

# 12 FACT 2 BOOK



# **Kent District Library**

## **KDL Service Center**

814 West River Center Drive NE

Comstock Park, MI 49321-8955

Phone: 616-784-2007

Fax: 616-647-3828

Kent District Library is a public library system operating 18 branch libraries. KDL serves nearly 400,000 residents of 27 governmental units, comprising most of Kent County, Michigan. KDL is an IRS-designated 501(c)(3) nonprofit supported by millage dollars and private donations.

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# History

- **1927:** Kent County Federation of Women's Clubs begins project of library extension.
  - **1936:** Kent County Library Association formed. Kent County Library System becomes a department of the County of Kent.
  - **1994:** The Library separates from the County to form the Kent District Library, an independent taxing agency with governance by a Board of Trustees appointed by the Kent County Board of Commissioners and representing eight geographic regions of the KDL Service Area.
  - **2011:** Kent District Library celebrates 75 years of providing library service to citizens in Kent County.
  - **2014:** A ten-year 1.28 millage approved by voters.
  - **2014:** Obtained 501 (c)(3) status.
  - **2015:** Expanded the services of the Library for the Blind and Physically Handicapped by increasing the number of large print materials.
  - **2015:** Implemented a new SirsiDynix ILS (Integrated Library System) for Kent District Library.
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## Mission

*Information, Ideas, Excitement!*

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## Kent District Library Branches and Service Center

Kent District Library provides library services to over 395,000 customers in 27 municipalities through 18 branches located throughout Kent County. With the exception of the KDL Service Center, the library buildings are owned and maintained by the local municipality while Kent District Library provides the staff, collection, technology and programming.

# Strategic Plan 2015-2017

KDL's 2015 - 2017 Strategic Plan emphasizes connecting people to the services they need and value. The plan is simple, flexible, memorable and embraced by KDL staff. Success is measured in part by determining whether customers achieve their desired outcome through using the library. Ultimately, KDL demonstrates the positive impact of library service in our communities.

This 2016 Strategic Plan update is a supplement to the original 2015-17 Strategic Plan. It both reiterates the approved Strategic Plan, and serves as a continuation, with new activities that will help the library achieve the original desired outcomes related to KDL's service priorities: Engage the Community, Create Young Readers, Support Learning, Cultivate Creativity and Serve Senior Citizens. This update includes the proposed budget for the 2016 fiscal year.

## Millage Campaign Promises

- ☑ Offer more convenient hours at more locations.
- ☑ Meet expected increased demand for Library for the Blind and Physically Handicapped.
- ☑ Expand early literacy programs for young children and their families.
- ☑ Reduce customer wait time for popular items, especially to meet increasing demand for eBooks and other digital formats.
- ☑ Expand youth and teen collections, both in print and digital formats, to help students find what they need for school and what they want for fun.
- ☑ Upgrade KDL's wireless service to increase speed and improve customer service.
- ☑ Offer improved technology-related programming, such as computer classes offered in Spanish, and more technology assistance offered as outreach service in the community.
- ☑ Employ library staff with designated time to devote to mutually-beneficial community partnerships, especially where such partnerships benefit young children and students.

## Strategic Plan Service Priorities

### KDL ENGAGES THE COMMUNITY, PARTNERSHIPS

#### Progress on Partnership Activities:

- ☑ By September 2015, KDL administration will complete a survey of municipalities and begin working with those who are interested to place Little Free Libraries, Wi-Fi hotspots or other outreach services in their locations.

- ☐ By December 2015, KDL will create a model for partnerships that mutually contributes to organization goals and strategic initiatives. The model is specific and defined with a communication plan and consideration for multiple departments' collaboration. **[New deadline: June 2016]**
- ☒ By December 2015, KDL will present annual reports and partnership updates at all area Chamber of Commerce meetings, service clubs (where possible) and other partnership organizations' administrative meetings (such as senior centers).

## KDL ENGAGES THE COMMUNITY, VOLUNTEERS

### Progress on Volunteer-related Activities:

- ☐ By June 2015, update all volunteer forms, add them to [www.kdl.org](http://www.kdl.org) and set up an online volunteer clearinghouse with a process to manage volunteer assignments centrally. **[New deadline: June 2016]**
- ☐ By December 2015, survey current volunteers to evaluate their experiences and gain suggestions for improvements that will offer volunteers, especially senior citizens, interesting work that helps them connect with the library in meaningful ways. **[New deadline: December 2016]**
- ☒ Develop a plan for recruiting, orienting, training and recognizing volunteers, including Friends' groups.
- ☒ Develop volunteer "job descriptions" to include activities such as early literacy outreach, technology training, Little Free Library stewardships and Spanish-language services.

## KDL CREATES YOUNG READERS, EARLY LITERACY SERVICES

### Progress on Early Literacy Activities:

- ☒ KDL will continue to offer environments and activities that make reading and learning how to read fun.
- ☒ By January 2015, develop library of early literacy video tutorials.
- ☒ By December 2015, offer "1,000 Books Before Kindergarten" initiative to customers in 6 branches.
- ☒ By 2015, develop intergenerational early literacy programs, such as special grandparents' storytimes or outreach experiences with senior citizens at area childcare facilities.

## **KDL CREATES YOUNG READERS, EARLY LITERACY STUDY**

### **Progress on Early Literacy Study:**

- ☑ By December 2015, KDL will partner with Grand Rapids Public Library, Western Michigan University and the Early Childhood Investment Corporation to measure early literacy skill improvement as a result of participation in public library storytimes.

## **KDL CREATES YOUNG READERS, EARLY LITERACY EDUCATION**

### **Progress on Early Literacy Education Activities:**

- ☑ By December 2015, develop a plan for delivering early literacy outreach and programming in our communities, especially to under-served populations, including training and information for adults about the importance of early literacy.
- ☑ Develop ways to help parents incorporate early literacy in their daily interactions.

## **KDL SUPPORTS LEARNING, CONSTITUENCY-BASED COLLECTION AND PROGRAM DEVELOPMENT**

### **Progress on Collection and Program Development Activities:**

- ☑ By May 2015, KDL will perform a community survey about collection and program interests for all ages.
- ☑ By May 2015, programming staff will complete definitions of successful programs with a plan for consistent evaluation of KDL programs. All levels of programming will be targeted for audience appeal—preschool, school-age, families, teens, adults and senior citizens.

## **KDL SUPPORTS LEARNING, EDUCATIONAL PARTNERSHIPS**

### **Progress on Educational Partnership Activities:**

- ☑ By May 2015, KDL youth specialists will develop a school package detailing services, digital collections and demonstration trainings available to schools.
- ☑ By June 2015, youth services staff and the Fund Development Department will implement donor funded partnership in select schools, offering “Summer Reading @ KDL” presenter previews during school assemblies.

## **KDL SUPPORTS LEARNING, COLLECTION EXPENDITURES**

### **Progress on Collection Expenditure Activities:**

- ☑ Increase juvenile nonfiction spending 66% to \$125,000 in 2015.
- ☑ Incorporate promoting juvenile nonfiction collection into school partnership activities.



## **KDL SUPPORTS LEARNING, COMMUNITY READS**

### **Progress on Community Reads Activities:**

- ☒ By June 2015, develop a plan to offer a system-wide KDL Community Reads initiative for 2016.
- ☐ In 2016, the Communications Department will implement a significant KDL Community Reads marketing campaign. **[Ongoing]**

## **KDL SUPPORTS LEARNING, TECHNOLOGY TRAINING**

### **Progress on Technology Training Activities:**

- ☒ By February 2015, introduce Design Think concepts to the Computer Class workgroup, to support new technology training delivery model/service. Any model of service will need to account for the needs of senior citizens with new devices, as well as assisting more advanced technology users with troubleshooting questions.
- ☒ By December 2015, develop a model for customers with all levels of information fluency to receive technology instruction and assistance, whether in a branch, on the phone or at a local senior center.

## **KDL CULTIVATES CREATIVITY, OFFER CREATIVE OPPORTUNITIES**

### **Progress on Creative Opportunity Activities:**

- ☒ Contests such as Write Michigan, Kent County Teen Film Festival, Teen Poetry and a Photo Contest.
- ☒ Interactive hands-on programs like KDL Lab, Studio KDL and art carts.
- ☒ Diverse collection of materials.
- ☒ Safe environments for people to explore their creativity.
- ☒ By June 2015, investigate offering Local Indie materials in digital formats.

## **KDL CULTIVATES CREATIVITY, OFFER INSPIRATION & MOTIVATION**

### **Progress on Inspiration & Motivation Activities:**

- ☒ Incorporate into 2015 marketing plan promotion of KDL staff as friendly experts who can connect readers with the next book they will love.
- ☒ By June 2015, branch managers will shop at least one other branch and a retail space focusing on evaluating displays that help connect people with what inspires them.

## Organizational Competencies

### COLLABORATION

- ☒ Beginning in 2015, every marketing plan will identify KDL staff as a target audience and identify how best to inform them of the service.
- ☒ By June 2015, patron services staff will begin creating patron records for all web registration requests. This will speed up the web registration process by allowing branch staff to add a barcode and issue the card immediately.
- ☒ By June 2015, KDL administration will foster group collaboration and inclusiveness by ensuring that the group's chair (or leader) has input from all team members before presenting ideas to the leadership team. Tools will be developed to help organize groups' communication to all KDL stakeholders.
- ☐ By June 2015, the IT Department will implement the staff collaboration features of SharePoint. **[New deadline: June 2016]**
- ☐ By December 2016, each KDL department will implement a plan to visit with branch managers and staff annually. **[Recurring annually]**
- ☐ By December 2016, the Fund Development Department will work with branch staff to develop best practices for philanthropy at KDL, including generating branch-level donations, how to discuss donations with patrons in a positive and inspiring way and regularly communicating with donors (not just when asking for a gift). **[Recurring annually]**
- ☒ By December 2015, one or more focus groups will convene to address recommendations from the Michigan Quality Council Navigator Report, resulting in a measured quality improvement to staff working conditions and/or customer service.
- ☒ By December 2015, KDL youth specialists will work with KDL program and outreach specialists to inventory program supplies and facilitate their use by all branches.

### CONVENIENCE

- ☒ In January 2015, the Collection Development Department will decrease holds ratios for shorter wait time: digital materials, audiobooks, and books – 3:1; music and movies – 6:1.
- ☒ By March 2015, the Patron Services and the Communications Departments will create a “Call us for...” bookmark to distribute in branches, promoting conveniently available phone services to KDL customers.
- ☒ By June 2015, staff will be able to use the email alias [purchasing@kdl.org](mailto:purchasing@kdl.org) to communicate questions or concerns to the Business Office. Messages will be directed to multiple staff members to ensure a timely response.

- ☐ By June 2015, the IT Department will implement a patron printing solution that eliminates the required payment card and includes some form of printing for wireless devices. [**New deadline: June 2016**]
- ☐ By October 2015, KDL administration will evaluate all KDL meetings to determine which could be successfully accomplished without requiring travel. Software to facilitate remote meetings will be investigated. [**New deadline: December 2016**]
- ☐ By October 2015, the Communications Department will complete a comprehensive web redesign, implementing an event management system that incorporates fundraising events, creating donor-friendly online donating options and offering easy access to KDL financial information. [**New deadline: Spring 2016**]
- ☒ By October 2015, complete migration to new ILS system. Tentative timeline is as follows: By January 2015, KDL will hire an ILS librarian to work on the migration to a new ILS system. Test database made available to KDL February 2015. IT tests system March 2015. Staff training to begin in May–August 2015. Communication plan to the public goes into effect June 2015. Migration of records begins in September 2015. IT tests migration material with the help of staff in September 2015. ILS migration is to be completed by October 2015.

## FLEXIBILITY

- ☒ By January 2015, customer overdue fines for DVDs will be reduced from \$1 a day to \$0.15.
- ☒ By January 2015, the Communications Department and the Social Media Workgroup will develop marketing and content plans for each of KDL's social media venues.
- ☐ By December 2016, KDL administration will develop a Stop List, specifically identifying activities KDL will cease to engage in, in order to focus efforts on the strategic priorities identified in this document. [**Recurring annually**]
- ☒ By December 2015, the Communications Department will incorporate analytics to measure the effectiveness of advertising and social media marketing and cease unsuccessful efforts.
- ☒ By December 2015, the Fund Development Department will offer donor-friendly procedures, allowing donors the option of directing their gifts to specific projects or branches.
- ☒ By December 2015, KDL will train collection services team members to implement LEAN business practices in material handling procedures.
- ☐ By December 2015, KDL will implement recommendations from its engagement in the Baldrige Process through Michigan Quality Council. [**New deadline: December 2016**]
- ☒ By December 2015, the Collection Development Department will migrate to Baker & Taylor's TitleSource360 and add CollectionHQ's ESP module for improved collection analysis and more responsive selection.

- ☐ By December 2016, the Program and Outreach Department will work with branch staff to study the value of programming forms and deadlines to refine and streamline program planning, promotion, implementation and evaluation. **[Ongoing]**

## FRIENDLINESS

- ☒ By January 2015, new KDL employees will receive a welcome message with information about Communications and Programming Departments.
- ☒ By March 2015, the Communications Department will work with programming workgroups to capture and respond to programming ideas and market system-wide programs to KDL staff no less than two weeks before the seasonal deadline.
- ☒ By March 2015, the HR Department will negotiate compensation incentives with the UAW for staff who are bilingual, thereby creating formal recognition and placing value on such communication skills.
- ☐ By March 2015, a focus group of stakeholder employees will set out to define the “KDL Way.” Using Appreciative Process techniques, the team will articulate an organizational culture approach that is uniquely KDL.
- ☐ By June 2015, KDL’s IT Department will participate in communications training to foster and reinforce friendly customer interactions. **[New deadline: December 2016]**
- ☐ By June 2015, the IT and Patron Services Departments will revise the entire call center phone tree to better serve patrons, making it clear that they have been connected with KDL staff that can help them. **[New deadline: June 2016]**
- ☐ By October 2015, develop and implement a significant library card campaign related to Library Card Sign-up Month (September), with emphasis on new targeted audiences (such as senior citizens) and under-served populations (such as English as a Second Language Speakers). **[New deadline: 2016]**
- ☐ By December of 2015, KDL will recruit bilingual candidates during three job fairs and offer online training and testing for staff who wish to adopt second-language skills. **[New deadline: December 2016]**
- ☐ By December 2016, KDL’s HR Department will review hiring processes and compensation levels to further strengthen staff commitment and engagement to serving library customers.

## INNOVATION

- ☒ By January 2015, KDL’s Wellness Committee will complete a survey and implement results, providing activities and initiatives that support staff mental and physical well-being.

- ☐ By March 2015, the Patron Services Department and circulation managers will create a form on the Intranet to streamline the shelf check process for materials that weren't properly checked in and removed from accounts. **[New deadline: February 2016]**
- ☒ By December 2015, KDL will create a process to gather innovative ideas from all KDL team members. Recognition may be given for new ideas that have a profound positive impact on KDL's efforts to be relevant to our communities.
- ☒ By December 2015, the Digital Futures Committee will be renamed the Innovation Team, developing a protocol for considering new ideas and facilitating efforts to make them actionable.
- ☐ By December 2015, the Business Office will explore and implement a new tracking process for recording receipts (payments, donations, grants). **[New deadline: March 2016]**
- ☐ By December 2015, at least one IT staff member will become skilled in offering web-based development capability to leverage basic web application integration with KDL resources and data. **[New deadline: December 2016]**

## LEARNING

- ☒ By March 2015, programming staff will hold quarterly training sessions for new Information Services staff.
- ☐ By December 2016, KDL management will continue to improve public service through the Circulation and Information Best Practices model. Surveys will identify training needs for information staff (such as offering services and programs for senior citizens, materials advisory and technology literacy) while circulation managers will save customer service issues to determine emphasis for training. **[Ongoing]**
- ☐ By December 2016, the Business Office will survey each branch and department for training needs and implement a plan to deliver comprehensive training. **[Ongoing]**
- ☒ By December 2015, additional CollectionHQ training will be completed.
- ☐ By December 2016, the HR and Communications Departments will develop a brand for KDL's "Library2Library" training initiatives for outside libraries and organizations. **[Ongoing]**
- ☐ By December 2016, the HR Department will create an online learning library to promote the professional development of future staff. **[Ongoing]**
- ☐ By December 2015, patron services staff members will each attend at least one webinar and report on it at a monthly staff meeting. **[New deadline: December 2016]**
- ☒ By December 2015, all patron services staff members will attend at least one quarterly information services meeting.

- ☑ By December 2015, branch managers begin to explore the Harwood Institute Community Conversation methods to get community input on various issues. Activities will include a manager's discussion of the Harwood Institute's *The Work of Hope*, training at a management meeting and plans to begin implementing community conversations.

## TRUSTWORTHINESS

- ☐ By December 2016, the IT Department will implement a "read-only" interface of the help desk application which will allow KDL staff to track progress on support desk concerns. **[Ongoing]**
- ☐ By December 2015, all of KDL's public financial information, meeting minutes and strategic plan progress will be available through KDL's enhanced website in three clicks or less. **[New Deadline - Spring 2016]**
- ☐ By December of 2015, KDL management and staff in leadership roles will actively participate in training to promote behavior that encourages clear and transparent leadership. **[New deadline: December 2016]**
- ☑ By December 2015, the Fund Development Department will develop ways to ensure transparency of how donations directly benefit KDL programs and services.
- ☑ By December 2015, the patron services staff will create quarterly statistical reports regarding the amount and type of interactions in order to inform KDL staff and customers of the value of the department.
- ☑ By March 2016, the Collection Development Department will report on the patron requests received and how many were ordered/not ordered in 2015.



# Kent District Library Branches and Service Center



**ALPINE TOWNSHIP BRANCH**  
5255 Alpine Ave. NW  
Comstock Park, MI 49321



**ALTO BRANCH**  
6071 Linfield Ave.  
Alto, MI 49302



**BYRON TOWNSHIP BRANCH**  
8191 Byron Center Ave. SW  
Byron Center, MI 49315



**CALEDONIA TOWNSHIP BRANCH**  
6260 92nd St. SE  
Caledonia, MI 49316



**CASCADE TOWNSHIP BRANCH**  
2870 Jacksmith Ave. SE  
Grand Rapids, MI 49546



**COMSTOCK PARK BRANCH**  
3943 W. River Dr. NE  
Comstock Park, MI 49321



**EAST GRAND RAPIDS BRANCH**  
746 Lakeside Dr. SE  
East Grand Rapids, MI 49506



**ENGLEHARDT BRANCH**  
200 N. Monroe St.  
Lowell, MI 49331



**GAINES TOWNSHIP BRANCH**  
421 68th St. SE  
Grand Rapids, MI 49548



**GRANDVILLE BRANCH**  
4055 Maple St. SW  
Grandville, MI 49418



**KENTWOOD  
(RICHARD L. ROOT) BRANCH**  
4950 Breton SE  
Kentwood, MI 49508



**KRAUSE MEMORIAL BRANCH**  
140 E. Bridge St.  
Rockford, MI 49341



**NELSON TOWNSHIP/ SAND LAKE  
BRANCH**  
88 Eighth St.  
Sand Lake, MI 49343



**PLAINFIELD TOWNSHIP BRANCH**  
2650 5-Mile Rd. NE  
Grand Rapids, MI 49525



**SPENCER TOWNSHIP BRANCH**  
14960 Meddler Ave.  
Gowen, MI 49326



**TYRONE TOWNSHIP BRANCH**  
43 S. Main St.  
Kent City, MI 49330



**WALKER BRANCH**  
4293 Remembrance Rd. NW  
Walker, MI 49534




**WYOMING BRANCH  
and the Library for the Blind  
and Physically Handicapped**  
3350 Michael Ave. SW  
Wyoming, MI 49509



**SERVICE CENTER**  
814 West River Center NE  
Comstock Park, MI 49321

# Service Area

<b>TYRONE</b> Village of KENT CITY Tyrone Township Branch ★	<b>SOLOM</b>  City of CEDAR SPRINGS ●	★ <b>NELSON</b> Nelson Township/ Sand Lake Branch	<b>SPENCER</b>  ★ Spencer Township Branch
<b>SPARTA</b>  Village of SPARTA ●	<b>ALGOMA</b>   ★	<b>COURTLAND</b>  City of ROCKFORD Krause Memorial Branch	<b>OAKFIELD</b>
<b>ALPINE</b> ★ Alpine Township Branch  Cemstock Park Branch ★	<b>PLAINFIELD</b>  KDL Service Center ★  Plainfield Township Branch ★	<b>CANNON</b>	<b>GRATTAN</b>
City of WALKER Walker Branch ★  City of GRAND RAPIDS  City of WYOMING Wyoming Branch ★ Wyoming Branch is the Library for the Blind and Physically Handicapped  ★ City of GRANDVILLE Grandville Branch	<b>GRAND RAPIDS</b>  City of EAST GRAND RAPIDS East Grand Rapids Branch ★  ★ City of KENTWOOD Kentwood Branch	<b>ADA</b>  <b>CASCADE</b> ★ Cascade Township Branch	<b>VERGENNES</b>  City of LOWELL  ★ Englehardt Branch  <b>LOWELL</b>
<b>BYRON</b>  ★ Byron Township Branch	<b>GAINES</b>  ★ Gaines Township Branch	<b>CALEDONIA</b>  ★ Caledonia Township Branch	★ <b>BOWNE</b> Alto Branch


Areas highlighted in grey are outside the KDL service area and include the City of Grand Rapids, City of Cedar Springs, Solon Township, Sparta Township, the Village of Sparta and the portion of Borne and Caledonia townships within the Thurnapple Kellogg school district.



# Governance and Organizational Structure

## BOARD OF TRUSTEES

The Kent District Library Board of Trustees is composed of eight members representing geographic regions of the KDL service area. Trustees must live in the region they represent. Board members are appointed for four-year terms by the Kent County Board of Commissioners based on recommendations from the eight regions. The KDL Board meets monthly. Major duties include establishing and maintaining a public library for Kent District Library, establishing library policies, employing the library director, adopting an annual budget, approving the expenditure of funds, entering into contracts and control of all KDL property.

Trustee	Area of Responsibility
Charles R. Myers, Chair	<b>Region 4:</b> City of Lowell, and Bowne, Lowell and Vergennes Townships
Vickie Hoekstra, Vice Chair	<b>Region 8:</b> City of Wyoming
Penny Weller, Treasurer	<b>Region 3:</b> City of Walker, and Plainfield and Alpine Townships
Carol Simpson, Secretary	<b>Region 1:</b> Spencer, Tyrone, Nelson and Oakfield Townships
Shirley Bruursema, Trustee	<b>Region 6:</b> City of Kentwood, and Gaines and Caledonia Townships
Lee Cook, Trustee	<b>Region 7:</b> City of Grandville and Byron Township
Scott Garrison, Trustee	<b>Region 2:</b> City of Rockford, and Cannon, Algoma, Courtland and Grattan Townships
Craig Wilson, Trustee	<b>Region 5:</b> City of East Grand Rapids, and Cascade, Ada and Grand Rapids Townships



Charles R. Myers,  
Chair



Vickie Hoekstra,  
Vice Chair



Penny Weller,  
Treasurer



Carol Simpson,  
Secretary



Shirley Bruursema,  
Trustee



Lee Cook,  
Trustee



Scott Garrison,  
Trustee



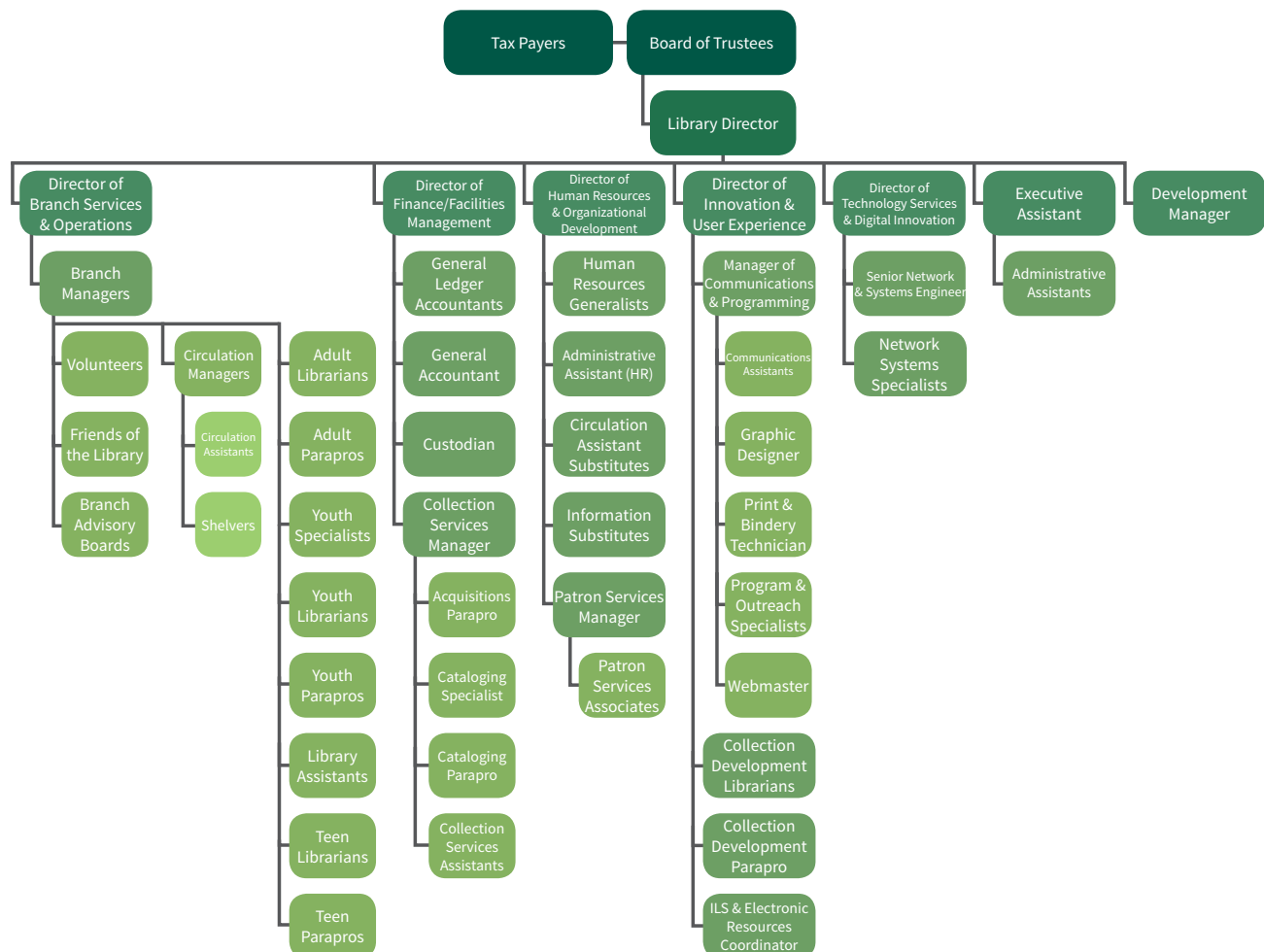
Craig Wilson,  
Trustee

## LEADERSHIP TEAM

The Kent District Library leadership team leads the staff in support of KDL's strategic plan, coordinates organizational functions and facilitates communication. Members of the leadership team are:

Position	Name
Library Director	Lance Werner
Director of Innovation and User Experience	Michelle Boisvenue-Fox
Director of Branch Services and Operations [Interim]	Craig Buno
Director of Finance	Sherry Bava
Director of Human Resources & Organizational Development	Brian Mortimore
Director of Information and Technology [Interim]	Kurt Stevens

## KENT DISTRICT LIBRARY ORGANIZATIONAL CHART



## FUND DEVELOPMENT BOARD

Kent District Library's development board is composed of community leaders who have a passion for libraries. Development board members support the mission, vision and values of Kent District Library, and act responsibly and prudently as stewards of KDL. These members work tirelessly to raise private donations that support programming, collections and special projects that enhance the library experience for all community members.



