &amp; Rental</b>					<b><u>-\$33.96</u></b>
<b>Schwickert's Tecta America</b>					
	Bill Payment (Check)	30218	04/20/2026	Building Repairs & Maintenance	-2,545.00
<b>Total for Schwickert's Tecta America</b>					<b><u>-\$2,545.00</u></b>

Vendor Name	Transaction type	Num	Transaction date	Item split account	Amount
<b>Scholastic Inc.</b>	Bill Payment (Check)	30217	04/20/2026	Summer Reading	-9,588.33
<b>Total for Scholastic Inc.</b>					<b><u>-\$9,588.33</u></b>
<b>OverDrive</b>	Bill Payment (Check)	30216	04/20/2026	Summer Reading	-18,539.20
<b>Total for OverDrive</b>					<b><u>-\$18,539.20</u></b>
<b>OCLC, Inc.</b>	Bill Payment (Check)	30215	04/20/2026	Collections & Public Service	-1,154.47
<b>Total for OCLC, Inc.</b>					<b><u>-\$1,154.47</u></b>
<b>Midwest Tape</b>	Bill Payment (Check)	30214	04/20/2026	Books & Materials	-6,367.48
<b>Total for Midwest Tape</b>					<b><u>-\$6,367.48</u></b>
<b>Ingram Library Services</b>	Bill Payment (Check)	30213	04/20/2026	Books & Materials	-19,456.31
<b>Total for Ingram Library Services</b>					<b><u>-\$19,456.31</u></b>
<b>Greensboro Public Library</b>	Bill Payment (Check)	30212	04/20/2026	Lost & Replacement Fees	-31.36
<b>Total for Greensboro Public Library</b>					<b><u>-\$31.36</u></b>
<b>EBSCO</b>	Bill Payment (Check)	30211	04/20/2026	Books & Materials	-514.16
<b>Total for EBSCO</b>					<b><u>-\$514.16</u></b>
<b>CNA Surety</b>	Bill Payment (Check)	30210	04/20/2026	Liability Insurance	-100.00
<b>Total for CNA Surety</b>					<b><u>-\$100.00</u></b>
<b>Charleston County Public Library</b>	Bill Payment (Check)	30209	04/20/2026	Lost & Replacement Fees	-13.59
<b>Total for Charleston County Public Library</b>					<b><u>-\$13.59</u></b>
<b>Century Business Technologies</b>	Bill Payment (Check)	30208	04/20/2026	IT:Software & Subscriptions	-1,123.71
<b>Total for Century Business Technologies</b>					<b><u>-\$1,123.71</u></b>
<b>Cengage Learning</b>	Bill Payment (Check)	30207	04/20/2026	Books & Materials	-247.86
<b>Total for Cengage Learning</b>					<b><u>-\$247.86</u></b>
<b>Canton Public Library</b>	Bill Payment (Check)	30206	04/20/2026	Lost & Replacement Fees	-20.00
<b>Total for Canton Public Library</b>					<b><u>-\$20.00</u></b>
<b>Astrid Mien</b>	Bill Payment (Check)	30205	04/20/2026	Info Services Programming	-250.00
<b>Total for Astrid Mien</b>					<b><u>-\$250.00</u></b>
<b>Amazon Capital Services, Inc</b>	Bill Payment (Check)	30204	04/20/2026	Books & Materials	-7,410.52
<b>Total for Amazon Capital Services, Inc</b>					<b><u>-\$7,410.52</u></b>
<b>Alliance Entertainment</b>	Bill Payment (Check)	30203	04/20/2026	Books & Materials	-1,376.24
<b>Total for Alliance Entertainment</b>					<b><u>-\$1,376.24</u></b>
<b>Savanna Harris</b>	Check	30202	03/17/2026	LPL Con	-500.00
<b>Total for Savanna Harris</b>					<b><u>-\$500.00</u></b>

<b>Vendor Name</b>	<b>Transaction type</b>	<b>Num</b>	<b>Transaction date</b>	<b>Item split account</b>	<b>Amount</b>
<b>Kalina Blanco</b>					
	Check	30201	03/17/2026	LPL Con	-80.00
<b>Total for Kalina Blanco</b>					<u>-80.00</u>
	<b>TOTAL</b>				<u><b>-\$447,994.88</b></u>

