KDL
Kent District Library

2017
Fact Book

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Kent District Library Information

History

1927
Kent County Federation of Women's Clubs begins project of library extension.

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.

2014
A ten-year 1.28 millage approved by voters.

Obtained 501 (c)(3) status.

2016
Completion of the KDL Meeting Center, which includes multiple meeting spaces with advanced technology that can be rented by the community.

New website, which allows users to access KDL catalog on a mobile device.

1936
Kent County Library Association formed.

Kent County Library System becomes a department of Kent County.

2011
Kent District Library celebrates 75 years of providing library service to citizens in Kent County.

2015
Expanded the services of the Library for the Blind and Physically Handicapped by increasing the number of large print materials.

Implemented a new SirsiDynix ILS (Integrated Library System) for Kent District Library.

2017
cloudLibrary replaced OverDrive for providing electronic materials to patrons.

Mission

Information. Ideas. *Excitement!*

Vision

KDL: Cornerstone of a literate society

Kent District Library Branches and Service Center

Kent District Library provides library services to over **395,660 customers** in **27 municipalities** through **19 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 2017

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

Strategic Plan Service Priorities

KDL ENGAGES THE COMMUNITY ACTIVITIES

- By January 2017, the KDL Service Center will be recognized as a Bicycle Friendly Business by the League of American Bicyclists for promoting bike culture through the KDL Cruisers program, sponsoring Active Commute Week and having bicycle friendly amenities for employees. Plans to expand to additional branches will also be included.

- By April 2017, KDL will create STEAM specific outreach tubs that guarantee availability for outreach events.

- By May 2017, KDL will craft a new 3-year strategic plan using Design Think processes that will include research and feedback from local communities and staff focus groups.

- By June 2017, KDL will launch The Leadership Circle, a major donor initiative inviting community members with capacity and inclination to support the programs and services of KDL at a leadership level by learning more about our impact in the community and the importance of their support.

- By summer 2017, KDL will partner with Friends of the White Pine Trail to build a White Pine Trail Rest Stop on the trail near the Service Center. Amenities may include a bike repair station and a Little Free Library.

- By August 2017, KDL will embark on a videogame project to circulate videogame consoles in the Library of Things.

- By September 2017, KDL will create partnerships with local experts who are willing to share their knowledge and present on STEAM based topics and help with programs.

- By September 2017, KDL will apply a software upgrade to What's Next so it will better integrate with the CORE database (KDL StoryCompass) down the road.

- By December 2017, the KDL Collection Department team will work to increase the public's awareness of the KDL collection and what they love. This could include video book talks, radio or TV spots plus assisting the Materials Advisory Workgroup on keeping the KDL Recommendations website fresh and frequently updated.

- By December 2017, the Social Media Workgroup will review and update the social media content plans by evaluating the reach and engagement of our social media outlets.

KDL CREATES YOUNG READERS

- By March 2017, the Summer Reading Workgroup will assess summer reading programming and refresh concepts for 2017. Clear expectations for all levels and types of programs will be developed.

- By September 2017, KDLville playspaces will have an increased focus on the early literacy practice of "Writing" by providing funding and purchase suggestions to all KDL branches.

- By December 2017, the Early Literacy section of kdl.org will be fully updated to current KDL design standards and will provide new ideas and printable items that promote early literacy skills to create young readers.

KDL SUPPORTS LEARNING ACTIVITIES

- By February 2017, increase the selection of core classes associated with the Teen Film Festival, to encourage creative group collaboration and build on the Festival's mission to educate young filmmakers.

- By September 2017, increase activities available to patrons at drop-in physical KDL LAB spaces in the branches.

- By September 2017, KDL will incorporate a BBQ cook-off into the summer reading events for adults.

KDL CULTIVATES CREATIVE ACTIVITIES

- By April 2017, expand the outreach aspect of the Teen Poetry Contest to include additional poets and/or additional schools, to further reach our youth community.

- By April 2017, the Write Michigan Short Story contest will include a Spanish-language story component for all ages with reviewers and judges.

- By September 2017, through active participation and content development for the burgeoning website cultured.gr, KDL will become an integral partner in the greater Grand Rapids art and cultural scene, promoting arts education and creative programming at KDL and enhancing opportunities for partnership with cultural organizations.

KDL SERVES SENIOR CITIZENS ACTIVITIES

- By February 2017, the Tech Trainers will develop a document to keep track of their recent and ongoing outreach activities to senior citizens, and show it to the Manager of Community Engagement.

- By March 2017, KDL will revive the popular winter reading program for adults. Let It Snow 2.0 will take advantage of the kdl.READsquared.com service and promote the library collection by encouraging adults to explore stories beyond their usual genres.

- By April 2017, consolidate better outreach practices to reach Senior Citizens; this information will be shared with KDL staff.

By May 2017, strengthen the KDL volunteer program, making it more efficient for staff and engaging for Senior Citizen volunteers.

Organizational Competencies

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

By March 2017, implement a new Programming model that works for multiple branch and staffing sizes to be in place for one year. This model will be based on Design Think prototype developed by a staff team in Fall 2016. **[On target for August 2018]**

By June 2017, KDL will convene a team to investigate options to develop an app for KDL (and other libraries) using RFID technology which will offer an interactive library experience finding library material and readalikes at each branch location. This team will include KDL staff and local talent with knowledge.

By June 2017, KDL will investigate and begin to implement recommendations for improving quarterly publications.

By October 2017, Kent District Library will enhance our existing partnership with Great Start, promoting storytimes using Every Child Ready to Read and our evaluation process as a best practice for families with children age 0-3.

By December 2017, KDL will begin offering Design Think sessions to area libraries in addition to KDL teams as they work to offer innovative library services and problem solve barriers to service.

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

By February 2017, assess summer reading incentives in terms of an appealing prize selection for all levels as well as space allocation available at the Service Center.

By March 2017, investigate a new solution to manage the Circulating iPads at Rockford and Lowell when they have their 3-year old iPads replaced. This solution would then be implemented at other locations (or as needed) in 2018.

By May 2017, continue our efforts of bringing KDL to Farmers Markets to keep promoting our programs (Summer Reading) and other services. Explore other options and requests to bring Summer Reading to area schools as well as other popular community events (i.e. concerts in the park)

By June 2017, introduce Instant Message options to improve internal communication between branch staff, Patron Services and Administration.

CONVENIENCE (CONT'D)

- By September 2017, develop a plan to offer a Free Library to a hospital, a service to reach patrons in need of reading materials and a way to promote KDL library program and services.

- By November 2017, continued emphasis on KDL's infrastructure, including building out Servers, Switches, and IT Personnel to provide improved performance and redundant infrastructure to minimize outages of critical systems.

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

- By June 2017, Branch Managers will shop at least one other branch, evaluating customer service setups at each facility to encourage a welcoming environment.

- By August 2017, the Materials Advisory Workgroup will offer flexible materials advisory through the development of website-based materials advisory tools and KDLStoryCompass, a Materials Advisory database for the staff and public.

- By September 2017, complete technology refresh for the SE quadrant branches with new patron machines & monitors, staff machines & monitors, phones, faster wifi access points, switches, and other necessary technology. Focus will be put on making the right decision for each community.

- By December 2017, KDL donors will be provided with the opportunity to designate their gift to the area of their interest through all of our appeal avenues, including direct mail, online campaigns and major donor solicitations.

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

- By January 2017, create clarity around KDL's misson and core values ensuring that they are clearly communicated and understood by every employee and that all programs, activities, and policies are designed around them.

- By January 2017, the HR Department will adopt at least one new practice for new hire orientation as identified through the Design Think process underway in 2016.

- By April 2017, evaluate staff and patron feedback in order to improve the online summer reading sign-up and participation experience.

- By May 2017, design a system-wide customer service initiative to be implemented by September 2017.

- By June 2017, research and develop an implementation plan for an internal communication strategy that increases clarity and fosters collaboration.

- By October 2017, improve customer service at Caledonia and Krause Memorial (Rockford) branches with the installation of new Auto Check in chutes.

FRIENDLINESS (CONT'D)

- ✅ By December 2017, investigate a replacement for KDL's intranet system - InfoPath - before it becomes an end-of-life product.

- ✅ By December 2017, the Materials Advisory Workgroup will emphasize better customer service in increased staff participation in the Materials Advisory staff development program (CORE).

- ✅ Throughout 2017, the HR Department will either host or participate in job fairs in an effort to strengthen the recruitment of future staff from the communities we serve.

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

- ✅ By January 2017, KDL will adopt Blue Cloud Visibility - a product that will share our catalog records on the internet, making them searchable by the general public in our geographic area. The searches will link directly to the library's catalog.

- ✅ In January and July 2017, two additional cycles of Innovation Awards will be complete.

- ✅ By March 2017, the Innovation Team will develop a new process for submitting new ideas (i.e. innovation) to be considered by KDL. An idea map will also be provided and presented at spring training sessions for KDL staff.

- ✅ By April 2017, the Innovation Team will develop specific KDL Innovation training to be used for staff to submit future ideas to the KDL Innovation team.

- ✅ By May 2017, the Innovation Team will award opportunities to KDL branches to add circulating specialty items to their collections (Library of Things).

- ✅ By June 2017, new Design Think training for library staff will be available, with plans to offer it to other libraries in 2018.

- ✅ By August 2017, find new ways to explore a partnership relationship with our RFID vendor, Bibliotheca. (i.e. Research & Development)

- ✅ By September 2017, the Innovation Team will survey library patrons to see what kind of objects to circulate in branches to get input on developing this specialized collection that will contine to provide patrons with access to more expensive technologies (Library of Things).

- ✅ By August 2017, support branches who want to add a Tech Bar to their branch spaces. (A Tech Bar is a petting zoo similar to what people see in Best Buy where patrons can try new technology. Staff will provide activities and basic instructions to patrons. Technology may vary by branch).

☑ By February 2017, the Tech Trainers Workgroup will identify four potential KDL training topics to share their knowledge with colleagues at quarterlies, based on the tech skills of work group members and the informational needs of KDL staff.

☑ By February 2017, the HR Department will gather feedback from staff to further understand their needs as employees. This will be achieved through simple surveys as well as more involved "stay interviews." Then, by June of 2017 the HR Department will identify and implement at least two new employee-centric programs which will help to attract and retain employees.

☑ By August 2017, study ways to incorporate LEAN manufacturing principles into circulation practices and collection balancing procedures.

☑ By October 2017, the HR Department will host a Library Director's Workshop for a limited number of library directors to offer explanation and guidance so that they can adopt staffing best practices.

☑ By December 2017, Youth Specialists will begin an annual Day of Learning for KDL youth staff. This day will encourage collaboration, teamwork, innovation and learning among a large and vibrant youth services staff.

☑ By May of 2017, the HR Department will strengthen staff selection processes through greater adoption of applicant testing. **[85% Complete. Set to be completed June 2018]**

Kent District Library Locations

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

KELLOGGSVILLE BRANCH
Kelloggsville High School
4787 Division Ave S
Grand Rapids, MI 49548
(Open January 2018)

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 Dr. NE
Comstock Park, MI 49321

Service Area

TYRONE Village of KENT CITY Tyrone Township Branch ★	**SOLON** City of CEDAR SPRINGS ●	★ **NELSON** Nelson Township/ Sand Lake Branch	**SPENCER** ★ Spencer Township Branch
SPARTA Village of SPARTA ●	**ALGOMA**	**COURTLAND** City of ROCKFORD Krause Memorial Branch ★	**OAKFIELD**
ALPINE Alpine ★ Township Branch Comstock Park Branch ★	**PLAINFIELD** KDL Service ★ Center	**CANNON** Plainfield Township ★ Branch	**GRATTAN**

Areas highlighted in green 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 Bowne and Caledonia Townships within the Thornapple Kellogg school district.

City of WALKER
Walker Branch
★

GRAND RAPIDS

ADA

VERGENNES

City of GRAND RAPIDS

City of EAST GRAND RAPIDS
East Grand Rapids Branch ★

City of LOWELL

City of WYOMING
Wyoming Branch
& the Library for the Blind
and Physically Handicapped ★
★

CASCADE
Cascade
★ Township
Branch

Englehardt ★
Branch

LOWELL

City of
GRANDVILLE ★
Grandville Branch

★ City of KENTWOOD
Kentwood Branch

Alto Branch ★

Kelloggsville
Branch
(Opened January 2018)
★
Byron Township
Branch
BYRON

★
Gaines Township
Branch
GAINES

Caledonia
Township
★ Branch
CALEDONIA

BOWNE

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 42 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	Montcalm County
Barry County	Muskegon County
Ionia County	Newaygo County
Kent County	Ottawa County

Affiliated counties include Gratiot, Mecosta and Oceana.
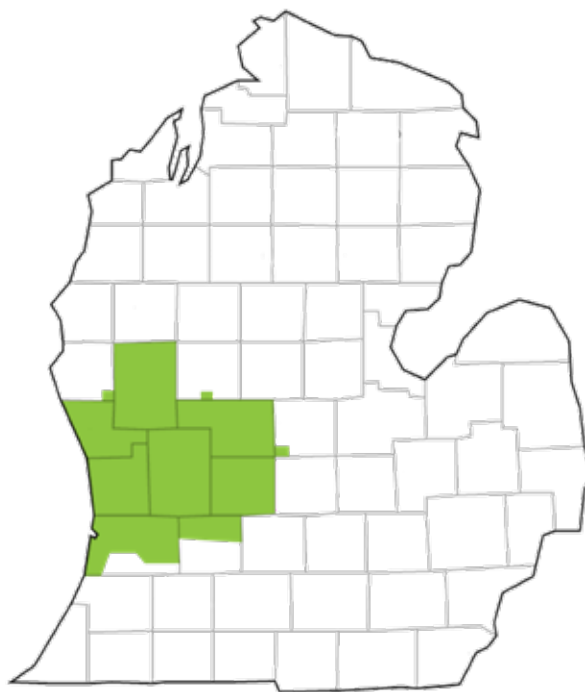
The Cooperative is governed by a Board of Trustees. KDL has two seats on this Board and shares decision-making with other members of the Cooperative.

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 $0.324790 per capita in 2017. 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 for FY 2016-17 was $1,225,346.

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
Craig Wilson, Chair	**Region 5:** City of East Grand Rapids, and Ada, Cascade, and Grand Rapids Townships
Penny Weller, Vice Chair	**Region 3:** City of Walker, and Alpine and Plainfield Townships
Lee Cook, Treasurer	**Region 7:** City of Grandville and Byron Township
Andrew Erlewein, Secretary	**Region 2:** City of Rockford, and Algoma, Cannon, Courtland and Grattan Townships
Shirley Bruursema, Trustee	**Region 6:** City of Kentwood, and Caledonia and Gaines Townships
Charles R. Myers, Trustee	**Region 4:** City of Lowell, Vergennes, Lowell, and Bowne Township
Tom Noreen, Trustee	**Region 1:** Nelson, Oakfield, Spencer, and Tyrone Townships
Sherrie Barber Willson, Trustee	**Region 8:** City of Wyoming

Craig Wilson
Chair

Penny Weller
Vice Chair

Lee Cook
Treasurer

Andrew Erlewein
Secretary

Shirley Bruursema
Trustee

Charles R. Myers
Trustee

Tom Noreen
Trustee

Sherrie Barber Willson
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	Lindsey Dorfman
Director of Finance	Laura Powers
Director of Human Resources & Organizational Development	Brian Mortimore
Director of Information Technology	Kurt Stevens
Director of Marketing Communications	Randall Goble

KENT DISTRICT LIBRARY ORGANIZATIONAL CHART
(As of February 2018)
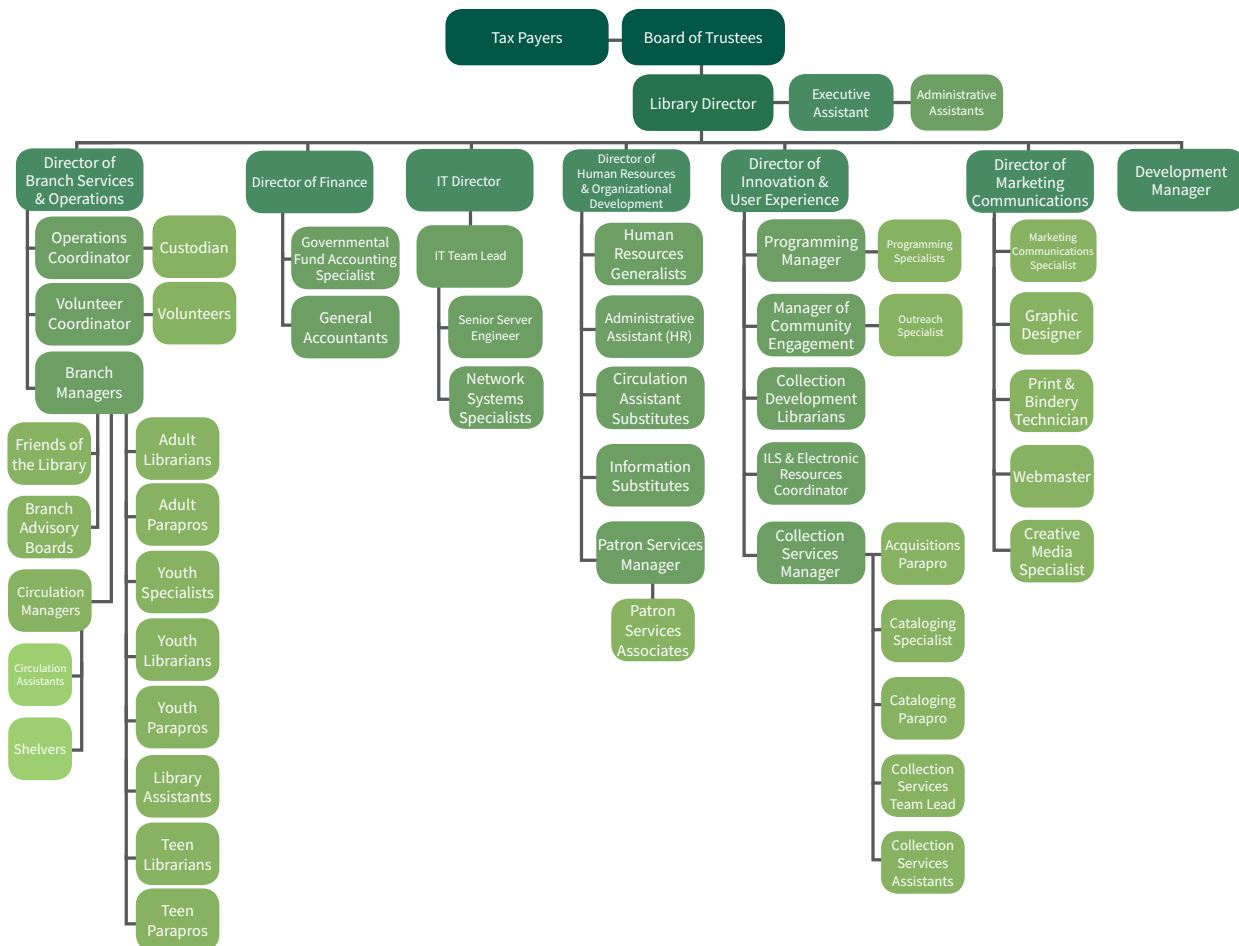
DEVELOPMENT BOARD

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.

Shelly Adamy

Lori DeBruyne

Jim Komondy
Bloom Sluggett
Morgan

Linda Masselink

Carrie Miedema
Spectrum Health

Katey Morse
Chemical Bank

Kristen Rampe
Kristen Rampe
Consulting

**Heather Ross
(Chair)**
Design &
Translation

John Schuring
Dickinson Wright

Penny Weller
Kent District
Library Board of
Trustees

Sherrie Willson
Steelcase Inc.