**Marcia Bennett Boyce**  
Miller Johnson



**Linda Jo Carron**  
Knape & Vogt



**Scott Ellison**  
Chemical Bank  
Library Board of Trustees



**Maureen Fitzgerald Penn**  
Penn & Ink  
Communications, Inc.



**Jamie Junod**  
Stifel Nicolaus &  
Company Inc.



**Jim Komondy**  
Law, Weathers &  
Richardson



**Charles Myers**  
Kent District Library  
Board of Trustees



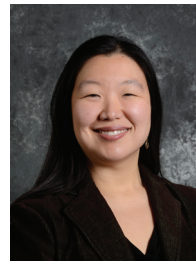
**Heather Ross**  
ddm marketing



**John Schuring**  
Dickinson Wright



**Penny Weller**  
Kent District Library  
Board of Trustees



**Sherrie Willson**  
Steelcase Inc.

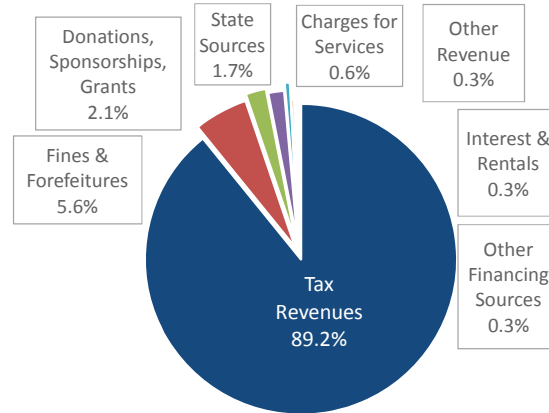


**Robert Younger**  
Zaner Bloser

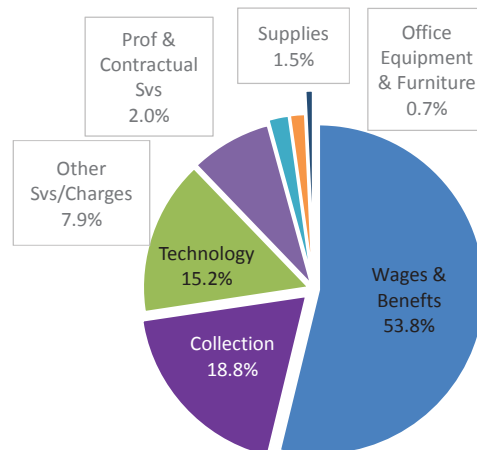
# 2015 Summary of Financial Information

## KENT DISTRICT LIBRARY 2015 SUMMARY FINANCIAL INFORMATION GENERAL FUND

REVENUE	
Tax Revenues - Millage (1.28mills)	19,731,194
Fines & Forefeitures	1,240,239
Donations, Sponsorships, Grants	470,925
State Sources	368,566
Charges for Services	125,995
Other Revenue	66,787
Interest & Rentals	59,411
Other Financing Sources	58,943
<b>TOTAL REVENUES</b>	<b>\$ 22,122,060</b>



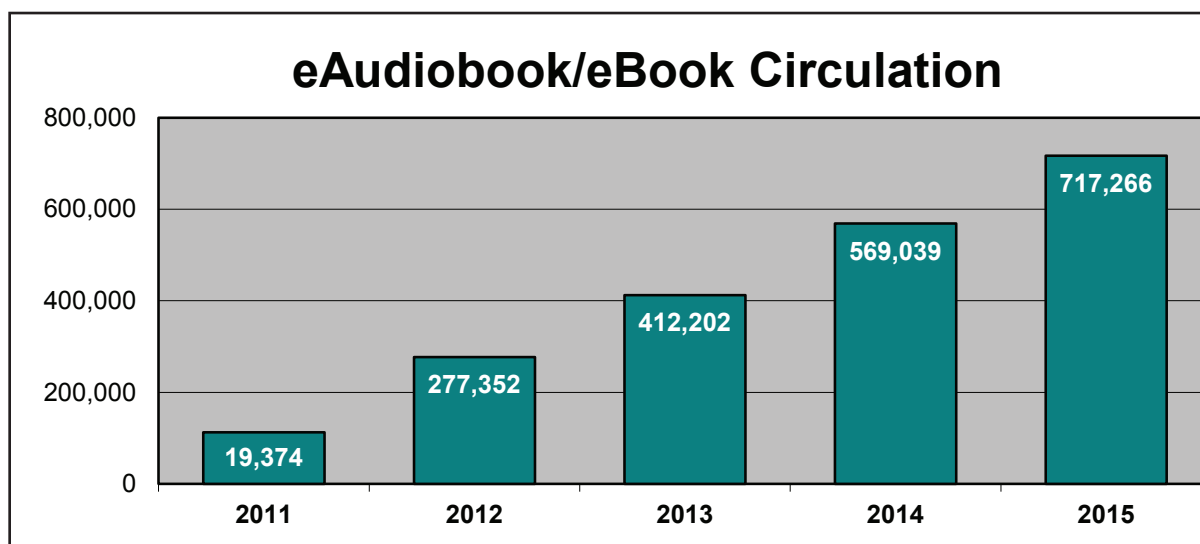
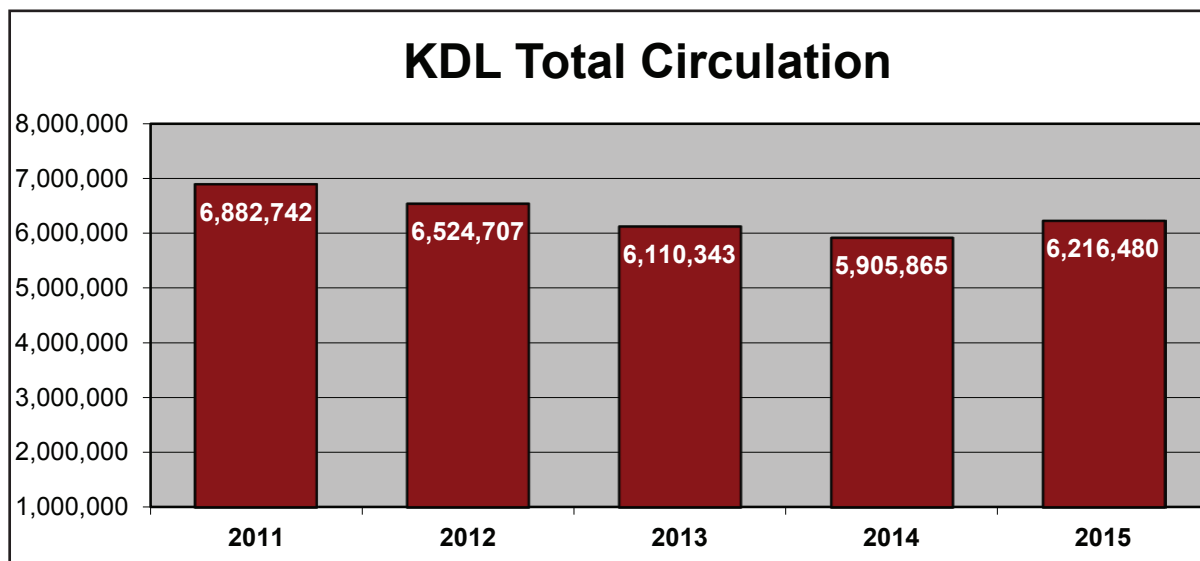
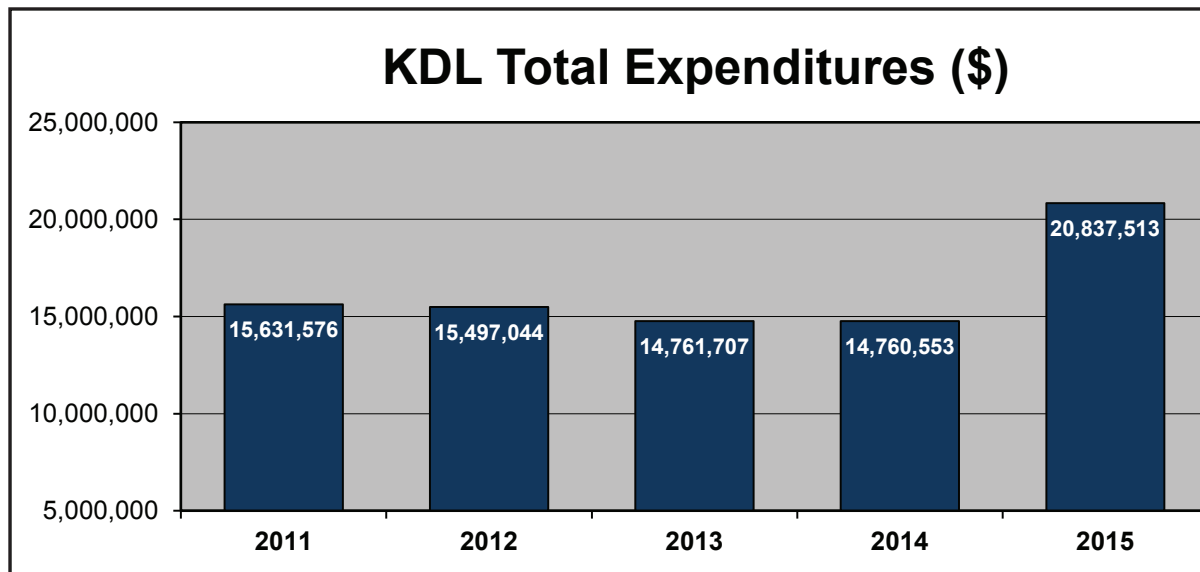
EXPENDITURES	
Wages & Benefits	11,206,039
Books & Materials	3,924,316
Technology (all expenses related to)	3,173,582
Other Svs/Charges	1,651,961
Professional & Contractual Services	416,506
Supplies	310,565
Office Equipment & Furniture	154,545
<b>TOTAL EXPENDITURES</b>	<b>\$ 20,837,513</b>



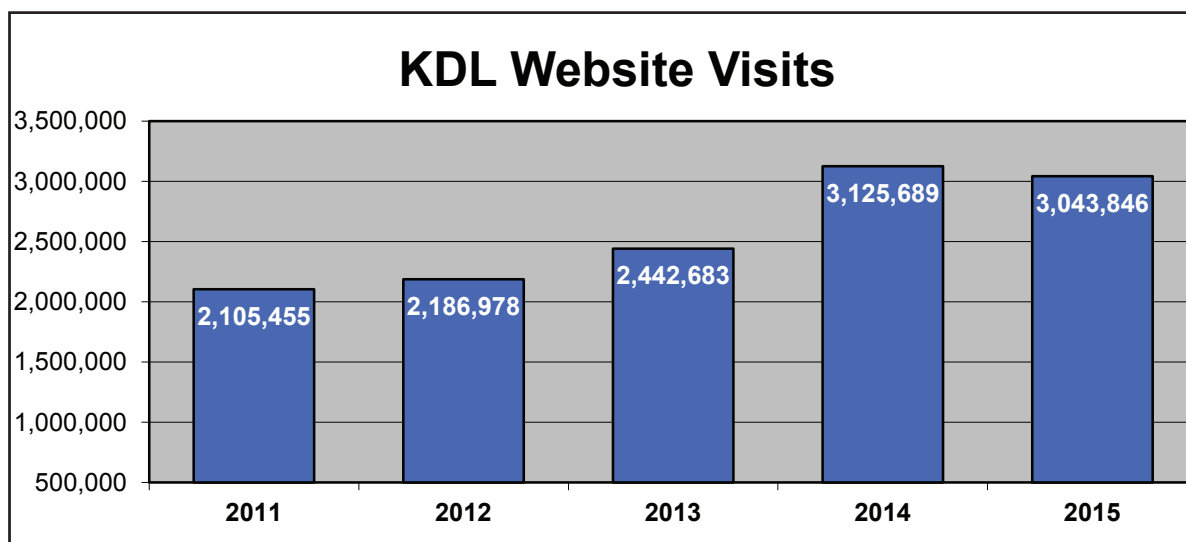
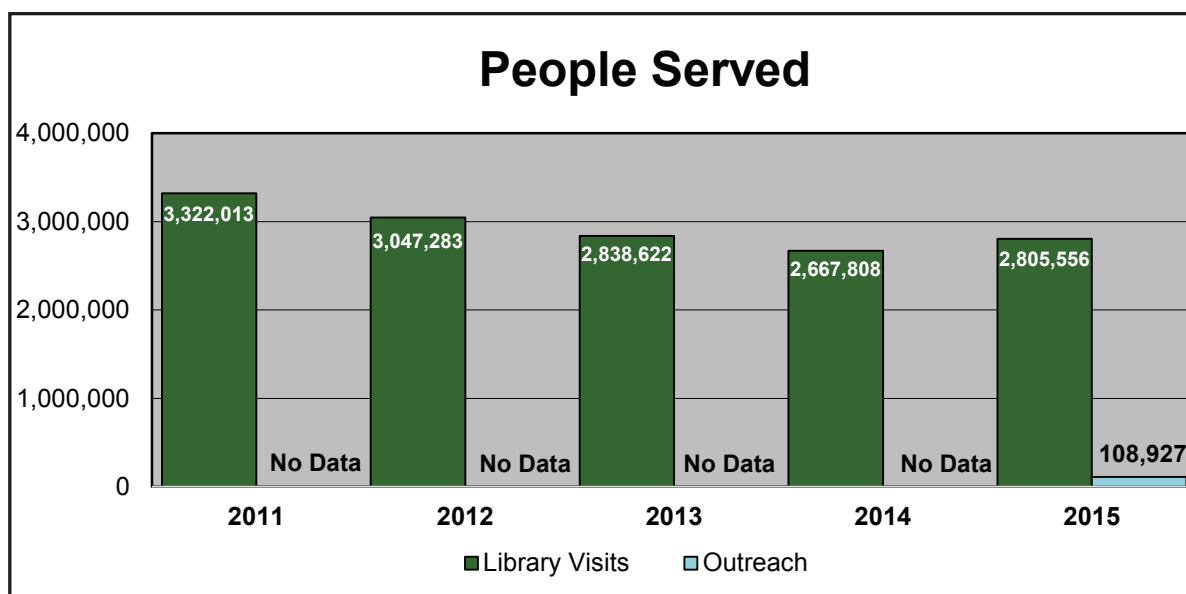
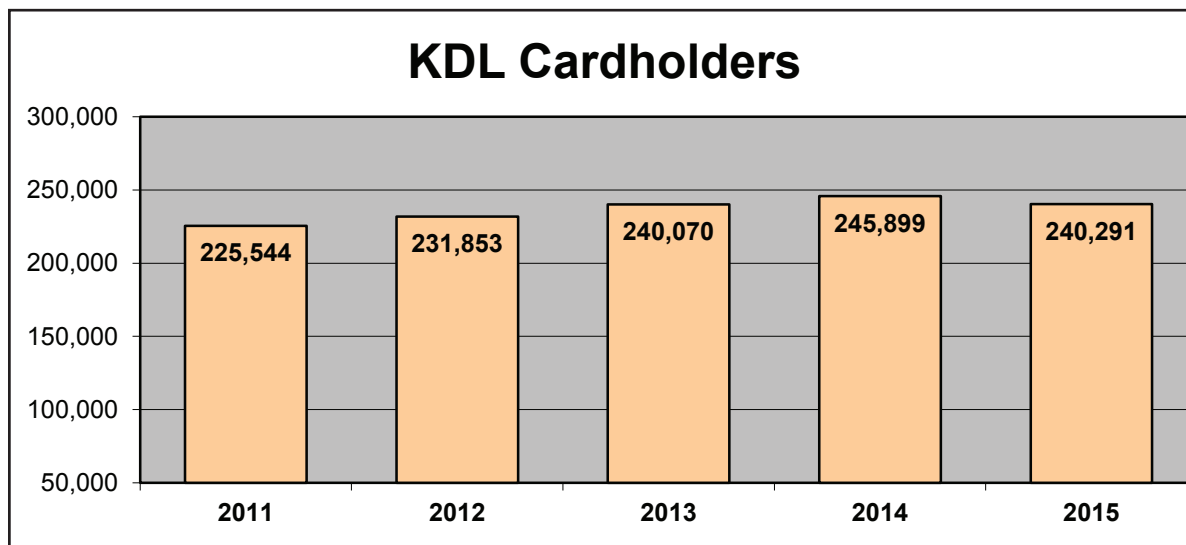
Total Fund Balance 2015	5,476,642
Fund Balance - Unspendable (Prepays)	(164,831)
Fund Balance - Assigned	(233,851)
Fund Balance - Restricted by Contributors	(53,868)
Fund Balance - Board Committed - Capital Projects	(815,300)
<b>TOTAL UNDESIGNATED FUND BALANCE</b>	<b>\$4,208,792</b>

The above numbers have been derived from the 2015 Financial Statements.  
Complete audited Annual Financial Statements will be available after June 2016.

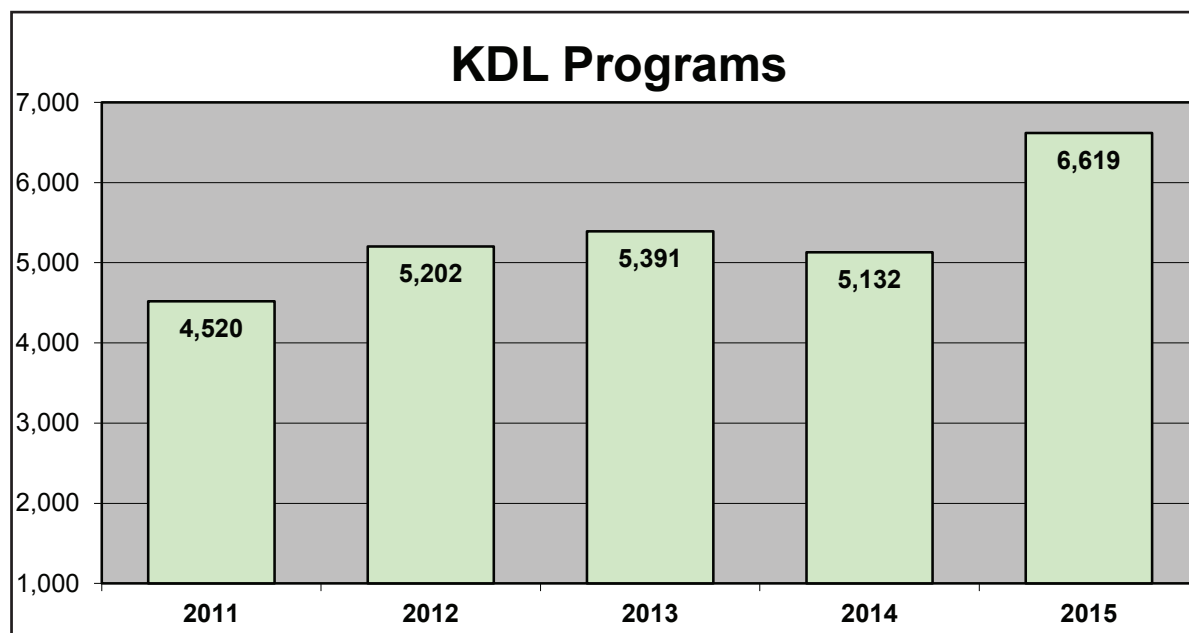
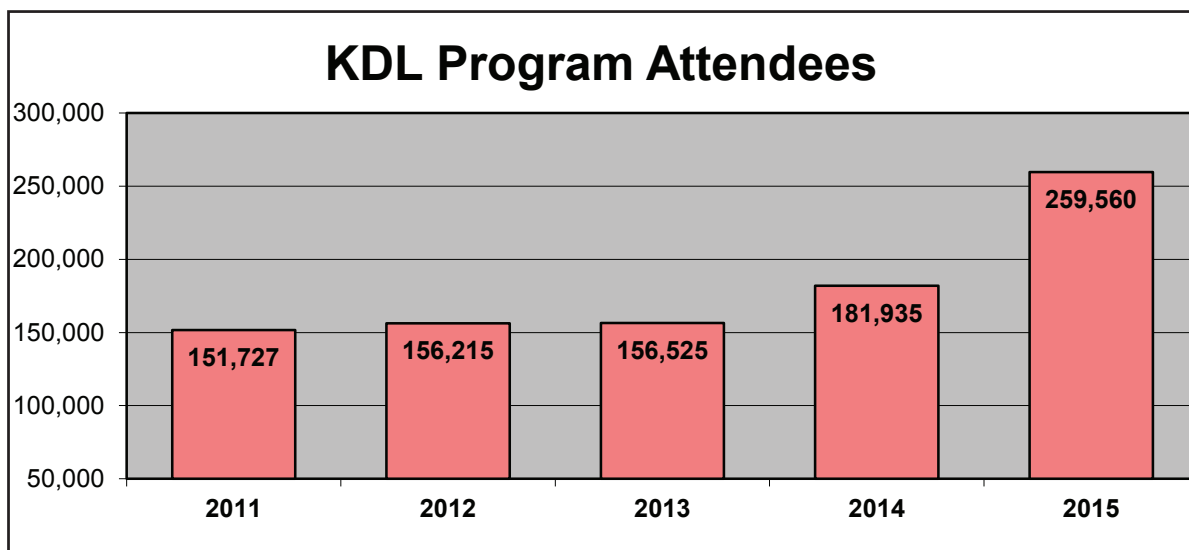
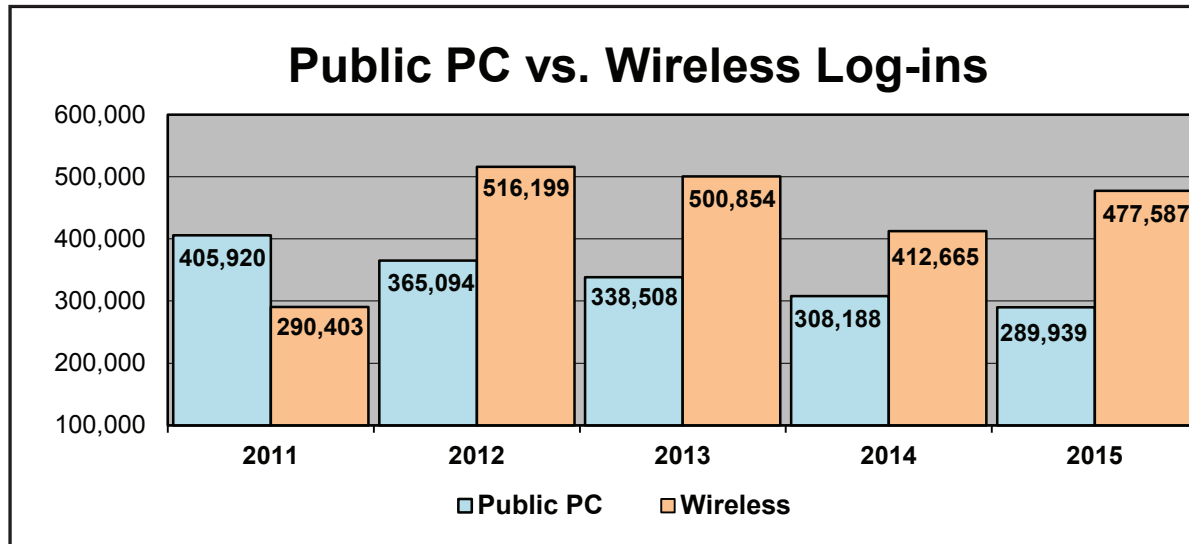
## 2015 Statistical Trends



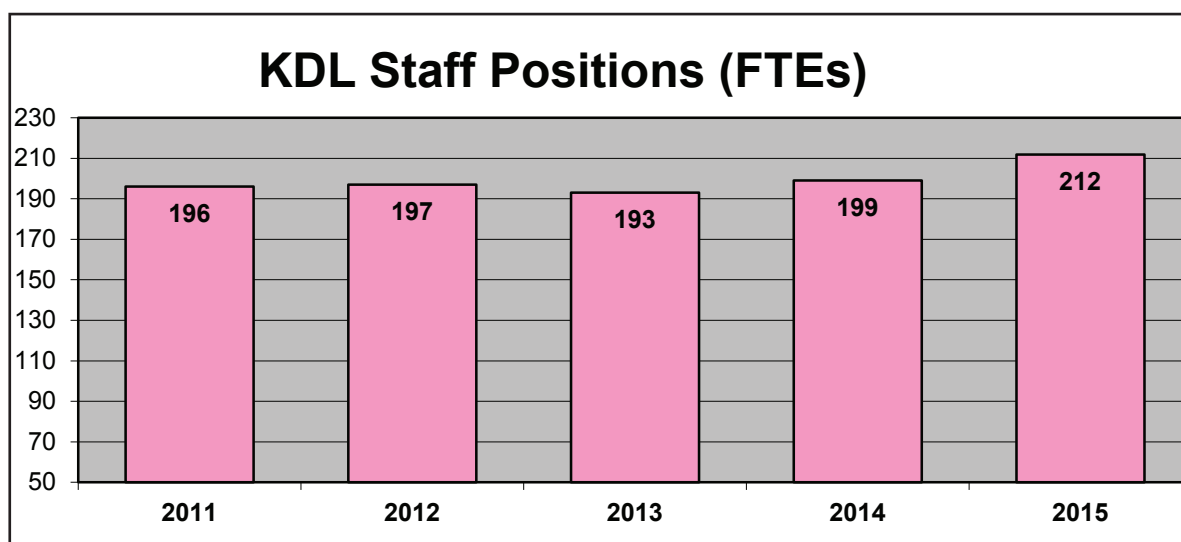
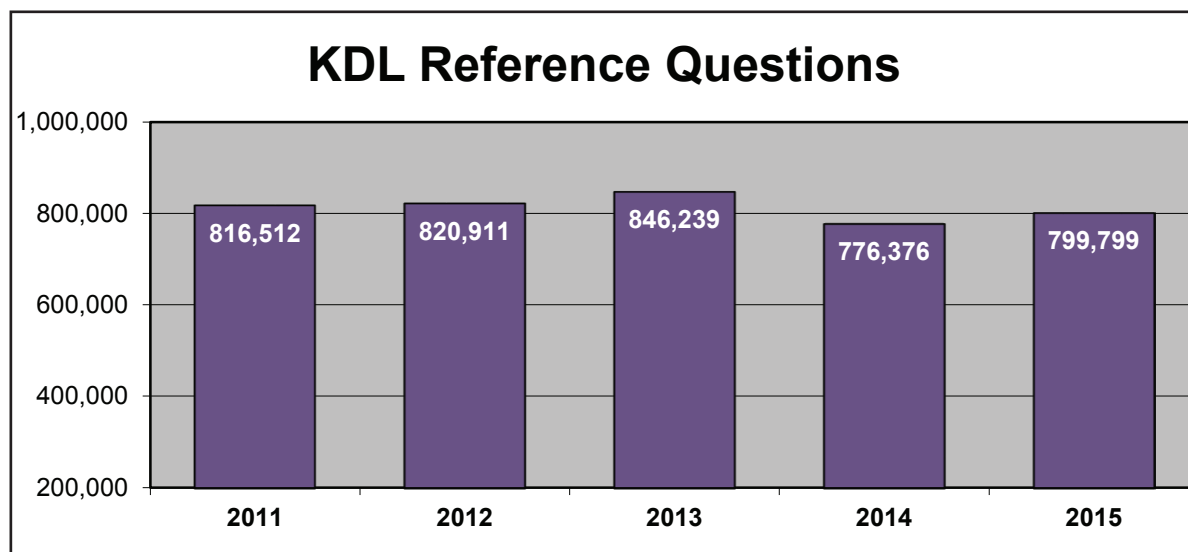
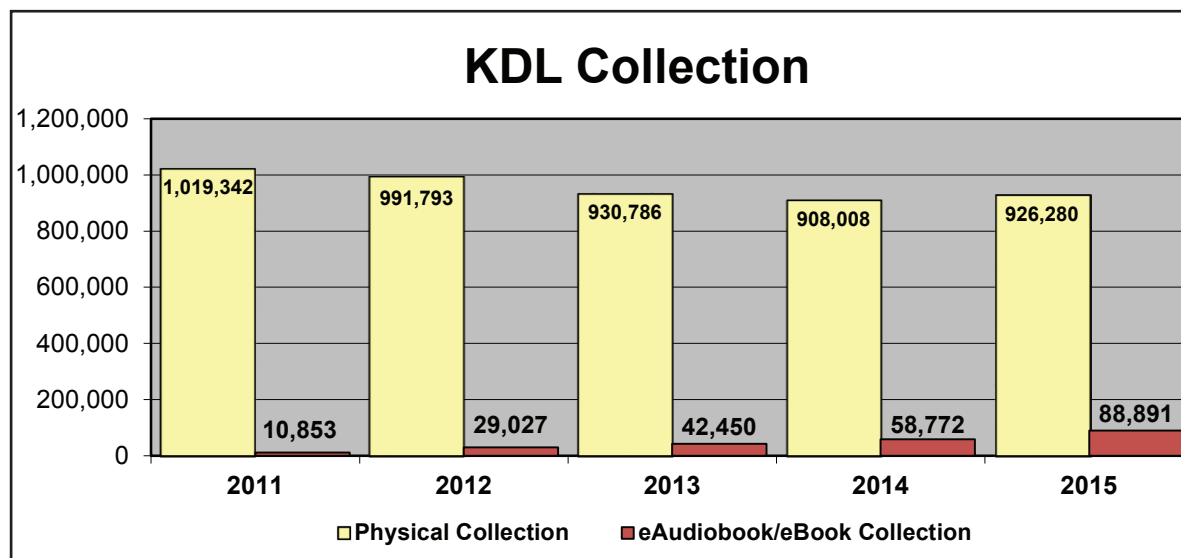
## 2015 Statistical Trends (cont.)