# Mar 2026 LPL Progress Indicators

## Net Promoter Score (NPS)

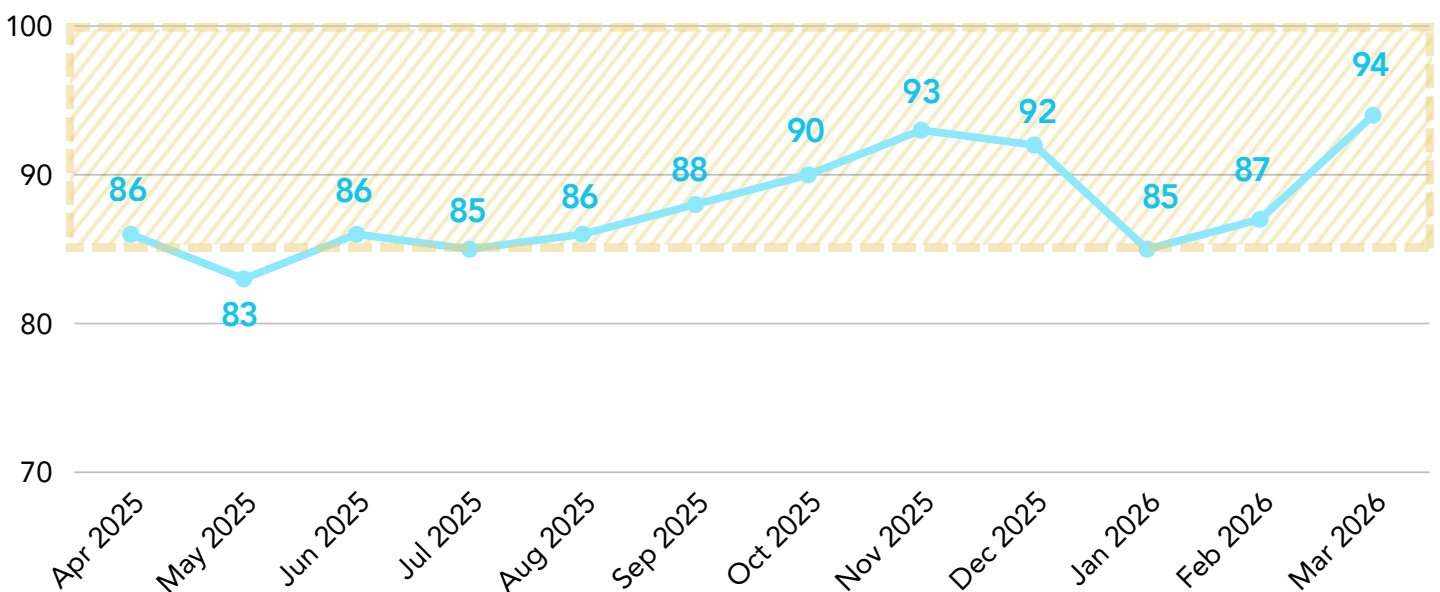


### NPS COMMENT HIGHLIGHT

"I like that the library is constantly looking for ways to assist and improve the lives of our residents, through updates, providing resources, programs, community events and so much more."

## NPS by Month

Apr 2025–Mar 2026



# Mar 2026 LPL Progress Indicators

## NPS COMMENT HIGHLIGHT

"The library is full of wonderful resources for the community and the staff are so gracious and helpful. Thanks for everything!"

## Average New Library Cards

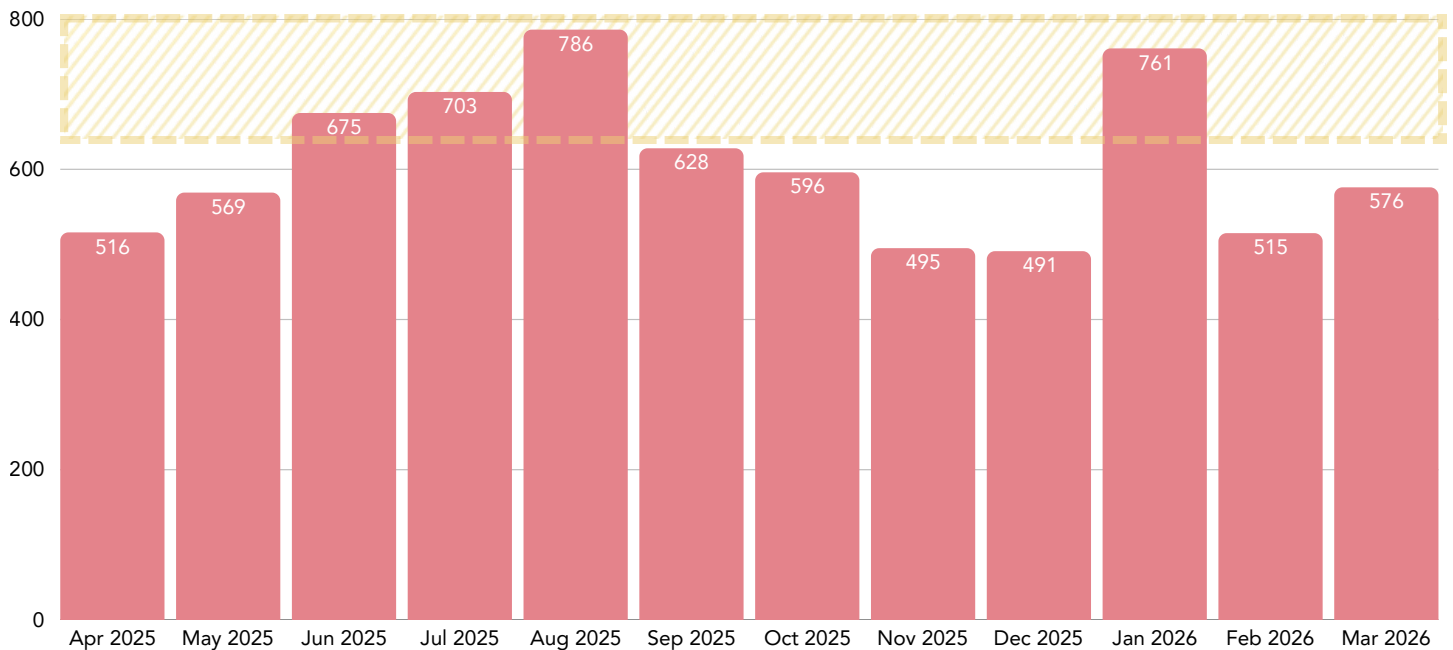
Rolling 12-Month Average of New Library Cards