Jeff Wierenga
Centennial
Securities

Robert Younger
Zaner Bloser

2017 Summary of Financial Information

REVENUE

3.32%
$800,816
Other Revenue

0.56%
$135,731
Charges for Services

1.44%
$346,989
Donations
Sponsorships
and Grants

0.63%
$152,418
Interest and Rentals

85.24%
$20,556,739
Property Taxes

3.90%
$940,983
Fines and
Forfeitures

4.90%
$1,182,712
State Sources
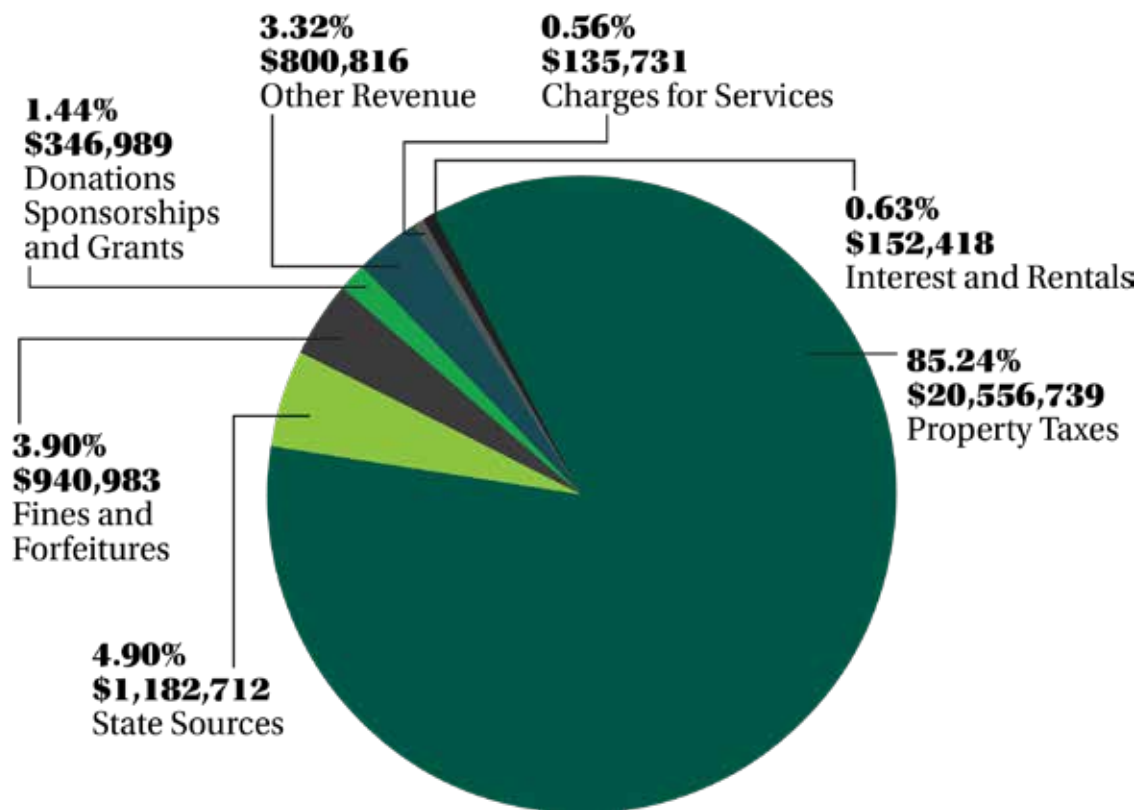
REVENUE	
Property Taxes	20,556,739
State Sources	1,182,712
Fines and Forfeitures	940,983
Donations, Sponsorships, and Grants	346,989
Other Revenue	800,816
Charges for Services	135,731
Interest and Rentals	152,418
TOTAL REVENUE	**$ 24,116,388**

The numbers on pages 16 and 17 have been derived from the 2017 Financial Statements.

Complete audited Annual Financial Statements will be available after June 2018.

EXPENDITURES

1.46%
$306,294
Capital Outlay - Technology

0.26%
$53,445
Capital Outlay - Office Equipment and Furniture

6.59%
$1,378,557
Professional and Contractual Services

1.24%
$260,059
Supplies and Operating

61.54%
$12,879,492
Wages and Benefits

14.30%
$2,993,389
Other Services and Charges

14.60%
$3,056,038
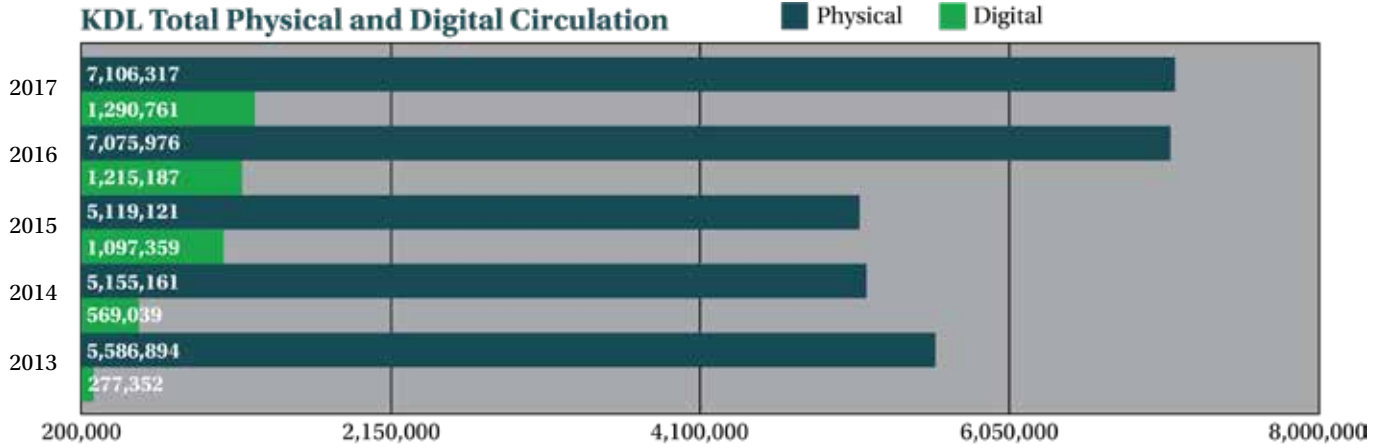Books and Materials
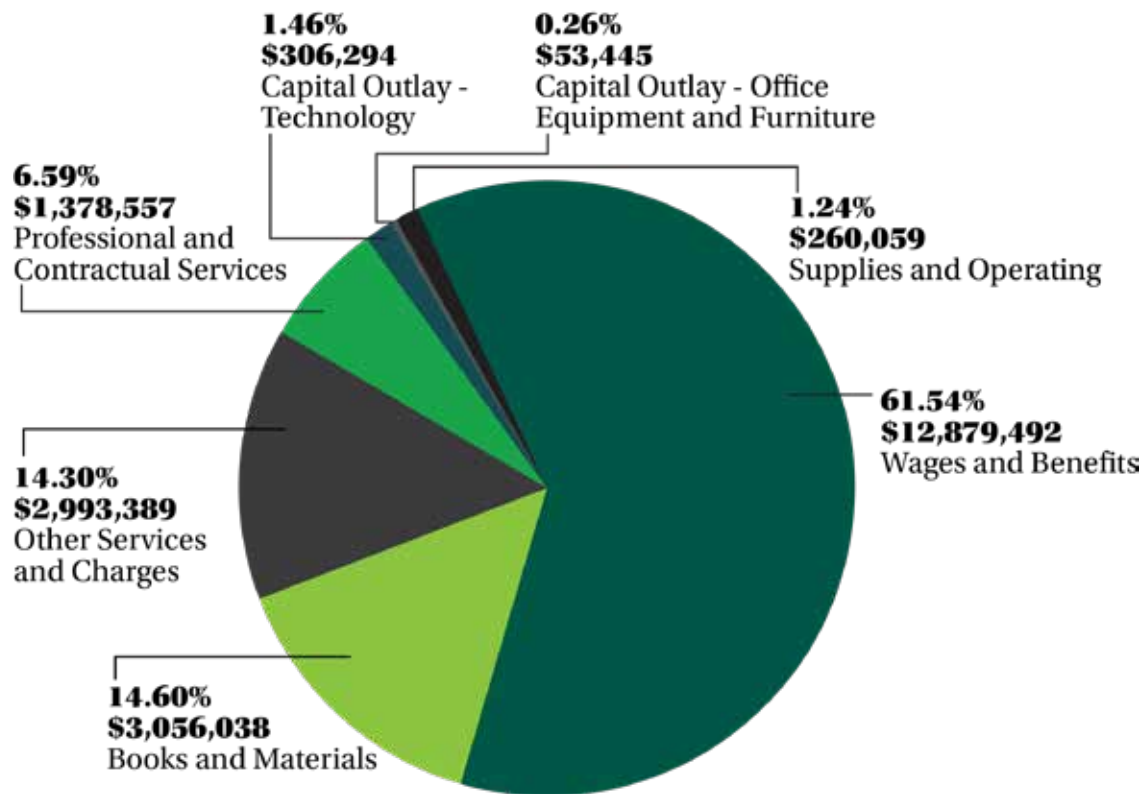
EXPENDITURES	
Wages and Benefits	12,879,492
Books and Materials	3,056,038
Other Services and Charges	2,993,389
Professional and Contractual Services	1,378,557
Capital Outlay - Technology	306,294
Capital Outlay - Office Equipment and Furniture	53,445
Supplies and Operating	260,059
TOTAL EXPENDITURES	**$ 20,927,274**

2017 Statistical Trends

KDL Total Expenditures ($)

Year	Amount
2017	20,927,274
2016	20,921,638
2015	20,837,513
2014	14,760,553
2013	14,761,707

(Axis: 5,000,000 — 10,000,000 — 15,000,000 — 20,000,000 — 25,000,000)
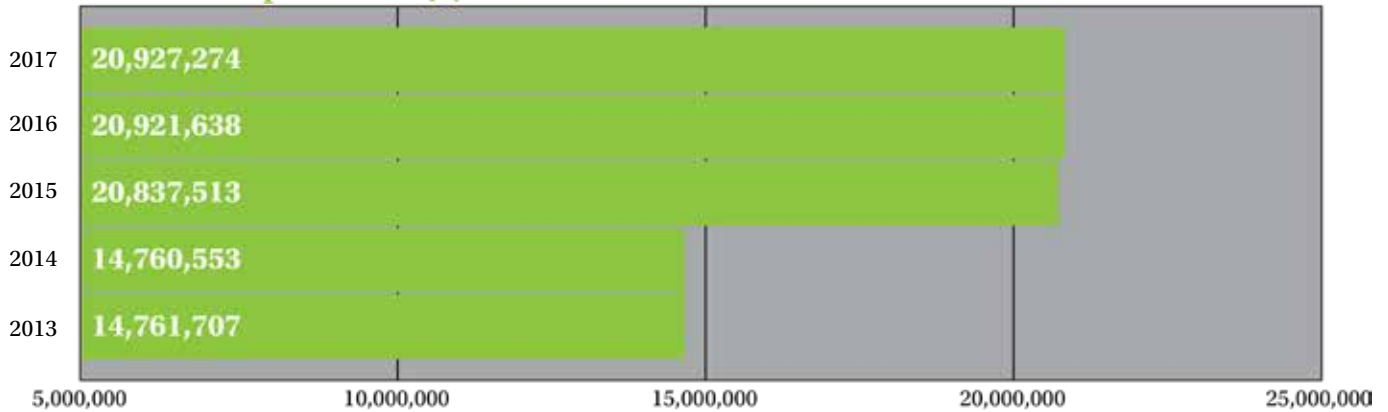
KDL Total Physical and Digital Circulation

Legend: Physical | Digital

Year	Physical	Digital
2017	7,106,317	1,290,761
2016	7,075,976	1,215,187
2015	5,119,121	1,097,359
2014	5,155,161	569,039
2013	5,586,894	277,352

(Axis: 200,000 — 2,150,000 — 4,100,000 — 6,050,000 — 8,000,000)

KDL Collection

Legend: Physical Collection | Digital Collection

Year	Physical Collection	Digital Collection
2017	916,569	110,671
2016	923,521	102,059
2015	926,280	88,891
2014	908,008	58,772
2013	930,786	42,450

(Axis: 200,000 — 400,000 — 600,000 — 800,000 — 1,000,000 — 1,200,000)

KDL Cardholders

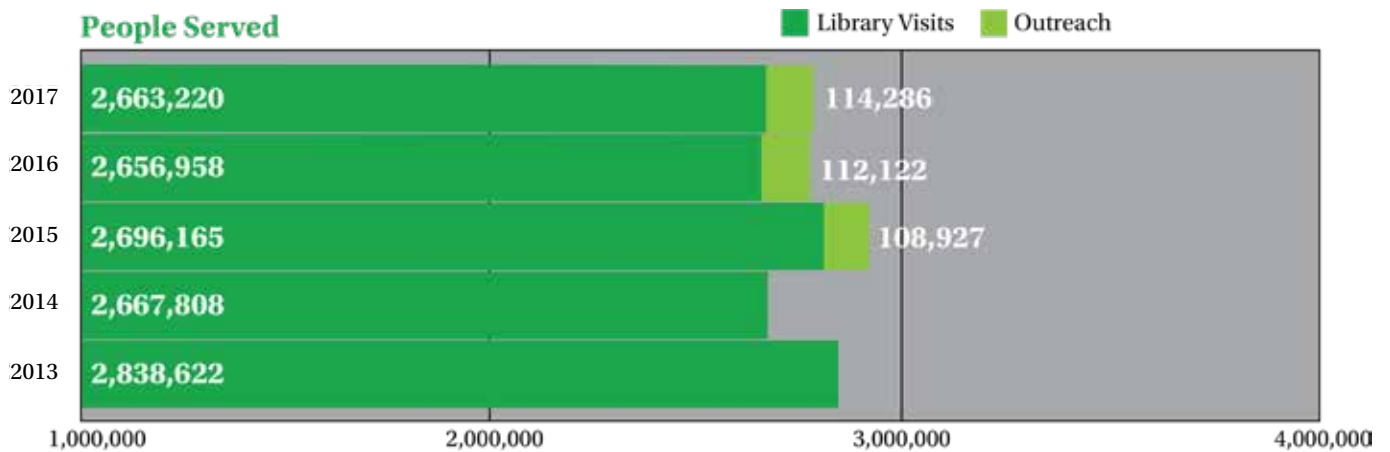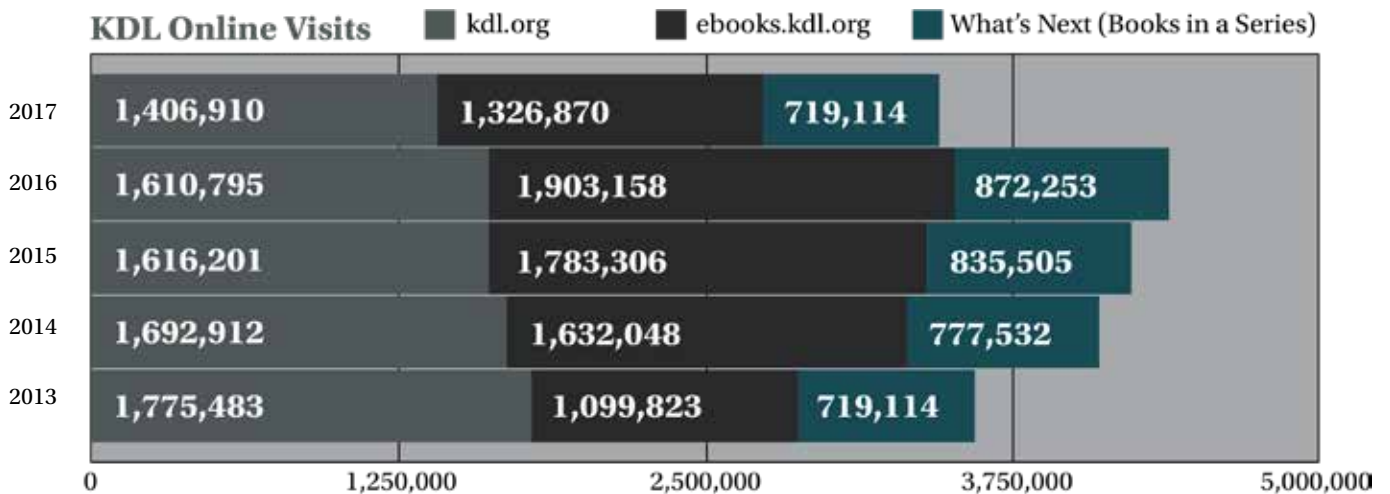| Year	Cardholders
2017	203,960*
2016	258,338
2015	240,291
2014	245,899
2013	240,070

Scale: 50,000 – 300,000

* In 2017, a new policy was implemented to deactivate cards that have been inactive for three years or more.

People Served

Legend: Library Visits | Outreach

Year	Library Visits	Outreach
2017	2,663,220	114,286
2016	2,656,958	112,122
2015	2,696,165	108,927
2014	2,667,808	
2013	2,838,622	

Scale: 1,000,000 – 4,000,000

KDL Online Visits

Legend: kdl.org | ebooks.kdl.org | What's Next (Books in a Series)

Year	kdl.org	ebooks.kdl.org	What's Next (Books in a Series)
2017	1,406,910	1,326,870	719,114
2016	1,610,795	1,903,158	872,253
2015	1,616,201	1,783,306	835,505
2014	1,692,912	1,632,048	777,532
2013	1,775,483	1,099,823	719,114