## 2015 Statistical Trends (cont.)



## 2015 Statistical Trends (cont.)





# 2015 Statistical Information

## Circulation

Adult fiction		700,970
Express books		153,839
Juvenile fiction		1,507,631
Teen fiction		220,676
Reference		7,793
Adult non-fiction		441,732
Juvenile non-fiction		269,152
Teen non-fiction		10,162
Periodicals		100,337
Large print		65,038
CD-ROMs		58
Audiobooks		191,602
DVDs and Blu-ray		1,115,247
Music CDs		182,059
Video games		43,472
Kits		9,834
Braille items		379
LBPH (Library for the Blind and Physically Handicapped)		69,837
Miscellaneous		4,312
Interloans (Jan. – Sept.)		20,709
MeLCat		8,941
Digital Downloads	eAudiobooks	170,649
	eBooks	546,617
	eMagazines	31,227
	eMovies	15,042
	eMusic	333,824
Total Circulation		6,216,480

## Collection

Number of books	734,193
Number of periodicals	30,190
Number of audio (audiobooks and music CDs)	80,984
Number of videos (DVDs and Blu-ray)	73,263
Number of video games	5,799
Number of CD-ROMs (no longer purchasing)	37
Number of kits	261
Number of Braille items	305
Number of miscellaneous items	1,248
<b>Total physical items in the library collection at year-end</b>	<b>926,280</b>

## Collection (continued)

Number of electronic audiobooks (eAudiobooks)	19,346
Number of electronic books (eBooks)	69,545
<b>Total digital items in the library collection at year-end</b>	<b>88,891</b>
Number of subscriptions	1,874
Number of licensed databases – Local	25
Number of licensed databases – State	44
<b>Number of licensed databases – Total</b>	<b>69</b>

## Human Resources

Number of MLS librarians	67
Full-time equivalent of MLS librarians	59.325
Number of non-MLS librarians	2
Full-time equivalent of non-MLS librarians	2
Number of other paid staff	229
Full-time equivalent of other paid staff	150.525
Total number of staff	298
Total full-time equivalents (FTEs)	211.85
Total hours per week worked by MLS librarians	2,373
Total hours per week worked by all staff	8,474
Staff training hours	5,727

## Inter-Library Loan (ILL) & Reciprocal Borrowing

ILL items borrowed by KDL patrons from other libraries	76,378
ILL items loaned by KDL to patrons from other libraries	20,709
MeLCat items borrowed by KDL from other libraries	8,941
MeLCat items loaned by KDL to other libraries	4,284
Items reciprocally borrowed by KDL patrons at other libraries	*54,979
Items reciprocally borrowed by patrons from other libraries at KDL	767,113

\*Statistics were not available for items borrowed from GRPL by KDL patrons.

## Library for the Blind and Physically Handicapped (LBPH)

Number of registered patrons	1,029
Total circulation	66,424

# 2015 Statistical Information (cont.)

## Patron Services: Centralized Phone Center

Telephone calls received			67,389
Percentage of calls handled (i.e., not transferred to branch staff)			86%
Calls (by type)	Type	Total Calls	% of Total
	Circulation	25,142	37%
	Directional	3,797	6%
	Program Registration	2,411	4%
	Reference	26,371	39%
	Transfers to Branch Staff	9,668	14%

## Programs

Type	# of Events	# of Participants
Private programs (tours, workshops, etc.)	1,674	117,259
Programs for young children	2,460	74,551
Programs for school age children	348	8,982
Programs for teens	340	7,041
Programs for adults	1,062	12,188
Programs for all ages	735	39,539
<b>Total</b>	<b>6,619</b>	<b>259,560</b>

## Summer Reading Program

Participants (based on age)	Total
Youth (birth - Grade 5)	20,588
Teen (grades 6-12)	6,238
Adult (18 and up)	6,443
<b>Total</b>	<b>33,269</b>
Completers	Total
Babies (0-24 months)	764
Pre-Readers (2-3 years)	1,248
Youth (4 years - grade 5)	6,746
<b>Total</b>	<b>8,758</b>

## Technology

Number of computers for staff	242
Number of computers for public	326
Number of patron log-ins to public computers	289,939
Number of patron log-ins to wireless network	477,587
Number of self check-out units	41
Number of self check-in units	11
Most concurrent patrons using the wireless network	630
Most concurrent patrons using the wireless network	580

## Volunteers

Number of Volunteers		Total
Adults	276	684
Teens (Summer Reading Program)	408	
Volunteer Hours		Total
Adults	2,897	9,769
Teens (Summer Reading Program)	6,872	

## Website

Number of visits (includes mobile website visits)	3,537,857
Average visits per day	9,693
Number of visits to KDL's eBook/eAudiobook site	1,797,089
Number of visits to What's Next?: Books in Series site	845,193
Number of visits to KDL databases	104,413
Number of Ask KDL questions answered	532
Number of Personalized Picks lists created	199
Number of KDL Blog Posts	281
Number of KDL Blog Comments	238

## Annual Counts

Library visits	2,805,556
Outreach Attendance	107,546
Population of service area (2010 U.S. Census)	395,660
Cardholders (library registrations)	240,291
Information requests/computer assistance	799,799
Total annual open hours	50,044
Total weekly public service hours	62

## 2015 Statistical Information (cont.)

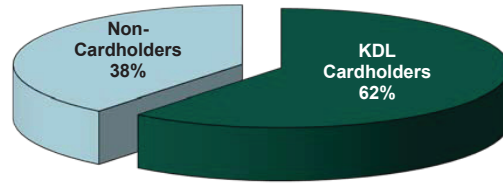
### Per Capita Measures

Circulation per capita	14.9	
Circulation per registered borrower	24.0	
Collection turnover rate (i.e., circulation/collection)	6.1	
Expenditure per capita	\$37.50	
Express check-out as a percentage of total customer check-out	86.5%	
Holdings per capita	2.4	
Program attendance per capita	.66	
Public internet use per capita (PC & wireless log-ins)	1.94	
Reference transactions per capita	2.0	
Registration as a percentage of population	62%	
Visits per capita	<b>In Person</b>	<b>Virtual (Website)</b>
	<b>6.7</b>	<b>7.9</b>

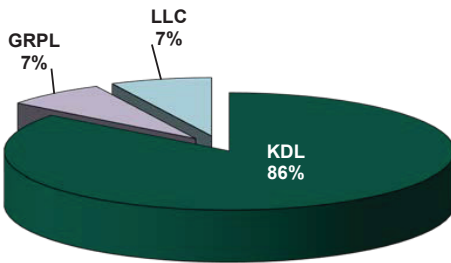
### KENT DISTRICT LIBRARY FACTS

**Library Director:** Lance Werner  
**Population of Service Area:** 395,660  
**Physical Collection Size:** 926,280  
**Digital Collection Size:** 88,891  
**Public Computers:** 326  
**Staff:** 212 FTEs  
**Open Hours:** 998 hrs/wk

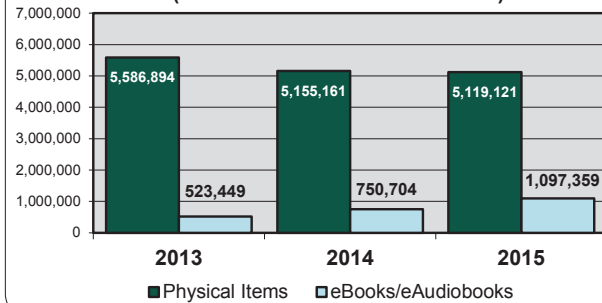
### PERCENTAGE OF POPULATION WITH A LIBRARY CARD



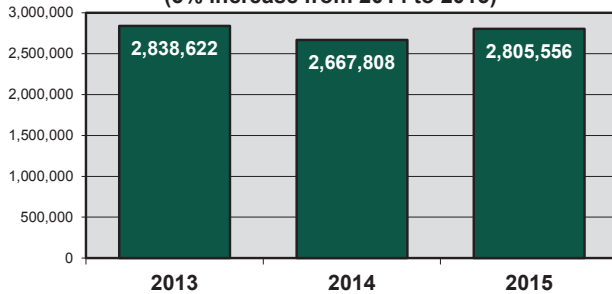
### BRANCH CHECK-OUTS BY RESIDENT



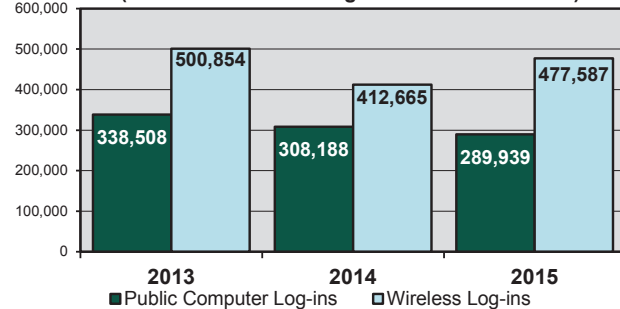
### TOTAL ITEMS CHECKED-OUT (5% increase from 2014 to 2015)



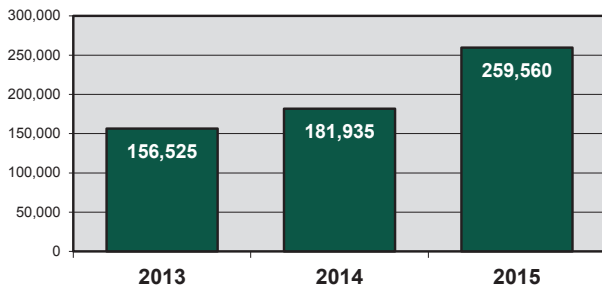
### TOTAL PEOPLE SERVED (5% increase from 2014 to 2015)



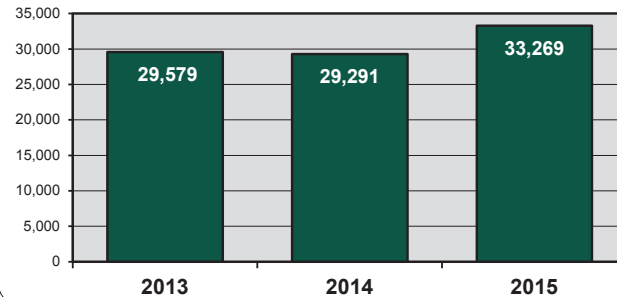
### TOTAL BRANCH COMPUTER LOG-INS (6% increase in total log-ins from 2014 to 2015)



### TOTAL PROGRAM ATTENDANCE (43% increase from 2014 to 2015)



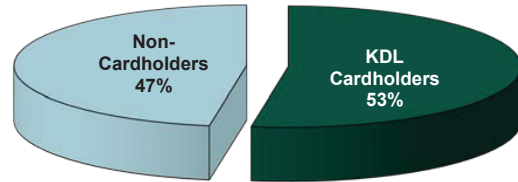
### TOTAL SUMMER READING PARTICIPANTS (14% increase from 2014 to 2015)



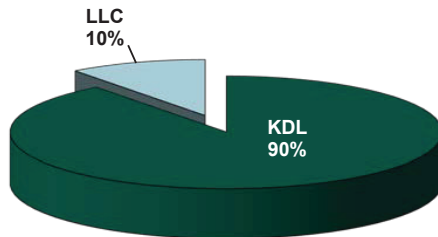
**BRANCH FACTS**

**Branch Manager:** Shaunna Martz  
**Population of Service Area:** 13,336  
**Building Size:** 4,862 square feet  
**Public Computers:** 9  
**Staff:** 3.0 FTEs  
**Open Hours:** 40 hrs/wk

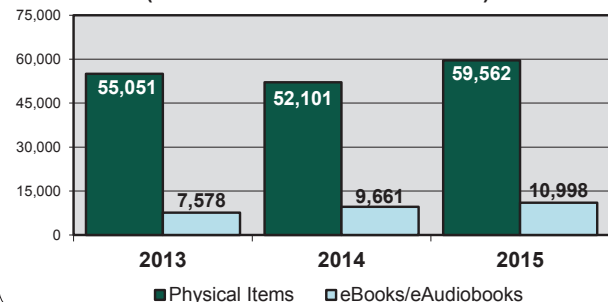
**PERCENTAGE OF POPULATION  
WITH A LIBRARY CARD**



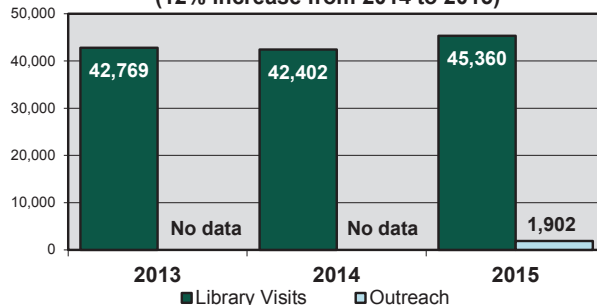
**BRANCH CHECK-OUTS BY RESIDENT**



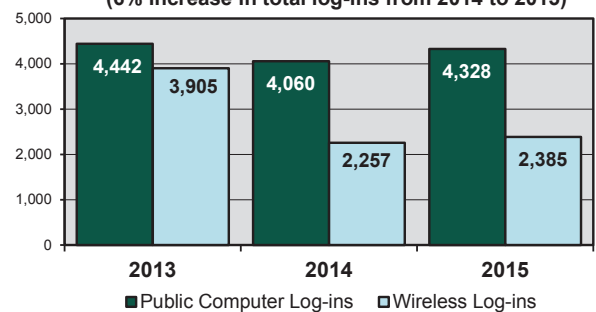
**TOTAL ITEMS CHECKED-OUT**  
(14% increase from 2014 to 2015)



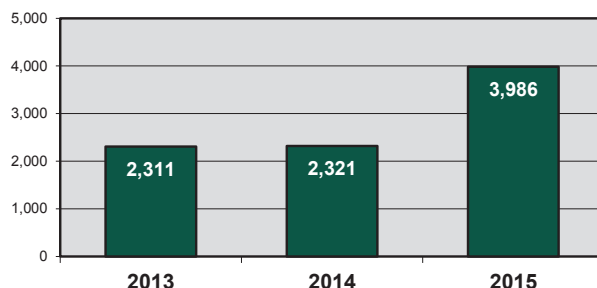
**TOTAL PEOPLE SERVED**  
(12% increase from 2014 to 2015)



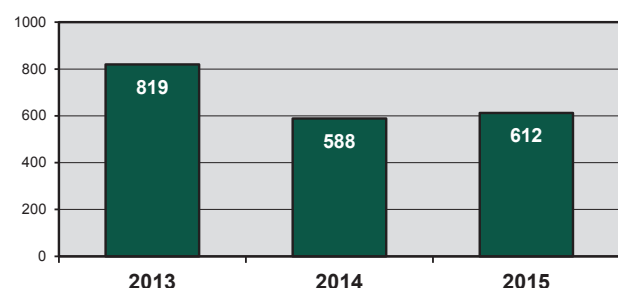
**TOTAL BRANCH COMPUTER LOG-INS**  
(6% increase in total log-ins from 2014 to 2015)



**TOTAL PROGRAM ATTENDANCE**  
(72% increase from 2014 to 2015)



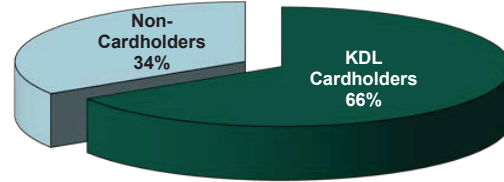
**TOTAL SUMMER READING PARTICIPANTS**  
(4% increase from 2014 to 2015)



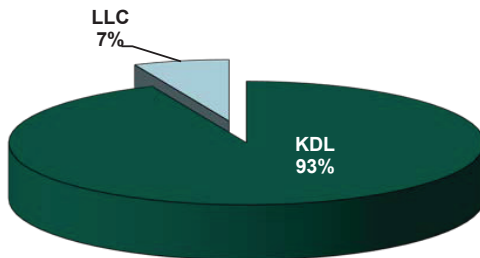
**BRANCH FACTS**

**Branch Manager:** Sandy Graham  
**Population of Service Area:** 2,793  
**Building Size:** 5,795 square feet  
**Public Computers:** 6  
**Staff:** 2.75 FTEs  
**Open Hours:** 37.5 hrs/wk

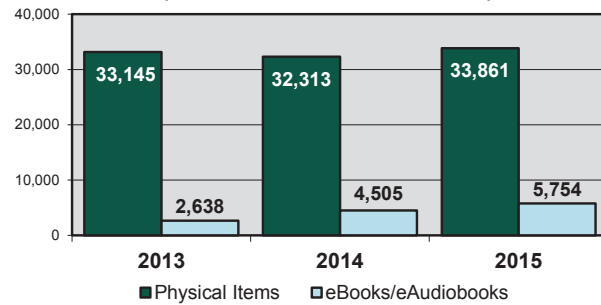
**PERCENTAGE OF POPULATION  
WITH A LIBRARY CARD**



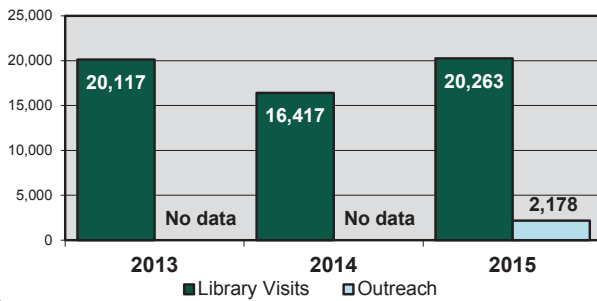
**BRANCH CHECK-OUTS BY RESIDENT**



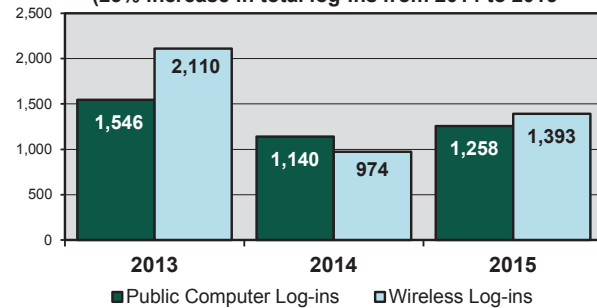
**TOTAL ITEMS CHECKED-OUT  
(8% increase from 2014 to 2015)**



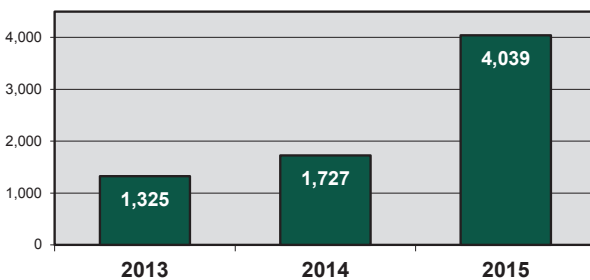
**TOTAL PEOPLE SERVED  
(37% increase from 2014 to 2015)**



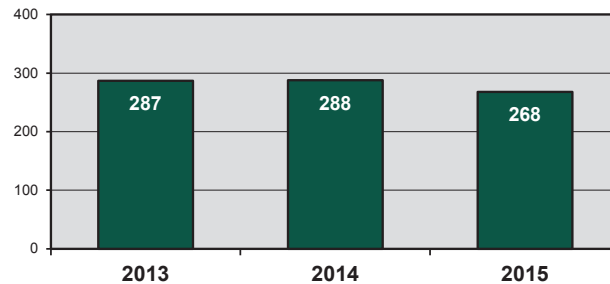
**TOTAL BRANCH COMPUTER LOG-INS  
(25% increase in total log-ins from 2014 to 2015)**



**TOTAL PROGRAM ATTENDANCE  
(134% increase from 2014 to 2015)**



**TOTAL SUMMER READING PARTICIPANTS  
(7% decrease from 2014 to 2015)**

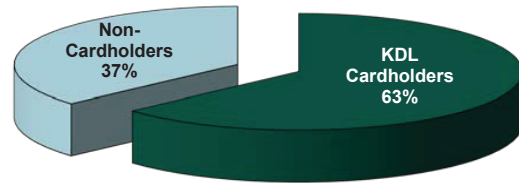




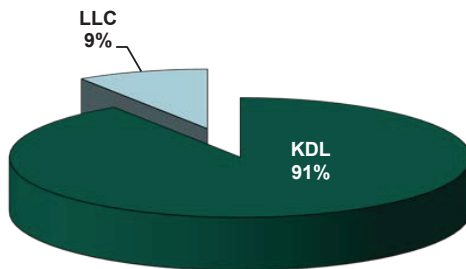
**BRANCH FACTS**

**Branch Manager:** Eric DeHaan  
**Population of Service Area:** 20,317  
**Building Size:** 13,600 square feet  
**Public Computers:** 11  
**Staff:** 7.95 FTEs  
**Open Hours:** 54.5 hrs/wk

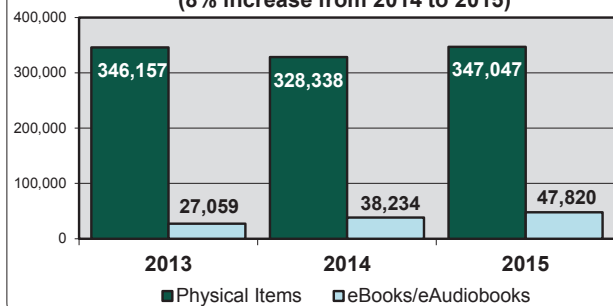
**PERCENTAGE OF POPULATION  
WITH A LIBRARY CARD**



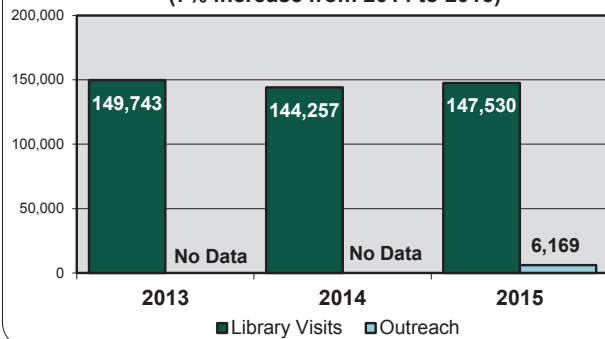
**BRANCH CHECK-OUTS BY RESIDENT**



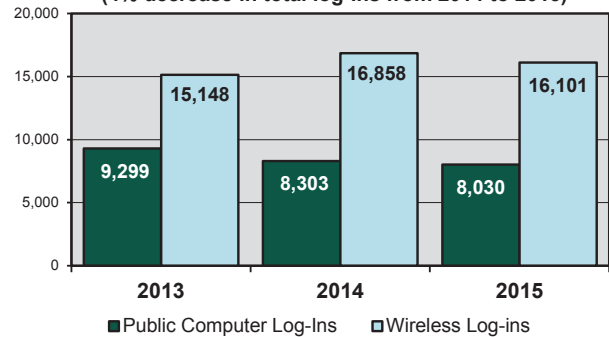
**TOTAL ITEMS CHECKED-OUT**  
(8% increase from 2014 to 2015)



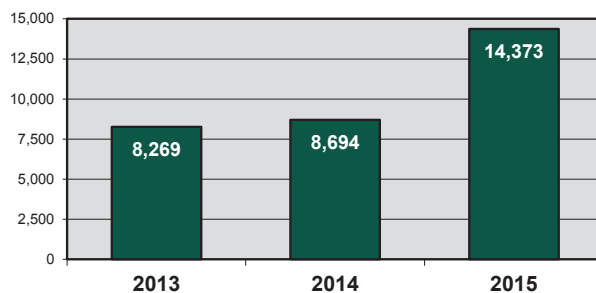
**TOTAL PEOPLE SERVED**  
(7% increase from 2014 to 2015)



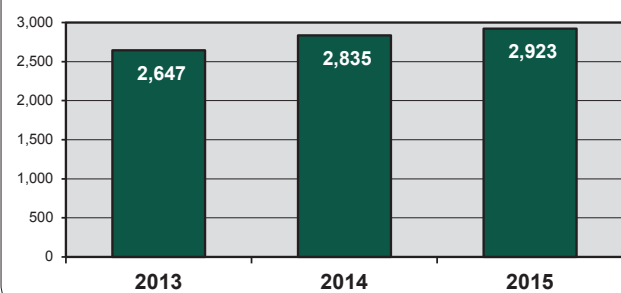
**TOTAL BRANCH COMPUTER LOG-INS**  
(4% decrease in total log-ins from 2014 to 2015)



**TOTAL PROGRAM ATTENDANCE**  
(65% increase from 2014 to 2015)



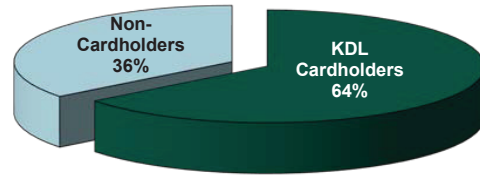
**TOTAL SUMMER READING PARTICIPANTS**  
(3% increase from 2014 to 2015)