**12-Month Average Goal**  
650 cards per month



## New Library Cards by Month

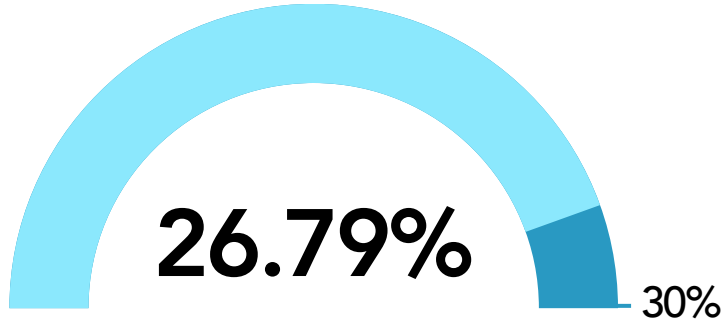
Apr 2025–Mar 2026



# Mar 2026 LPL Progress Indicators

## % Active Cardholders

Cardholders Active in the Last 12 Months



**Active Cardholder Goal**  
30% of Lawrence Population

**97,270**  
Total Lawrence Population

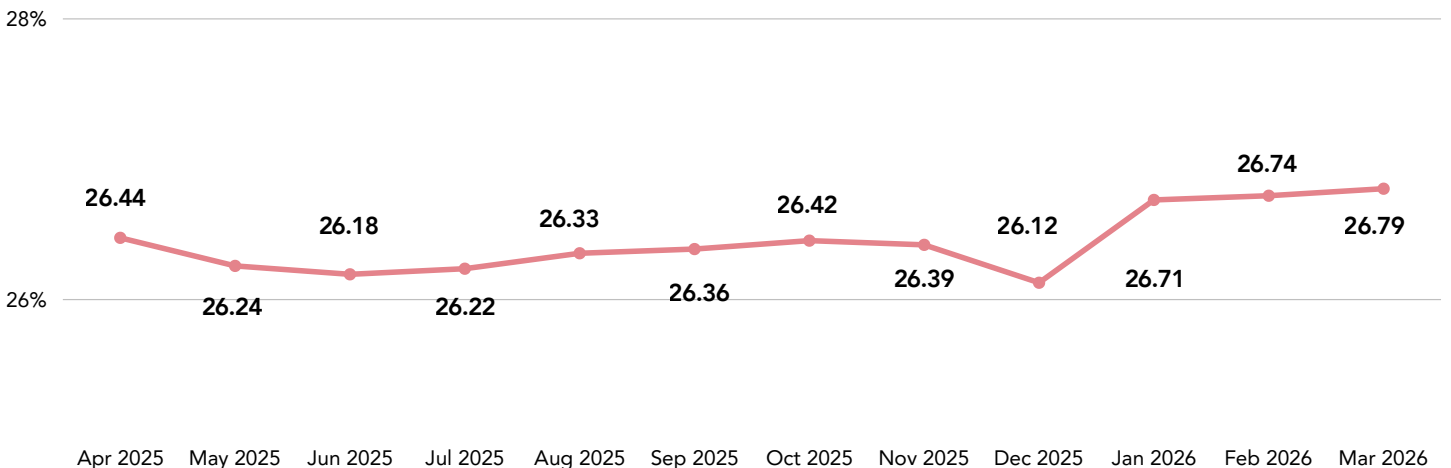
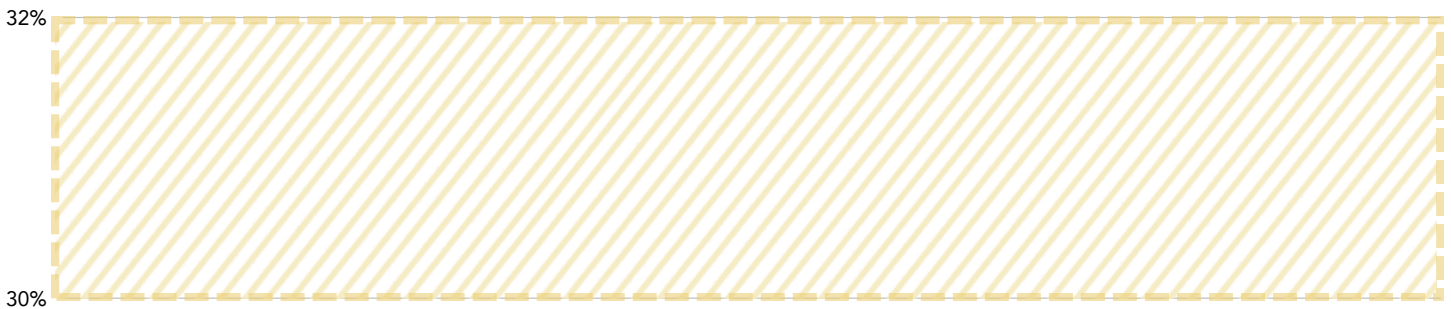
**26.79%**  
Current % Active