Scale: 0 – 5,000,000
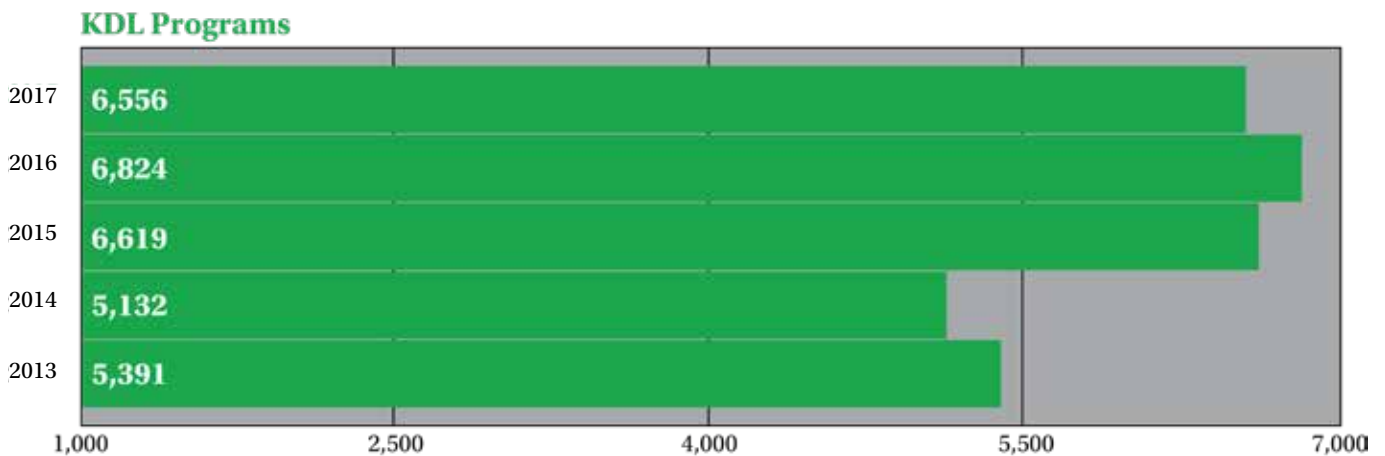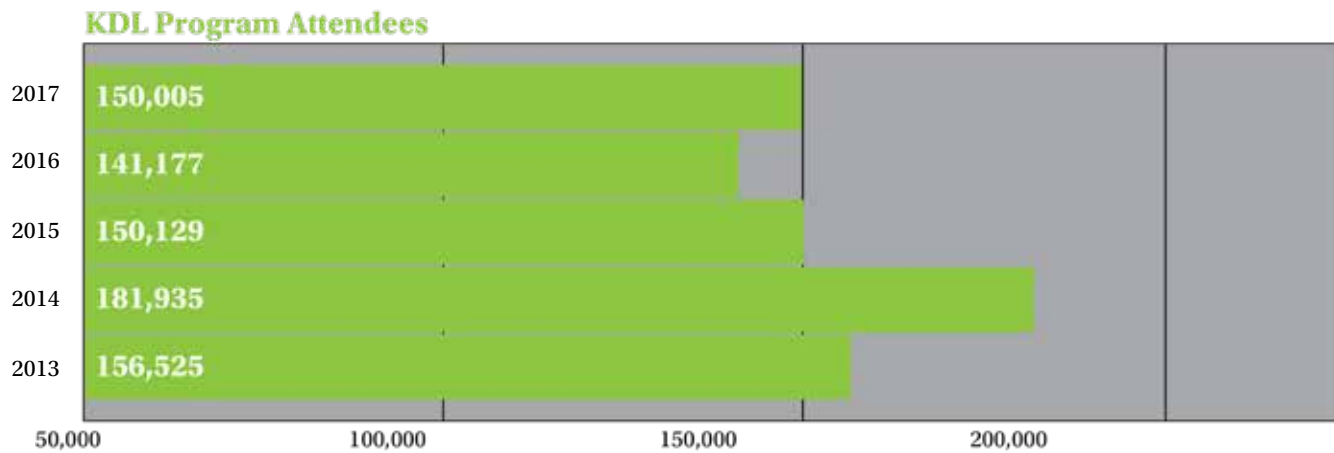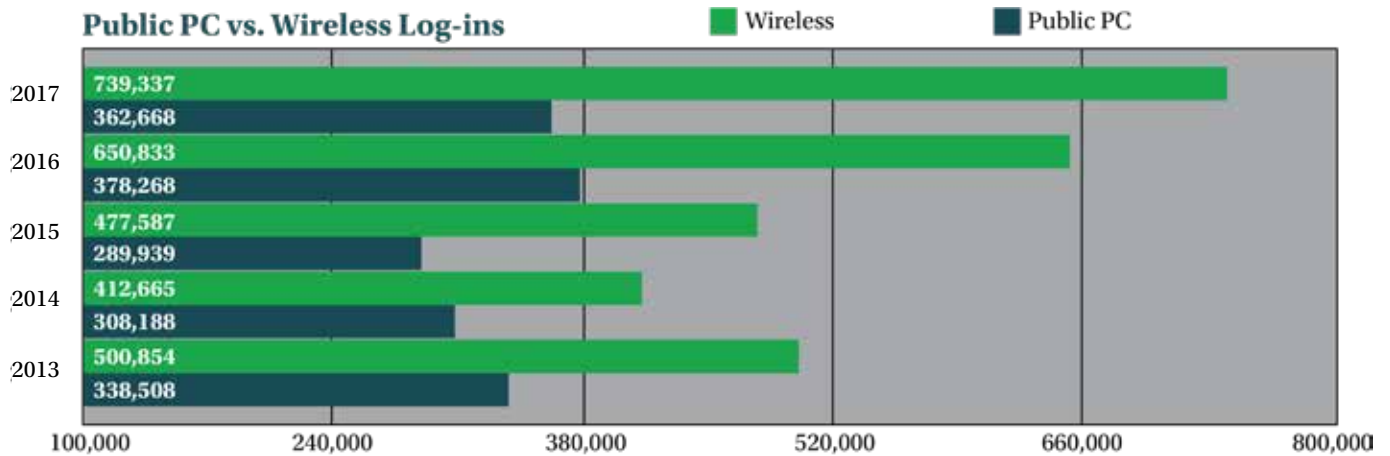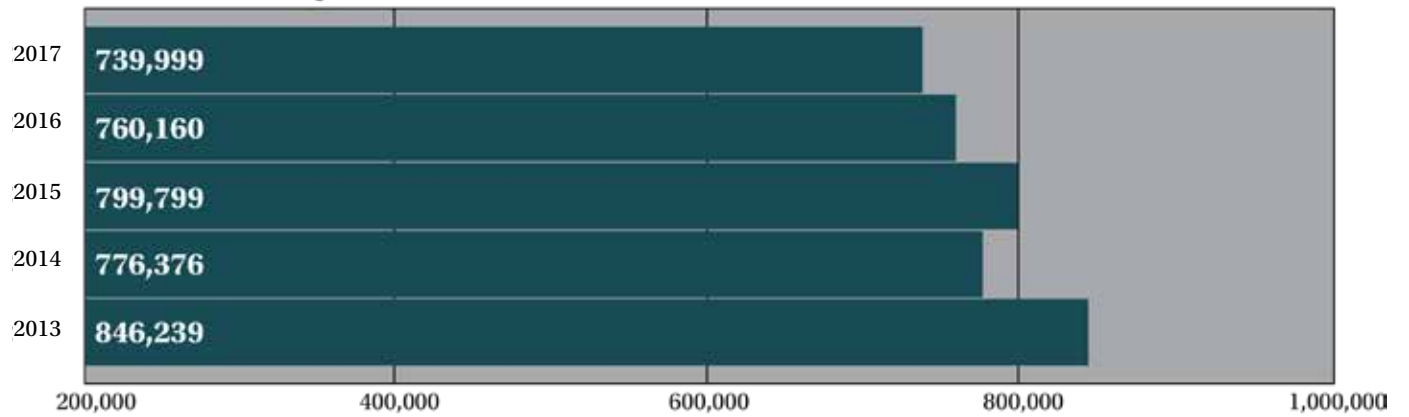
*Until the end of 2017, most digital materials were accessed through kdl.org. There has been a significant increase in the use of stand-alone applications where patrons access digital materials without needing to visit kdl.org. By the end of 2017, nearly all digital materials were accessed directly. The digital circulation data is shown in the chart on page 18.
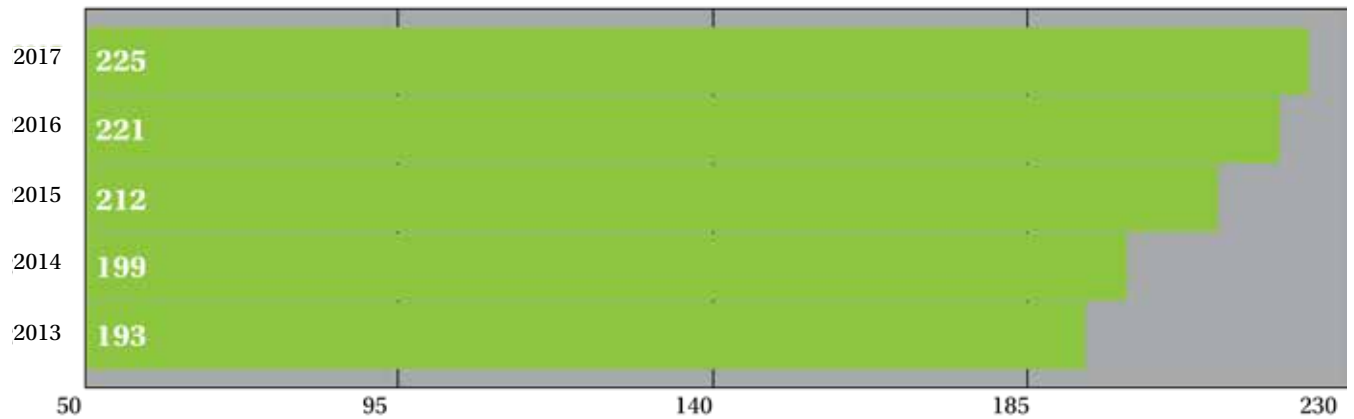
2017 Statistical Trends (cont'd)

Public PC vs. Wireless Log-ins

Legend: ■ Wireless ■ Public PC

Year	Wireless	Public PC
2017	739,337	362,668
2016	650,833	378,268
2015	477,587	289,939
2014	412,665	308,188
2013	500,854	338,508

Axis: 100,000 — 240,000 — 380,000 — 520,000 — 660,000 — 800,000

KDL Program Attendees

Year	Attendees
2017	150,005
2016	141,177
2015	150,129
2014	181,935
2013	156,525

Axis: 50,000 — 100,000 — 150,000 — 200,000

KDL Programs

Year	Programs
2017	6,556
2016	6,824
2015	6,619
2014	5,132
2013	5,391

Axis: 1,000 — 2,500 — 4,000 — 5,500 — 7,000

KDL Reference Questions

Year	Reference Questions
2017	739,999
2016	760,160
2015	799,799
2014	776,376
2013	846,239

(Axis: 200,000 — 400,000 — 600,000 — 800,000 — 1,000,000)

KDL Staff Positions

Year	Staff Positions
2017	225
2016	221
2015	212
2014	199
2013	193

(Axis: 50 — 95 — 140 — 185 — 230)

2017 Statistical Information

Circulation	
Adult Fiction	923,322
Adult Non-Fiction	566,807
Audiobooks	234,749
Book Club in a Bag	868
DVDs and Blu-ray	1,799,696
International Language	26,969
Juvenile Fiction	2,183,267
Juvenile Non-Fiction	375,711
Large Print	78,173
LBPH (Library for the Blind and Physically Handicapped)	74,419
Local Indie	2,735
MeLCat (Inter-Library Loan)	34,097
Miscellaneous	19,386
Music CDs	193,109
Periodicals	158,524
Reference	9,474
Rotating Display Items	47,531
Teen Fiction	276,933
Teen Non-Fiction	11,236
Video Games	89,311
Total Physical Circulation	**7,106,317**

Digital Downloads	
eAudiobooks	301,592
eBooks	639,538
eMagazines	31,531
eMovies	16,316
eMusic	301,358
eVideogames	426
Total Digital Circulation	**1,290,761**
TOTAL CIRCULATION	**8,397,078**

Physical Collection	
Audio (audiobooks and music CDs)	76,401
Books	724,625
Braille items	334
Kits	322
Miscellaneous items	1,131
Periodicals	29,821
Videos (DVDs and Blu-ray)	75,221
Video games	8,714
Total physical items in the library collection at year-end	**916,569**

Digital Collection	
Electronic audiobooks (eAudiobooks)	23,580
Electronic books (eBooks)	87,091
Total digital items in the library collection at year-end	**110,671**
Licensed databases - Local	34
Licensed databases - State	40
Licensed databases - Total	74

Human Resources	
Number of MLS librarians	70
Full-time equivalent of MLS librarians	62
Number of non-MLS librarians	3
Full-time equivalent of non-MLS librarians	3
Number of other paid staff	238
Full-time equivalent of other paid staff	157
Total number of staff	311
Total full-time equivalents (FTEs)	225
Total hours per week worked by MLS librarians	2,494
Total hours per week worked by all staff	8,907
Staff training hours	5,331

MeLCat & Reciprocal Borrowing	
MeLCat items borrowed by KDL from other libraries	30,170
MeLCat items loaned by KDL to other libraries	28,967

2017 Statistical Information (cont'd)

Library for the Blind and Physically Handicapped (LBPH)	
Number of registered patrons	977
Total circulation	74,419

Patron Services: Centralized Phone Center		
Phone Calls	**Quantity**	**% of Total**
Circulation	23,014	29%
Directional	938	1%
Programming	2,376	3%
Reference	12,318	15%
Transfers to branch staff	7,375	9%
General	35,087	43%
Total	**81,108**	
Percentage of calls handled (i.e. not transfered to branch staff)		91%
AskKDL (Online Forms and Email Inquiries)		
Circulation	2,421	46%
Programming	155	3%
Reference	392	8%
General	2,248	43%
Total	**5,216**	
LibChat (Online Chat in kdl.org)	**1,078**	
Total	**6,294**	

Technology	
Computers for staff	230
Computers for public	249
Patron log-ins to public computers	362,668
Patron log-ins to wireless network	739,337
Self check-out units	41
Self check-in units	14
Most concurrent patrons using the wireless network	2,942

Programs		
Type	# of Events	# of Participants
Outreach (tours, workshops, etc.)	1,947	114,286
Programs for young children	2,507	79,456
Programs for school age children	539	18,618
Programs for teens	317	6,899
Programs for adults	856	10,873
Programs for all ages	390	34,159
Total	6,556	264,291

Summer Reading Program	
Completers	Total
Babies (ages 0 – 24 mo)	793
Youth (ages 2 – 10 yrs)	9,042
Teen (ages 11 – 17 yrs)	2,620
Adult (ages 18 and older)	3,014
Total	15,469

Volunteers	
Number of Volunteers	TOTAL
Adults	170
Teens	401
Volunteer Hours	TOTAL
Adults	650
Teens	5,774

Website	
Visits to KDL.org	1,406,910
Visits to KDL's eBook/eAudiobook site	1,326,870
Visits to What's Next?: Books in Series site	719,114
Visits to KDL databases	78,539
Ask KDL (online form and email inquiries handled)	5,216
LibChat (online chat sessions)	1,078
Personalized Picks lists created	615
Blog posts	144
Percent of visits from mobile devices	44%
eNewsletter subscribers	82,263

Annual Counts	
Library visits	2,663,220
Outreach Attendance	114,286
Population of service area (2010 U.S. Census)	395,660
Cardholders (library registrations)	203,960
Information requests/computer assistance	739,999
Total annual open hours	49,851
Total weekly public service hours	996

Per Capita Measures	
Circulation per capita	21.22
Circulation per registered borrower	36.50
Collection turnover rate (i.e., circulation/collection)	8.17
Expenditure per capita	$52.89
Holdings per capita	2.59
Program attendance per capita	0.67
Public internet use per capita (PC & wireless log-ins)	2.78
Reference transactions per capita	1.87
Registration as a percentage of population	51.55%
Visits per Capita	
In person	6.73
Virtual (Website)	8.73

Systemwide Overview | 2017 Statistical Information

KENT DISTRICT LIBRARY FACTS

Library Director	Lance Werner
Population of Service Area	395,660
Physical Collection Size	916,569
Digital Collection Size	110,671
Public Computers	249
Staff	223 FTEs
Open Hours	996 hrs/wk
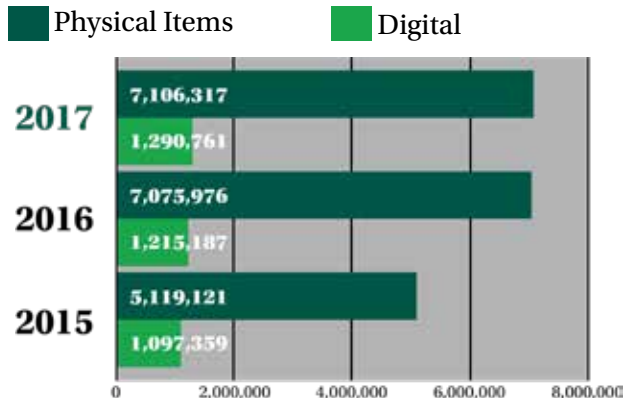
POPULATION WITH LIBRARY CARD

52% KDL Cardholders

48% Non-Cardholders

TOTAL ITEMS CHECKED-OUT
(2% increase from 2016-2017)

Physical Items   **Digital**

2017
- 7,106,317
- 1,290,761

2016
- 7,075,976
- 1,215,187

2015
- 5,119,121
- 1,097,359

(0 — 2,000,000 — 4,000,000 — 6,000,000 — 8,000,000)

BRANCH CHECK-OUTS BY RESIDENT

9% GRPL

8% LLC

83% KDL

TOTAL PEOPLE SERVED
(1% increase from 2016-2017)

Library Visits   **Outreach Attendance**   **Program Attendance**

2017
- 2,663,220
- 114,286
- 150,005

2016
- 2,656,958
- 112,122
- 141,777

2015
- 2,696,165
- 109,391
- 150,129

(0 — 1,000,000 — 2,000,000 — 3,000,000)

TOTAL BRANCH COMPUTER LOG-INS
(7% increase in total log-ins from 2016-2017)

2017
- 326,668
- 739,337

2016
- 378,268
- 650,833

2015
- 289,939
- 477,587

(0 — 200,000 — 400,000 — 600,000 — 800,000)

Public Computer Log-ins   **Wireless Log-ins**

TOTAL SUMMER READING COMPLETERS
(20% increase from 2016-2017)

2017 15,469

2016 12,874

2015 8,758

(0 — 8,000 — 16,000)
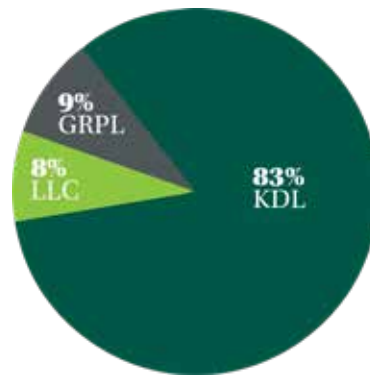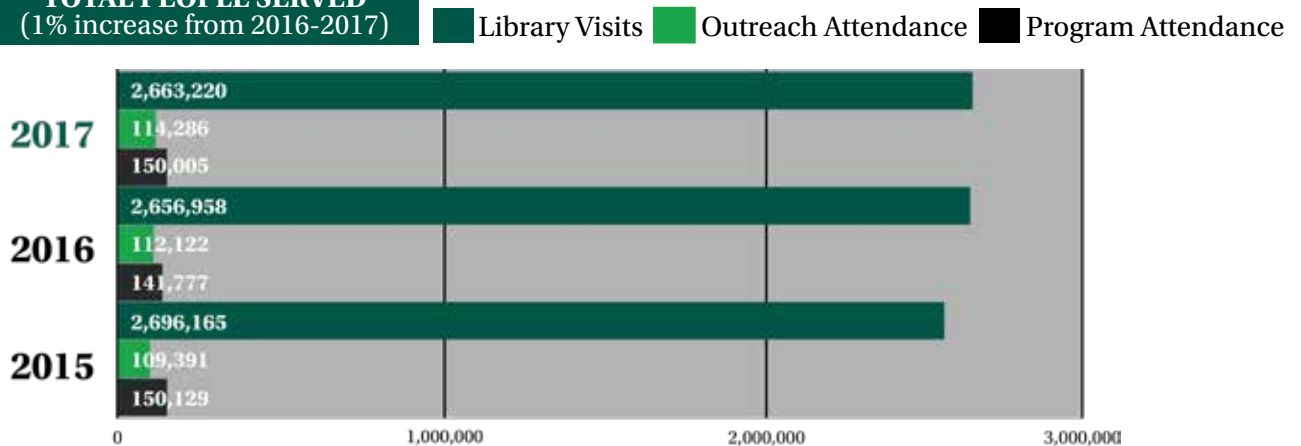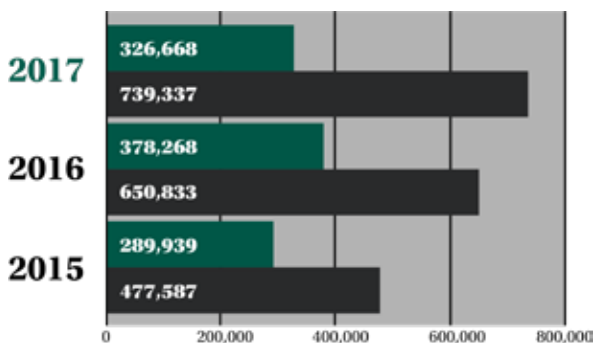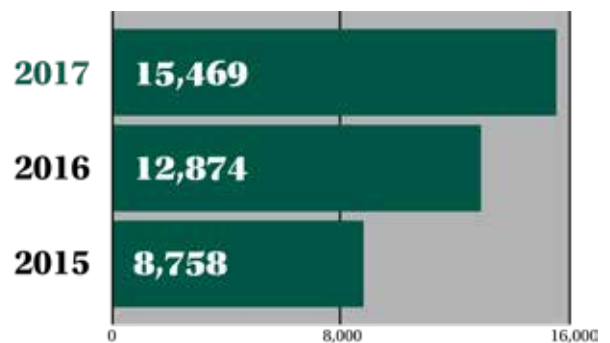
Alpine Twp. Branch | 2017 Statistical Information

BRANCH FACTS

Branch Manager	Shaunna Martz
Population of Service Area	13,336
Building Size	4,862 square feet
Public Computers	8
Staff	3 FTEs
Open Hours	40 hrs/wk

TOTAL ITEMS CHECKED-OUT
(16% decrease from 2016-2017)
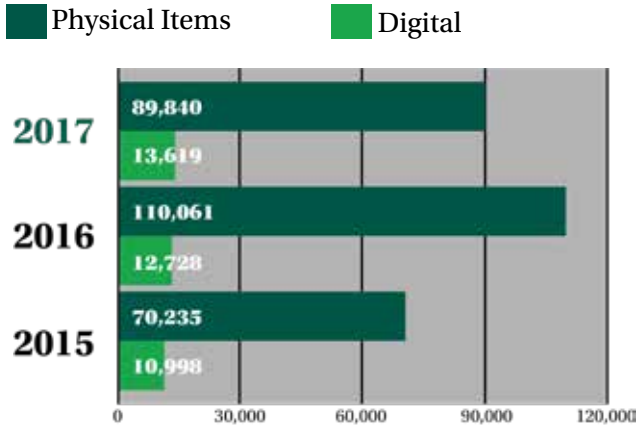
Physical Items Digital

2017: 89,840 / 13,619
2016: 110,061 / 12,728
2015: 70,235 / 10,998

POPULATION WITH LIBRARY CARD

45% KDL Cardholders
55% Non-Cardholders

BRANCH CHECK-OUTS BY RESIDENT

13% LLC
87% KDL

TOTAL PEOPLE SERVED
(4% decrease from 2016-2017)