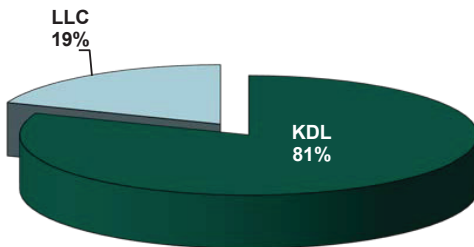
**BRANCH FACTS**

**Branch Manager:** Liz Guarino-Kozlowicz  
**Population of Service Area:** 12,294  
**Building Size:** 15,464 square feet  
**Public Computers:** 17  
**Staff:** 6.5 FTEs  
**Open Hours:** 49 hrs/wk

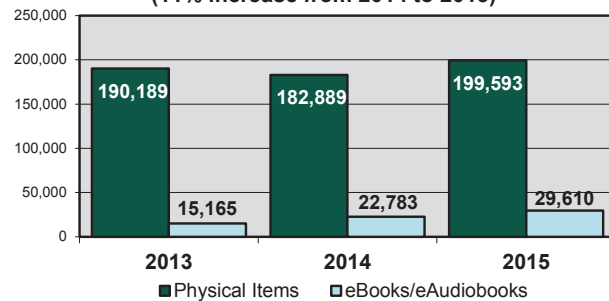
**PERCENTAGE OF POPULATION  
WITH A LIBRARY CARD**



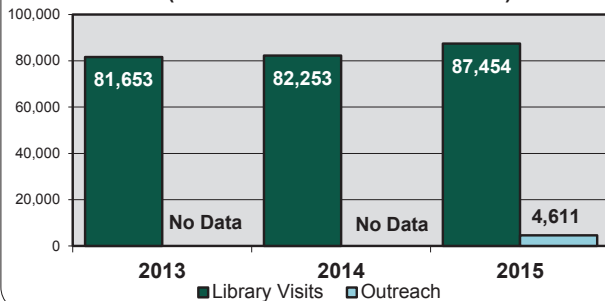
**BRANCH CHECK-OUTS BY RESIDENT**



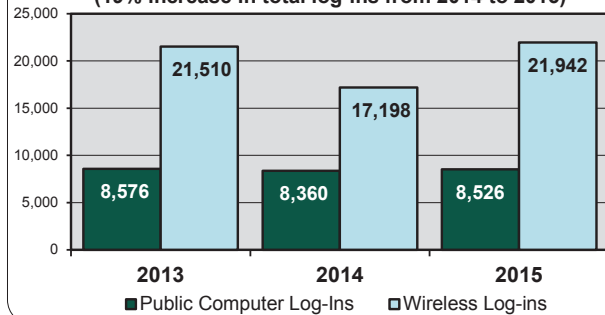
**TOTAL ITEMS CHECKED-OUT**  
(11% increase from 2014 to 2015)



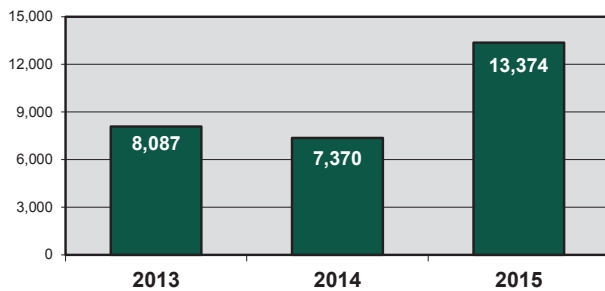
**TOTAL PEOPLE SERVED**  
(12% increase from 2014 to 2015)



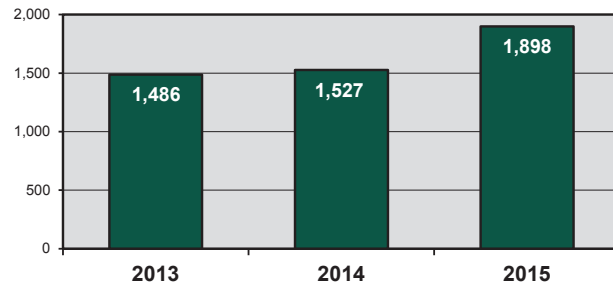
**TOTAL BRANCH COMPUTER LOG-INS**  
(19% increase in total log-ins from 2014 to 2015)



**TOTAL PROGRAM ATTENDANCE**  
(81% increase from 2014 to 2015)



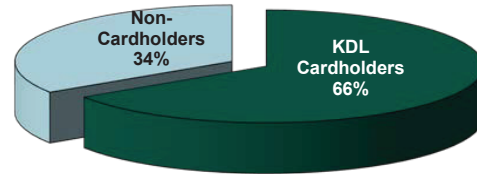
**TOTAL SUMMER READING PARTICIPANTS**  
(24% increase from 2014 to 2015)



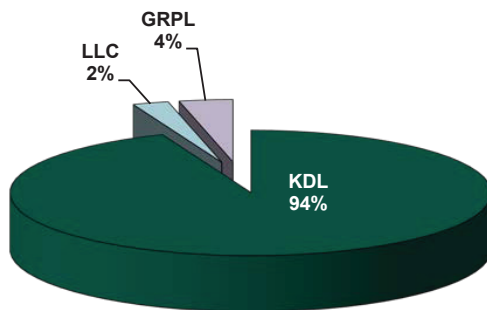
**BRANCH FACTS**

**Branch Manager:** Diane Cutler  
**Population of Service Area:** 17,134  
**Building Size:** 21,913 square feet  
**Public Computers:** 20  
**Staff:** 15.825 FTEs  
**Open Hours:** 62 hrs/wk

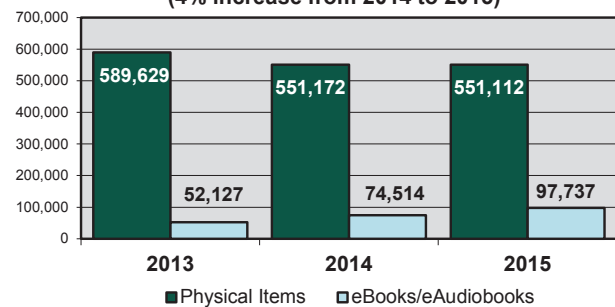
**PERCENTAGE OF POPULATION  
WITH A LIBRARY CARD**



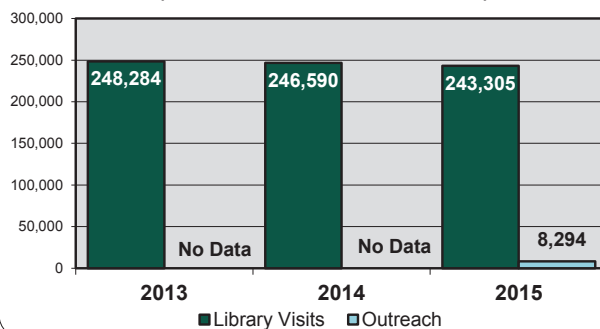
**BRANCH CHECK-OUTS BY RESIDENT**



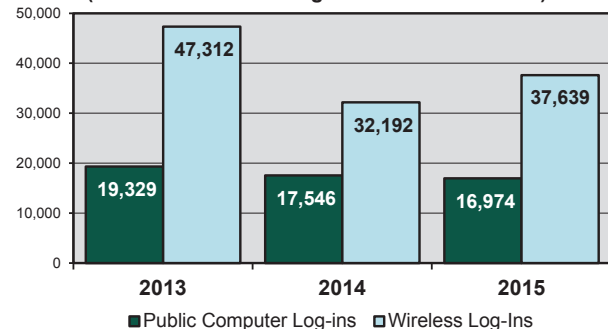
**TOTAL ITEMS CHECKED-OUT**  
(4% increase from 2014 to 2015)



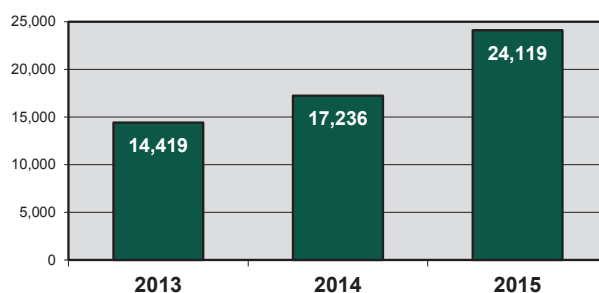
**TOTAL PEOPLE SERVED**  
(2% increase from 2014 to 2015)



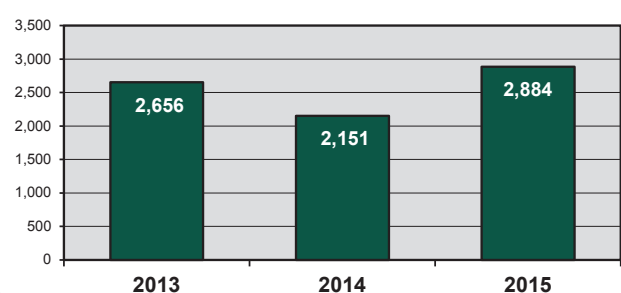
**TOTAL BRANCH COMPUTER LOG-INS**  
(8% increase in total log-ins from 2014 to 2015)



**TOTAL PROGRAM ATTENDANCE**  
(40% increase from 2014 to 2015)



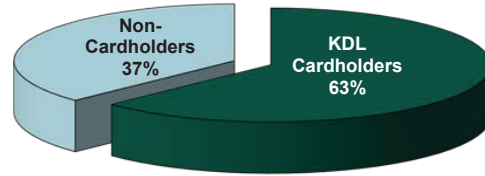
**TOTAL SUMMER READING PARTICIPANTS**  
(34% increase from 2014 to 2015)



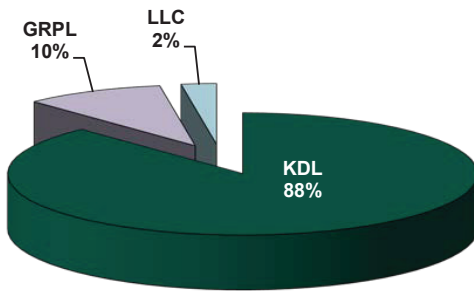
**BRANCH FACTS**

**Branch Manager:** Nancy Mulder  
**Pop. of Service Area:** 30,952 (Plainfield Twp.)  
**Building Size:** 4,095 square feet  
**Public Computers:** 8  
**Staff:** 4.675 FTEs  
**Open Hours:** 45.5 hrs/wk

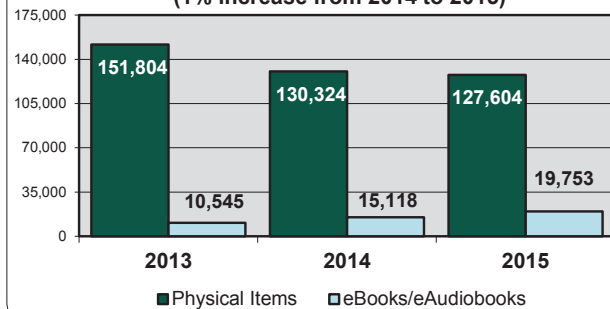
**PERCENTAGE OF POPULATION  
WITH A LIBRARY CARD**



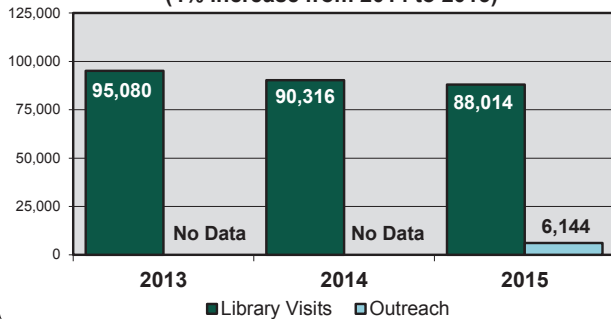
**BRANCH CHECK-OUTS BY RESIDENT**



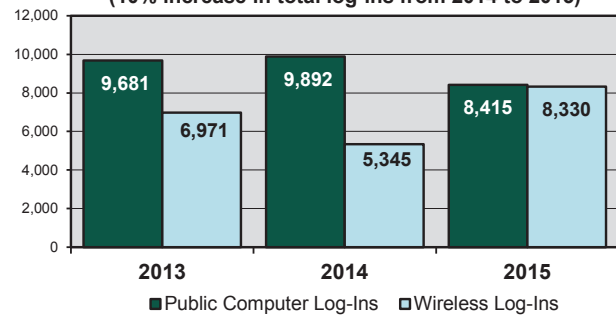
**TOTAL ITEMS CHECKED-OUT  
(1% increase from 2014 to 2015)**



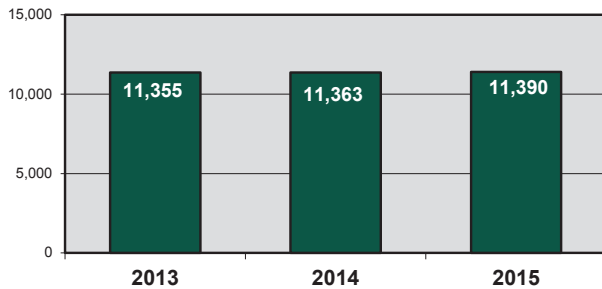
**TOTAL PEOPLE SERVED  
(4% increase from 2014 to 2015)**



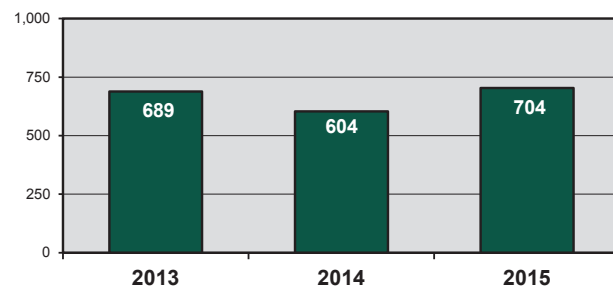
**TOTAL BRANCH COMPUTER LOG-INS  
(10% increase in total log-ins from 2014 to 2015)**



**TOTAL PROGRAM ATTENDANCE  
(0% increase from 2014 to 2015)**



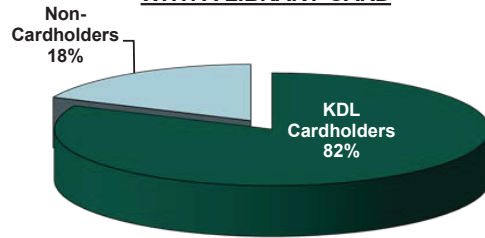
**TOTAL SUMMER READING PARTICIPANTS  
(17% increase from 2014 to 2015)**



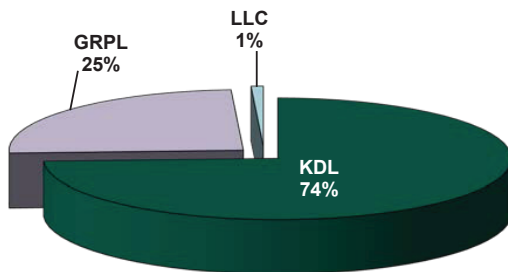
**BRANCH FACTS**

**Branch Manager:** Dawn Lewis  
**Population of Service Area:** 10,694  
**Building Size:** 26,950 square feet  
**Public Computers:** 20  
**Staff:** 13.65 FTEs  
**Open Hours:** 62 hrs/wk

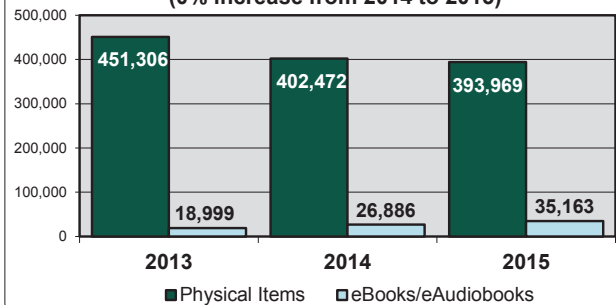
**PERCENTAGE OF POPULATION  
WITH A LIBRARY CARD**



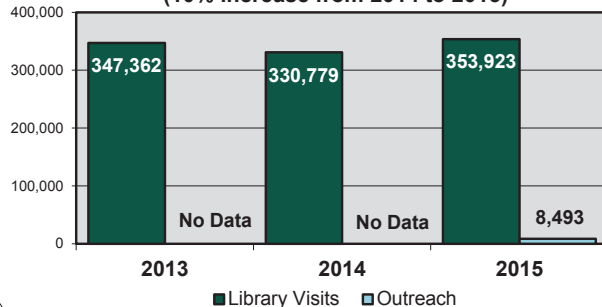
**BRANCH CHECK-OUTS BY RESIDENT**



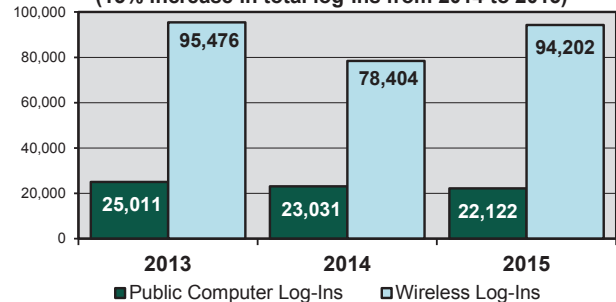
**TOTAL ITEMS CHECKED-OUT  
(0% increase from 2014 to 2015)**



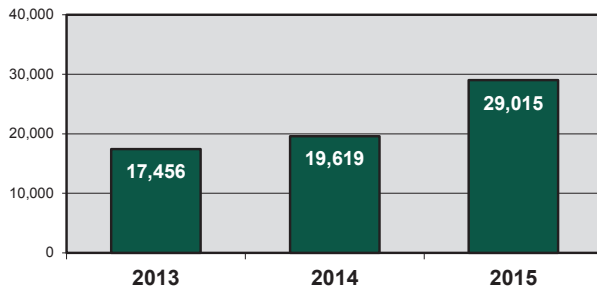
**TOTAL PEOPLE SERVED  
(10% increase from 2014 to 2015)**



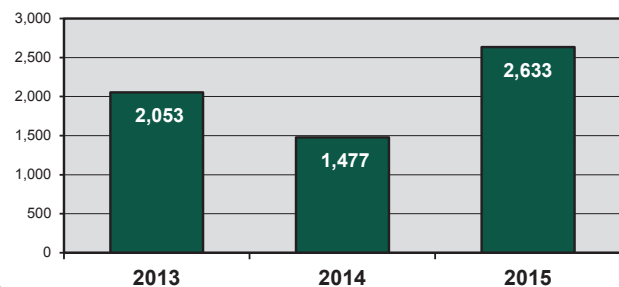
**TOTAL BRANCH COMPUTER LOG-INS  
(15% increase in total log-ins from 2014 to 2015)**



**TOTAL PROGRAM ATTENDANCE  
(48% increase from 2014 to 2015)**



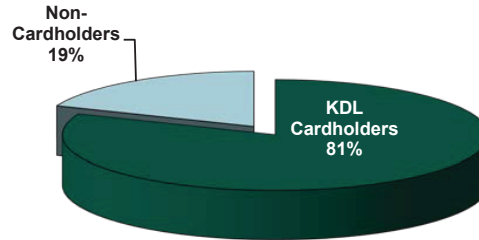
**TOTAL SUMMER READING PARTICIPANTS  
(78% increase from 2014 to 2015)**



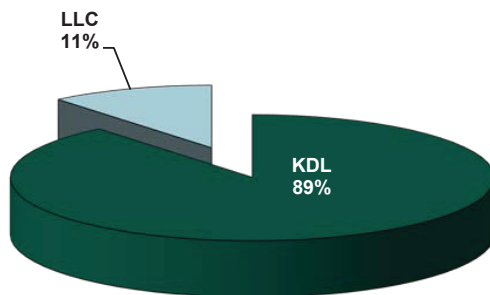
**BRANCH FACTS**

**Branch Manager:** Josh Bernstein (Jan-Jun)  
Heather Wood-Gramza (Jul-Dec)  
**Pop. of Service Area:** 3,783 (City of Lowell)  
**Building Size:** 8,771 square feet  
**Public Computers:** 13  
**Staff:** 5.325 FTEs  
**Open Hours:** 46.5 hrs/wk

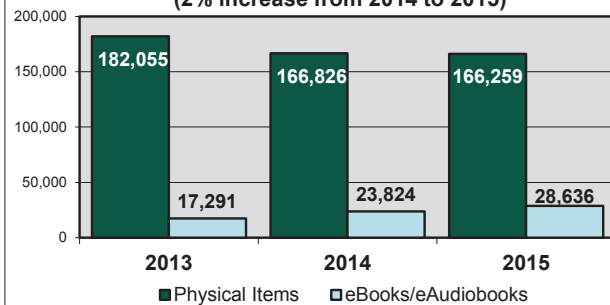
**PERCENTAGE OF POPULATION  
WITH A LIBRARY CARD**



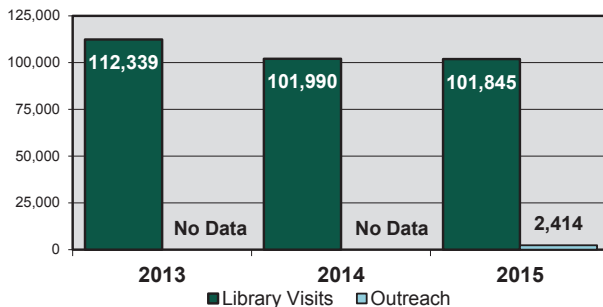
**BRANCH CHECK-OUTS BY RESIDENT**



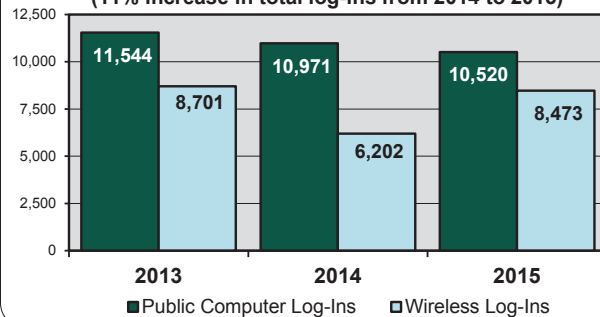
**TOTAL ITEMS CHECKED-OUT  
(2% increase from 2014 to 2015)**



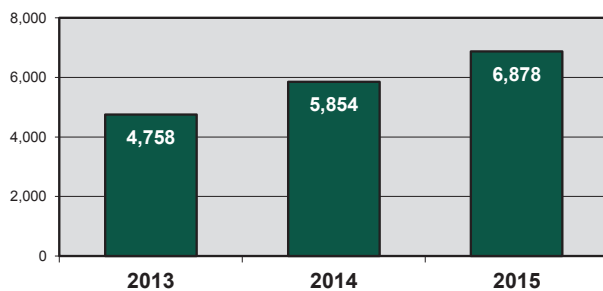
**TOTAL PEOPLE SERVED  
(2% increase from 2014 to 2015)**



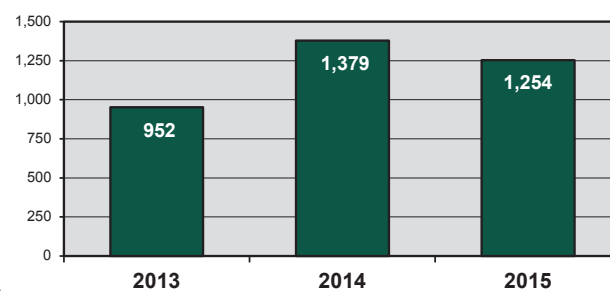
**TOTAL BRANCH COMPUTER LOG-INS  
(11% increase in total log-ins from 2014 to 2015)**



**TOTAL PROGRAM ATTENDANCE  
(17% increase from 2014 to 2015)**



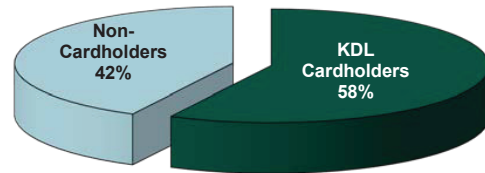
**TOTAL SUMMER READING PARTICIPANTS  
(9% decrease from 2014 to 2015)**



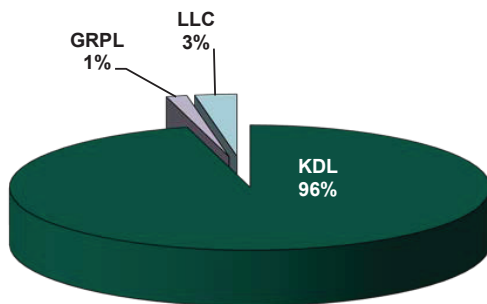
**BRANCH FACTS**

**Branch Manager:** Cathy Neis  
**Population of Service Area:** 25,146  
**Building Size:** 10,400 square feet  
**Public Computers:** 18  
**Staff:** 7.35 FTEs  
**Open Hours:** 54 hrs/wk

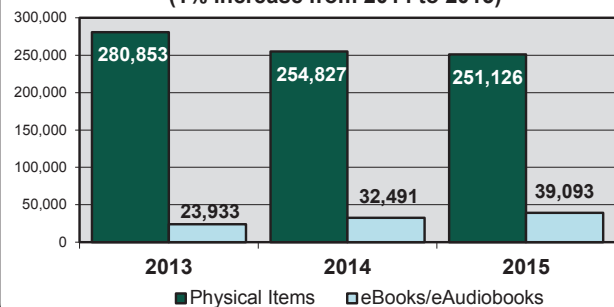
**PERCENTAGE OF POPULATION  
WITH A LIBRARY CARD**



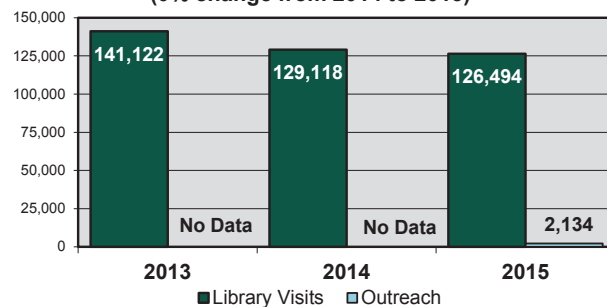
**BRANCH CHECK-OUTS BY RESIDENT**



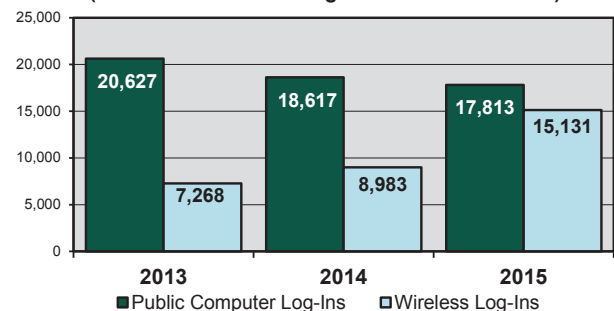
**TOTAL ITEMS CHECKED-OUT  
(1% increase from 2014 to 2015)**



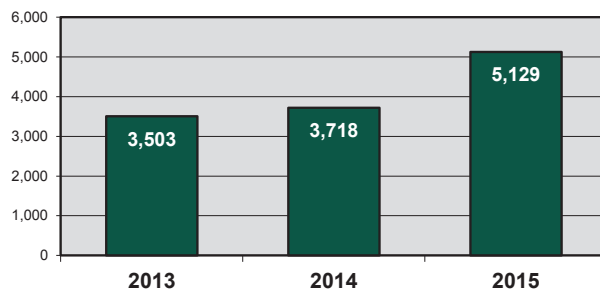
**TOTAL PEOPLE SERVED  
(0% change from 2014 to 2015)**