**26,060**  
Active Lawrence Cardholder

**29,180**  
Goal Active Lawrence Cardholder

**3,120**  
Cardholders Needed to Meet Goal

### Monthly Trend: Apr 2025–Mar 2026

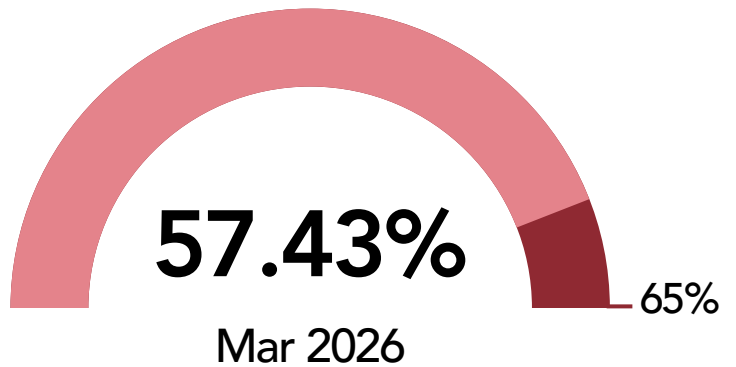


# Mar 2026 LPL Progress Indicators

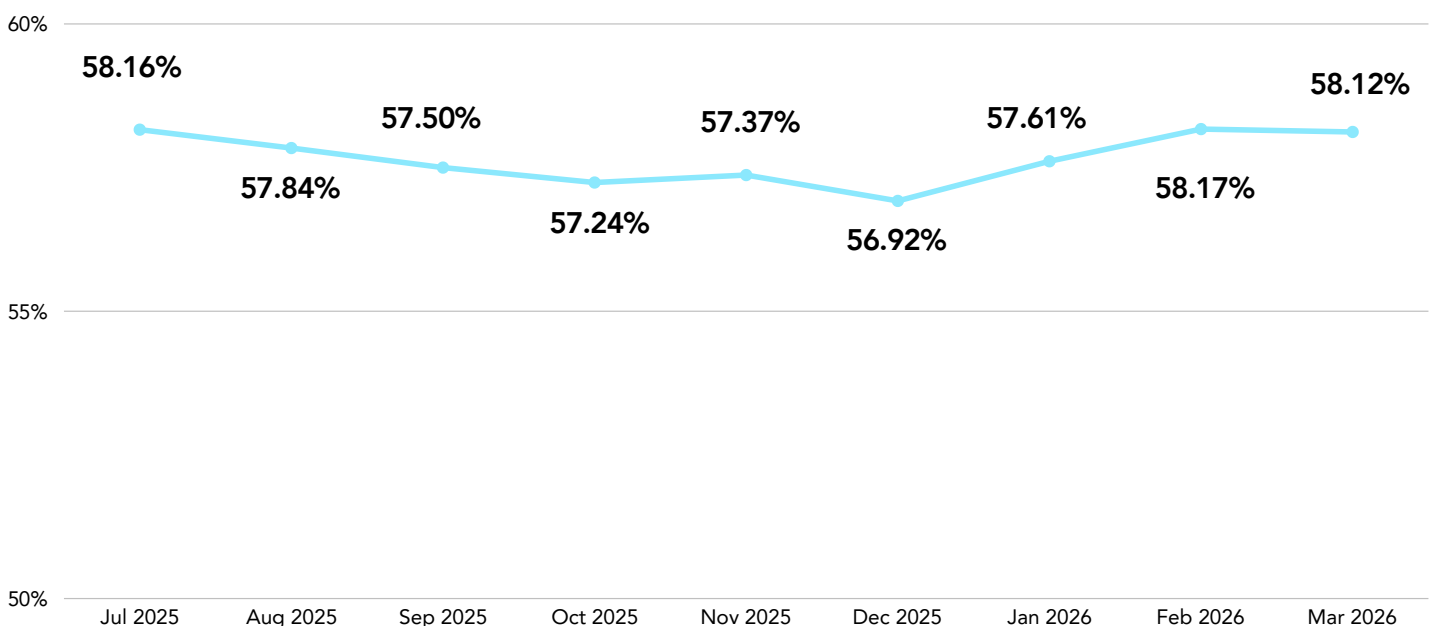
## Cardholder Retention

% of Active Cardholders Retained

**Cardholder Retention Goal**  
65% of Library Cardholders



### Monthly Trend: Jul 2025–Mar 2026

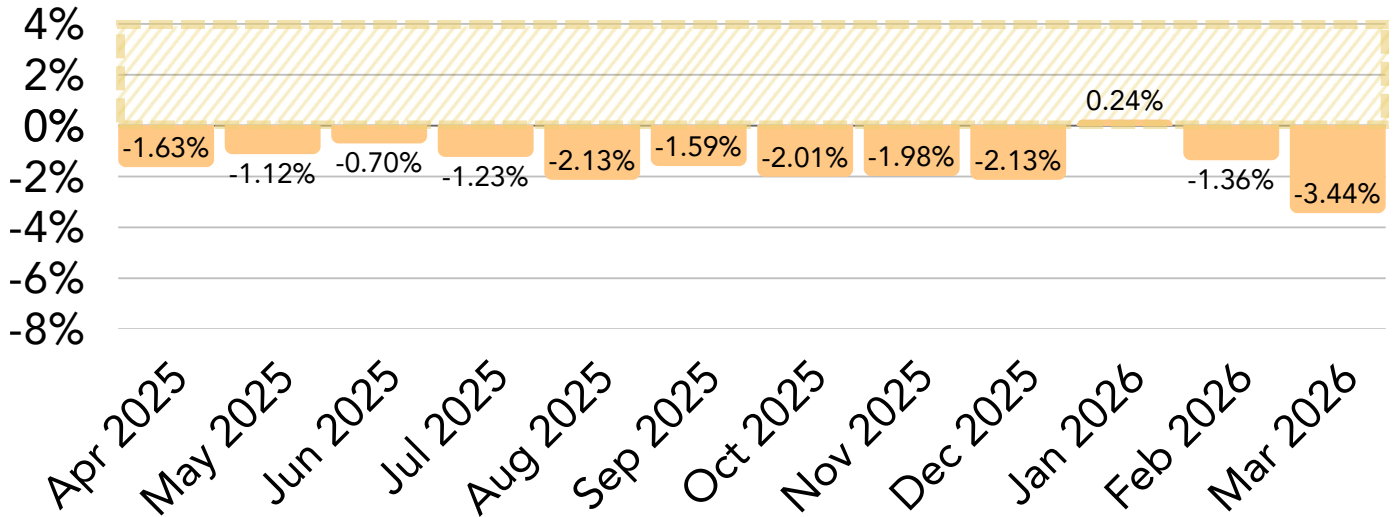


# Mar 2026 LPL Progress Indicators

## Print Circulation Trend by Month

Percent Change of Total Print Books Circulated Each Month

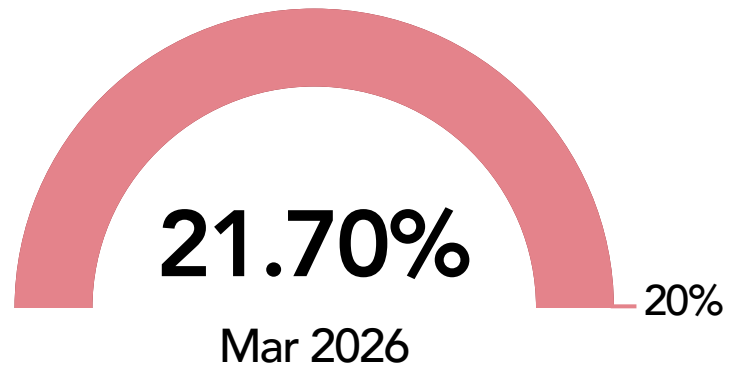
**Print Circulation Trend Goal**  
0% (Stop the Downward Trend)