Library Visits Outreach Attendance Program Attendance

2017: 43,131 / 942 / 1,747
2016: 45,135 / 1,486 / 1,323
2015: 45,360 / 1,902 / 2,084
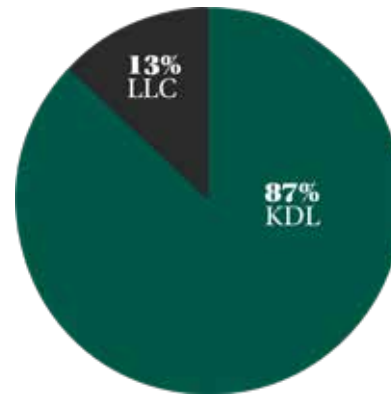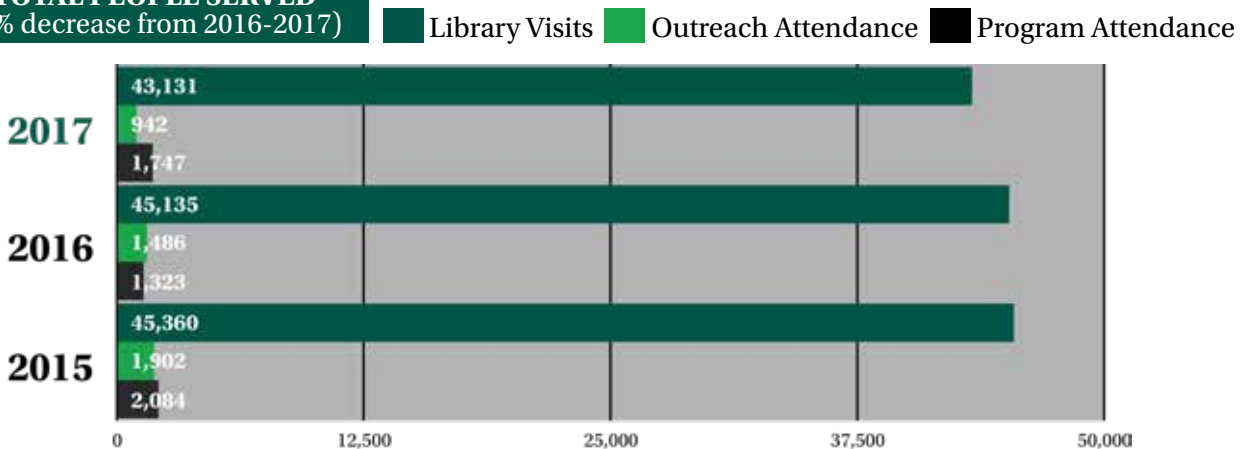
TOTAL BRANCH COMPUTER LOG-INS
(16% increase in total log-ins from 2016-2017)

2017: 5,161 / 11,746
2016: 5,471 / 9,124
2015: 4,328 / 2,385

Public Computer Log-ins Wireless Log-ins
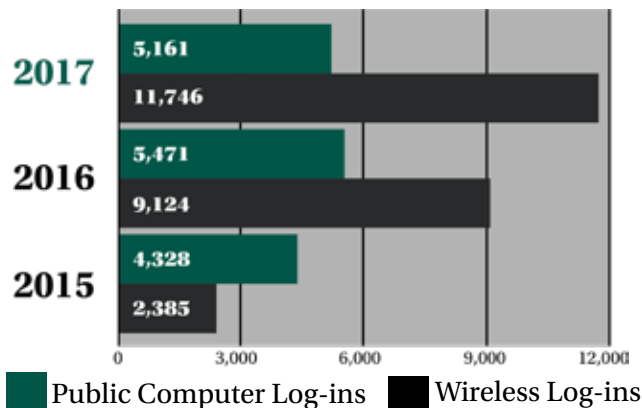
TOTAL SUMMER READING COMPLETERS
(14% increase from 2016-2017)

2017: 208
2016: 183
2015: 81
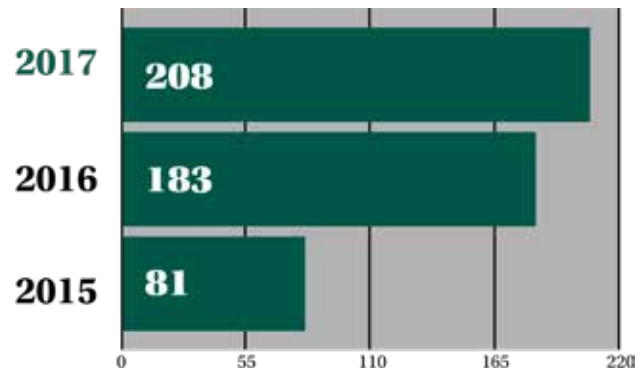
Alto Branch | 2017 Statistical Information

BRANCH FACTS

Branch Manager	Sandy Graham
Population of Service Area	2,793
Building Size	5,795 square feet
Public Computers	4
Staff	2.875 FTEs
Open Hours	37.5 hrs/wk

POPULATION WITH LIBRARY CARD

44% Non-Cardholders
56% KDL Cardholders

TOTAL ITEMS CHECKED-OUT
(5% decrease from 2016-2017)
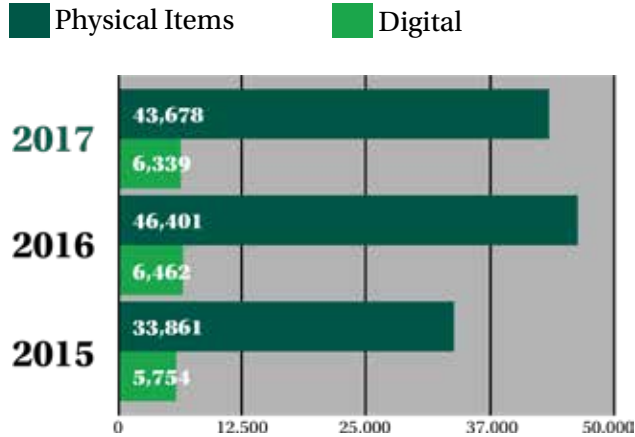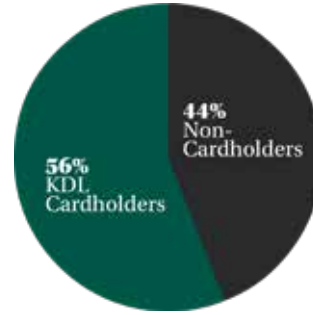
Physical Items   Digital

Year	Physical Items	Digital
2017	43,678	6,339
2016	46,401	6,462
2015	33,861	5,754

BRANCH CHECK-OUTS BY RESIDENT

8% LLC
92% KDL

TOTAL PEOPLE SERVED
(1% increase from 2016-2017)

Library Visits   Outreach Attendance   Program Attendance

Year	Library Visits	Outreach Attendance	Program Attendance
2017	18,044	1,580	2,304
2016	18,583	1,406	1,823
2015	20,263	2,178	1,861

TOTAL BRANCH COMPUTER LOG-INS
(9% increase in total log-ins from 2016-2017)

Year	Public Computer Log-ins	Wireless Log-ins
2017	1,018	6,706
2016	1,152	5,918
2015	1,258	1,393

Public Computer Log-ins   Wireless Log-ins
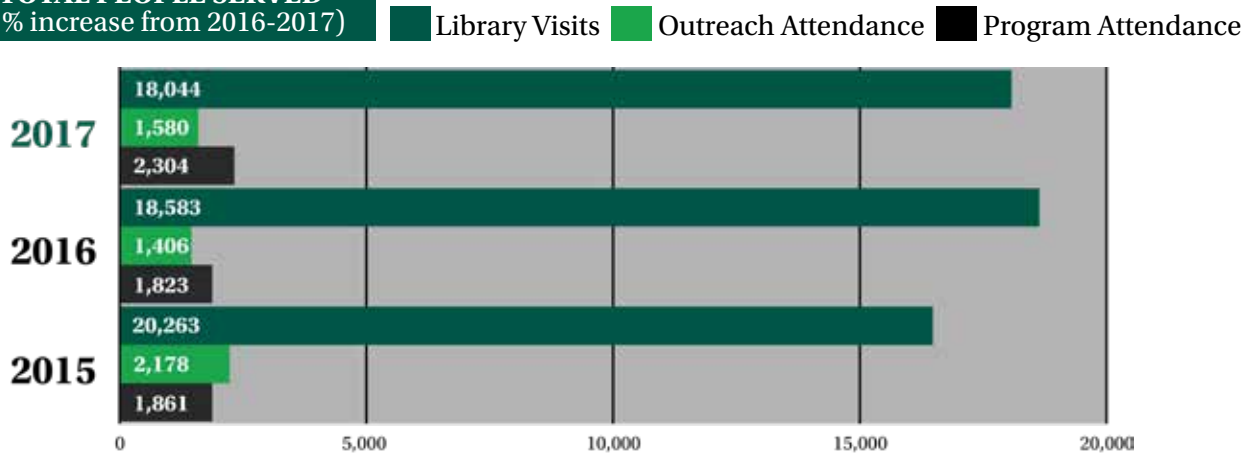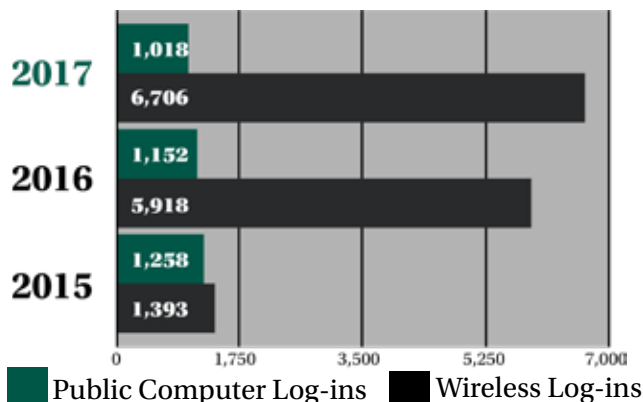
TOTAL SUMMER READING COMPLETERS
(12% decrease from 2016-2017)

Year	Completers
2017	108
2016	123
2015	60
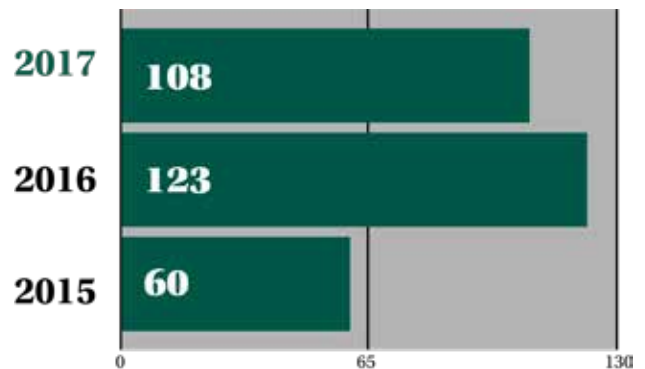
Byron Twp. Branch | 2017 Statistical Information

BRANCH FACTS

Branch Manager	Eric DeHaan
Population of Service Area	20,317
Building Size	13,600 square feet
Public Computers	9
Staff	8.675 FTEs
Open Hours	54.5 hrs/wk
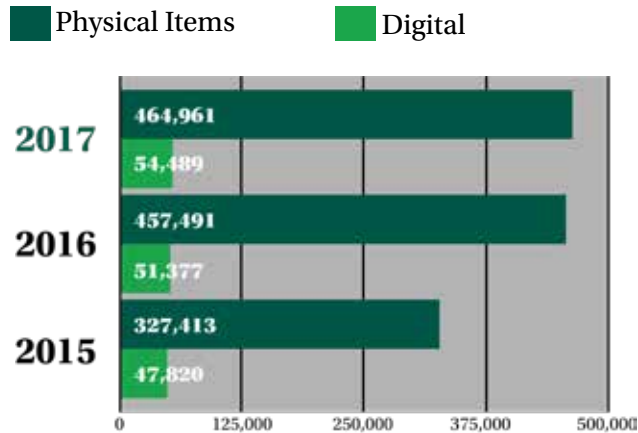
POPULATION WITH LIBRARY CARD

56% KDL Cardholders

44% Non-Cardholders

TOTAL ITEMS CHECKED-OUT
(2% increase from 2016-2017)

- Physical Items
- Digital

2017
464,961
54,489

2016
457,491
51,377

2015
327,413
47,820

0 — 125,000 — 250,000 — 375,000 — 500,000

BRANCH CHECK-OUTS BY RESIDENT

9% LLC

91% KDL

TOTAL PEOPLE SERVED
(3% decrease from 2016-2017)

- Library Visits
- Outreach Attendance
- Program Attendance

2017
142,281
6,720
8,025

2016
147,208
5,483
8,407

2015
147,530
6,169
8,204

0 — 40,000 — 80,000 — 120,000 — 160,000
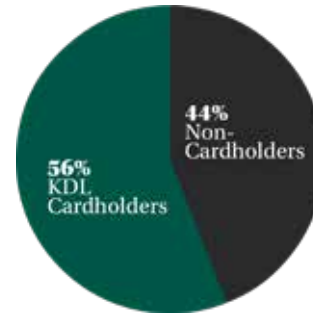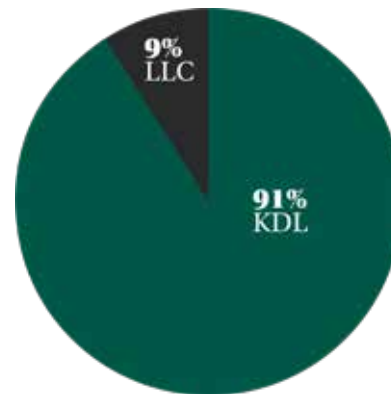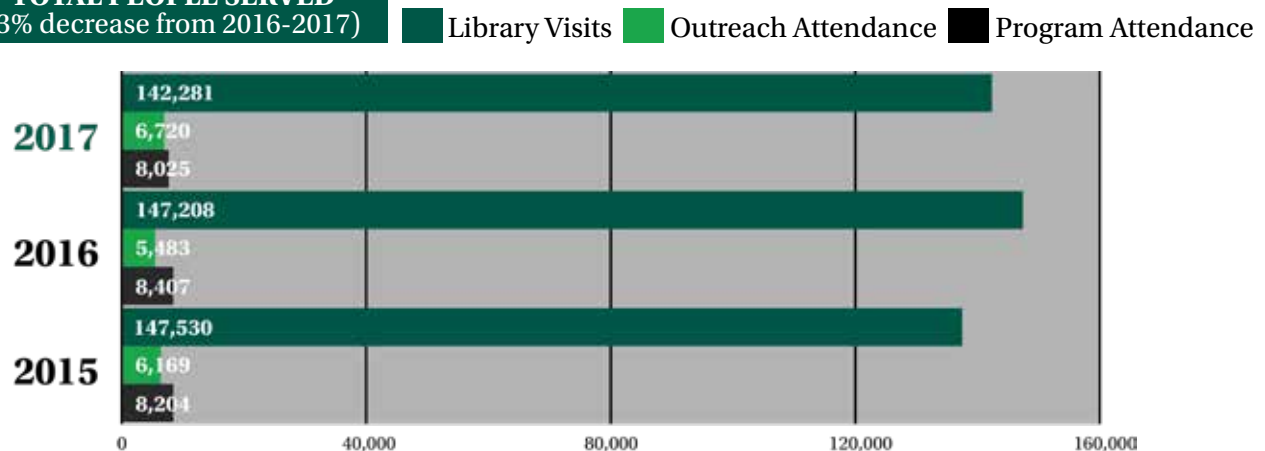
TOTAL BRANCH COMPUTER LOG-INS
(5% increase in total log-ins from 2016-2017)

2017
8,929
28,446

2016
10,276
25,284

2015
8,030
16,101

0 — 7,500 — 15,000 — 22,500 — 30,000

- Public Computer Log-ins
- Wireless Log-ins
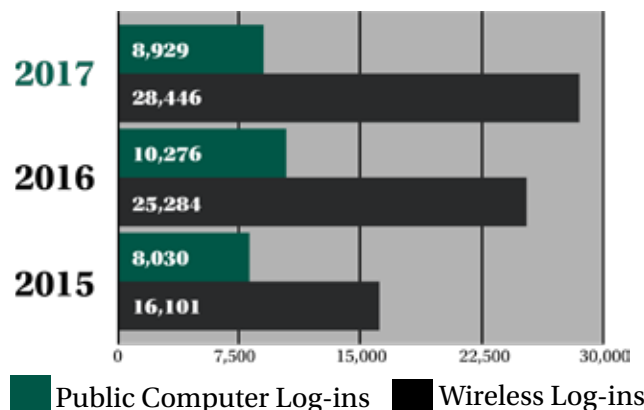
TOTAL SUMMER READING COMPLETERS
(5% increase from 2016-2017)

2017 1,674

2016 1,594

2015 1,179

0 — 850 — 1,700
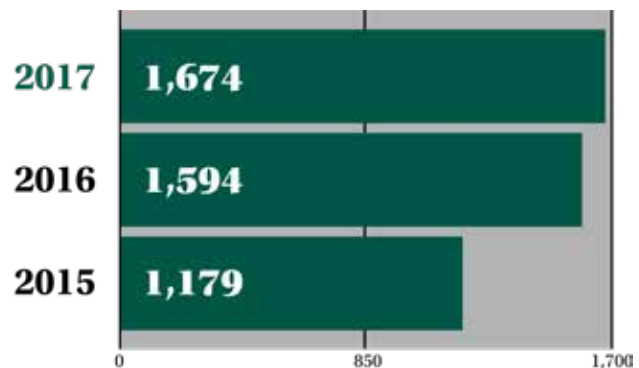
Caledonia Twp. Branch | 2017 Statistical Information

BRANCH FACTS

Branch Manager	Liz Guarino-Kozlowicz
Population of Service Area	12,294
Building Size	15,464 square feet
Public Computers	14
Staff	6.5 FTEs
Open Hours	49 hrs/wk

POPULATION WITH LIBRARY CARD

41% Non-Cardholders
59% KDL Cardholders
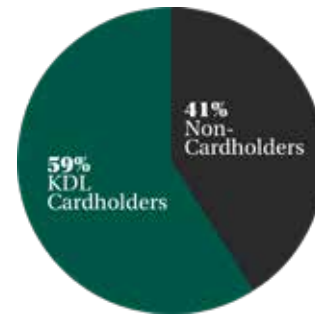
TOTAL ITEMS CHECKED-OUT
(0% change from 2016-2017)

■ Physical Items   ■ Digital

2017
276,134
36,472

2016
276,763
35,285

2015
189,188
29,610

0   75,000   150,000   225,000   300,000

BRANCH CHECK-OUTS BY RESIDENT

20% LLC
80% KDL
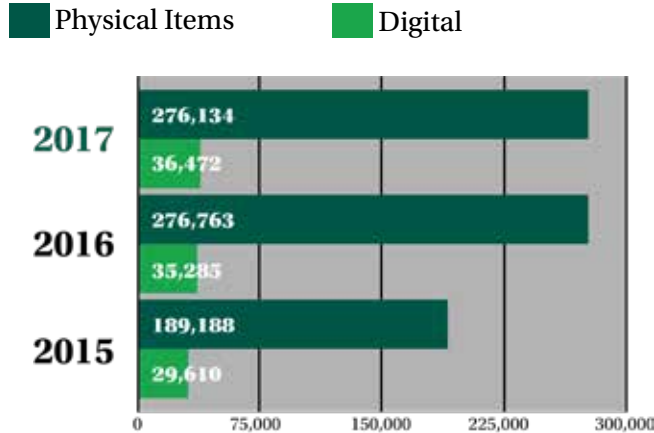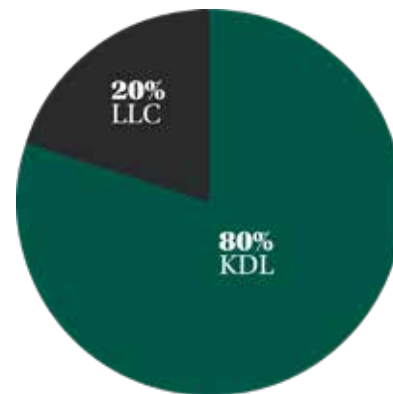
TOTAL PEOPLE SERVED
(12% increase from 2016-2017)
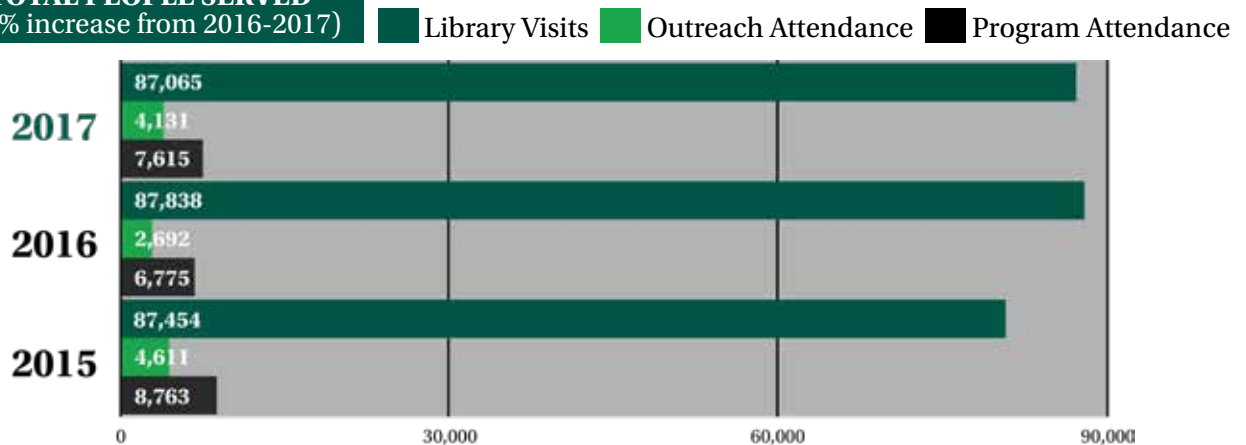
■ Library Visits   ■ Outreach Attendance   ■ Program Attendance