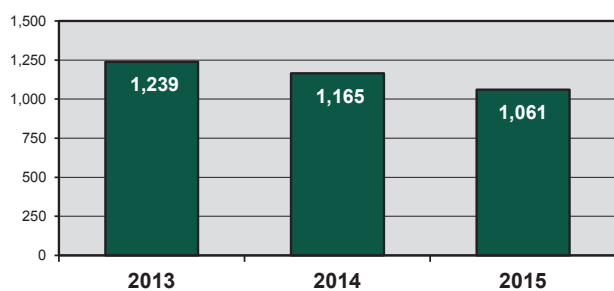
**TOTAL BRANCH COMPUTER LOG-INS  
(19% increase in total log-ins from 2014 to 2015)**



**TOTAL PROGRAM ATTENDANCE  
(38% increase from 2014 to 2015)**



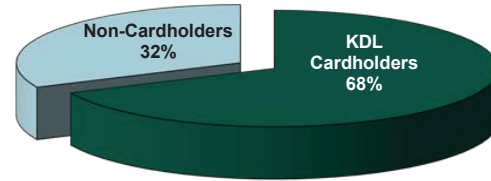
**TOTAL SUMMER READING PARTICIPANTS  
(9% decrease from 2014 to 2015)**



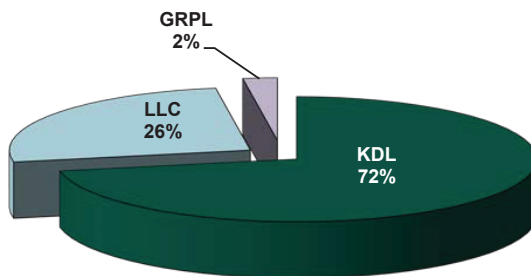
**BRANCH FACTS**

**Branch Manager:** Patrice Vrona (Jan-Jun)  
Josh Bernstein (Jul-Dec)  
**Population of Service Area:** 15,378  
**Building Size:** 18,672 square feet  
**Public Computers:** 22  
**Staff:** 14.825 FTEs  
**Open Hours:** 58 hrs/wk (Jan-Mar)  
62 hrs/wk (Apr-Dec)

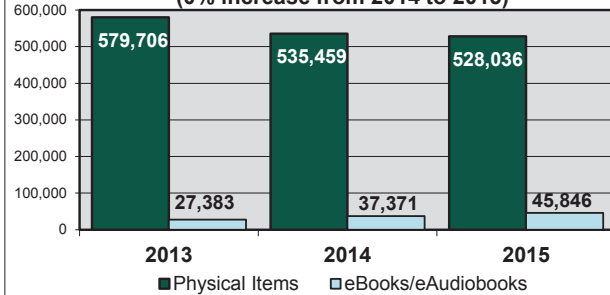
**PERCENTAGE OF POPULATION  
WITH A LIBRARY CARD**



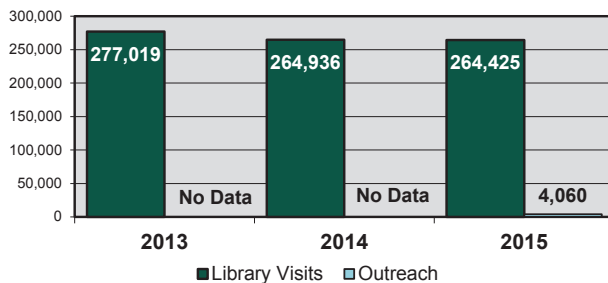
**BRANCH CHECK-OUTS BY RESIDENT**



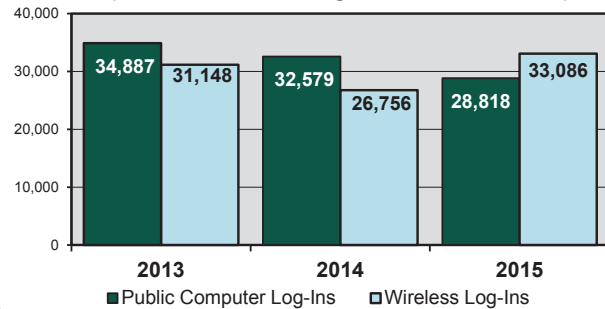
**TOTAL ITEMS CHECKED-OUT  
(0% increase from 2014 to 2015)**



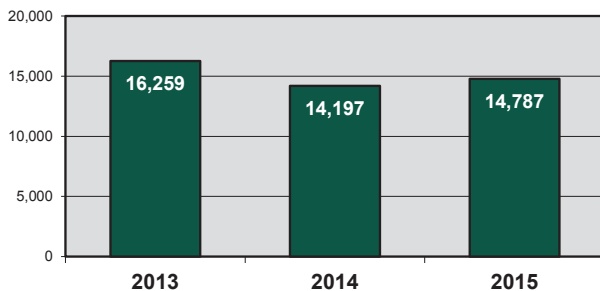
**TOTAL PEOPLE SERVED  
(1% increase from 2014 to 2015)**



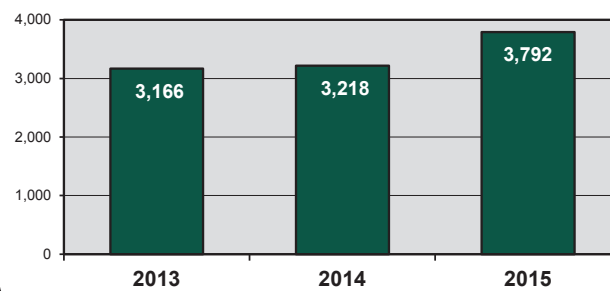
**TOTAL BRANCH COMPUTER LOG-INS  
(4% increase in total log-ins from 2014 to 2015)**



**TOTAL PROGRAM ATTENDANCE  
(4% increase from 2014 to 2015)**



**TOTAL SUMMER READING PARTICIPANTS  
(18% increase from 2014 to 2015)**

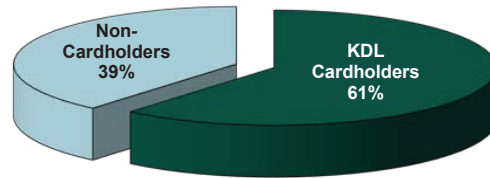




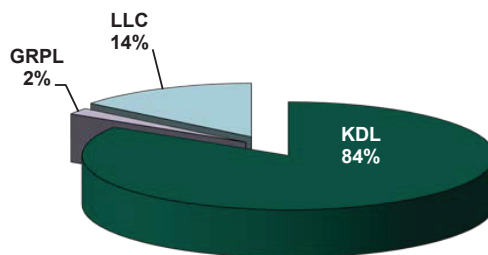
**BRANCH FACTS**

**Branch Manager:** Cheryl Cammenga  
**Population of Service Area:** 48,707  
**Building Size:** 45,489 square feet  
**Public Computers:** 42  
**Staff:** 15.1 FTEs  
**Open Hours:** 62 hrs/wk

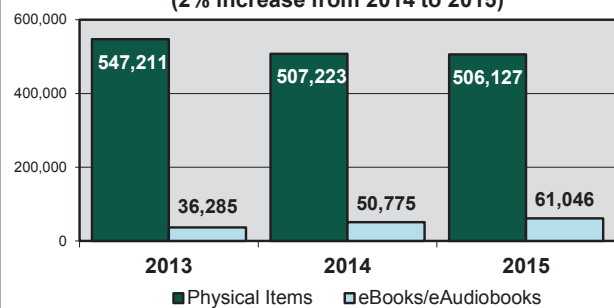
**PERCENTAGE OF POPULATION  
WITH A LIBRARY CARD**



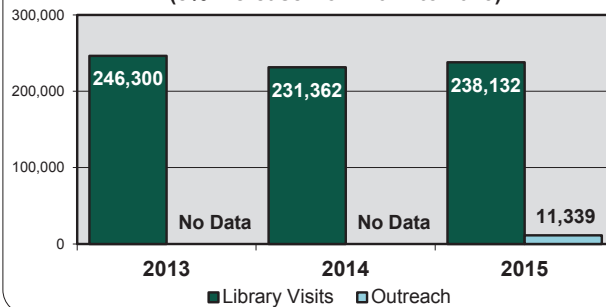
**BRANCH CHECK-OUTS BY RESIDENT**



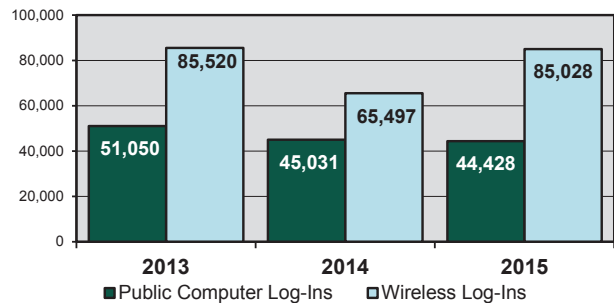
**TOTAL ITEMS CHECKED-OUT**  
(2% increase from 2014 to 2015)



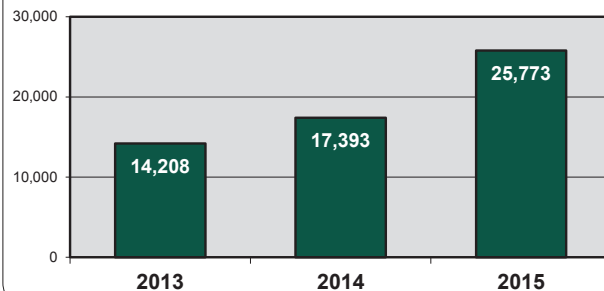
**TOTAL PEOPLE SERVED**  
(8% increase from 2014 to 2015)



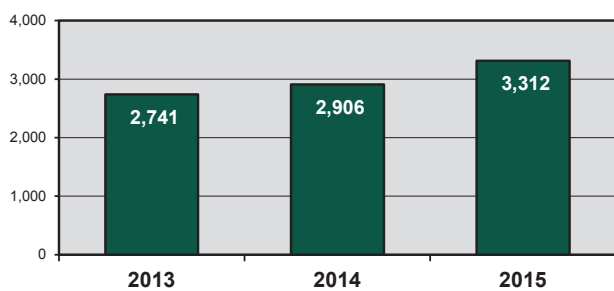
**TOTAL BRANCH COMPUTER LOG-INS**  
(17% increase in total log-ins from 2014 to 2015)



**TOTAL PROGRAM ATTENDANCE**  
(48% increase from 2014 to 2015)



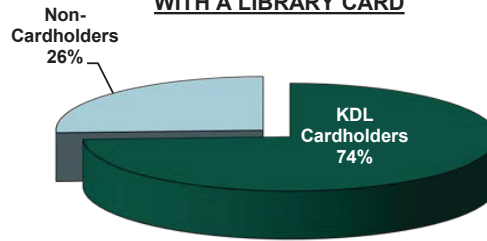
**TOTAL SUMMER READING PARTICIPANTS**  
(14% increase from 2014 to 2015)



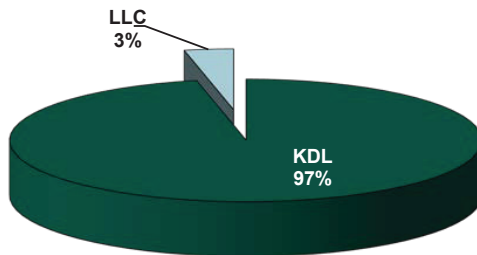
**BRANCH FACTS**

**Branch Manager:** Jennifer German  
**Pop. of Service Area:** 5,719 (City of Rockford)  
**Building Size:** 9,500 square feet  
**Public Computers:** 12  
**Staff:** 8.55 FTEs  
**Open Hours:** 54.5 hrs/wk

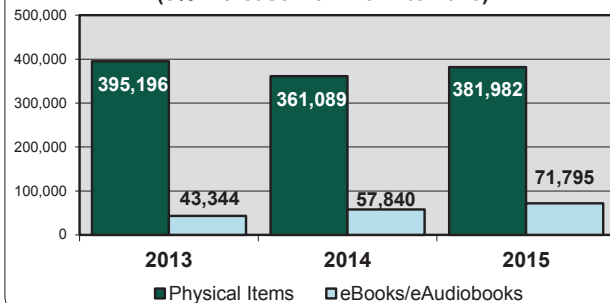
**PERCENTAGE OF POPULATION  
WITH A LIBRARY CARD**



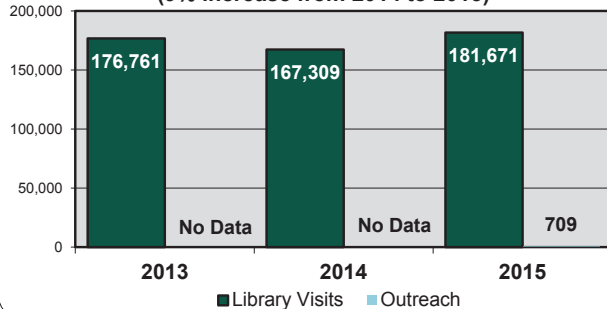
**BRANCH CHECK-OUTS BY RESIDENT**



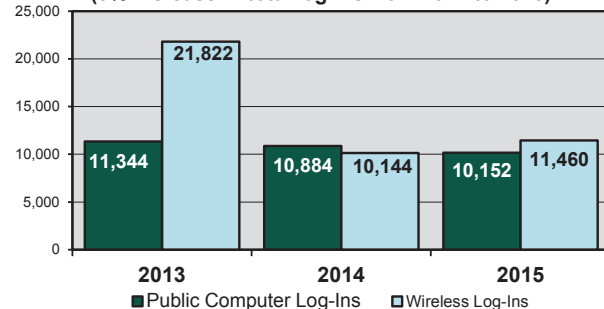
**TOTAL ITEMS CHECKED-OUT  
(8% increase from 2014 to 2015)**



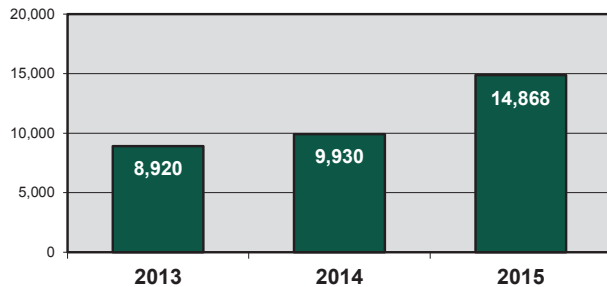
**TOTAL PEOPLE SERVED  
(9% increase from 2014 to 2015)**



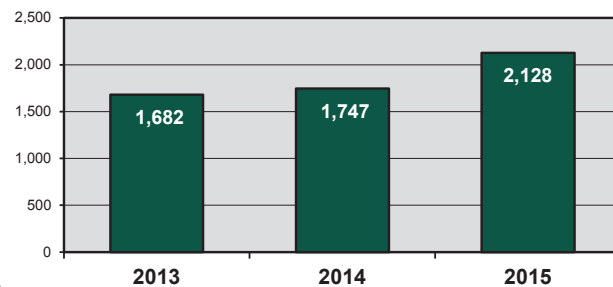
**TOTAL BRANCH COMPUTER LOG-INS  
(3% increase in total log-ins from 2014 to 2015)**



**TOTAL PROGRAM ATTENDANCE  
(50% increase from 2014 to 2015)**



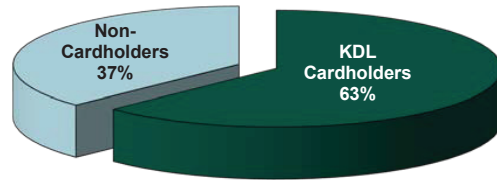
**TOTAL SUMMER READING PARTICIPANTS  
(22% increase from 2014 to 2015)**



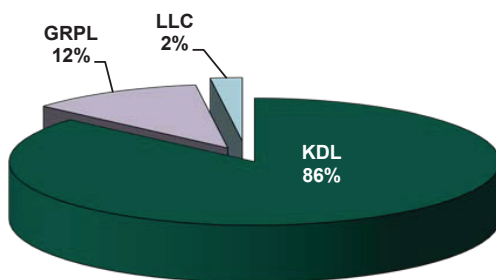
**BRANCH FACTS**

**Branch Manager:** Liz Breed (Jan-Jun)  
Zandra Blake (Aug-Dec)  
**Population of Service Area:** 30,952  
**Building Size:** 26,420 square feet  
**Public Computers:** 22  
**Staff:** 15.9 FTEs  
**Open Hours:** 62 hrs/wk

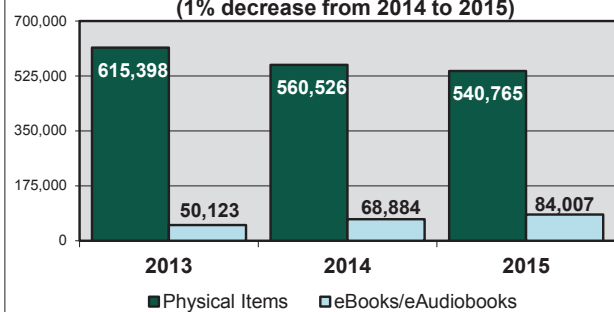
**PERCENTAGE OF POPULATION  
WITH A LIBRARY CARD**



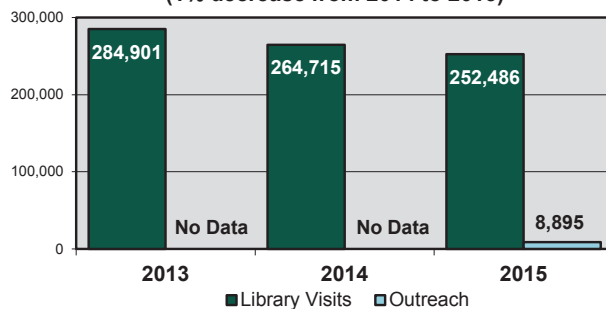
**BRANCH CHECK-OUTS BY RESIDENT**



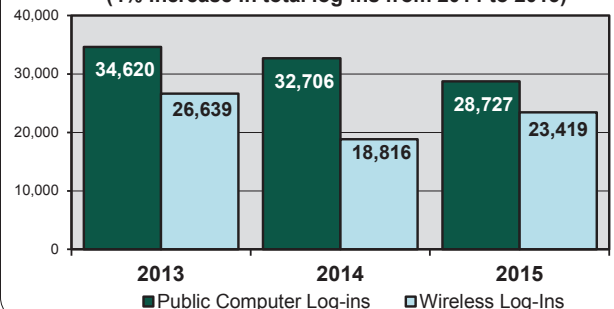
**TOTAL ITEMS CHECKED-OUT**  
(1% decrease from 2014 to 2015)



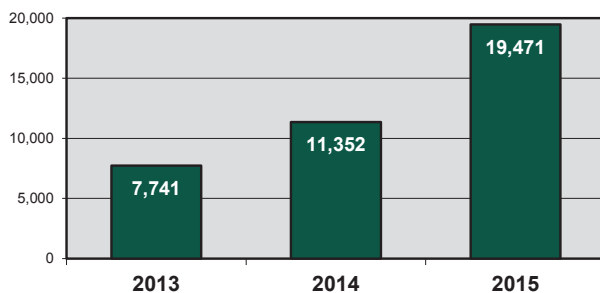
**TOTAL PEOPLE SERVED**  
(1% decrease from 2014 to 2015)



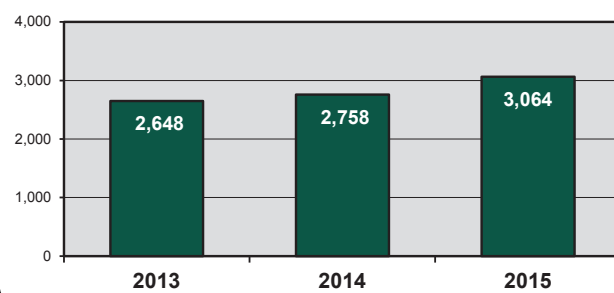
**TOTAL BRANCH COMPUTER LOG-INS**  
(4% increase in total log-ins from 2014 to 2015)



**TOTAL PROGRAM ATTENDANCE**  
(72% increase from 2014 to 2015)



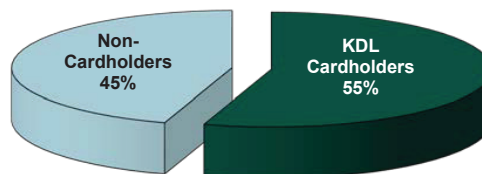
**TOTAL SUMMER READING PARTICIPANTS**  
(11% increase from 2014 to 2015)



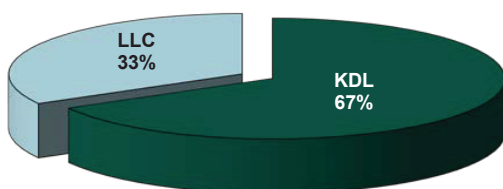
**BRANCH FACTS**

**Branch Manager:** Craig Buno (Jan-Oct)  
Kip Odell [Interim] (Oct-Dec)  
**Pop. of Service Area:** 4,764  
**Building Size:** 8,736 square feet  
**Public Computers:** 15  
**Staff:** 4.075 FTEs  
**Open Hours:** 42 hrs/wk

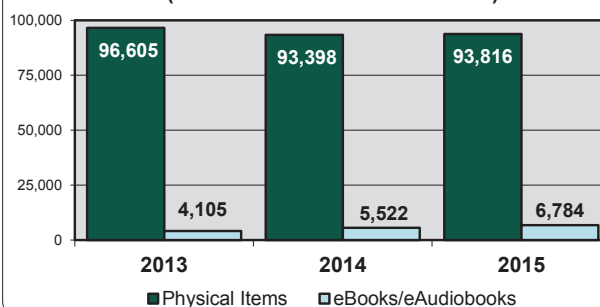
**PERCENTAGE OF POPULATION  
WITH A LIBRARY CARD**



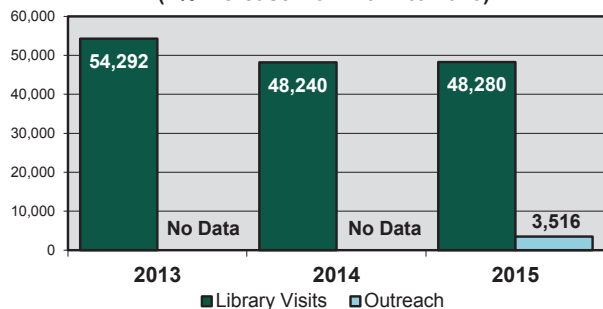
**BRANCH CHECK-OUTS BY RESIDENT**



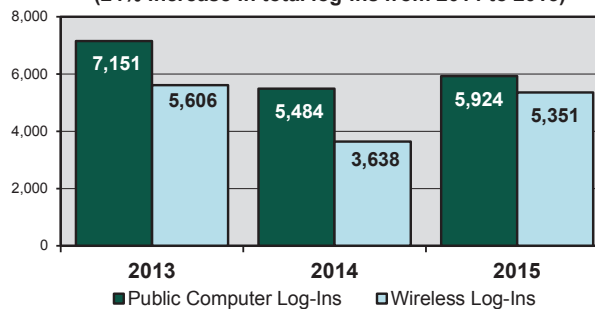
**TOTAL ITEMS CHECKED-OUT**  
(2% increase from 2014 to 2015)



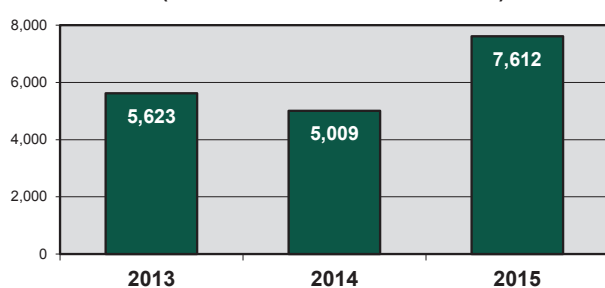
**TOTAL BRANCH VISITORS**  
(7% increase from 2014 to 2015)



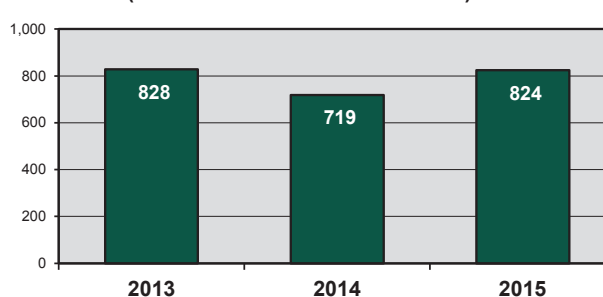
**TOTAL BRANCH COMPUTER LOG-INS**  
(24% increase in total log-ins from 2014 to 2015)



**TOTAL PROGRAM ATTENDANCE**  
(52% increase from 2014 to 2015)



**TOTAL SUMMER READING PARTICIPANTS**  
(15% increase from 2014 to 2015)



**BRANCH FACTS**

**Branch Manager:**

Heather Wood-Gramza (Jan-Jul);

Kaitlin Tang (Aug-Dec)

**Population of Service Area:** 3,960

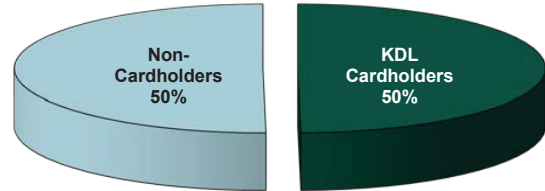
**Building Size:** 2,000 square feet

**Public Computers:** 8

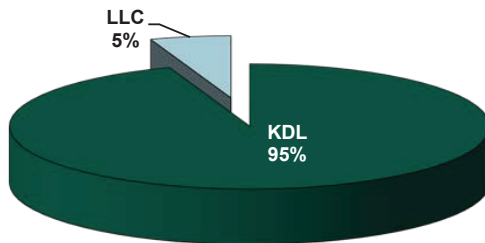
**Staff:** 2.925 FTEs

**Open Hours:** 40 hrs/wk

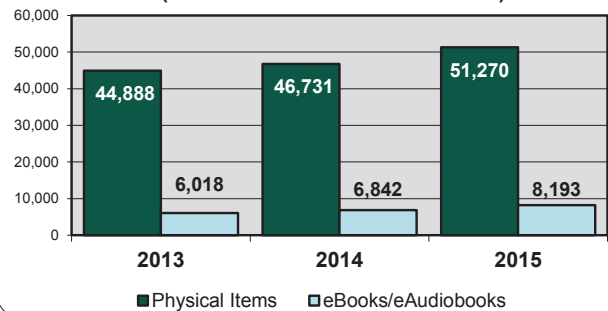
**PERCENTAGE OF POPULATION  
WITH A LIBRARY CARD**



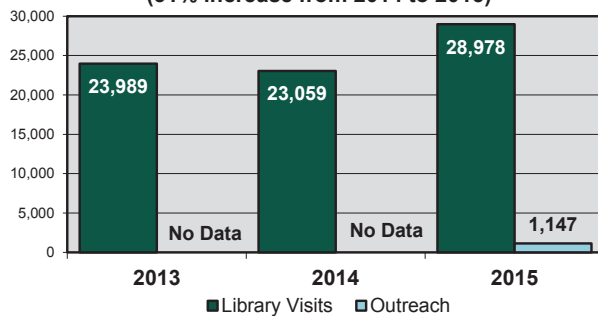
**BRANCH CHECK-OUTS BY RESIDENT**



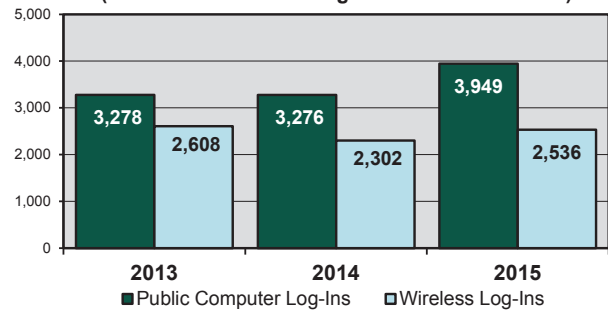
**TOTAL ITEMS CHECKED-OUT**  
(11% increase from 2014 to 2015)