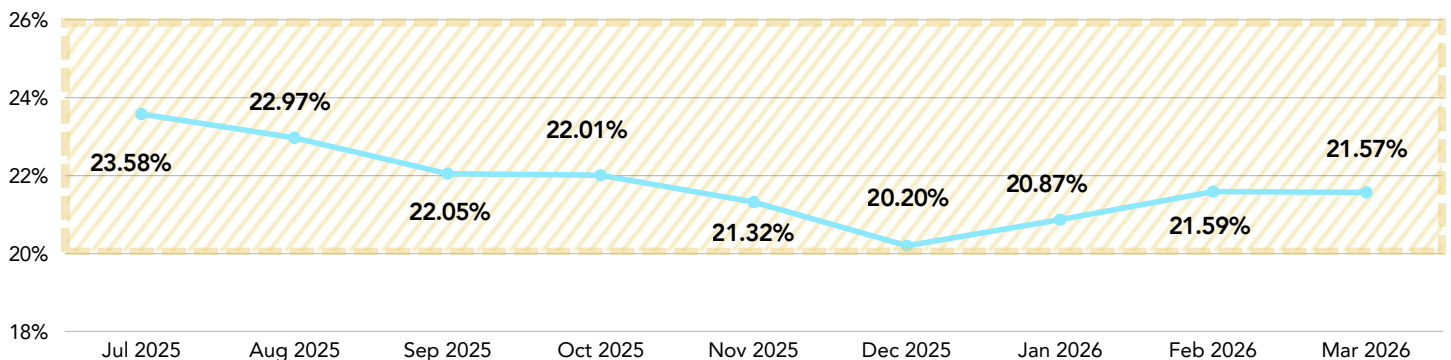
## Percent Checked Out

Percent of Total Collection Checked Out  
(Based on Daily Average)

**Percent Checked Out Goal**  
20% of the Collection



**Monthly Trend: Jul 2025–Mar 2026**



# Mar 2026 LPL Progress Indicators



**MixMaster  
2026**



**125**

Live attendees

The 13th annual MixMaster Music Conference was held at LPL in March, featuring a full day of industry insights and networking. Highlights included a keynote discussion on Music Cities, various panels on copyright and festivals, and hands-on production workshops in the Sound+Vision Studio.

## Living Roots: Book Launch and Community Table

**100**

Live attendees



The community gathered for a celebration of perennial foods to mark the release of Living Roots: The Promise of Perennial Foods, featuring a discussion with the book's authors and contributors.

# **Library Director Report for April 2026**

## **Library Master Plan Update**

Margaret Sullivan's visit to Lawrence on March 23-25 was a busy three days, presenting to both the Library Board and Friends and Foundation Board. We conducted two town hall workshops, a staff visioning workshop, and hosted a focus group.

We are getting so close to having the initial draft of the master plan complete. Margaret Sullivan will have an update at the April board meeting. I anticipate that we will have a final draft of the plan ready for approval for the May meeting.

## **Public Library Association Conference**

I attended the Public Library Association Conference in Minneapolis in late March/early April. The day before the conference, I attended the IndiePub Forum, a gathering of independent publishers and librarians discussing ways we can work together, especially in the e-book and e-audiobook market. I was on a panel discussing how public libraries make decisions purchasing digital content.

The rest of the conference I was able to attend sessions, network with public library colleagues from the US and Canada, and meet with vendors. It is always a good conference to attend. We were fortunate to send three other people from the library.

## **Other Items of Note**

I was able to participate in three fun outreach opportunities since my last report.

On March 26 and 27, I attended the Humanities Kansas Board of Directors meeting in Topeka. This is my second year serving as Board Chair, a rare occurrence caused by the funding crisis at NEH. We toured the renovated Kansas Museum of History. I highly recommend visiting if you have not seen it since its reopening. It looks great. Our meeting was held in the new HK offices on the grounds of the Kansas Historical Society.

On April 9 and 10, I attended a City Executive Team retreat. We discussed the upcoming City Manager transition and began preparing to work on the City's new strategic plan. I appreciate continuing to represent the Library at City leadership team meetings and hope to continue in this role as leadership changes at the City.

Respectfully submitted by Brad Allen, April 16, 2026

# Monthly Departmental Reports

April 2026

## ACCESS SERVICES

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In March we continued work on finalizing our new phone system purchasing plan. We're excited to start setting up the new system as soon as possible. Staff worked on testing the new app for BiblioCommons. Final efforts to make sure the website is in compliance with updated Web Content Accessibility Guidelines continues.

### Circulation

More of the same really. Kevin picked us up a new IKEA shelf for our video game collection, which is great because things were getting really crowded around there. For better or for worse, the board games are in a more visible spot now.

Getting ready for some school visits (we make library cards for kids in advance).

Kaitlyn and Amber were very obliging and changed their schedules so they could help out in the Public Tech and Readers departments more regularly. Also, Ben Holt from Info Services expressed some interest in what we do in Circulation, so he's regularly helping out for an hour on Wednesday afternoons. It's nice to have the freedom for folks to work interdepartmentally.