2017
87,065
4,131
7,615

2016
87,838
2,692
6,775

2015
87,454
4,611
8,763

0   30,000   60,000   90,000

TOTAL BRANCH COMPUTER LOG-INS
(9% increase in total log-ins from 2016-2017)

2017
9,802
37,517

2016
10,817
32,541

2015
8,526
21,942

0   10,000   20,000   30,000   40,000

■ Public Computer Log-ins   ■ Wireless Log-ins
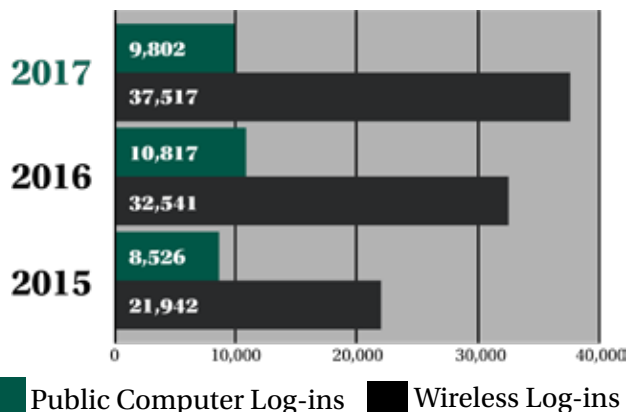
TOTAL SUMMER READING COMPLETERS
(2% increase from 2016-2017)

2017
792

2016
778

2015
531

0   400   800
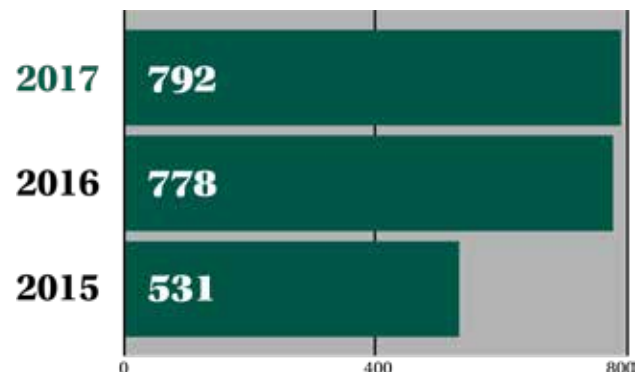
Cascade Twp. Branch | 2017 Statistical Information

BRANCH FACTS

Branch Manager	Diane Cutler
Population of Service Area	17,134
Building Size	21,913 square feet
Public Computers	12
Staff	15.825 FTEs
Open Hours	62 hrs/wk
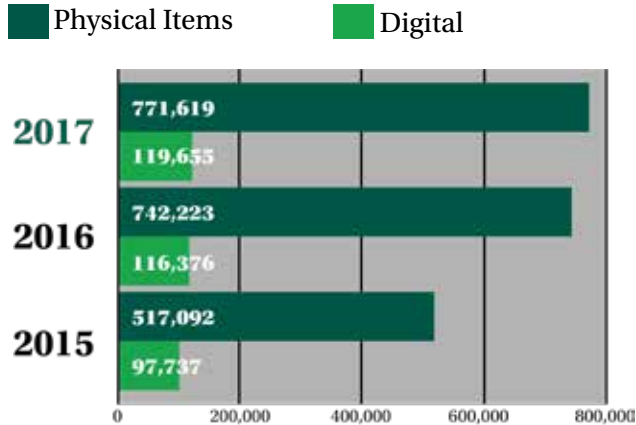
POPULATION WITH LIBRARY CARD

42% Non-Cardholders

58% KDL Cardholders

TOTAL ITEMS CHECKED-OUT
(4% increase from 2016-2017)

■ Physical Items ■ Digital

2017
- 771,619
- 119,655

2016
- 742,223
- 116,376

2015
- 517,092
- 97,737

0 — 200,000 — 400,000 — 600,000 — 800,000

BRANCH CHECK-OUTS BY RESIDENT

5% GRPL

2% LLC

93% KDL

TOTAL PEOPLE SERVED
(4% increase from 2016-2017)

■ Library Visits ■ Outreach Attendance ■ Program Attendance

2017
- 256,793
- 13,065
- 19,889

2016
- 248,322
- 11,558
- 17,762

2015
- 243,305
- 8,294
- 15,825

0 — 75,000 — 150,000 — 225,000 — 300,000

TOTAL BRANCH COMPUTER LOG-INS
(13% increase in total log-ins from 2016-2017)

2017
- 21,423
- 63,456

2016
- 21,522
- 53,268

2015
- 15,448
- 37,639

0 — 17,500 — 35,000 — 52,500 — 70,000

■ Public Computer Log-ins ■ Wireless Log-ins
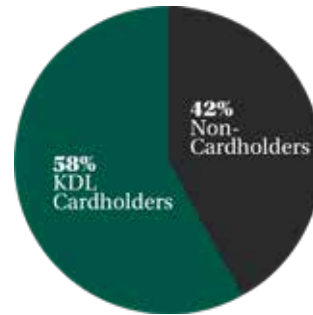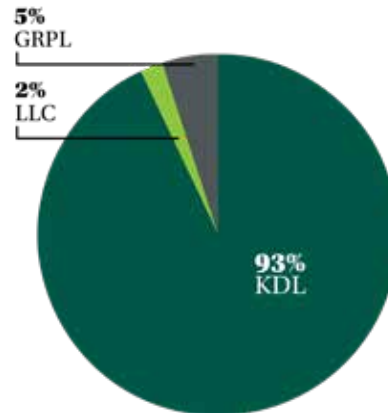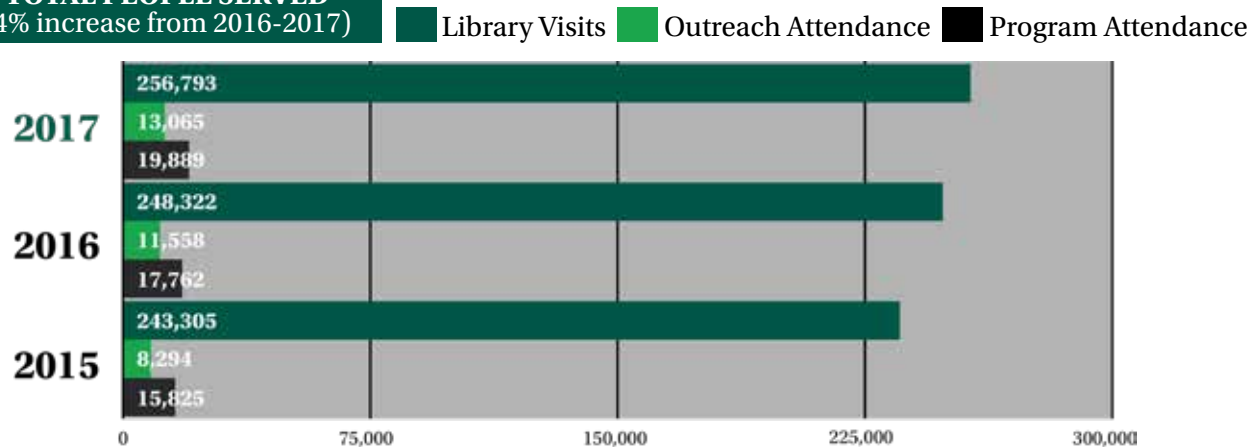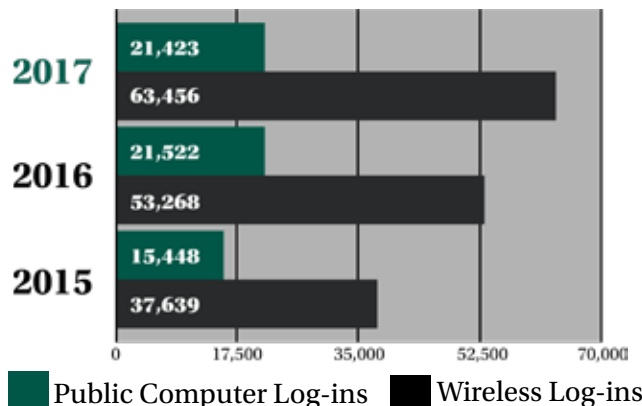
TOTAL SUMMER READING COMPLETERS
(48% increase from 2016-2017)

2017 1,440

2016 971

2015 709

0 — 750 — 1,500
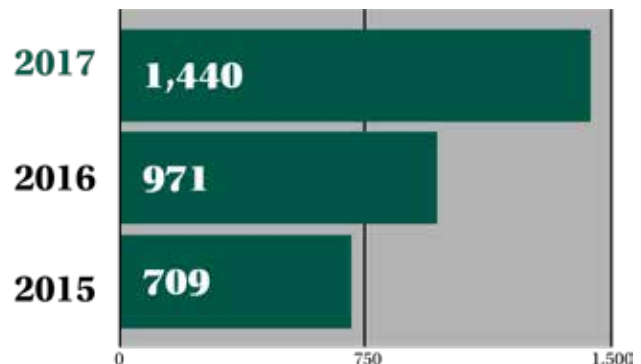
Comstock Park Branch | 2017 Statistical Information

BRANCH FACTS

Branch Manager	Nancy Mulder
Population of Service Area	30,952 (Plainfield Twp.)
Building Size	4,095 square feet
Public Computers	6
Staff	4.675 FTEs
Open Hours	45.5 hrs/wk

POPULATION WITH LIBRARY CARD

49% Non-Cardholders

51% KDL Cardholders

TOTAL ITEMS CHECKED-OUT
(1% increase from 2016-2017)
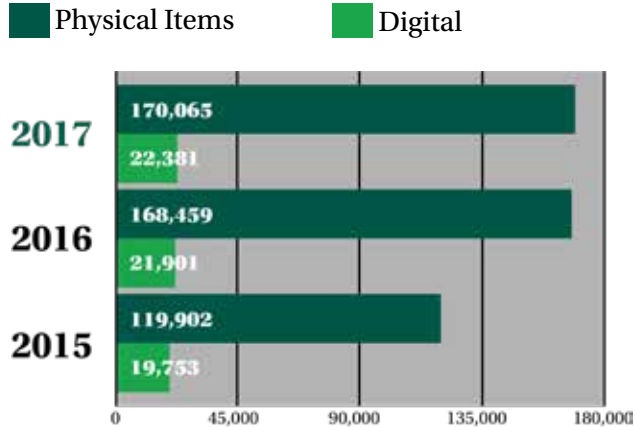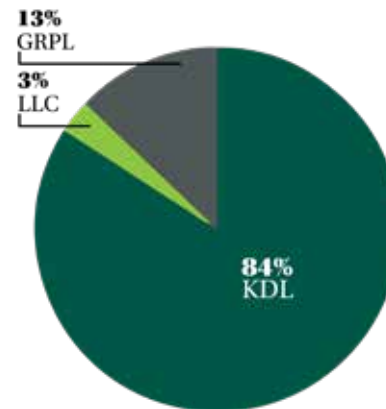
■ Physical Items ■ Digital

2017
170,065
22,381

2016
168,459
21,901

2015
119,902
19,753

0   45,000   90,000   135,000   180,000

BRANCH CHECK-OUTS BY RESIDENT

13% GRPL

3% LLC

84% KDL

TOTAL PEOPLE SERVED
(1% decrease from 2016-2017)

■ Library Visits ■ Outreach Attendance ■ Program Attendance

2017
82,720
4,933
5,516

2016
84,129
5,236
4,330

2015
88,014
6,144
5,246

0   30,000   60,000   90,000

TOTAL BRANCH COMPUTER LOG-INS
(7% decrease in total log-ins from 2016-2017)

2017
7,625
17,495

2016
8,928
18,003

2015
8,415
8,330

0   5,000   10,000   15,000   20,000

■ Public Computer Log-ins ■ Wireless Log-ins
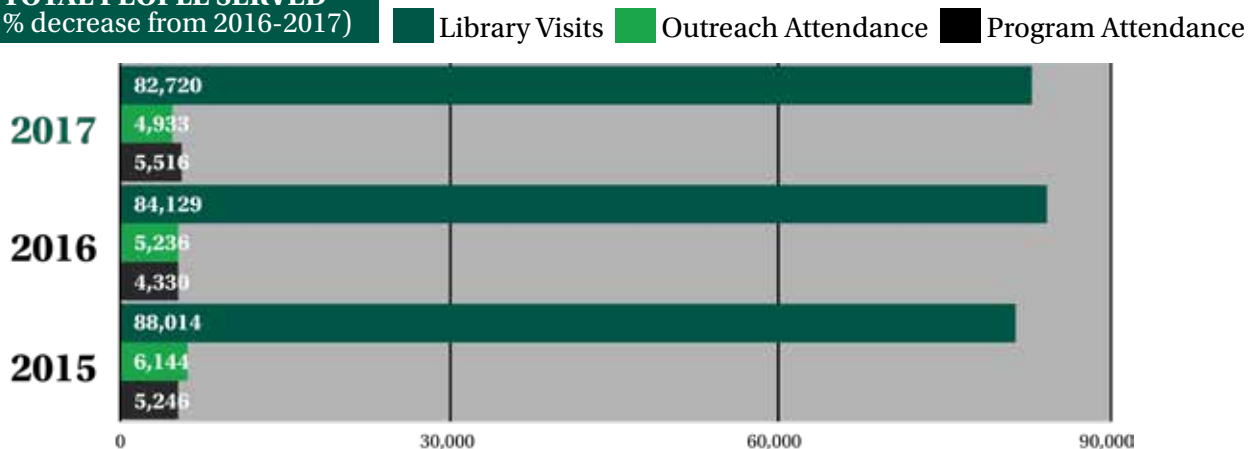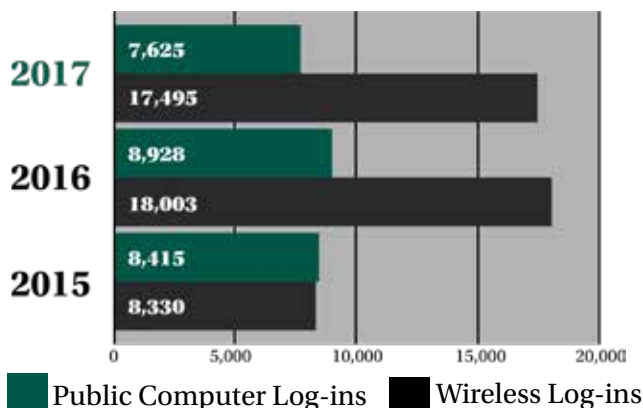
TOTAL SUMMER READING COMPLETERS
(52% increase from 2016-2017)

2017 335

2016 221

2015 178

0   170   340
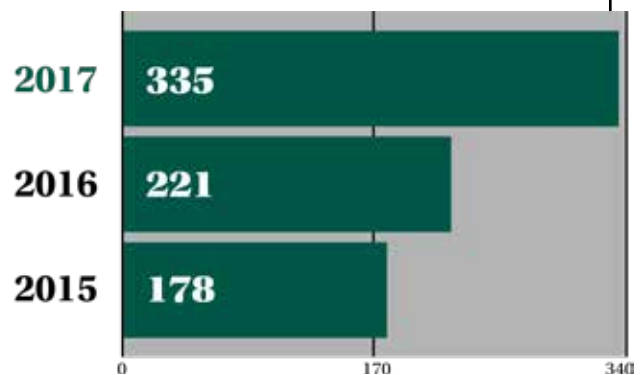
East Grand Rapids Branch | 2017 Statistical Information

BRANCH FACTS

Branch Manager	Dawn Lewis
Population of Service Area	10,694
Building Size	26,950 square feet
Public Computers	14
Staff	13.65 FTEs
Open Hours	62 hrs/wk
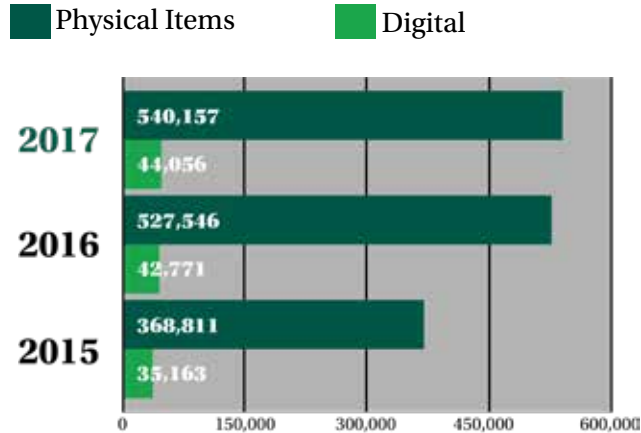
POPULATION WITH LIBRARY CARD

33% Non-Cardholders

67% KDL Cardholders

TOTAL ITEMS CHECKED-OUT
(2% increase from 2016-2017)

■ Physical Items ■ Digital

2017
540,157
44,056

2016
527,546
42,771

2015
368,811
35,163

(axis: 0, 150,000, 300,000, 450,000, 600,000)

BRANCH CHECK-OUTS BY RESIDENT

37% GRPL

62% KDL

1% LLC

TOTAL PEOPLE SERVED
(1% decrease from 2016-2017)

■ Library Visits ■ Outreach Attendance ■ Program Attendance

2017
342,259
7,850
21,338

2016
343,531
10,235
20,283

2015
353,923
8,493
20,522

(axis: 0, 100,000, 200,000, 300,000, 400,000)
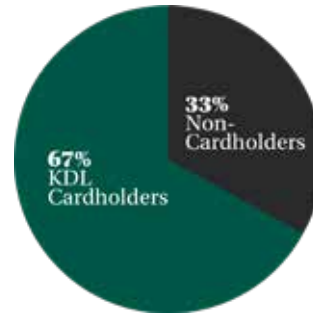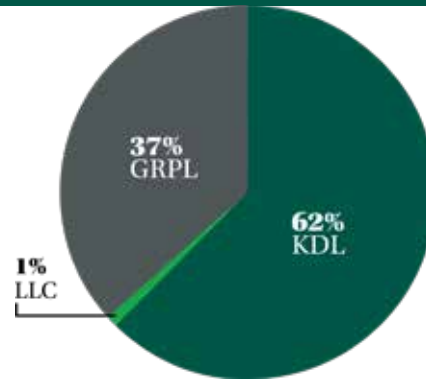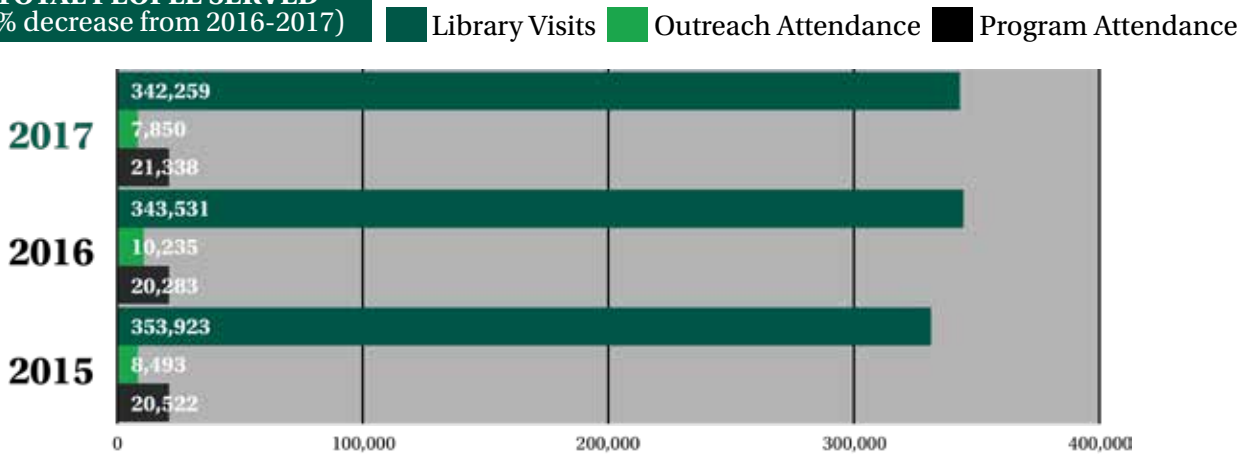
TOTAL BRANCH COMPUTER LOG-INS
(11% increase in total log-ins from 2016-2017)