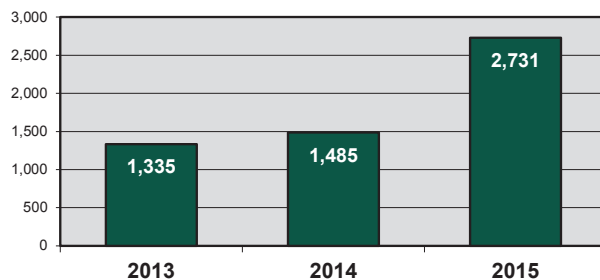
**TOTAL PEOPLE SERVED**  
(31% increase from 2014 to 2015)



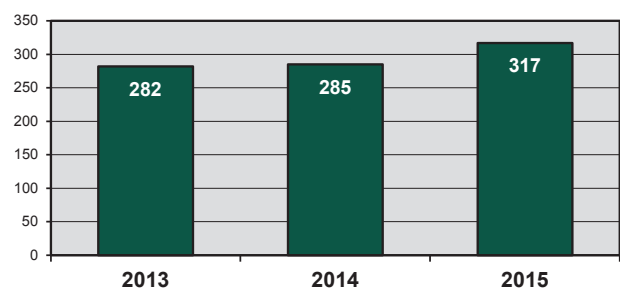
**TOTAL BRANCH COMPUTER LOG-INS**  
(16% increase in total log-ins from 2014 to 2015)



**TOTAL PROGRAM ATTENDANCE**  
(84% increase from 2014 to 2015)



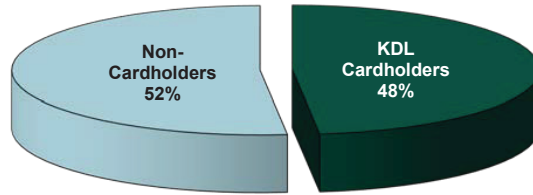
**TOTAL SUMMER READING PARTICIPANTS**  
(11% increase from 2014 to 2015)



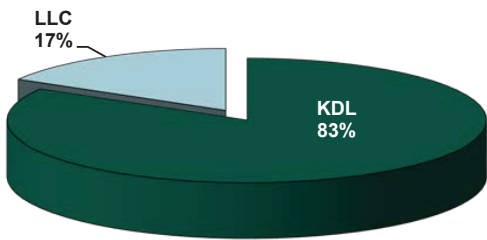
**BRANCH FACTS**

**Branch Manager:** Liz Knapp  
**Population of Service Area:** 4,731  
**Building Size:** 4,239 square feet  
**Public Computers:** 7  
**Staff:** 2.875 FTEs  
**Open Hours:** 35.5 hrs/wk

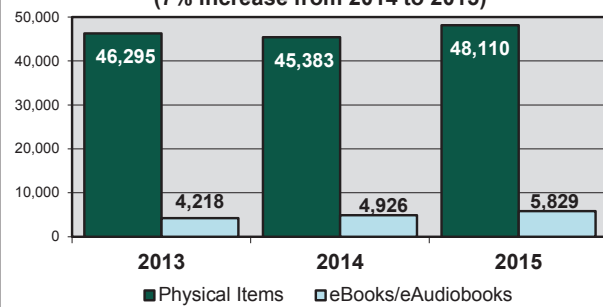
**PERCENTAGE OF POPULATION  
WITH A LIBRARY CARD**



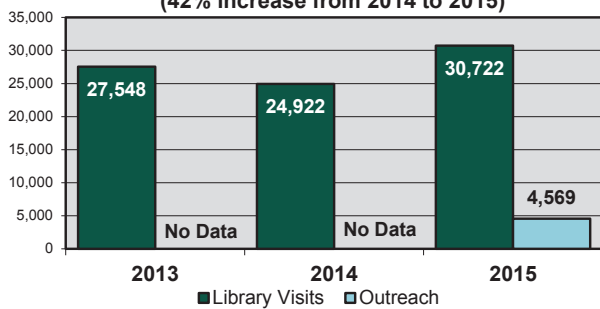
**BRANCH CHECK-OUTS BY RESIDENT**



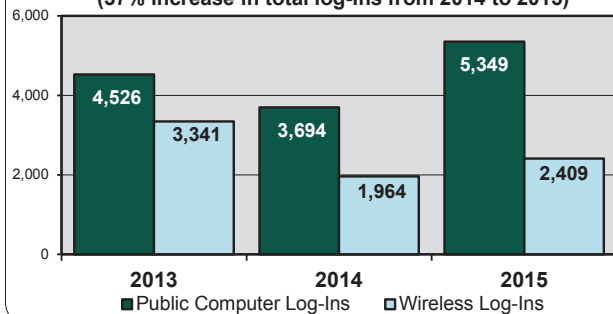
**TOTAL ITEMS CHECKED-OUT**  
(7% increase from 2014 to 2015)



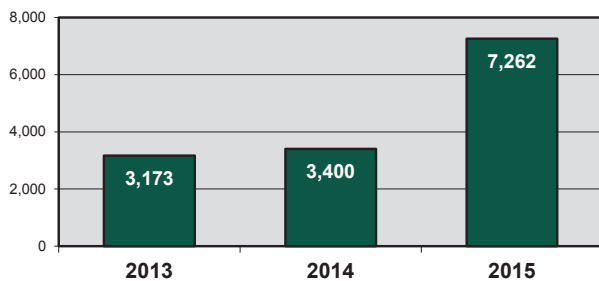
**TOTAL PEOPLE SERVED**  
(42% increase from 2014 to 2015)



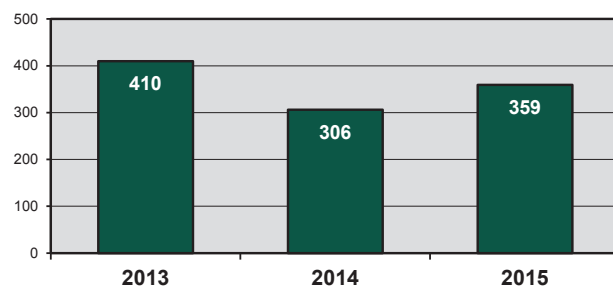
**TOTAL BRANCH COMPUTER LOG-INS**  
(37% increase in total log-ins from 2014 to 2015)



**TOTAL PROGRAM ATTENDANCE**  
(114% increase from 2014 to 2015)



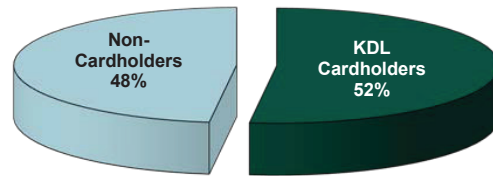
**TOTAL SUMMER READING PARTICIPANTS**  
(17% increase from 2014 to 2015)



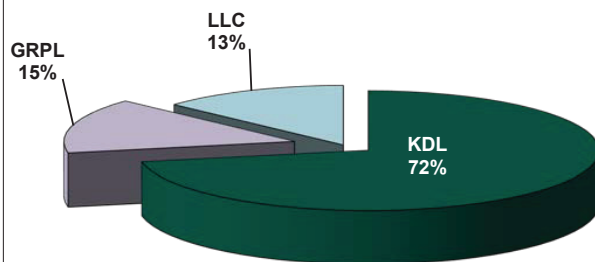
**BRANCH FACTS**

**Branch Manager:** Chris Lohman  
**Pop. of Service Area:** 23,537  
**Building Size:** 8,000 square feet  
**Public Computers:** 11  
**Staff:** 8.325 FTEs  
**Open Hours:** 57 hrs/wk

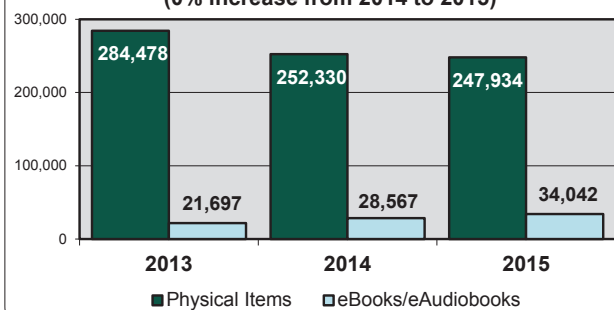
**PERCENTAGE OF POPULATION  
WITH A LIBRARY CARD**



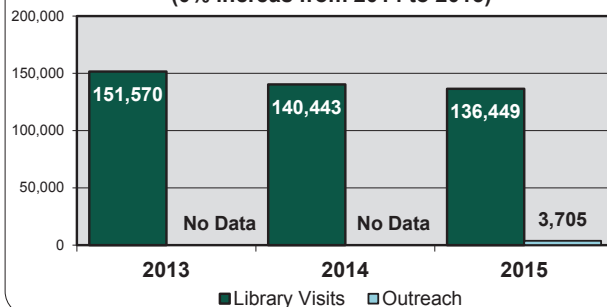
**BRANCH CHECK-OUTS BY RESIDENT**



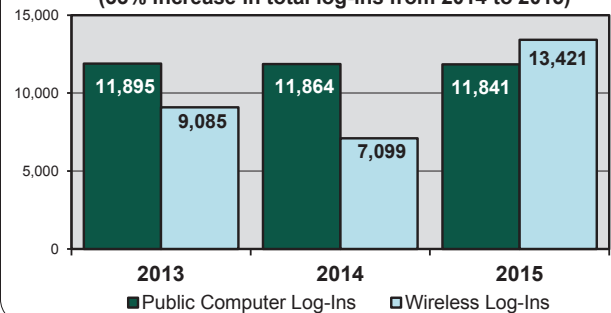
**TOTAL ITEMS CHECKED-OUT  
(0% increase from 2014 to 2015)**



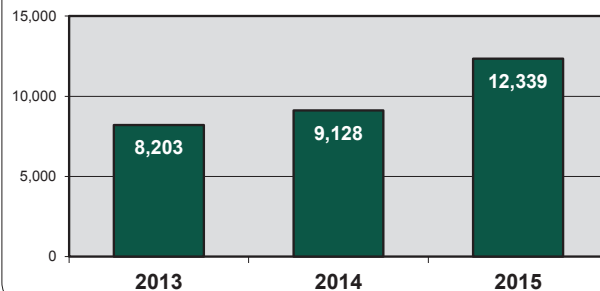
**TOTAL PEOPLE SERVED  
(0% increase from 2014 to 2015)**



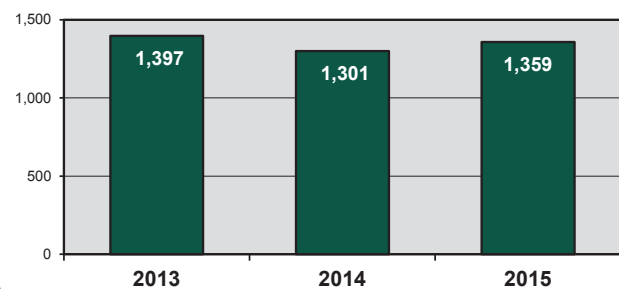
**TOTAL BRANCH COMPUTER LOG-INS  
(33% increase in total log-ins from 2014 to 2015)**



**TOTAL PROGRAM ATTENDANCE  
(35% increase from 2014 to 2015)**



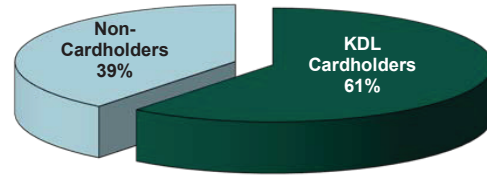
**TOTAL SUMMER READING PARTICIPANTS  
(4% increase from 2014 to 2015)**



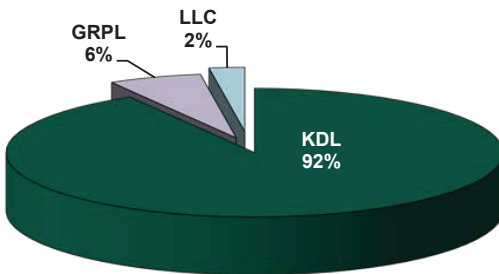
**BRANCH FACTS**

**Branch Manager:** Lori Holland  
**Population of Service Area:** 72,125  
**Building Size:** 48,950 square feet  
**Public Computers:** 47  
**Staff:** 18.45 FTEs  
**Open Hours:** 62 hrs/wk

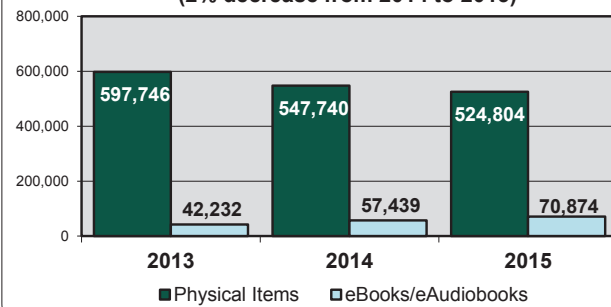
**PERCENTAGE OF POPULATION  
WITH A LIBRARY CARD**



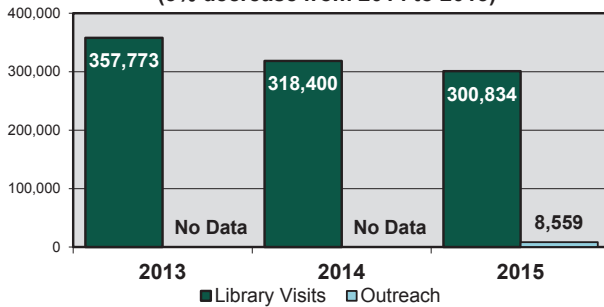
**BRANCH CHECK-OUTS BY RESIDENT**



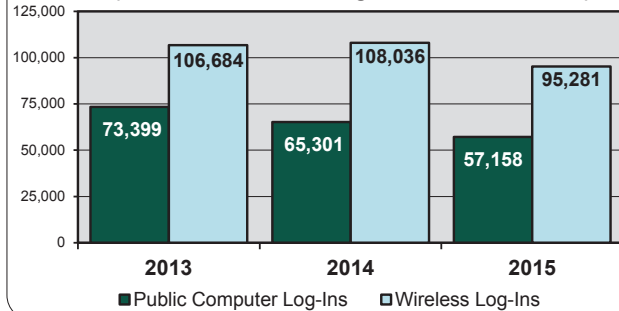
**TOTAL ITEMS CHECKED-OUT  
(2% decrease from 2014 to 2015)**



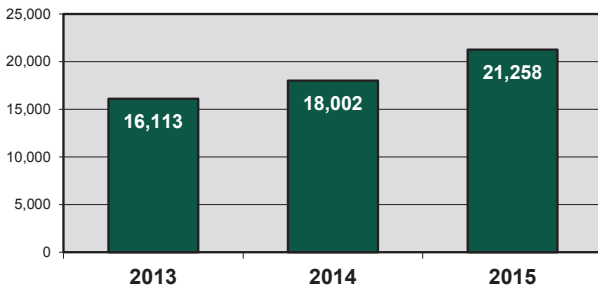
**TOTAL PEOPLE SERVED  
(3% decrease from 2014 to 2015)**



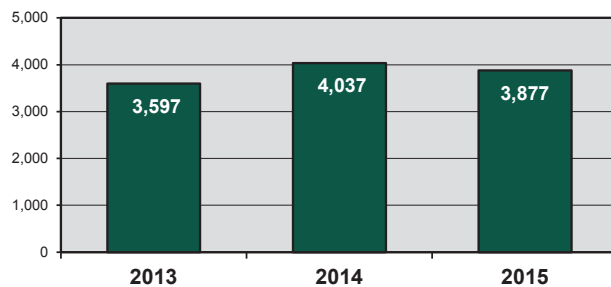
**TOTAL BRANCH COMPUTER LOG-INS  
(12% decrease in total log-ins from 2014 to 2015)**



**TOTAL PROGRAM ATTENDANCE  
(18% increase from 2014 to 2015)**



**TOTAL SUMMER READING PARTICIPANTS  
(4% decrease from 2014 to 2015)**



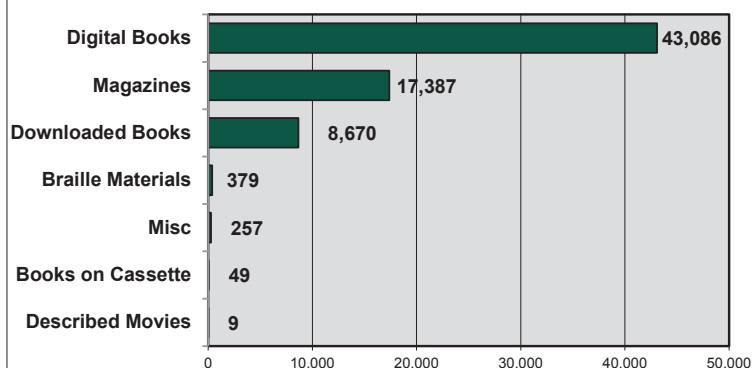


## OVERVIEW

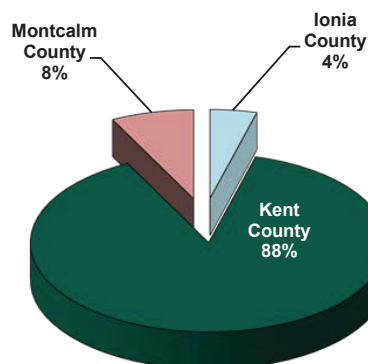
The Library for the Blind & Physically Handicapped (LBPH) is a national program that provides accessible reading material to anyone who cannot read standard print because of a visual or physical impairment. Kent District Library's LBPH service is offered through our Wyoming Branch and serves Kent, Ionia and Montcalm counties under the direction of the Library of Michigan. In addition to providing Braille and audio materials (including audiobooks, described movies and audio magazines) to LBPH patrons, KDL has a suite of adaptive technology located at the Wyoming Branch that is open to the public and includes a CCTV, a Braille embosser, a text-to-speech scanner and an accessible computer equipped with a large print keyboard, screen reading and Braille translation software packages.

**Wyoming Branch Manager:** Lori Holland  
**LBPH Librarian:** Shelley Roossien  
**Address:** 3350 Michael Ave., Wyoming, MI 49509  
**Phone:** 616-647-3988  
**Email:** lbphstaff@kdl.org

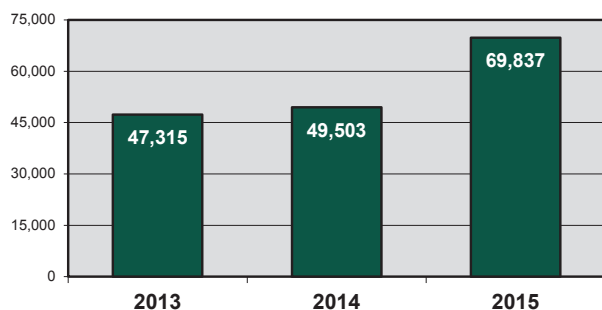
### 2015 CIRCULATION BY ITEM TYPE



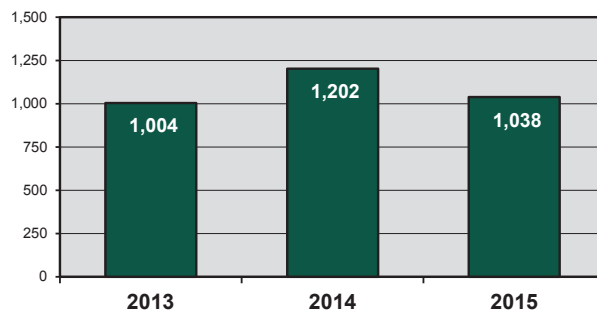
### Borrowers by residence



### TOTAL CIRCULATION (41% increase from 2014 to 2015)

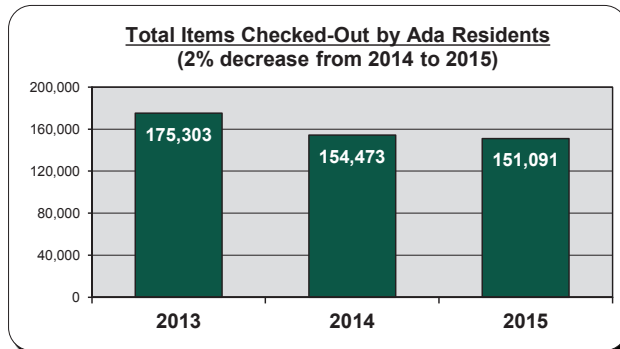
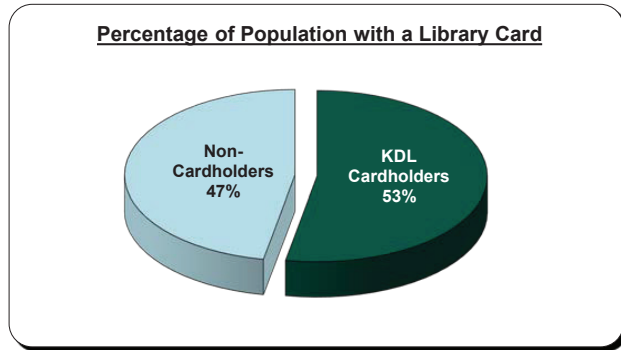
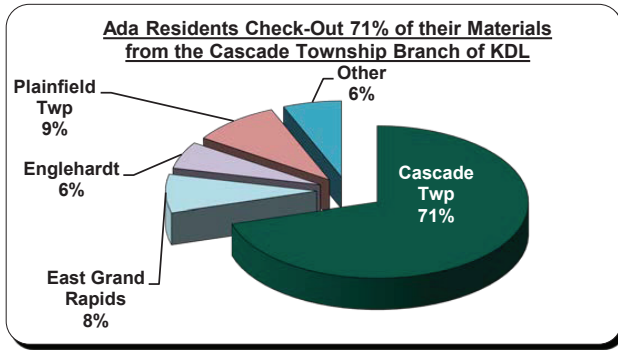


### TOTAL ACTIVE BORROWERS (14% decrease from 2014 to 2015)

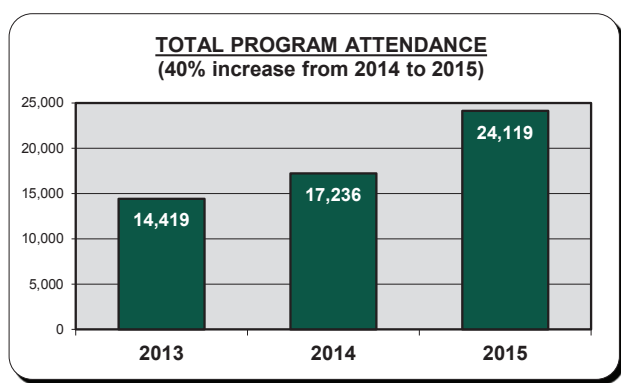
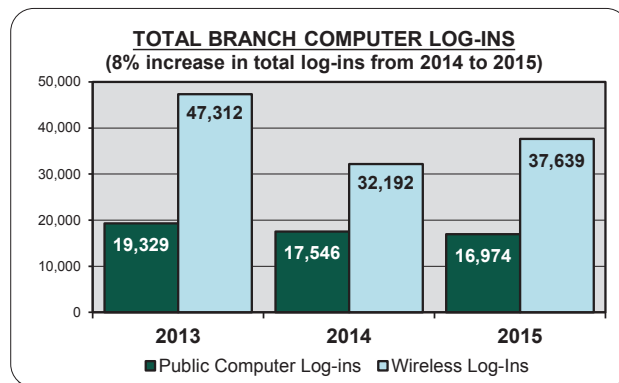
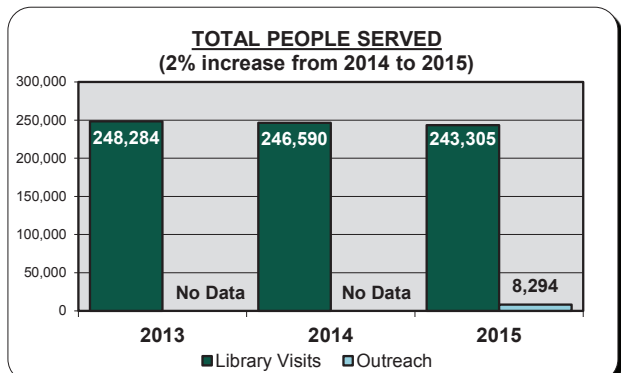
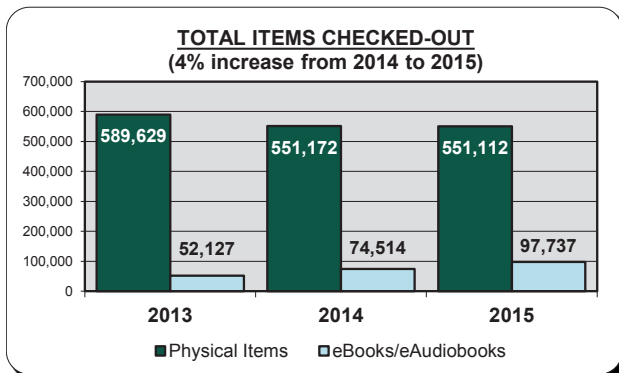


# 2015 Annual Report for Ada Township

*A Municipality in the Kent District Library Service Area*

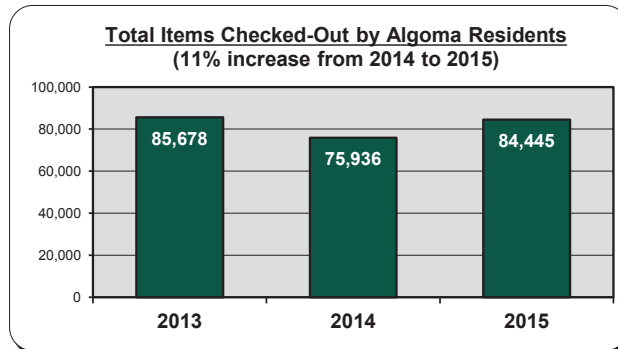
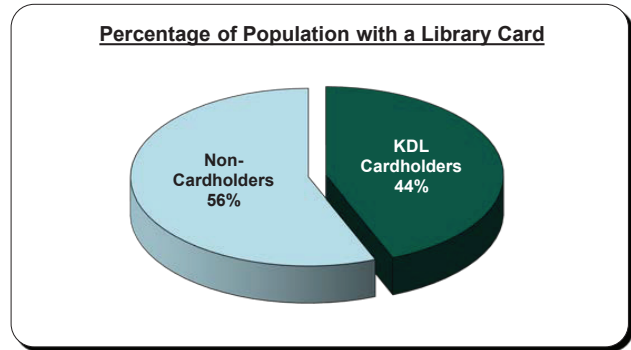
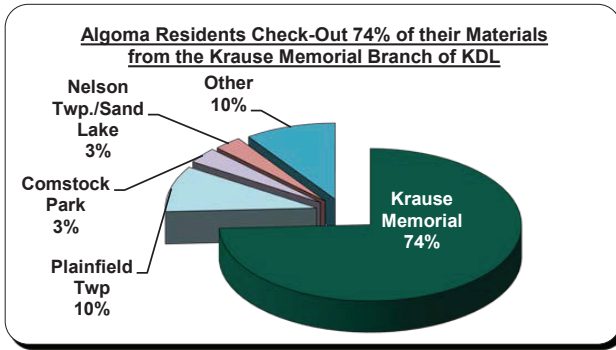