Thanks to everyone on the team for being flexible during several overlapping vacations.

### Collection Services

The Collection Services department has been enjoying the company of our Library Sciences practicum student, Nicole. She took to Cataloging in particular, and we quickly found her a project to helm. She's taken a lot of initiative working on our collection inventory, and keeps looking for ways to expand her knowledge of public libraries while she has the first hand opportunity.

# Monthly Departmental Reports

April 2026

Kevin and Emily are close to finalizing new processes for handling long standing open orders and cancelations. Kevin, Ransom, Dan, and Dano worked through all of our open orders that needed addressing and are now completely caught up.

Former Collection Services Supervisor, William Ottens came to visit with his colleagues from Basehor Community Library. They're in the process of planning some renovations and were interested in seeing how we've organized some of our staff spaces. We all had a great time catching up and chatting with fellow librarians from outside of the Library.

Lastly, Brett, Emily, and Kevin have been working on updating our circulating AV Tool collection to better reflect what's offered in the DIY Memory Lab. We're hoping that by the end of April we will have our new and refreshed kits ready to circulate.

## Information Technology

BiblioApps soft-launched on 3/27. Staff started using the product and found no issues during the soft-launch period. The app was announced to the public on 4/14.

Aaron continues to work on InvGate ITSM and ITAM implementation. The target date for production use has been pushed from 4/13 to 5/4.

Zoom Phone was firmly selected as our preferred phone systems solution. Licenses were purchased through our KanREN consortium purchasing. Phone hardware purchasing is not yet complete as of 4/15, but an order should be placed soon. Configuration of the system will begin ASAP. The date of full production use will depend on the availability of phone hardware.

A quote from BlueAlly was selected to fulfill our E-Rate Category 2 requests. Purchasing is in progress for two FortiAP-441K Indoor Wireless APs and seven FortiSwitch-348G-FPOEs. The new access points will improve Wi-Fi network coverage while the switches will replace our current switch stack adding support for 2.5Gbps connections on our internal network and expanding power over ethernet capability to support current POE standards to drive phones, security cameras, Wi-Fi access points, and other devices.

# Monthly Departmental Reports

April 2026

Aaron, Sean, and Jim met with John Himes of Envisionware to review our options for cloud based session and print management using Envisionware Cloud Nine and Cloud Print. We also reviewed options for the Library Document Station to support more intuitive fax, scan, and copy services. We were directed to Envisionware partner ScannX to learn more about their offerings and will meet with their representatives soon.

On 4/13 we renewed our Google Workspace Enterprise Standard subscription for 12 months. We are investigating options from our reseller Umzuzu and others to provide support for a transition from Google Workspace to Microsoft 365 as our primary communication and productivity platform.

## Outreach

Sarah was out for the first two weeks of March but we had no service interruptions because of everyone's efforts in chipping in. Thank you to Ian and the folks in Circulation, especially!

March's highlights included an Easter egg hunt with Family Promise, an afternoon at Edgewood Homes promoting library services, and our first visit to Raintree Montessori School where we had a record-breaking number of individual patrons for a single Dottie stop!

Sarah also enjoyed working with Terese Winters and Bec Trickey on their interviews with patrons and non-patrons for the Margaret Sullivan Studios interviews. It was fascinating to hear what these folks had to say about the future of the library and our community.

## DEVELOPMENT & COMMUNITY PARTNERSHIPS

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### Marketing & Communications (M&C)

We (Bec and Heather) successfully coordinated both the Beach Author and BiblioApps promos. It's fun seeing everything come together on-time and all at once: press releases, social media plans with SEO-friendly copy and graphics, digital and print assets, display signage, paid digital ads on the Lawrence Times website, scripted spots for Kansas Public Radio, handouts, posters,

# Monthly Departmental Reports

April 2026

and reminder eBlasts. Our use of UTMs to tag links and QR codes is gradually building a baseline to help us track exactly where people are engaging, whether from a poster, a digital display, or an online ad, so we can know what's working and what isn't. We attended a demo call from Bibliocommons, "Advanced Analytics Reports for BiblioWeb" and our Department of the Month presentation is still in process (Bec is done and Heather is still working on it!), and we continue to serve on the Master Plan team, offering marketing insights alongside SLT.

Speaking of UTMs, Heather is currently tracking the Senior Resource Center's monthly book recommendations that she makes with Ilka that run as a free ad in the SRC newsletter, along with [a list](#) to help track activity, too. Just in time, we got a [lovely message](#) from an SRC client who loves our book recs, too! Beyond that, Heather co-hosted the second Town Hall at Johnny's West alongside Kathleen and other library staff. Liz chose her favorite design for her Adult Literacy program and we'll roll out fresh branded materials very soon.

Heather finalized the Summer Reading logo and staff tee designs in collaboration with the Programming Club (special shout-out to Kevin for helping her make them look official!) She wanted the tees to [look like we all play for one library soccer team](#) and modeled them after FIFA's soccer jerseys. There's a nod to Algeria's team style and official font, the Dewey number for "inflatable balls" inspired by Rome's team, and more. And the Summer Reader is nearly finished, set to land on desks May 1.

Bec spent a large chunk of this past month working on the promotional campaign for LPL Con via email and social media, which ended with a door count of just over 3,000 people! She also scheduled the social media ads and organic posts for Beach Author Mary Roach and continues to work to promote the event on Thursday, April 23.

Bec also collaborated with Gabby and Terese in Info Services to create a video for April Fools' Day, featuring Tasky as the mascot of the new Task Desk (replacing the Ask Desk). And she is continuing to work with Kim to update pages on our website to do our best to comply with WCAG 2.1 AA guidelines before Friday, April 24.