2017
29,201
108,681

2016
26,302
97,434

2015
22,122
94,202

(axis: 0, 27,500, 55,000, 82,500, 110,000)

■ Public Computer Log-ins ■ Wireless Log-ins
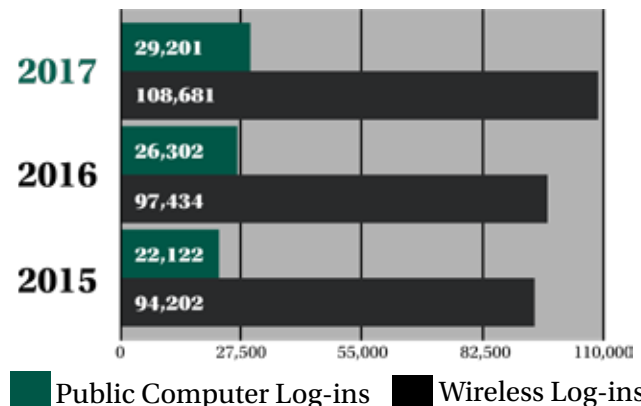
TOTAL SUMMER READING COMPLETERS
(35% increase from 2016-2017)

2017 1,051

2016 778

2015 508

(axis: 0, 550, 1,100)
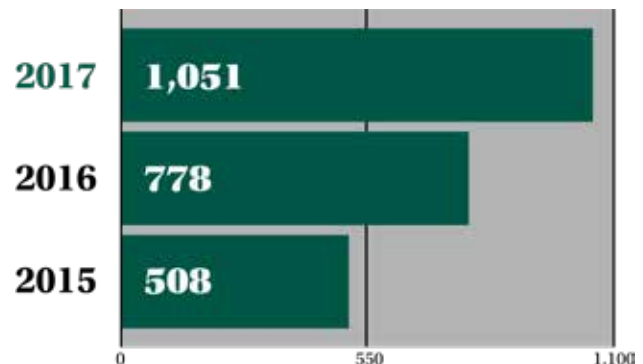
Englehardt Branch | 2017 Statistical Information

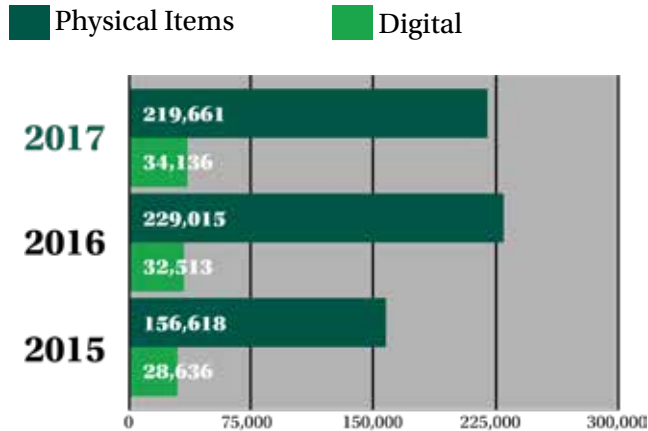## BRANCH FACTS

Branch Manager	Heather Wood-Gramza
Population of Service Area	3,783 (City of Lowell)
Building Size	8,771 square feet
Public Computers	8
Staff	5.325 FTEs
Open Hours	46.5 hrs/wk

POPULATION WITH LIBRARY CARD
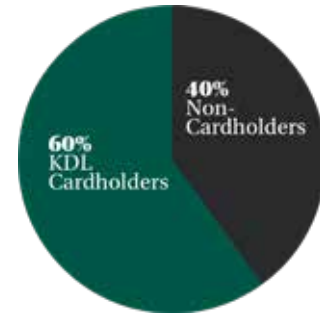
40% Non-Cardholders
60% KDL Cardholders

TOTAL ITEMS CHECKED-OUT
(3% decrease from 2016-2017)

■ Physical Items ■ Digital

2017 — 219,661 / 34,136
2016 — 229,015 / 32,513
2015 — 156,618 / 28,636

BRANCH CHECK-OUTS BY RESIDENT

10% LLC
90% KDL

TOTAL PEOPLE SERVED
(2% decrease from 2016-2017)

■ Library Visits ■ Outreach Attendance ■ Program Attendance

2017 — 96,131 / 2,406 / 3,306
2016 — 98,033 / 2,583 / 3,433
2015 — 101,845 / 2,414 / 4,464

TOTAL BRANCH COMPUTER LOG-INS
(9% increase in total log-ins from 2016-2017)

2017 — 11,093 / 29,870
2016 — 12,652 / 25,044
2015 — 10,520 / 8,473

■ Public Computer Log-ins ■ Wireless Log-ins
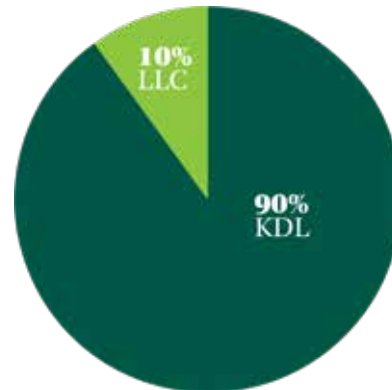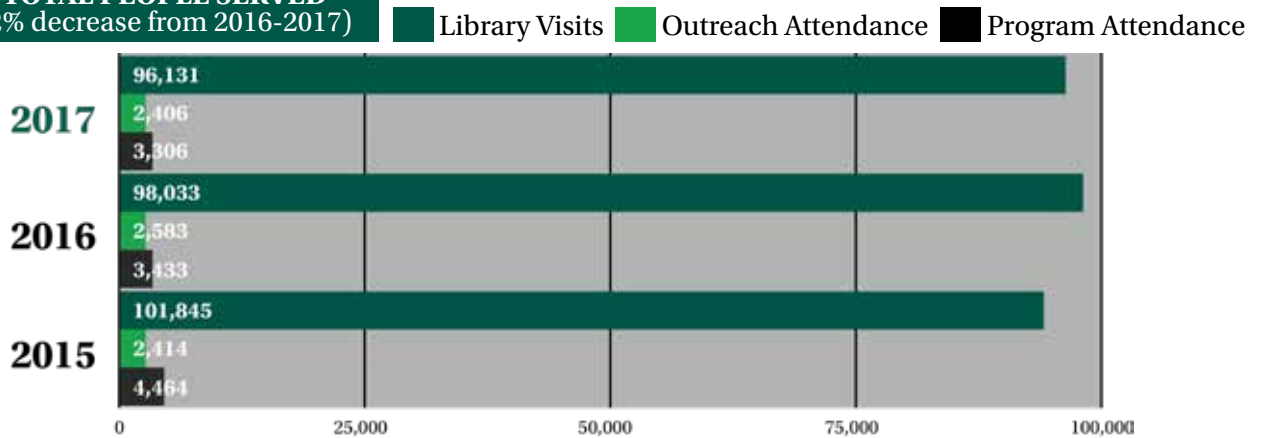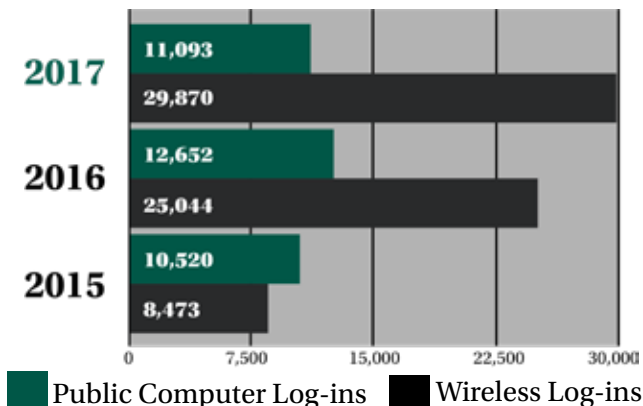
TOTAL SUMMER READING COMPLETERS
(16% decrease from 2016-2017)

2017 — 553
2016 — 659
2015 — 311
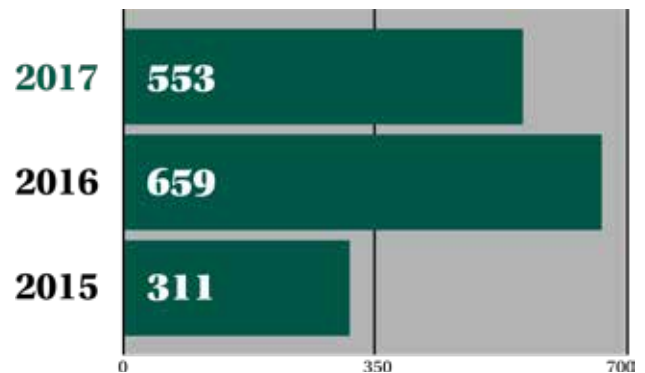
Gaines Twp. Branch | 2017 Statistical Information

BRANCH FACTS

Branch Manager	Anjie Gleisner
Population of Service Area	25,146
Building Size	10,400 square feet
Public Computers	16
Staff	7.675 FTEs
Open Hours	54 hrs/wk

POPULATION WITH LIBRARY CARD
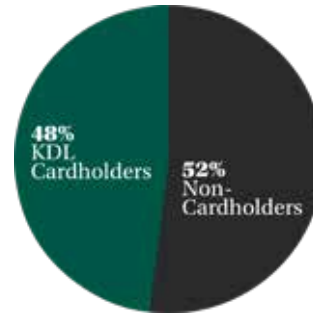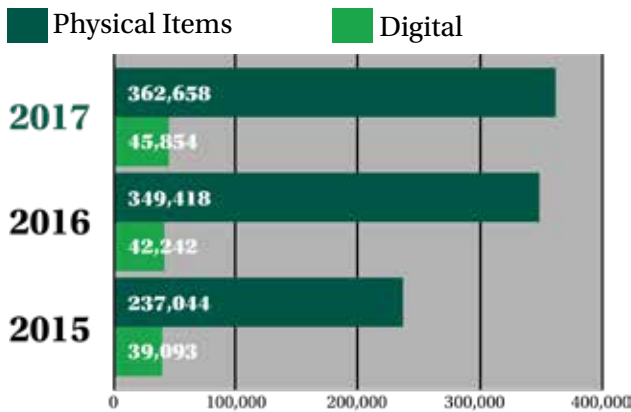
48% KDL Cardholders
52% Non-Cardholders

TOTAL ITEMS CHECKED-OUT
(4% increase from 2016-2017)

■ Physical Items ■ Digital

2017: 362,658 / 45,854
2016: 349,418 / 42,242
2015: 237,044 / 39,093

(0 – 100,000 – 200,000 – 300,000 – 400,000)

BRANCH CHECK-OUTS BY RESIDENT

2% GRPL
2% LLC
96% KDL

TOTAL PEOPLE SERVED
(3% decrease from 2016-2017)

■ Library Visits ■ Outreach Attendance ■ Program Attendance

2017: 127,225 / 3,477 / 3,199
2016: 131,512 / 3,266 / 2,883
2015: 126,494 / 2,134 / 2,995

(0 – 35,000 – 70,000 – 105,000 – 140,000)

TOTAL BRANCH COMPUTER LOG-INS
(14% increase in total log-ins from 2016-2017)

2017: 22,945 / 42,859
2016: 22,564 / 35,060
2015: 17,813 / 15,131

(0 – 12,500 – 25,000 – 37,500 – 50,000)

■ Public Computer Log-ins ■ Wireless Log-ins

TOTAL SUMMER READING COMPLETERS
(20% increase from 2016-2017)

2017: 686
2016: 574
2015: 301

(0 – 350 – 700)
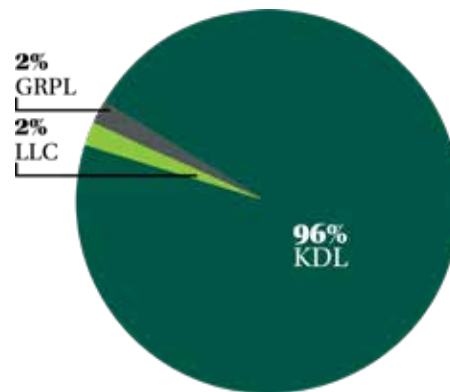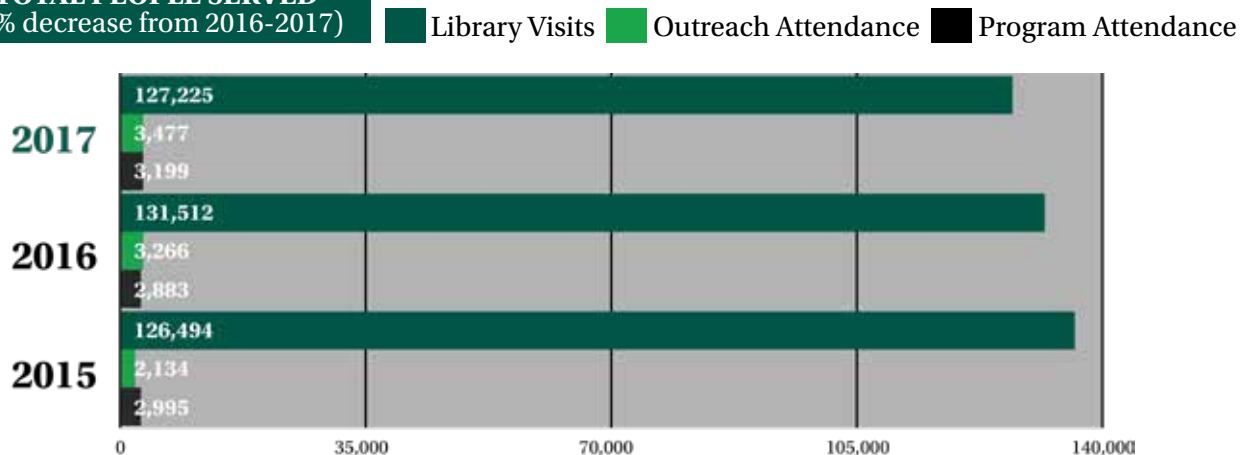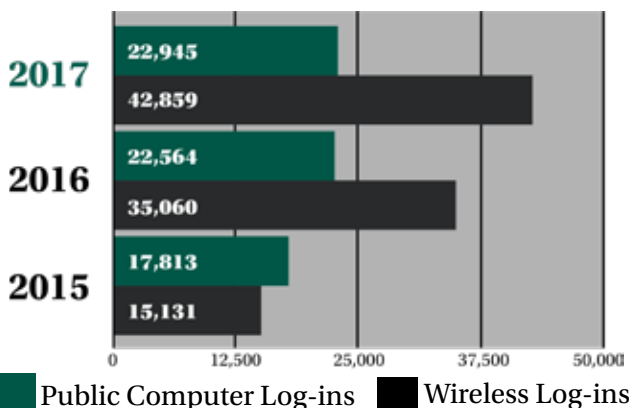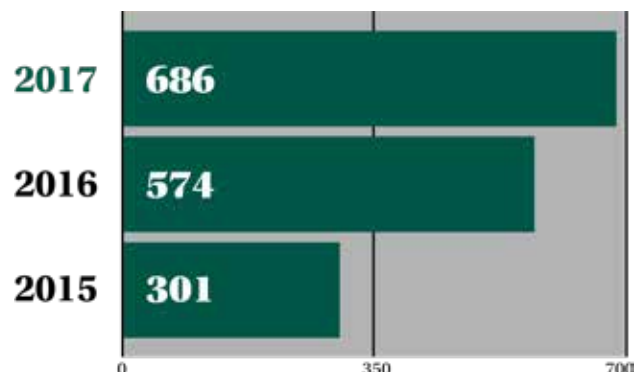
Grandville Branch | 2017 Statistical Information

BRANCH FACTS

Branch Manager	Josh Bernstein
Population of Service Area	15,378
Building Size	18,672 square feet
Public Computers	19
Staff	14.825 FTEs
Open Hours	62 hrs/wk
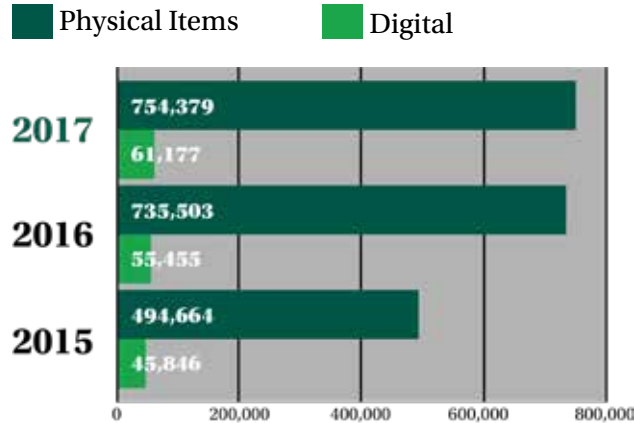
POPULATION WITH LIBRARY CARD

57% KDL Cardholders

43% Non-Cardholders

TOTAL ITEMS CHECKED-OUT
(3% increase from 2016-2017)

■ Physical Items   ■ Digital

2017 754,379 / 61,177
2016 735,503 / 55,455
2015 494,664 / 45,846

0 — 200,000 — 400,000 — 600,000 — 800,000

BRANCH CHECK-OUTS BY RESIDENT

3% GRPL

29% LLC

68% KDL

TOTAL PEOPLE SERVED
(2% increase from 2016-2017)

■ Library Visits   ■ Outreach Attendance   ■ Program Attendance

2017 267,610 / 8,217 / 11,497
2016 262,690 / 7,477 / 10,314
2015 264,423 / 4,060 / 10,727

0 — 75,000 — 150,000 — 225,000 — 300,000

TOTAL BRANCH COMPUTER LOG-INS
(13% increase in total log-ins from 2016-2017)