## Cascade Township Branch Statistics

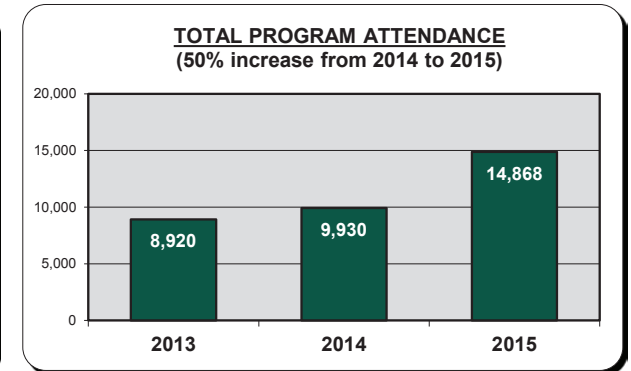
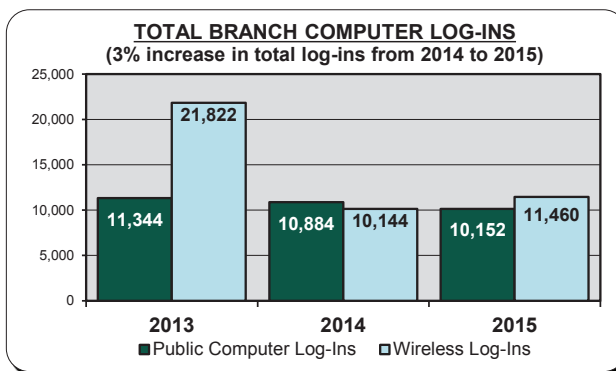
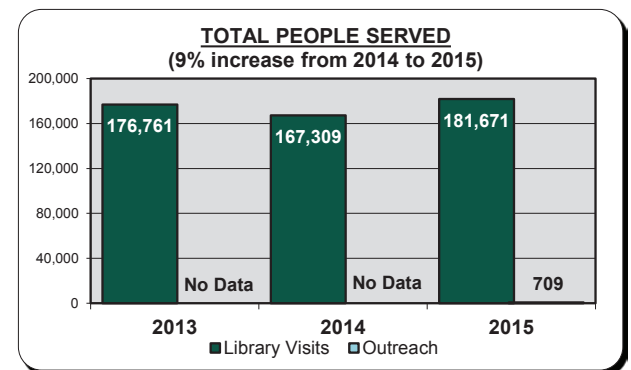
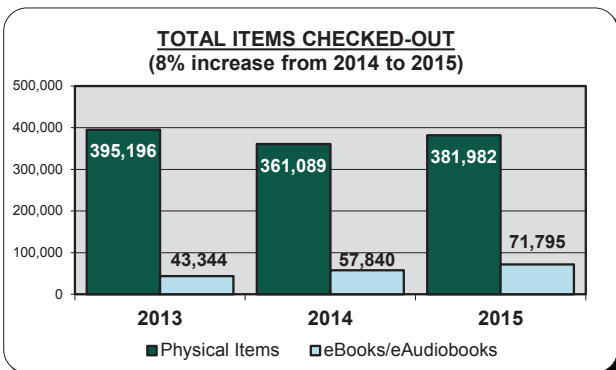


# 2015 Annual Report for Algoma Township

*A Municipality in the Kent District Library Service Area*



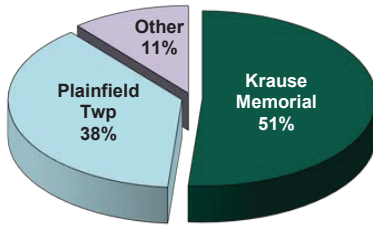
## Krause Memorial Branch Statistics



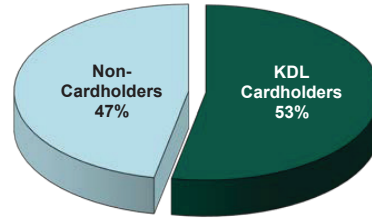
# 2015 Annual Report for Cannon Township

*A Municipality in the Kent District Library Service Area*

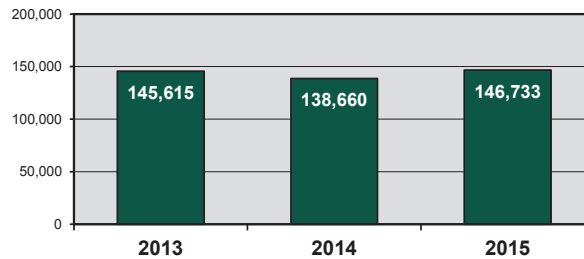
**Cannon Residents Check-Out 51% of their Materials from the Krause Memorial Branch of KDL**



**Percentage of Population with a Library Card**

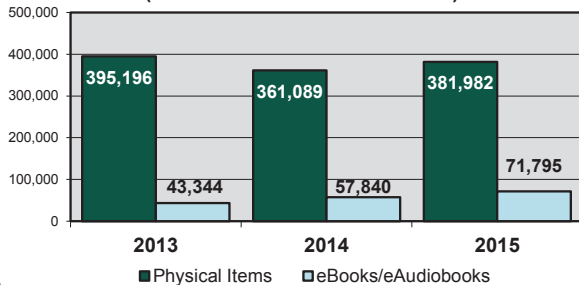


**Total Items Checked-Out by Cannon Residents (6% increase from 2014 to 2015)**

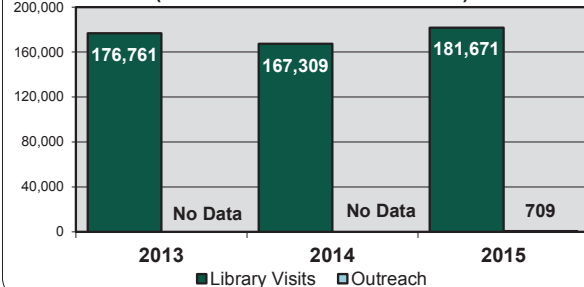


## Krause Memorial Branch Statistics

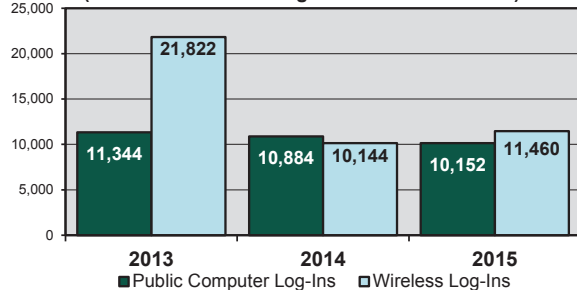
**TOTAL ITEMS CHECKED-OUT (8% increase from 2014 to 2015)**



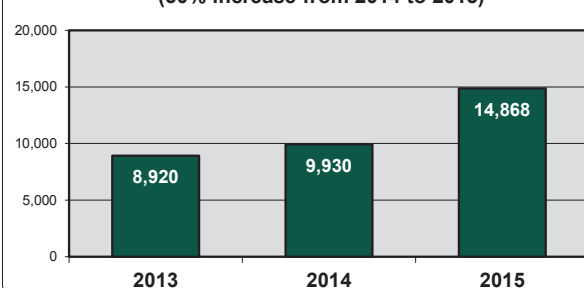
**TOTAL PEOPLE SERVED (9% increase from 2014 to 2015)**



**TOTAL BRANCH COMPUTER LOG-INS (3% increase in total log-ins from 2014 to 2015)**

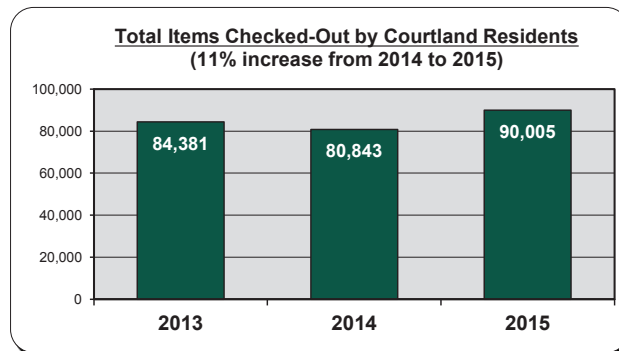
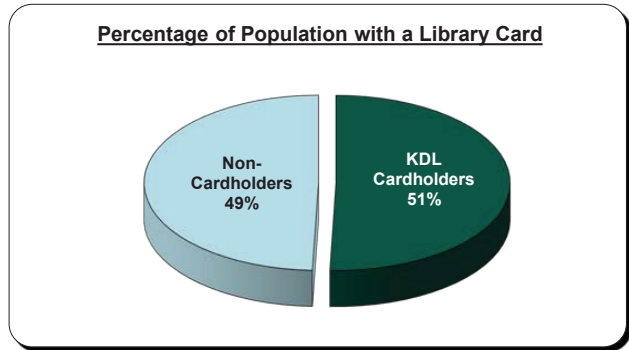
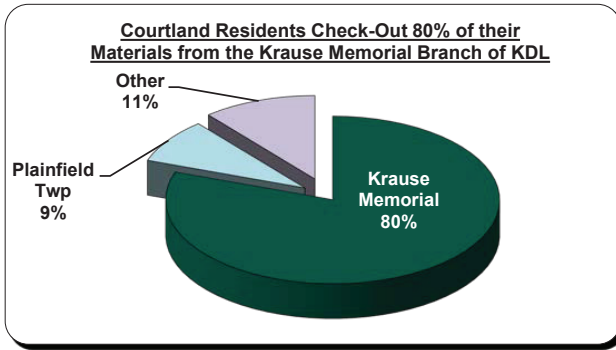


**TOTAL PROGRAM ATTENDANCE (50% increase from 2014 to 2015)**

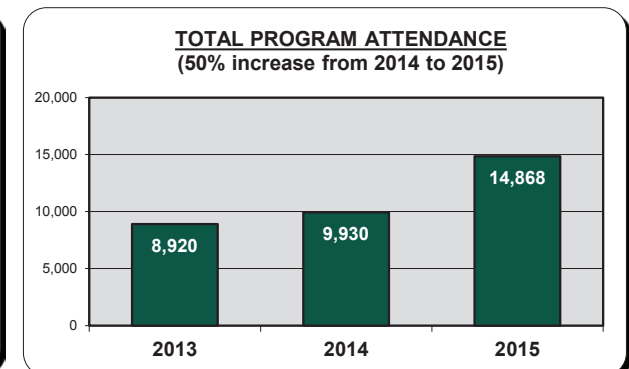
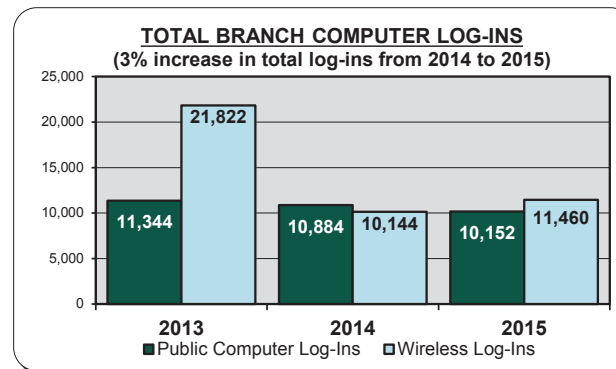
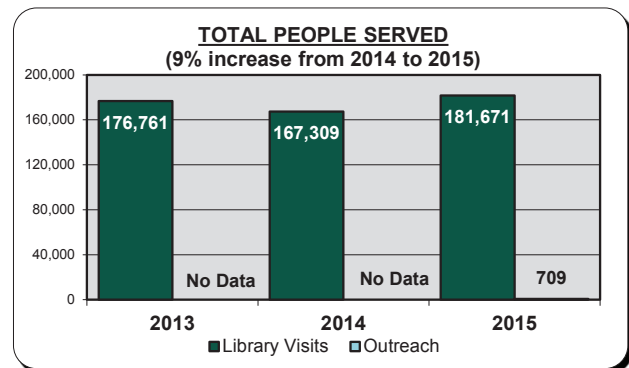
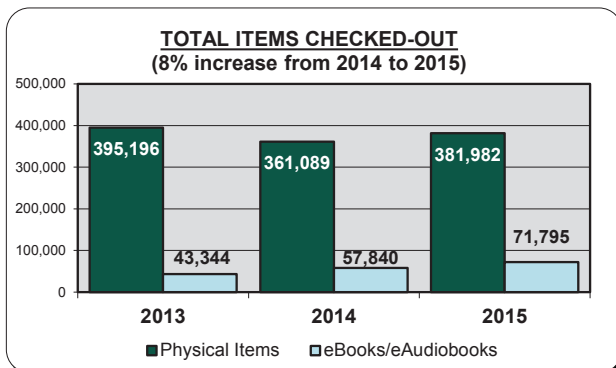


# 2015 Annual Report for Courtland Township

*A Municipality in the Kent District Library Service Area*



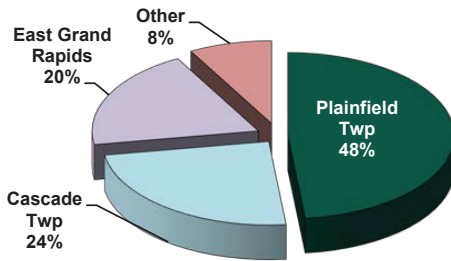
## Krause Memorial Branch Statistics



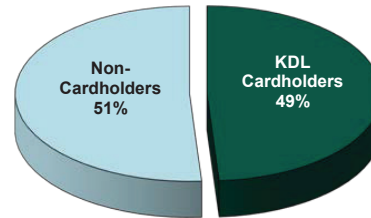
# 2015 Annual Report for Grand Rapids Township

*A Municipality in the Kent District Library Service Area*

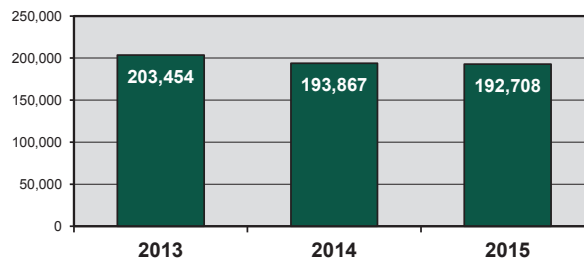
**GR Township Residents Check-Out 48% of their Materials from the Plainfield Twp. Branch of KDL**



**Percentage of Population with a Library Card**

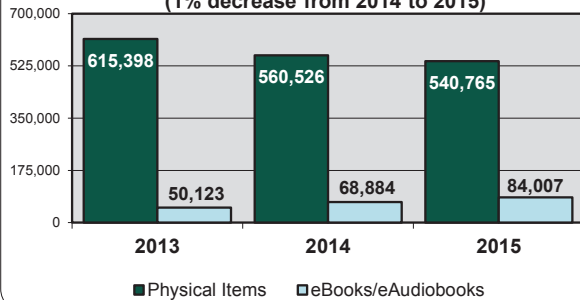


**Total Items Checked-Out by GR Twp. Residents**  
(1% decrease from 2014 to 2015)

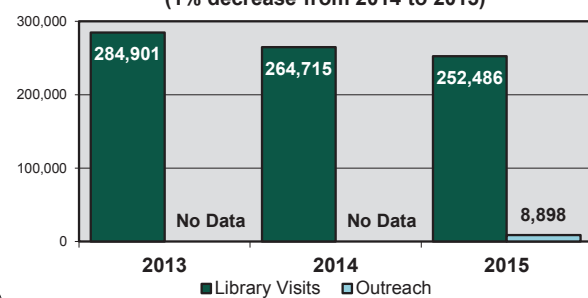


## Plainfield Township Branch Statistics

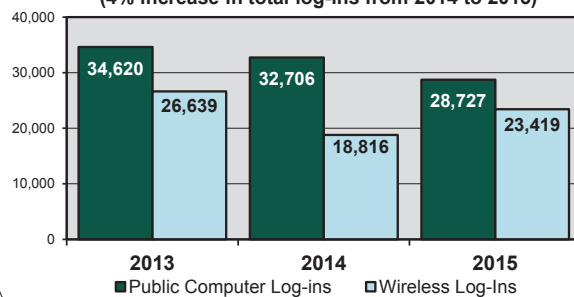
**TOTAL ITEMS CHECKED-OUT**  
(1% decrease from 2014 to 2015)



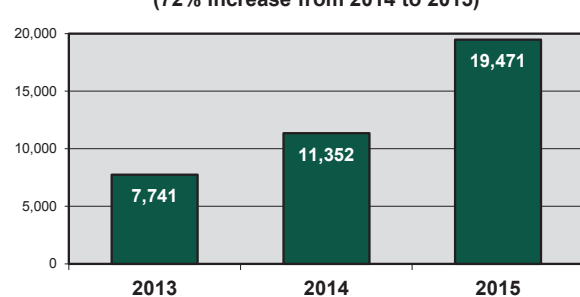
**TOTAL PEOPLE SERVED**  
(1% decrease from 2014 to 2015)



**TOTAL BRANCH COMPUTER LOG-INS**  
(4% increase in total log-ins from 2014 to 2015)



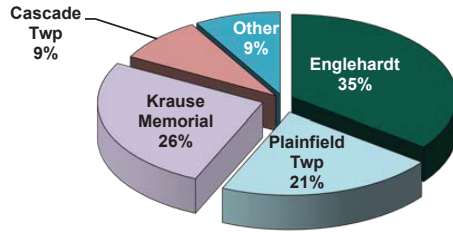
**TOTAL PROGRAM ATTENDANCE**  
(72% increase from 2014 to 2015)



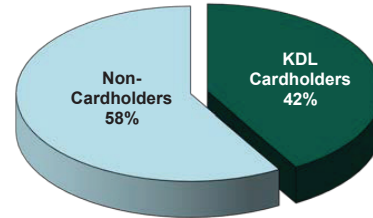
# 2015 Annual Report for Grattan Township

*A Municipality in the Kent District Library Service Area*

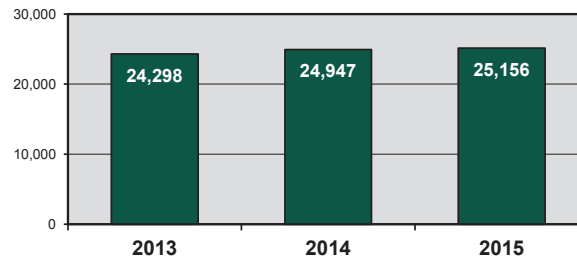
**Grattan Residents Check-Out 35% of their Materials from the Englehardt Branch of KDL**



**Percentage of Population with a Library Card**

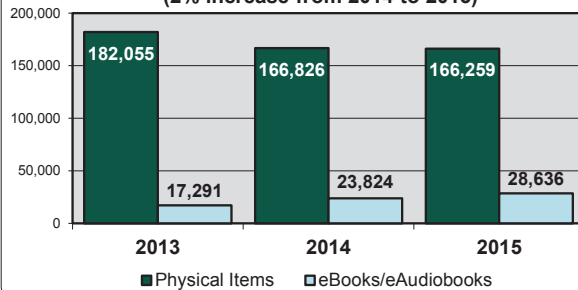


**Total Items Checked-Out by Grattan Residents**  
(1% increase from 2014 to 2015)

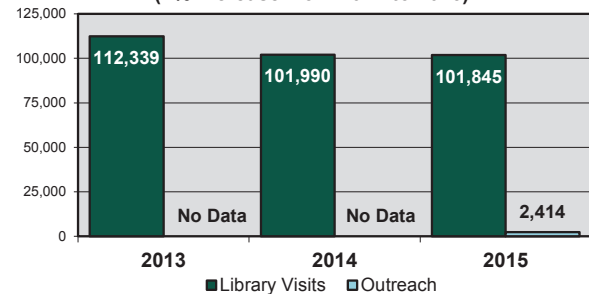


## Englehardt Branch Statistics

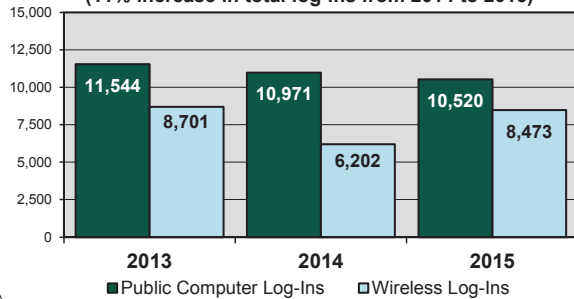
**TOTAL ITEMS CHECKED-OUT**  
(2% increase from 2014 to 2015)



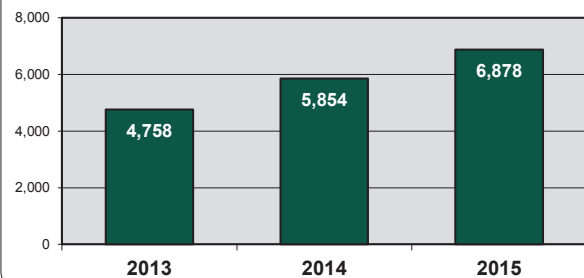
**TOTAL PEOPLE SERVED**  
(2% increase from 2014 to 2015)



**TOTAL BRANCH COMPUTER LOG-INS**  
(11% increase in total log-ins from 2014 to 2015)



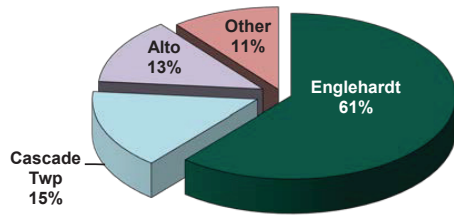
**TOTAL PROGRAM ATTENDANCE**  
(17% increase from 2014 to 2015)



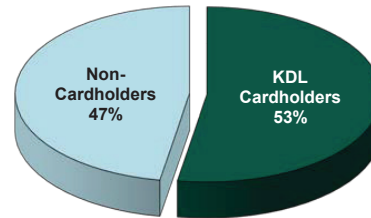
# 2015 Annual Report for Lowell Township

*A Municipality in the Kent District Library Service Area*

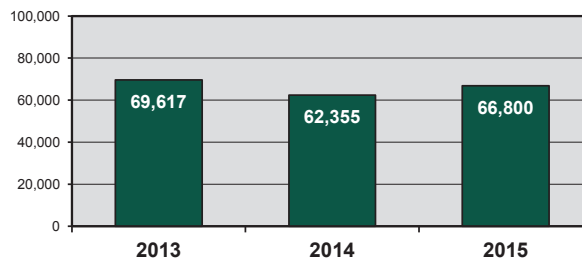
**Lowell Twp. Residents Check-Out 61% of their Materials from the Englehardt Branch of KDL**



**Percentage of Population with a Library Card**

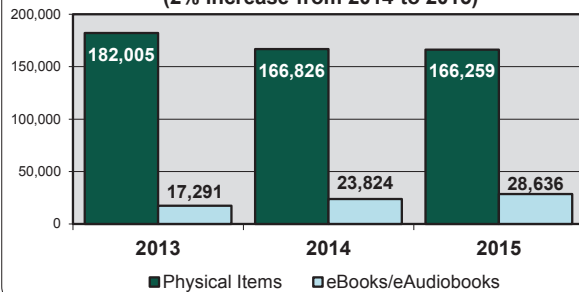


**Total Items Checked-Out by Lowell Twp. Residents**  
(7% increase from 2014 to 2015)

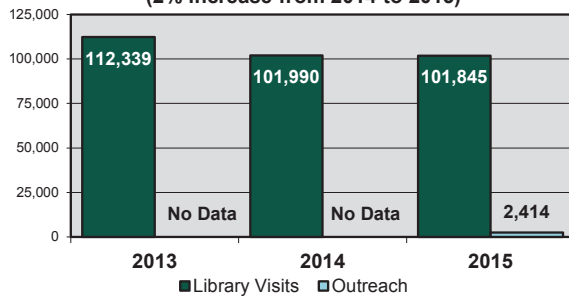


## Englehardt Branch Statistics

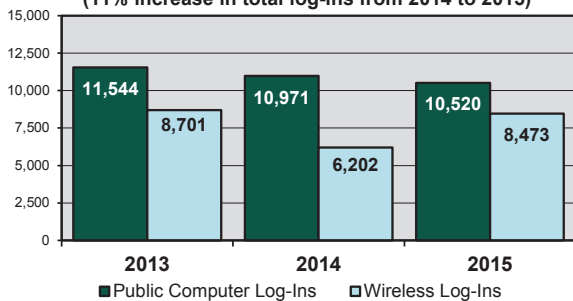
**TOTAL ITEMS CHECKED-OUT**  
(2% increase from 2014 to 2015)



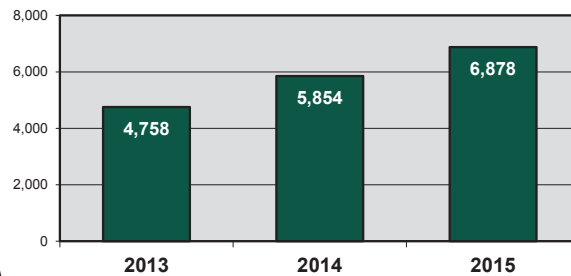
**TOTAL PEOPLE SERVED**  
(2% increase from 2014 to 2015)



**TOTAL BRANCH COMPUTER LOG-INS**  
(11% increase in total log-ins from 2014 to 2015)



**TOTAL PROGRAM ATTENDANCE**  
(17% increase from 2014 to 2015)

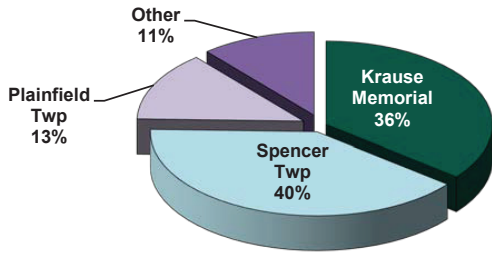




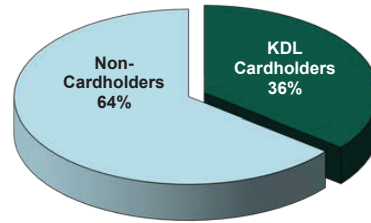
# 2015 Annual Report for Oakfield Township

*A Municipality in the Kent District Library Service Area*

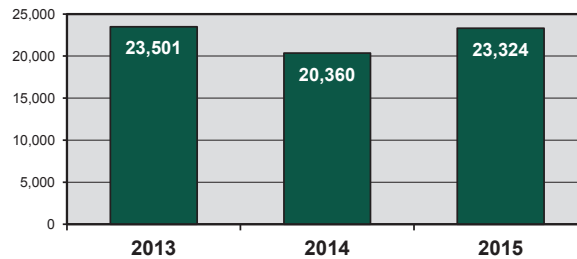
**Oakfield Residents Check-Out 36% of their Materials from the Krause Memorial Branch of KDL**