# Monthly Departmental Reports

April 2026

## FACILITIES

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Finndy and Huck with Bug Hounds visited the library to search for bed bugs, gave everything a good sniffin', and there were zero alerts! As usual, a big thank you to Veronica and the Custodial team for always keeping things tidy and a HUGE thanks to Materials Handling and our Friends' Volunteers for tirelessly checking all the materials for these and other pests.

On a more difficult note, I am sad to report that Cocoa passed away unexpectedly. She worked very hard for us over the years and I will miss her gnawing on my wrist early on Sunday mornings. Here's a photo from about 5 and a half years ago of baby Cocoa practicing in our stacks:



As Veronica and Karen mention below, we received new furniture! It is so exciting to walk the building and see our patrons enjoy these lovely new pieces (with more to come). Huge thanks to Karen and her team (Brad, Jeff, Heather, Jim, Ian, Jenny, Kevin, Melissa, Polli, and Margo) for all their hard work to get us the right furniture for the library.

# Monthly Departmental Reports

April 2026

## Maintenance & Custodial

I want to extend a huge thanks and sincere appreciation to the entire Facilities team for their exceptional hard work and dedication throughout March. Their tireless efforts are directly responsible for maintaining a clean, safe, and welcoming space for all our patrons and staff.

The Facilities team played a crucial, behind-the-scenes role in ensuring the success of the recent After Hours Fundraiser. They assisted with the building setup before the event and the tear down afterward. The event was a resounding success, and we are especially grateful to Kathleen and Logan for their excellent leadership in coordinating this event.

David performed a comprehensive deep cleaning of all public and staff restrooms. Utilizing our trusted Kaivac cleaning system, David was able to meticulously target and sanitize the "nooks and crannies" and hard-to-reach areas that are often missed during routine daily cleanings. This type of deep maintenance is essential for sanitation and preservation, and we are hoping to perform this intensive process every couple of months. We extend a special thank you to David for taking on this extensive and important project!

Mia, Jon, and Veronica participated in the second session of the Leadership & Staff Engagement initiative, led by Margaret Sullivan Studio.

March 30th marked an exciting day with the arrival of new furniture pieces for the building. To accommodate the new items, Jon and Veronica moved the older pieces—which have served the library well for many years—into the Auditorium temporarily, for storage.

## HUMAN RESOURCES

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We hosted Misty Bosch-Hastings, Director of the City's Homeless Solutions Division, for a presentation to tell staff more about their current services and offerings. HR also coordinated a PLA Lunch and Learn so the five staff members that attended the conference could share with staff what they learned. Erica attended a HRCI webinar called Resilient Leaders & Flourishing Culture Build Future-Proof Organizations. Erica and JoAnna also attended the monthly Jayhawk SHRM Chapter meeting and listened to a presentation from Patrick Downes on From Gut

# Monthly Departmental Reports

April 2026

Feelings to Good Data: A Practical Introduction to HR Analytics. Our practicum student completed her time at LPL and is now set to graduate. We really enjoyed having her at the library.

## PUBLIC SERVICES

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March was a busy month for Public Services! Loads of programs, spring break, the annual fundraiser, a second visit from Margaret Sullivan, Master Plan Town Halls, prepping for LPL Con and Summer Reading, all wrapped up with a handful of us traveling to Minneapolis for the biannual Public Library Association conference (more on this next month). Oh, and let's not forget new furniture! We have not received all of our furniture yet, but the majority has arrived, much to the pleasure of staff and patrons. Our Facilities crew deserves all the thanks for deploying the new and taking care of our old furniture.

## Information Services

This year's Seed Library is in full swing, and Terese and Ben kicked off the month of March with a native plant swap and cold stratification demo led by Courtney Masterson of the Native Lands Restoration Collaborative; Terese also hosted another seed packaging gathering to help keep the Seed Library stocked for the remainder of the season. Liz worked with Kim and M&C to steward our new Adult Literacy program webpage into being; she also hosted a Resume Clinic in partnership with Catholic Charities and led an ELL tutor training session. Slowly but surely, she is continuing to match students with our cohort of trained tutors. Gabby coordinated our spring blood drive, and Lindin's monthly chess program continues to gain steam. Melissa worked with Prima Vista AI to offer a well-attended program on AL & Media Literacy. Jake and Terese closed out the month with a book launch and community table (featuring Kernza beer from Free State and Kernza bread from Wheatfields!) celebrating the publication of *Living Roots: The Promise of Perennial Foods*, a collection of essays featuring several KU authors, in partnership with The Land Institute and The Commons at KU. Terese, Liz, and Melissa also attended the second staff and leadership session with Margaret Sullivan.

# Monthly Departmental Reports

April 2026

## Public Technology

In March, the SOUND+VISION Studio hosted the MixMaster music conference which brought together local musicians for a full day of discussions and networking about the local music industry. It was well attended and was a great opportunity to showcase the SOUND+VISION Studio and library resources. Matt also facilitated an “Intro to Analog Electronics” program which taught attendees how to make basic audio circuit boards. After the success of this first event, we’ll likely be hosting more events like it. The Memory Lab continues to consume a good amount of our attention. In March, we spent quite a bit of time troubleshooting and resetting the Bookeye Scanner in the Memory Lab after a malfunction. Despite this, the Memory Lab is humming along relatively smoothly.