2017 41,002 / 57,477
2016 40,221 / 47,122
2015 33,086 / 28,818

0 — 15,000 — 30,000 — 45,000 — 60,000

■ Public Computer Log-ins   ■ Wireless Log-ins
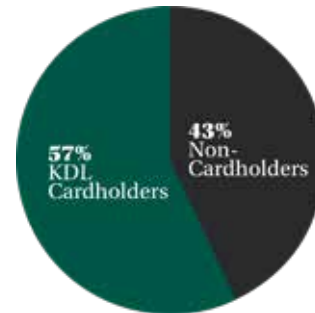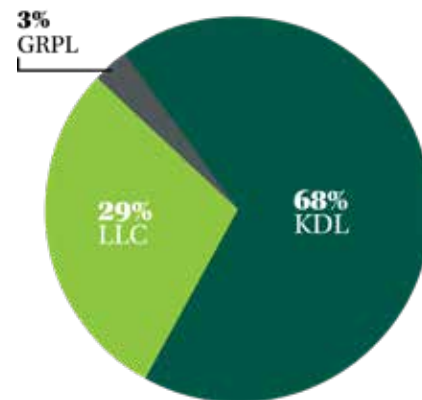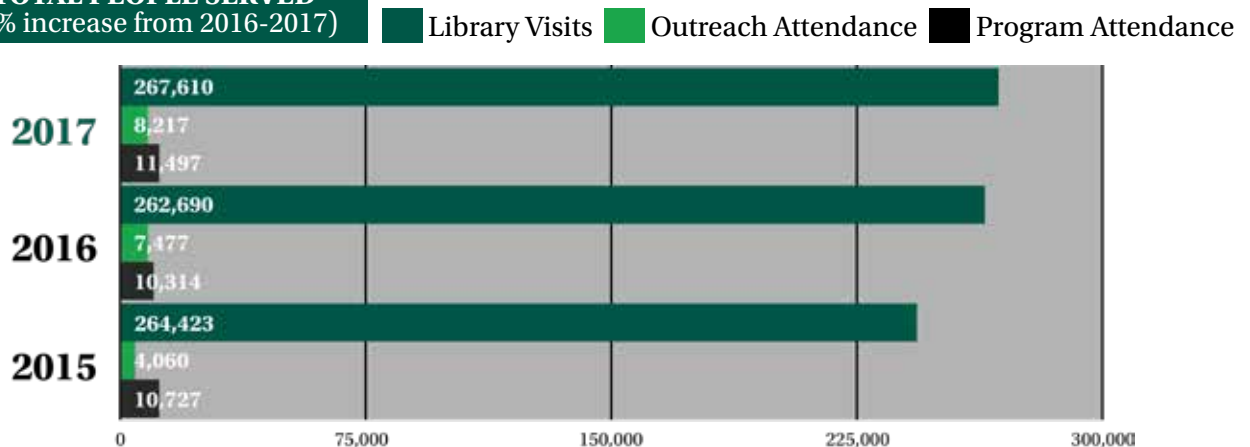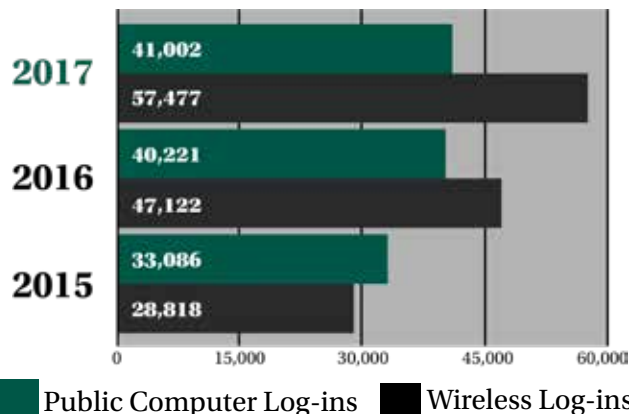
TOTAL SUMMER READING COMPLETERS
(8% increase from 2016-2017)

2017 2,077
2016 1,920
2015 1,296

0 — 1,050 — 2,100
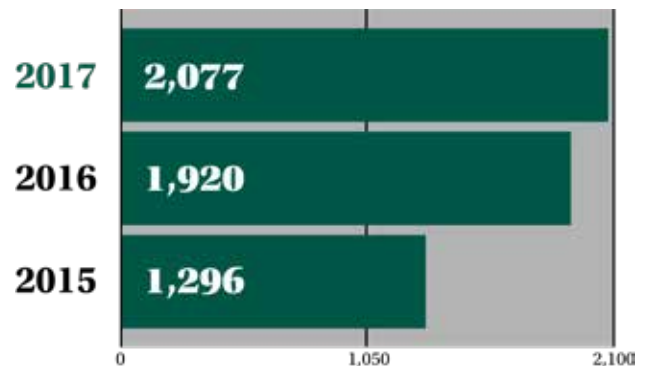
Kentwood (Richard L. Root) Branch | 2017 Statistical Information

BRANCH FACTS

Branch Manager	Cheryl Cammenga
Population of Service Area	48,707
Building Size	45,489 square feet
Public Computers	37
Staff	15.975 FTEs
Open Hours	62 hrs/wk
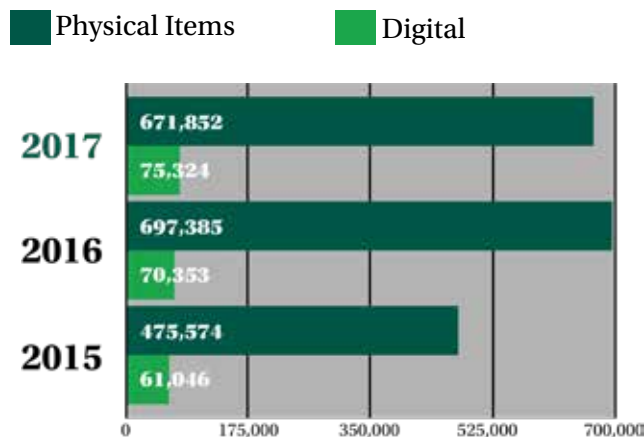
POPULATION WITH LIBRARY CARD

52% KDL Cardholders

48% Non-Cardholders

TOTAL ITEMS CHECKED-OUT
(3% decrease from 2016-2017)

- Physical Items
- Digital

2017: 671,852 / 75,324
2016: 697,385 / 70,353
2015: 475,574 / 61,046

BRANCH CHECK-OUTS BY RESIDENT

1% LLC

15% GRPL

84% KDL

TOTAL PEOPLE SERVED
(1% increase from 2016-2017)

- Library Visits
- Outreach Attendance
- Program Attendance

2017: 233,186 / 8,816 / 11,592
2016: 230,845 / 8,049 / 13,034
2015: 238,132 / 11,339 / 14,434

TOTAL BRANCH COMPUTER LOG-INS
(7% increase in total log-ins from 2016-2017)

2017: 63,908 / 83,209
2016: 64,079 / 73,520
2015: 44,428 / 85,028
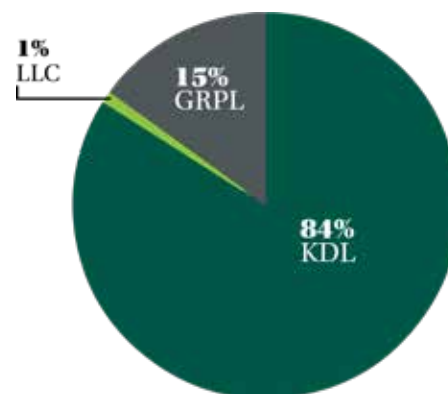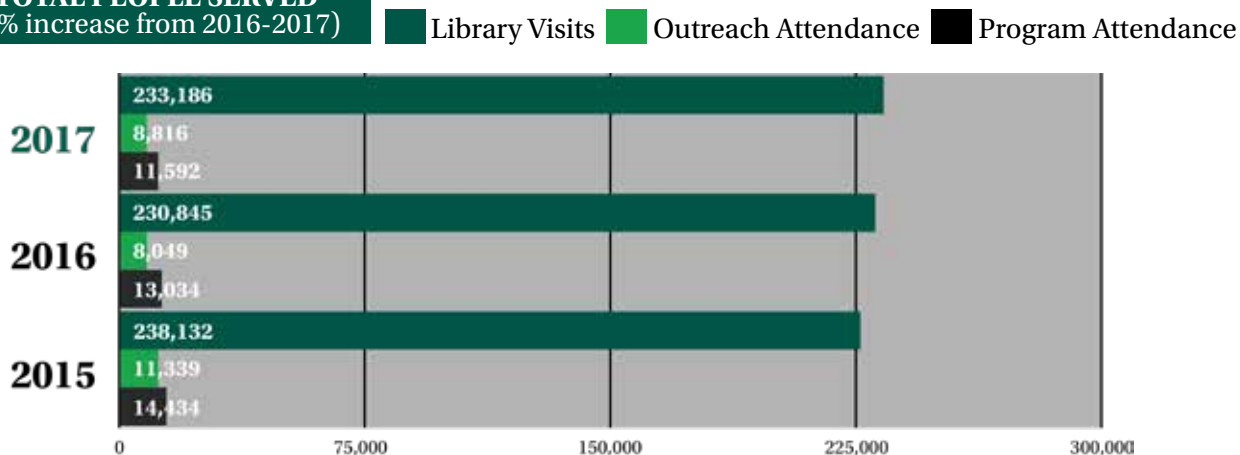
- Public Computer Log-ins
- Wireless Log-ins
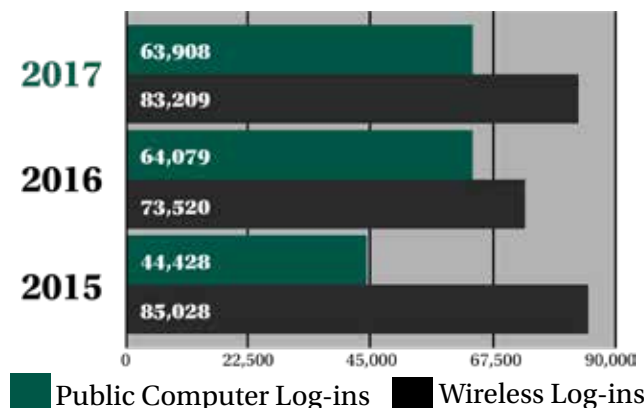
TOTAL SUMMER READING COMPLETERS
(30% increase from 2016-2017)

2017: 1,268
2016: 977
2015: 772
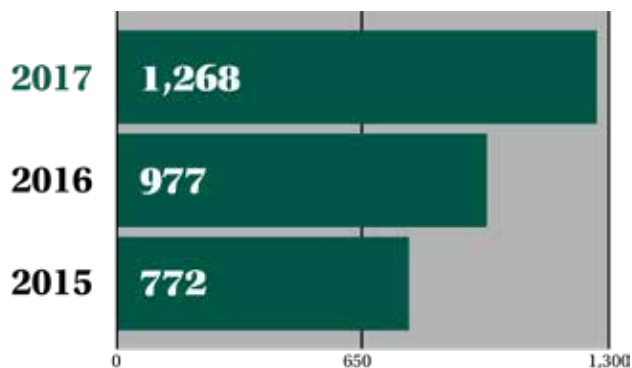
Krause Memorial Branch | 2017 Statistical Information

BRANCH FACTS

Branch Manager	Jennifer German
Population of Service Area	5,719 (City of Rockford)
Building Size	9,500 square feet
Public Computers	11
Staff	9.3 FTEs
Open Hours	54.5 hrs/wk
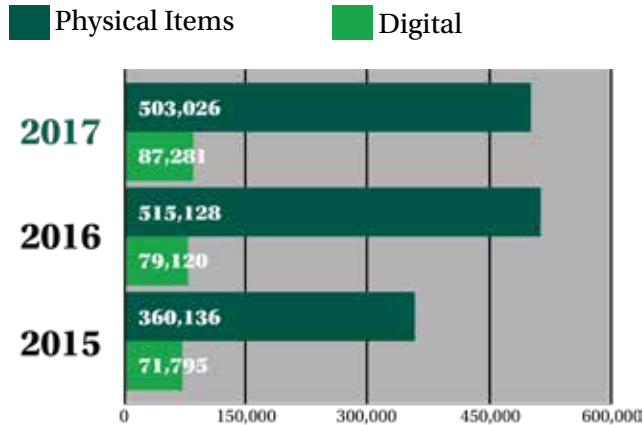
POPULATION WITH LIBRARY CARD

64% KDL Cardholders

36% Non-Cardholders

TOTAL ITEMS CHECKED-OUT
(1% decrease from 2016-2017)

■ Physical Items   ■ Digital
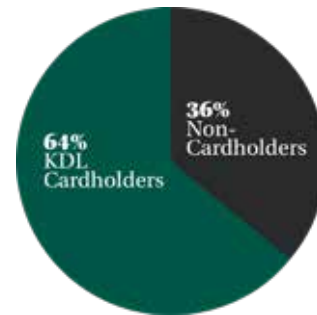
2017: 503,026 / 87,281
2016: 515,128 / 79,120
2015: 360,136 / 71,795

(0, 150,000, 300,000, 450,000, 600,000)

BRANCH CHECK-OUTS BY RESIDENT

3% LLC

97% KDL

TOTAL PEOPLE SERVED
(2% increase from 2016-2017)

■ Library Visits   ■ Outreach Attendance   ■ Program Attendance

2017: 177,140 / 7,796 / 11,871
2016: 174,573 / 7,969 / 10,208
2015: 181,671 / 709 / 14,159

(0, 45,000, 90,000, 135,000, 180,000)

TOTAL BRANCH COMPUTER LOG-INS
(13% increase in total log-ins from 2016-2017)

2017: 10,744 / 38,750
2016: 12,926 / 30,823
2015: 10,152 / 11,460

(0, 10,000, 20,000, 30,000, 40,000)

■ Public Computer Log-ins   ■ Wireless Log-ins
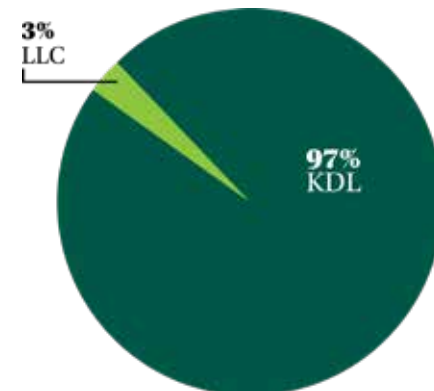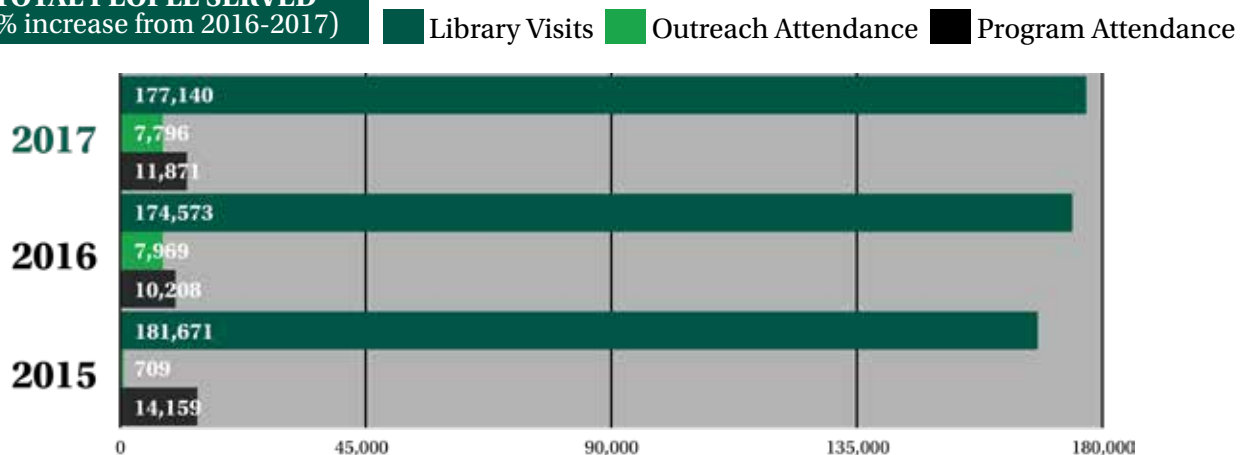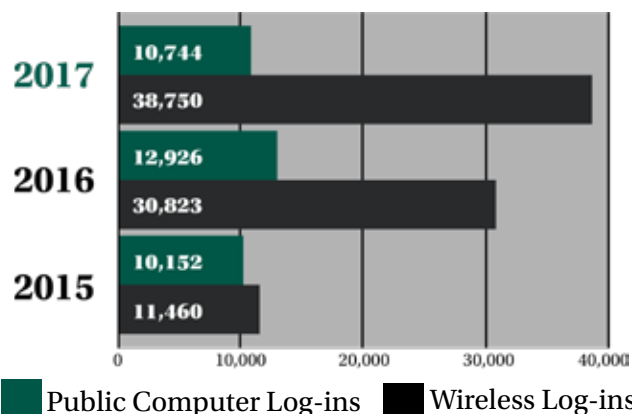
TOTAL SUMMER READING COMPLETERS
(60% increase from 2016-2017)

2017: 1,319
2016: 826
2015: 637

(0, 700, 1,400)
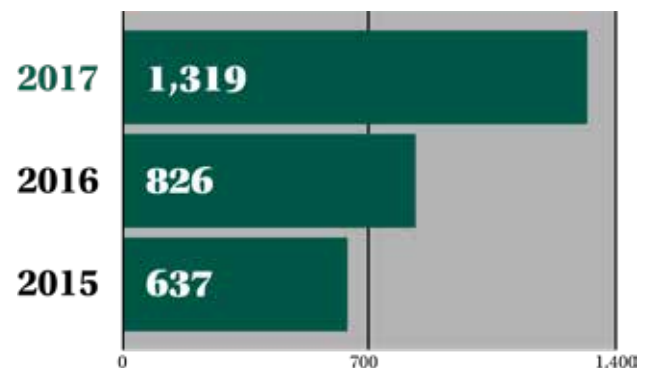
Nelson Twp. / Sand Lake Branch | 2017 Statistical Information

BRANCH FACTS

Branch Manager	Paula Wright
Population of Service Area	4,764
Building Size	8,736 square feet
Public Computers	10
Staff	4.075 FTEs
Open Hours	42 hrs/wk

POPULATION WITH LIBRARY CARD

44% KDL Cardholders
56% Non-Cardholders

TOTAL ITEMS CHECKED-OUT
(3% decrease from 2016-2017)

Physical Items   Digital

Year	Physical Items	Digital
2017	119,274	8,230
2016	123,629	8,034
2015	88,425	6,784

BRANCH CHECK-OUTS BY RESIDENT

36% LLC
64% KDL
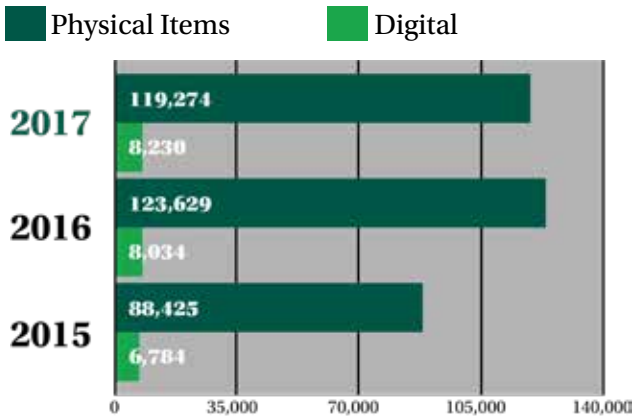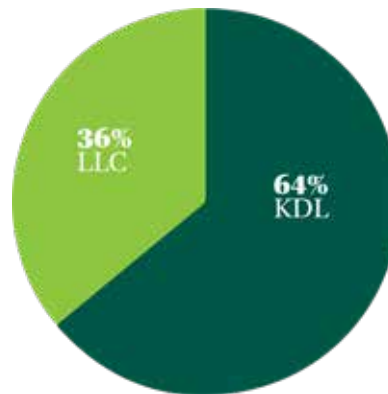
TOTAL PEOPLE SERVED
(11% decrease from 2016-2017)
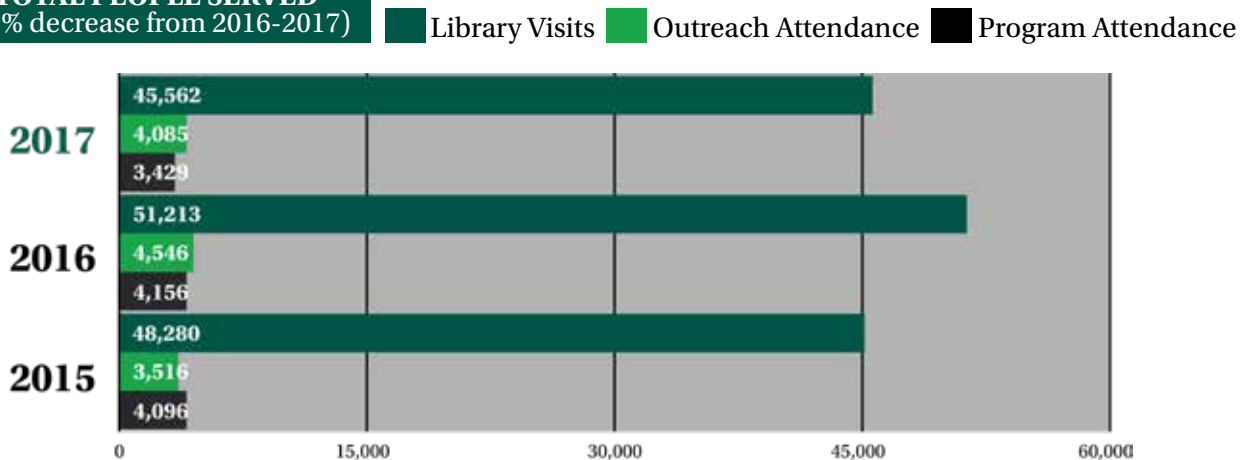
Library Visits   Outreach Attendance   Program Attendance