**Percentage of Population with a Library Card**

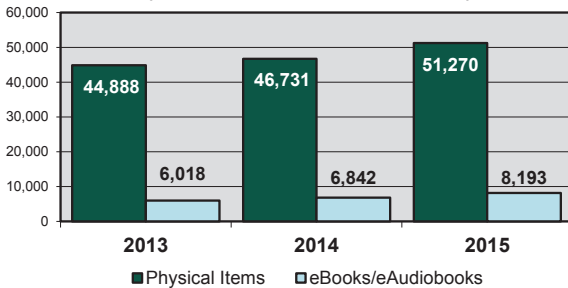


**Total Items Checked-Out by Oakfield Residents**  
(15% increase from 2014 to 2015)

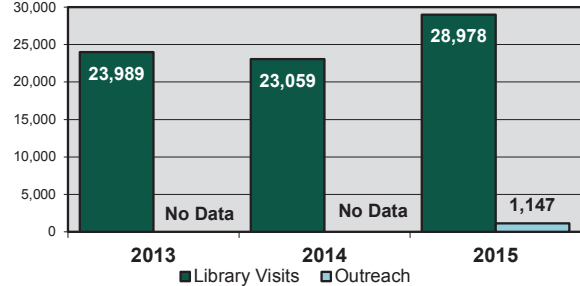


## Spencer Township Branch Statistics

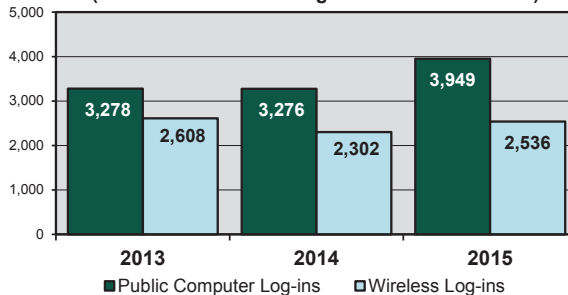
**TOTAL ITEMS CHECKED-OUT**  
(11% increase from 2014 to 2015)



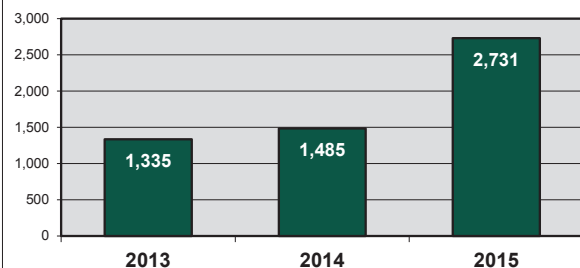
**TOTAL PEOPLE SERVED**  
(31% increase from 2014 to 2015)



**TOTAL BRANCH COMPUTER LOG-INS**  
(16% increase in total log-ins from 2014 to 2015)



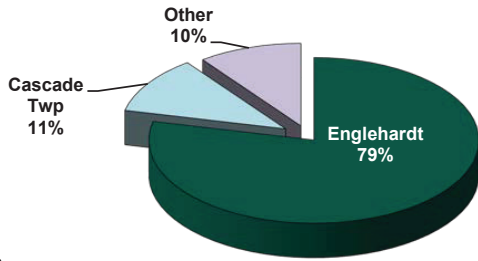
**TOTAL PROGRAM ATTENDANCE**  
(84% increase from 2014 to 2015)



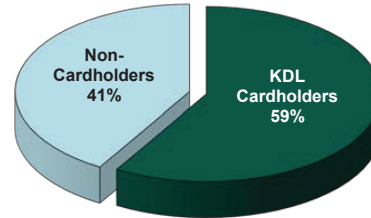
# 2015 Annual Report for Vergennes Township

*A Municipality in the Kent District Library Service Area*

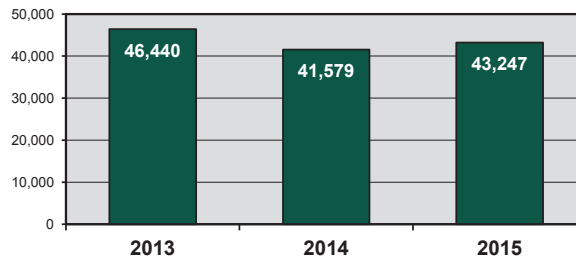
**Vergennes Residents Check-Out 79% of their Materials from the Englehardt Branch of KDL**



**Percentage of Population with a Library Card**

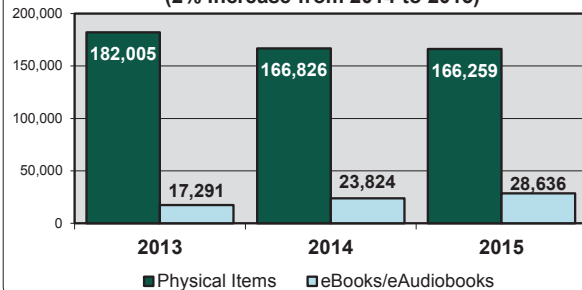


**Total Items Checked-Out by Vergennes Residents**  
(4% increase from 2014 to 2015)

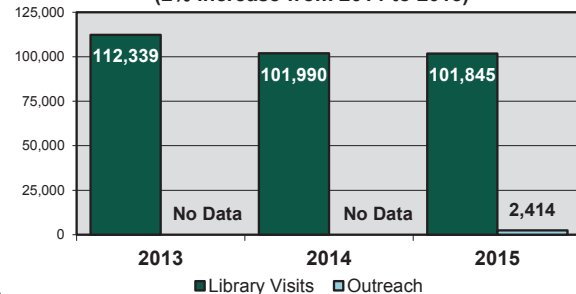


## Englehardt Branch Statistics

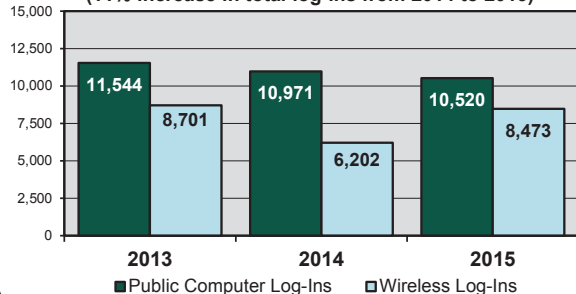
**TOTAL ITEMS CHECKED-OUT**  
(2% increase from 2014 to 2015)



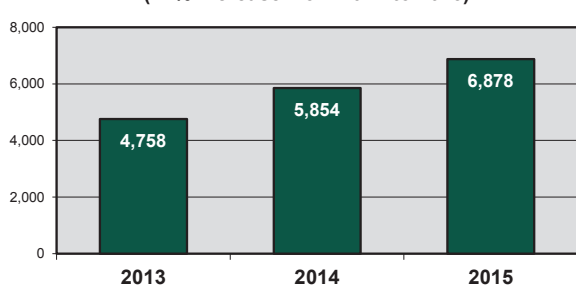
**TOTAL PEOPLE SERVED**  
(2% increase from 2014 to 2015)



**TOTAL BRANCH COMPUTER LOG-INS**  
(11% increase in total log-ins from 2014 to 2015)



**TOTAL PROGRAM ATTENDANCE**  
(17% increase from 2014 to 2015)



# 2015 Peer Comparison

## SUMMARY OF THE RANKINGS

### *National Comparison*

The national comparison included 22 peer libraries that have between 12-20 branch outlets and a service area population ranging from 250,000 to 500,000 people. A full statistical chart showing rankings and peer comparison data follows this summary.

The following table highlights KDL's area-specific ranking in relation to its peer libraries:

Area	KDL 2015 Rank	KDL 2014 Rank	Area	KDL 2015 Rank	KDL 2014 Rank
Collection turnover rate*	1 <sup>st</sup>	1 <sup>st</sup>	Population of service area	9 <sup>th</sup>	10 <sup>th</sup>
Total Circulation (downloadables)	2 <sup>nd</sup>	1 <sup>st</sup>	Total expenditures for all electronic materials	9 <sup>th</sup>	8 <sup>th</sup>
Reference transactions per capita	3 <sup>rd</sup>	2 <sup>nd</sup>	Registrations (cardholders)	11 <sup>th</sup>	12 <sup>th</sup>
Salaries as a % of expenditures	3 <sup>rd</sup>	6 <sup>th</sup>	Total program attendance	11 <sup>th</sup>	11 <sup>th</sup>
Circulation per capita	4 <sup>th</sup>	4 <sup>th</sup>	Registrations as a % of population	12 <sup>th</sup>	12 <sup>th</sup>
Total visits	4 <sup>th</sup>	2 <sup>nd</sup>	Collection size	13 <sup>th</sup>	13 <sup>th</sup>
Total circulation (all materials)	5 <sup>th</sup>	4 <sup>th</sup>	Holdings per capita	15 <sup>th</sup>	16 <sup>th</sup>
Total expenditures for eBooks	5 <sup>th</sup>	5 <sup>th</sup>	Materials expenditures per capita	15 <sup>th</sup>	11 <sup>th</sup>
Website visits per capita	5 <sup>th</sup>	7 <sup>th</sup>	Staff expenditures per capita	17 <sup>th</sup>	16 <sup>th</sup>
Materials as a % of expenditures	6 <sup>th</sup>	3 <sup>rd</sup>	Total operating expenditures	17 <sup>th</sup>	17 <sup>th</sup>
Visits per capita	6 <sup>th</sup>	5 <sup>th</sup>	Expenditures per capita	18 <sup>th</sup>	17 <sup>th</sup>
Public service hours	6 <sup>th</sup>	7 <sup>th</sup>	Total operating income	18 <sup>th</sup>	17 <sup>th</sup>

*\*Collection turnover rate measures the activity of a library's collection. It indicates the number of times each library item would have circulated during the year if circulation had been spread evenly throughout the entire collection. It is calculated by dividing the library's total annual circulation by total library holdings.*

## SUMMARY OF THE RANKINGS

### State Comparison

The only criteria for entry in the library peer group for the state comparison is that a library must be in the state of Michigan and serve a population of at least 75,000 people (as reported in the *Public Library Data Service Statistical Report 2015*<sup>1</sup>). This year's state comparison included 15 peer libraries. A full statistical chart showing rankings and peer comparison data follows this summary.

The following table highlights KDL's area-specific ranking in relation to its peer libraries in Michigan:

Area	KDL 2015 Rank	KDL 2014 Rank	Area	KDL 2015 Rank	KDL 2014 Rank
Public service hours	1 <sup>st</sup>	1 <sup>st</sup>	Materials as a % of expenditures	2 <sup>nd</sup>	2 <sup>nd</sup>
Total circulation (downloadables)	1 <sup>st</sup>	1 <sup>st</sup>	Total circulation (all materials)	2 <sup>nd</sup>	2 <sup>nd</sup>
Total expenditures for all electronic materials	1 <sup>st</sup>	1 <sup>st</sup>	Visits per capita	2 <sup>nd</sup>	2 <sup>nd</sup>
Total expenditures for eBooks	1 <sup>st</sup>	1 <sup>st</sup>	Collection turnover rate	3 <sup>rd</sup>	3 <sup>rd</sup>
Collection size	2 <sup>nd</sup>	2 <sup>nd</sup>	Reference transactions per capita	3 <sup>rd</sup>	1 <sup>st</sup>
Population of service area	2 <sup>nd</sup>	2 <sup>nd</sup>	Circulation per capita	4 <sup>th</sup>	4 <sup>th</sup>
Registrations (card holders)	2 <sup>nd</sup>	2 <sup>nd</sup>	Materials expenditures per capita	6 <sup>th</sup>	5 <sup>th</sup>
Salaries as a % of expenditures	2 <sup>nd</sup>	4 <sup>th</sup>	Registrations as a % of population	6 <sup>th</sup>	8 <sup>th</sup>
Total operating expenditures	2 <sup>nd</sup>	2 <sup>nd</sup>	Website visits per capita	6 <sup>th</sup>	6 <sup>th</sup>
Total operating income	2 <sup>nd</sup>	2 <sup>nd</sup>	Expenditures per capita	12 <sup>th</sup>	11 <sup>th</sup>
Total program attendance	2 <sup>nd</sup>	2 <sup>nd</sup>	Staff expenditures per capita	12 <sup>th</sup>	13 <sup>th</sup>
Total visits	2 <sup>nd</sup>	2 <sup>nd</sup>	Holdings per capita	13 <sup>th</sup>	12 <sup>th</sup>

<sup>1</sup>Public Library Data Service Statistical Report 2015, [Public Library Association](#), June 2015 (Based on 2014 fiscal year data)

# 2015 National Peer Comparison Data

Library	Annual Use							Current Salaries						
	Registrations as % of Popu- lation	Circulation per Capita	Circulation Per Registered Borrower	Visits per Capita	Website Visits per Capita	Reference Trans. per Capita	Total Circulation (all materials)	Total Circulation (downloadable materials only)	Total Reference Transactions	Total Visits	Total Program Attendance	Director	Beginning Librarian	Total Salaries
Shreve Memorial Library (LA)	66.5%	4.2	6.3	5.3	5.0	2.2	1,070,082	95,691	562,588	1,353,408	114,791	126,984	41,850	6,577,936
San Mateo County Library (CA)	62.9%	12.0	19.1	7.4	8.6	0.8	3,315,886	144,000	214,930	2,035,416	212,479	176,832	54,708	8,115,962
Saint Paul Public Library (MN)	101.9%	9.1	8.9	6.8	5.1	1.3	2,584,219	313,818	381,647	1,951,938	118,703	130,451	51,087	8,098,499
Saint Louis Public Library (MO)	23.8%	7.5	31.4	7.3	8.3	1.0	2,379,586	187,001	318,461	2,317,373	222,612	165,000	34,000	11,385,361
Alachua County Library District (FL)	65.7%	14.2	21.6	6.2	5.2	1.1	3,562,732	614,982	283,416	1,560,918	143,986	120,577	41,663	7,322,192
Central Arkansas Library System (AR)	55.9%	8.2	14.7	6.7	2.2	1.1	2,786,226	331,966	355,345	2,249,570	233,871	133,910	36,500	8,576,053
Charleston County Public Library System (SC)	75.1%	9.4	12.6	5.2	0.0	1.8	3,301,695	349,823	615,009	1,834,352	209,965	129,787	36,733	7,634,912
Allen County Public Library (IN)	93.8%	35.0	37.3	6.7	5.3	0.8	12,443,146	7,207,689	287,145	2,382,417	198,034	140,000	37,710	10,148,959
St. Charles City-County Library District (MO)	38.7%	19.4	50.1	5.4	3.4	1.8	6,991,006	395,248	645,171	1,949,691	116,859	125,124	46,452	9,424,786
New Orleans Public Library (LA)	36.1%	2.8	7.7	3.0	4.2	1.9	1,070,599	73,517	728,187	1,142,265	58,886	143,412	33,524	6,018,125
Ventura County Library (CA)	111.7%	2.9	2.6	4.1	0.0	0.1	720,326	62,259	25,087	103,6475	49,378	144,804	43,980	3,059,388
Akron-Summitt County Public Library (OH)	81.5%	13.9	17.0	7.4	6.0	1.2	5,241,713	252,369	452,348	2,784,756	244,679	115,507	37,206	11,404,460
Kent District Library (MI)	62.1%	14.9	24.0	6.7	7.9	2.0	5,905,865	750,704	776,376	2,667,808	181,935	133,875	41,226	7,902,322
Fort Vancouver Regional Library District (WA)	58.8%	9.4	16.0	4.5	2.0	0.4	4,373,949	549,155	175,242	2,089,710	148,649	135,000	39,811	8,879,571
Oakland Public Library (CA)	68.2%	6.0	8.7	5.1	5.1	0.9	2,534,678	118,198	369,017	2,174,567	183,452	156,480	58,128	12,700,755
Johnson County Library (KS)	65.0%	14.4	22.1	6.0	0.0	0.4	6,244,164	198,197	162,711	2,614,208	138,760			9,995,017
Jefferson Parish Library (LA)	21.7%	3.8	17.6	2.8	3.0	1.1	1,664,519	92,039	471,957	1,208,536	58,997	82,688	32,984	6,940,999
Washoe County Library System (NV)	0.0%	4.9	0.0	2.7	2.6	0.7	2,106,197	96,808	288,548	1,172,719	78,344	122,907	47,195	5,787,752
East Baton Rouge Parish Library (LA)	77.8%	5.1	6.6	5.0	4.6	2.0	2,275,132	288,104	898,255	2,230,096	472,075	100,202	36,560	13,525,599
Toledo-Lucas County Public Library (OH)	69.2%	15.2	21.9	7.0	33.4	1.8	6,699,498	579,616	780,572	3,097,328	182,973	195,417	43,080	16,006,609
Carnegie Library of Pittsburgh (PA)	46.2%	8.1	17.5	6.5	7.9	0.9	3,608,582	294,001	419,415	2,900,850	297,978	188,880	40,000	13,717,401
Lake County Library System (FL)	25.3%	6.0	23.7	5.8	2.0	1.0	1,857,583	136,371	306,554	1,797,954	122,338	77,501	30,400	3,600,510
KDL Ranking (out of 22)	13	4	4	6	5	3	5	2	3	4	11	11	10	14

# 2015 State Peer Comparison Data

Library	Annual Use				Current Salaries							
	Circulation Per Registered Borrower	Visits per Capita	Website Visits per Capita	Reference Trans. per Capita	Total Circulation (all materials)	Total Circulation (downloadable materials only)	Total Reference Transactions	Total Visits	Total Program Attendance	Director	Beginning Librarian	Total Salaries
Ypsilanti District Library	11.9	5.4	9.4	2.2	772,536	30,835	185,678	450,243	38,623	112,219	38,757	1,888,094
Canton Public Library	17.1	5.4	7.8	0.7	1,528,919	58,267	64,208	483,898	29,267	103,485	40,794	2,219,956
Dearborn Public Library	-	3.9	0.0	0.9	610,239	32,144	90,000	385,723	23,901		50,184	2,040,660
Rochester Hills Public Library	26.2	5.5	1.5	0.0	1,836,358	116,999		554,970	25,683	148,041	39,497	2,359,700
Herrick District Library	-	5.2	0.0	0.7	1,442,873	161,295	72,559	530,482	46,343		54,059	1,924,002
Flint Public Library	5.0	1.8	14.6	0.5	171,022	9,988	46,200	187,680	23,956	99,000	39,696	1,567,337
Kalamazoo Public Library	23.4	6.3	15.9	2.4	1,780,113	86,173	297,089	780,585	79,858	129,487	47,348	4,699,395
Sterling Heights Public Library	10.8	3.0	7.1	0.5	536,485	38,346	68,052	384,063	15,712	111,820	26,744	1,233,095
Monroe County Library System	16.1	4.2	44.8	0.3	1,152,574	68,805	47,604	633,308	67,874	100,797	39,811	3,616,096
Ann Arbor District Library	69.2	9.7	29.6	0.2	8,528,270	362,961	27,065	1,593,844	82,838	147,408	46,200	5,775,008
Clinton-Macomb Public Library	12.1	3.2	0.0	0.0	1,586,210	24,297		542,790		102,871	41,896	2,147,022
Grand Rapids Public Library	25.2	4.8	2.9	1.2	1,620,854	84,967	233,064	896,755	24,128	130,511	51,226	4,602,893
Capital Area District Library	-	5.6	5.1	1.1	2,859,236	195,191	272,656	1,342,529	75,524	110,344	58,166	5,258,975
Kent District Library	24.0	6.7	7.9	2.0	5,905,865	750,704	776,376	2,667,808	181,935	133,875	41,226	7,902,322
Detroit Public Library	3.6	3.9	2.5	1.0	1,483,329		746,278	2,772,148	219,059	156,063	36,000	12,810,103
KDL Ranking (out of 15)	4	2	6	3	2	1	1	2	2	4	8	2

# Lakeland Library Cooperative Service Area

Kent District Library is a member of the Lakeland Library Cooperative (LLC) and participates in a shared online catalog and reciprocal borrowing privileges. There are 41 libraries in the Cooperative serving 1,294,094 residents. LLC customers have access, through a free delivery service, to the over 3 million items owned by these libraries. The Lakeland Library Cooperative covers the counties shown below.

Allegan County

Barry County

Ionia County

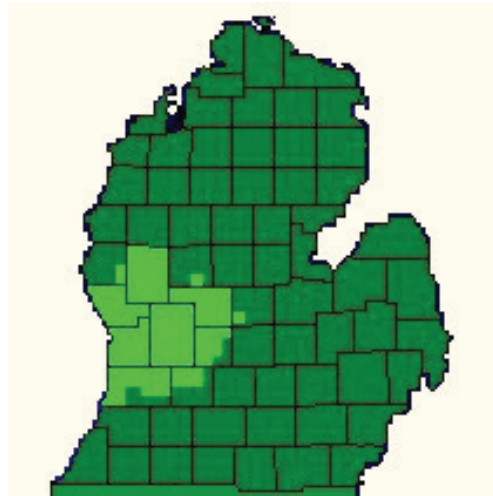
Kent County

Montcalm County

Muskegon County

Newaygo County

Ottawa County



Affiliated counties include Gratiot, Mecosta and Oceana.

The Cooperative is governed by a Board of Trustees. KDL has two seats on this board and shares decision-making with other members of the Cooperative.

The State of Michigan is divided into cooperatives for the purpose of the distribution of state aid. The LLC receives a portion of Kent District Library's share of state aid. State aid was appropriated by the state legislature on a basis of \$0.32479 per capita in 2015. State aid funds underwrite Cooperative functions such as the inter-loan delivery system and the cooperative's shared integrated library system. Member libraries also pay additional fees for cooperative services. The Lakeland Library Cooperative's annual budget in 2015 was \$1,072,076.

# Officials and Legislators (Representing KDL Service Area)

KENT COUNTY						
District	Last Name	First	Email	Party	Location	Phone
<b>Senate - Michigan</b>						
<b>28</b> — Algoma Twp, Alpine Twp, Byron Twp, Cannon Twp, Comstock Park, Courtland Twp, Grandville, Grattan Twp, Nelson Twp, Oakfield Twp, Plainfield Twp, Rockford, Spencer Twp, Tyrone Twp, Vergennes Twp, Walker, Wyoming	*MacGregor	Peter	senpmacgregor@senate.michigan.gov	R	P.O. Box 30036 Lansing, MI 48909-7536	517-373-0797 866-305-2129
<b>26</b> — City of Kentwood and Gaines Twp.	Schuitmaker	Tonya	sentschuitmaker@senate.michigan.gov	R	P.O. Box 30036 Lansing, MI 48909-7536	517-373-0793
<b>29</b> — Ada Twp, Alto, Bowne Twp, Cascade Twp, Caledonia, East Grand Rapids, Grand Rapids Twp, Lowell City, Lowell Twp	Hildenbrand	Dave	sendhiidenbrand@senate.michigan.gov	R	P.O. Box 30036 Lansing, MI 48909-7536	517-373-1801
<b>30</b> — City of Grandville	Meekhof	Arlan	senameekhof@senate.michigan.gov	R	P.O. Box 30036 Lansing, MI 48909-7536	517-373-6920 866-305-2130
<b>House of Representatives - Michigan</b>						
<b>District</b>	<b>Last Name</b>	<b>First</b>	<b>Email</b>	<b>Party</b>	<b>Location</b>	<b>Phone</b>
<b>072</b> — Gaines Twp., Kentwood	Yonker	Ken	kenyonker@house.mi.gov	R	N-1091 House Office Building P.O. Box 30014 Lansing, MI 48909	517-373-0840 888-347-8072
<b>073</b> — Cannon Twp., Comstock Park, Courtland Twp., East Grand Rapids, Grand Rapids Charter Township, Nelson Twp., Oakfield Twp., Plainfield Twp., Spencer Twp., Tyrone Twp.	Afendoulis	Chris	chrisafendoulis@house.mi.gov	R	P.O. Box 30014 State Capitol, Lansing, MI 48909	855-347-8073
<b>074</b> — Algoma Twp., Alpine Twp., Grandville, Rockford, Tyrone, Walker	VerHeulen	Rob	robverheulen@house.mi.gov	R	374 Capitol Bldg. P. O. Box 30014 Lansing, MI 48909	517-373-8900



# Officials and Legislators (cont.) (Representing KDL Service Area)

077 — Byron Twp., Wyoming	Hooker	Thomas	thomashooker@house.mi.gov	R	N-1096 House Office Building P.O. Box 30014 Lansing, MI 48909	517-373-2277 855-866-4077	
	Lyons	Lisa Posthumus	lisalyons@house.mi.gov	R	S-1190 House Office Building P.O. Box 30014 Lansing, MI 48909	517-373-0846 855-596-6786	
UNITED STATES							
US Senate	District	Last Name	First	Email	Party	Location	Phone
		Peters	Gary	www.peters.senate.gov/contact/contact-gary	D	2 Russell Courtyard Washington, DC 20510	202-224-6221
		Stabenow	Debbie	senator@stabenow.senate.gov	D	133 Hart Senate Office Building, Washington, DC 20510	202-224-4822 616-975-0052
U.S. House of Representatives							
2 <sup>nd</sup> District Alpine Township Tyrone Township	Huizenga	Bill	https://huizenga.house.gov/contact-me/email-me	R	1217 Longworth HOB Washington, DC 20515	202-225-4401	
	Amash	Justin	https://amash.house.gov/contact-me/email-me	R	114 Cannon HOB Washington, DC 20515	202-225-3831	

\*Incumbent

# Kent County Board of Commissioners (Representing KDL Service Area)

District	Last Name	First	Email	Party	Location	Phone
1 Plainfield Township (part) City of Rockford	Vonk*	Ted	vonkcommish@comcast.net	R	4122 Boulder Meadow Belmont, MI 49306	616-874-2604
2 Algoma Township Alpine Township	Antor*	Tom	toma911@att.net	R	9341 Laubach Sparta, MI 49345	616-887-7210
3 Courtland Township Nelson Township Spencer Township Tyrone Township	Morgan*	Roger	roger@rockfordambulance.com	R	10585 Tefft Rockford, MI 49341	616-866-4264
4 Cannon Township Grattan Township City of Lowell Oakfield Township Vergennes Township	Jones*	Diane	dianecjones2005@yahoo.com	R	6561 Laguna Vista Drive Rockford, MI 49341	616-874-8740
5 Bowne Township Caledonia Township (part) Cascade Township Lowell Township	Bolter*	Mandy	mandybolter@yahoo.com	R	2097 Steketee Woods Lane Grand Rapids, MI 49546	616-295-7909
6 City of Walker	Stek	Stan	stanstek@gmail.com	R	1274 Whitepine SW Walker, MI 49534	616-776-6324
7 City of Grandville City of Wyoming (part)	Ponstein*	Stan	siponstein@gmail.com	R	3967 Edgewood Grandville, MI 49418	616-726-2331
8 City of Wyoming (part)	Voorhees*	Harold	hijvoorhees1@sbcglobal.net	R	5380 Kenowa Ave. Wyoming, MI 49418	616-534-1876
9 Byron Township City of Wyoming (part)	Kallman	Matt	matt@matkallman.com	R	4099 108th St. SW Byron Center, MI 49315	616-915-5098
10 Caledonia Township (part) Gaines Township	Post Brieve	Emily	emilypostbrieve@gmail.com	R	7438 Missoula Dr. SE Caledonia, MI 49316	616-502-5010
11 Ada Township City of E. Grand Rapids (part) Grand Rapids Township	Saalfeld*	Jim	jsaalfeld@att.net	R	205 Morningside Dr. SE Grand Rapids, MI 49506	616-464-1939
12 City of Kentwood (part) City of Wyoming (part)	Mast*	Harold	hamast@comcast.net	R	PO Box 8737 Kentwood, MI 49518	616-532-5686
13 City of Kentwood (part)	Vander Molen*	Richard	rmolen@sbcglobal.net	R	2171 Fawnwood Kentwood, MI 49508	616-455-1562
18 Plainfield Township (part)	Koomdyk*	Dan	dankoorndyk@yahoo.com	R	35 Bel-Air Dr. NE Grand Rapids, MI 49503	616-458-8934
19 City of E. Grand Rapids (part)	Shroll*	Shana	shana.e.shroll@gmail.com	R	1612 Woodward Ave. SE Grand Rapids, MI 49506	616-292-4624

\*INCUMBANT