## Readers’ Services

The 2026 Book Battle was a rousing success with 190 bracket challenge participants (exceeded last year's) and over 600 votes cast over the five rounds of competition. Heated Rivalry by Rachel Reid was the Book Battle champion. March also found all of our book clubs bursting at the seams, with continual interest coming in by email, as well - we are gratified by how much our community loves to come together over reading! This month we also quietly rebranded our personalized reading recommendations to Book Match, complete with a new logo created by RS member Ilka. A good deal of the month was also spent putting together our Summer Reading lineup, with a robust seven programs for adults this summer. Polli has also been working with Maureen Carroll from the Kansas Authors Club to put together the Free State Book Festival which will be on May 3rd, featuring over 50+ authors and poets, with the Free State Beer and Mad Greek food truck on hand. Leah and Polli also attended the second staff and leadership session with Margaret Sullivan.

## Security

New people are slowly trickling in again after some time of no new faces.

## Youth Services

March was a full month of events and many were made possible by partnering with our community. The Lawrence Arts Center held their annual St. Patrick’s Day Céilí Party at the library

# Monthly Departmental Reports

April 2026

and nearly 100 people showed up to dance. Our Junior Author Camp series for aspiring teen and tween writers included visits from local authors Amanda Sellet and Paul Thomas. Spring Break was busy in Youth Services with Operation Wildlife bringing an eagle, a table-top gameathon, a Dog Man Pajama Movie Day (featuring Loving Paws therapy dogs), and Beanboozled for teens. 100 people came out for Wadulisi's HIVE Spring Gathering featuring a glow egg hunt, raffle, and storytime. We also had a couple Books & Babies Social Hours during our storytime break and people loved them! Allison Maddox and Amaya Harris got great feedback on these fun and thoughtful programs meant to support and connect families and caregivers.

Our new furniture arrived in the teen zone and children's room. Along with the colorful and comfortable seating, we added some sturdy cushions to the reading nooks making them much more cozy and inviting.

## **LPL Friends & Foundation Director's Report – April 20, 2026**

### **Spring Book Sale**

Spring rains didn't deter our dedicated supporters from coming out in force for the Friends & Foundation's book sale, held April 9 to 12. Together, we raised an incredible \$19,573 for the library in just one weekend! A huge thank you to Angela Hyde, Cindy Penzler, and all of our amazing book sale volunteers who made it possible.

### **Friends & Foundation Annual Meeting**

Mark your calendars! The LPL Friends & Foundation's Annual Meeting will take place on Saturday, May 2 at 1 p.m. in the library auditorium. Join us for a "Saturday Sundae Social," complete with an ice cream bar and all the toppings. Board members will present the 2025 Annual Report, recognize our wonderful volunteers and departing board members, and welcome new officers and board members. We hope you'll join us to celebrate all we've accomplished together!

### **2026 Beach Author Series**

The 9th annual Ross and Marianna Beach Author program is coming up on Thursday, April 23 at 7 p.m. at Liberty Hall. This year's guest is Mary Roach, a *New York Times* bestselling author known for exploring scientific topics with wit and humor. She'll join Brad for an engaging onstage conversation. Roach's work spans a fascinating range of subjects, from the quirks of the human body to the mysteries of outer space. Her latest book, *Replaceable You: Adventures in Human Anatomy*, examines medical breakthroughs, ethical questions, and the people shaping the future of human replacement. A book signing with The Raven Bookstore will follow. You won't want to miss it!

### **Rotary Club Presentation**

On Wednesday, April 29, I'll be the lunchtime speaker at the Central Rotary Club, where I'll share the history of the Friends & Foundation and highlight its special partnership with the library.

### **Grant Support for the Friends & Foundation**

We're pleased to share that LPLFF has received several generous grants from local businesses and foundations:

- Hallmark, Inc. has awarded a \$5,000 grant to support the new performance space on the Library Lawn.
- The Jedel Family Foundation has provided a \$50,000 grant for Kanopy, along with an additional \$10,000 for the Library Lawn performance space.
- The Friends & Foundation also received a \$4,000 Douglas County Natural and Cultural Heritage Grant to support the Seed Library. Special thanks to Logan Isaman for successfully navigating the application process.



**MEMO**

**To:** Lawrence Public Library Board of Trustees  
**From:** Karen Allen, Public Services Manager  
**Date:** April 15, 2026  
**Subject:** Customer Service Policy

Lawrence Public Library continues to review and update our policies and procedures. As we reached the renewal period for our Customer Service Standards and Public Services Guidelines, managers and supervisors from Public and Access Services collaborated to develop an official Customer Service Policy.

This policy codifies the professional, welcoming, inclusive, and kind environment we strive to provide. While a consistently high Net Promoter Score (NPS) shows we are already reaching these standards, this policy ensures we maintain that excellence and provides a clear reference for staff training. Additionally, the same leadership group is currently reviewing our specific public service guidelines and standards, which will be shared with staff in the next month.



## Customer Service Policy

*Submitted to the Lawrence Public Library Board of Trustees for approval on 04/20/2026. Proposed review date: 04/2029.*

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### **Purpose**

Lawrence Public Library is dedicated to providing a welcoming and inclusive environment. We believe every interaction, whether with a community member or a colleague, is an opportunity to provide helpful, equitable access to information and to support the lifelong learning of our community.

### **Policy**

To ensure an exceptional experience for both patrons and staff, all library employees are responsible for:

- **Professionalism and Approachability:** Offering a welcoming presence and prioritizing needs with kindness. This includes maintaining an approachable, ready-to-help manner and remaining easily identifiable through library-issued identification.
- **Quality of Service:** Providing accurate, proactive assistance and ensuring smooth transitions when connecting individuals to the right resources or departments.
- **Privacy and Confidentiality:** Protecting the personal information of every individual in all verbal and digital interactions.
- **Stewardship:** Managing library time and materials effectively to provide the greatest possible value to our community.
- **Safety and Environment:** Maintaining a secure and comfortable space by staying alert to surroundings.
- **Boundaries:** Engaging with empathy while maintaining professional standards that ensure a respectful and safe environment for everyone.