Year	Library Visits	Outreach Attendance	Program Attendance
2017	45,562	4,085	3,429
2016	51,213	4,546	4,156
2015	48,280	3,516	4,096

TOTAL BRANCH COMPUTER LOG-INS
(7% decrease in total log-ins from 2016-2017)

Year	Public Computer Log-ins	Wireless Log-ins
2017	7,587	13,357
2016	8,890	13,718
2015	5,924	5,351

Public Computer Log-ins   Wireless Log-ins
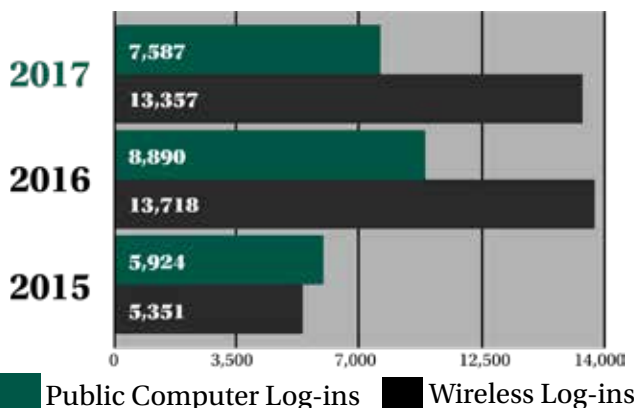
TOTAL SUMMER READING COMPLETERS
(4% decrease from 2016-2017)

Year	Completers
2017	322
2016	336
2015	201
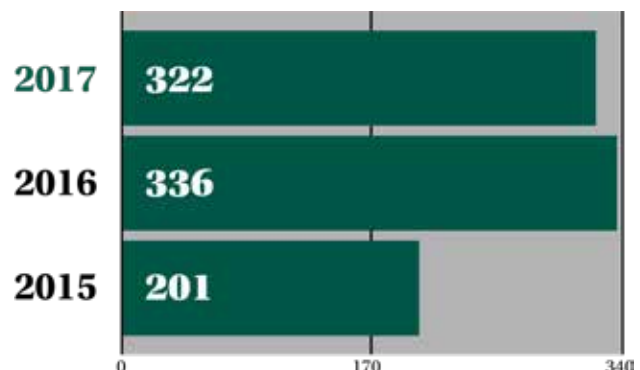
Plainfield Twp. Branch | 2017 Statistical Information

BRANCH FACTS

Branch Manager	Zandra Blake
Population of Service Area	30,952
Building Size	26,420 square feet
Public Computers	19
Staff	15.45 FTEs
Open Hours	62 hrs/wk
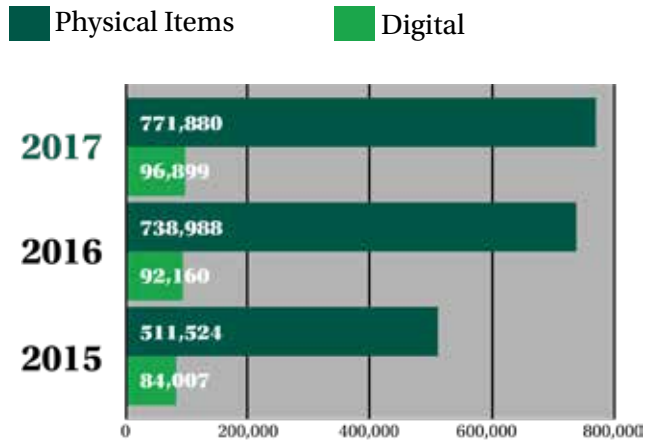
POPULATION WITH LIBRARY CARD

49% Non-Cardholders
51% KDL Cardholders

TOTAL ITEMS CHECKED-OUT
(5% increase from 2016-2017)

Physical Items   Digital

2017: 771,880 / 96,899
2016: 738,988 / 92,160
2015: 511,524 / 84,007

BRANCH CHECK-OUTS BY RESIDENT

1% LLC
14% GRPL
85% KDL

TOTAL PEOPLE SERVED
(2% increase from 2016-2017)

Library Visits   Outreach Attendance   Program Attendance

2017: 243,400 / 12,723 / 10,826
2016: 236,251 / 14,964 / 9,687
2015: 264,715 / 8,895 / 10,576

TOTAL BRANCH COMPUTER LOG-INS
(6% increase in total log-ins from 2016-2017)

2017: 29,073 / 54,988
2016: 31,175 / 47,801
2015: 25,860 / 23,419

Public Computer Log-ins   Wireless Log-ins
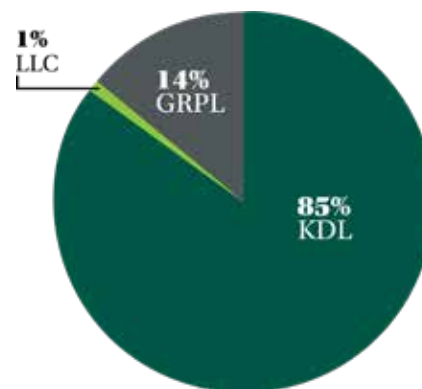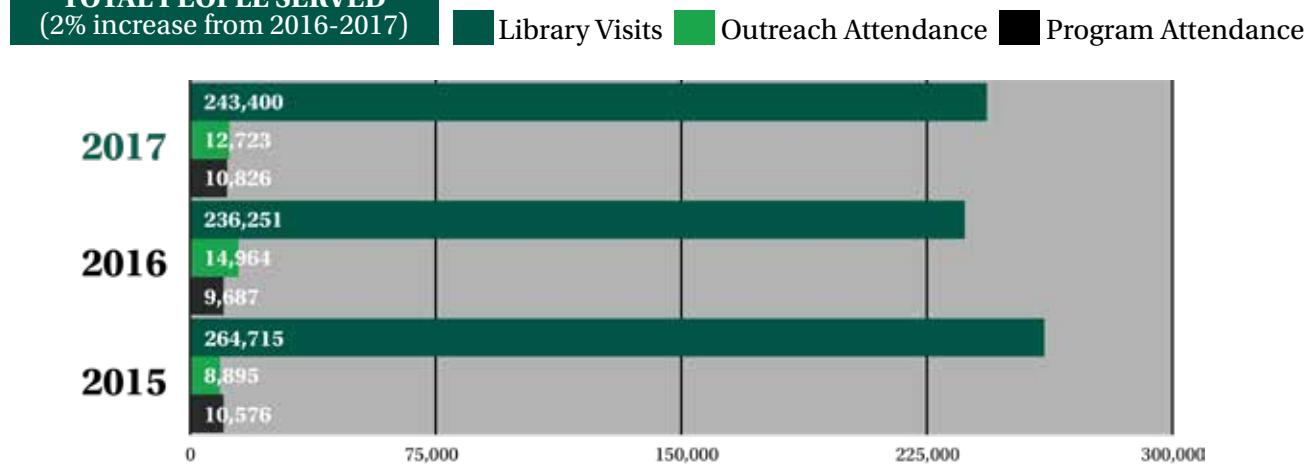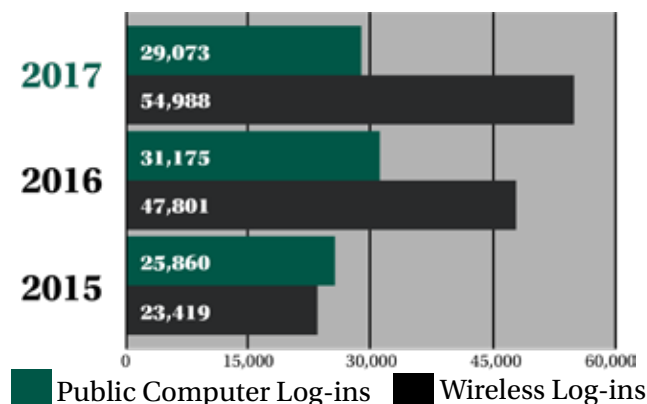
TOTAL SUMMER READING COMPLETERS
(45% increase from 2016-2017)

2017: 1,475
2016: 1,015
2015: 786
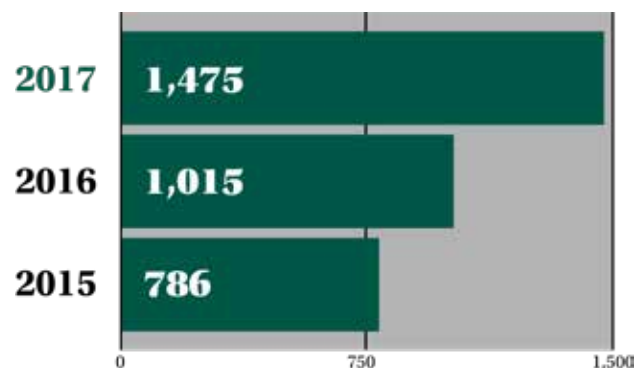
Spencer Twp. Branch | 2017 Statistical Information

BRANCH FACTS

Branch Manager	Kaitlin Tang
Population of Service Area	3,960
Building Size	2,000 square feet
Public Computers	7
Staff	3.175 FTEs
Open Hours	40 hrs/wk

TOTAL ITEMS CHECKED-OUT
(4% increase from 2016-2017)

- Physical Items
- Digital

2017: 66,807 / 9,470
2016: 64,024 / 9,378
2015: 48,168 / 8,193

(0, 17,500, 35,000, 52,500, 70,000)

POPULATION WITH LIBRARY CARD

43% KDL Cardholders
57% Non-Cardholders

BRANCH CHECK-OUTS BY RESIDENT

4% LLC
96% KDL
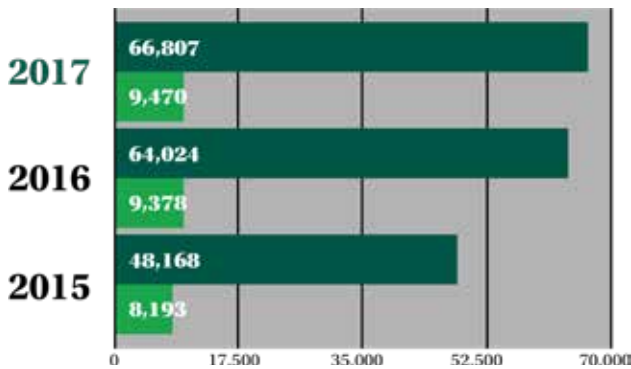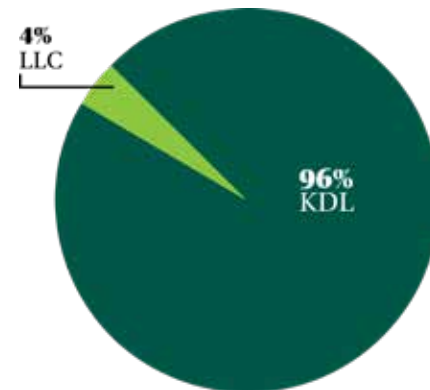
TOTAL PEOPLE SERVED
(19% increase from 2016-2017)

- Library Visits
- Outreach Attendance
- Program Attendance

2017: 34,362 / 2,379 / 2,920
2016: 29,545 / 1,110 / 2,787
2015: 28,978 / 1,147 / 1,584

(0, 10,000, 20,000, 30,000, 40,000)
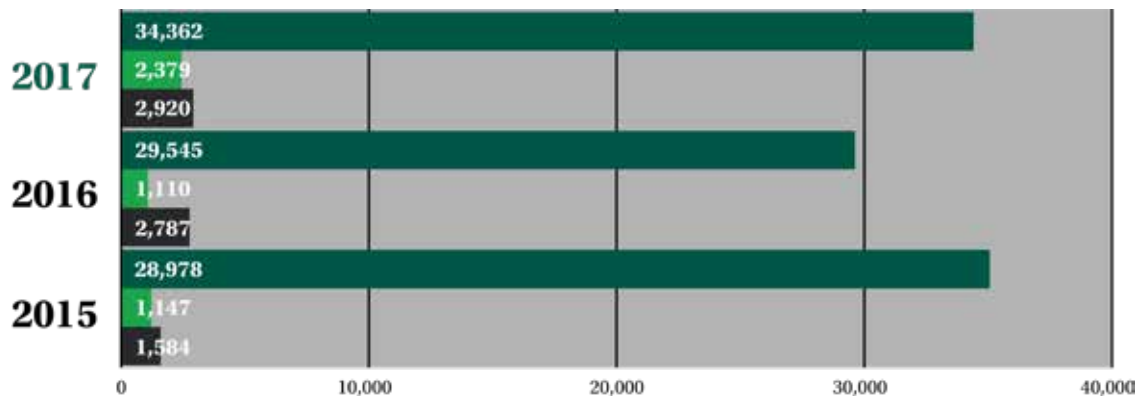
TOTAL BRANCH COMPUTER LOG-INS
(8% decrease in total log-ins from 2016-2017)

2017: 4,252 / 9,915
2016: 5,564 / 9,808
2015: 3,949 / 2,536

(0, 2,500, 5,000, 7,500, 10,000)

- Public Computer Log-ins
- Wireless Log-ins
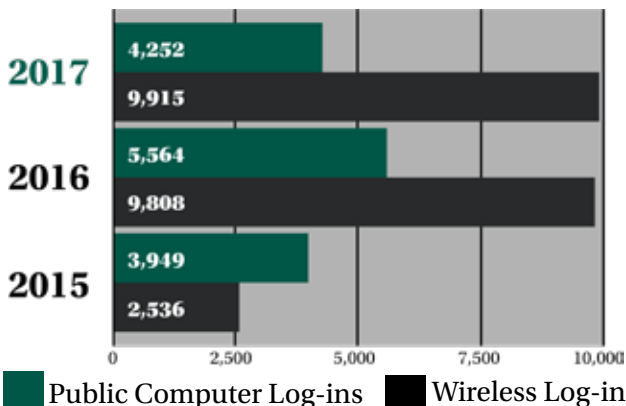
TOTAL SUMMER READING COMPLETERS
(123% increase from 2016-2017)

2017: 205
2016: 92
2015: 71

(0, 110, 220)
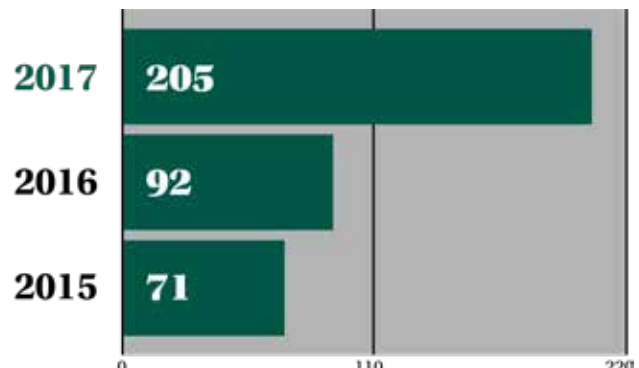
BRANCH FACTS

Branch Manager	Liz Knapp
Population of Service Area	4,731
Building Size	4,239 square feet
Public Computers	6
Staff	3.375 FTEs
Open Hours	35.5 hrs/wk

TOTAL ITEMS CHECKED-OUT
(5% increase from 2016-2017)

Physical Items   Digital

Year	Physical Items	Digital
2017	72,162	8,332
2016	69,697	7,159
2015	45,539	5,829

POPULATION WITH LIBRARY CARD

44% KDL Cardholders
56% Non-Cardholders

BRANCH CHECK-OUTS BY RESIDENT

15% LLC
85% KDL
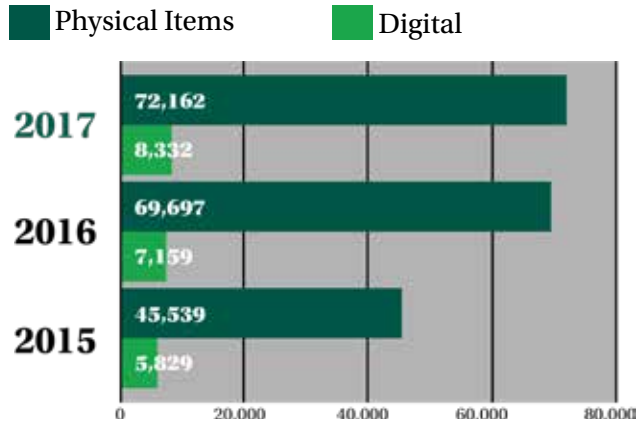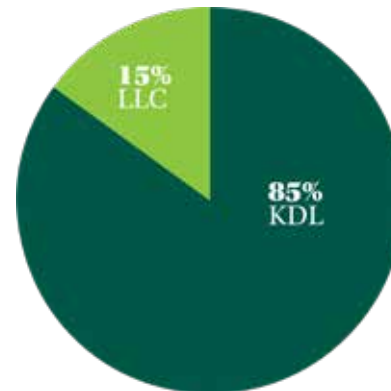
TOTAL PEOPLE SERVED
(5% increase from 2016-2017)
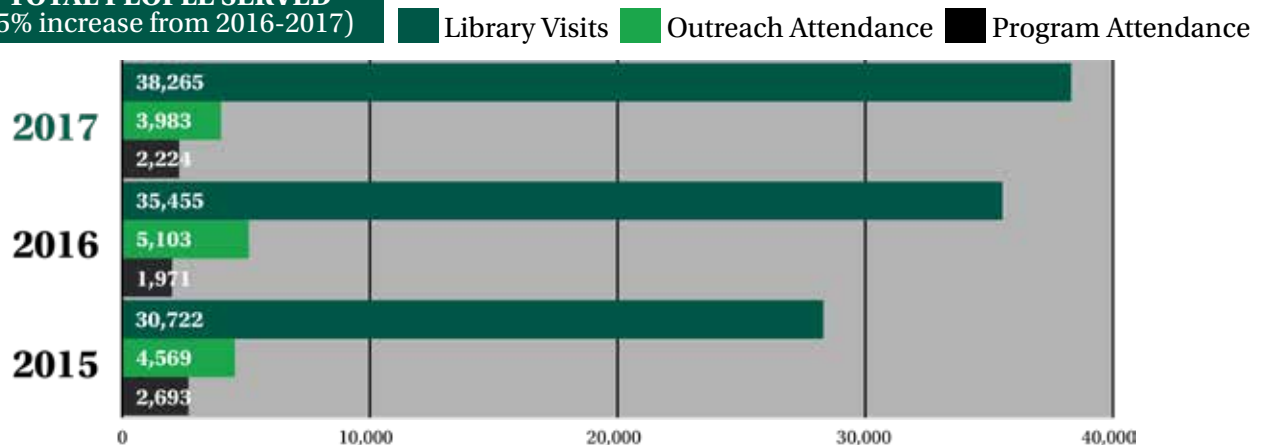
Library Visits   Outreach Attendance   Program Attendance

Year	Library Visits	Outreach Attendance	Program Attendance
2017	38,265	3,983	2,224
2016	35,455	5,103	1,971
2015	30,722	4,569	2,693

TOTAL BRANCH COMPUTER LOG-INS
(14% increase in total log-ins from 2016-2017)

Year	Public Computer Log-ins	Wireless Log-ins
2017	7,813	19,671
2016	8,342	15,792
2015	5,349	2,409

Public Computer Log-ins   Wireless Log-ins
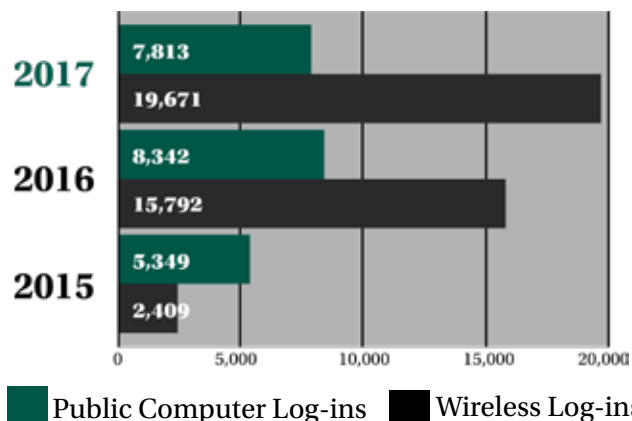
TOTAL SUMMER READING COMPLETERS
(95% increase from 2016-2017)

Year	Completers
2017	269
2016	138
2015	93
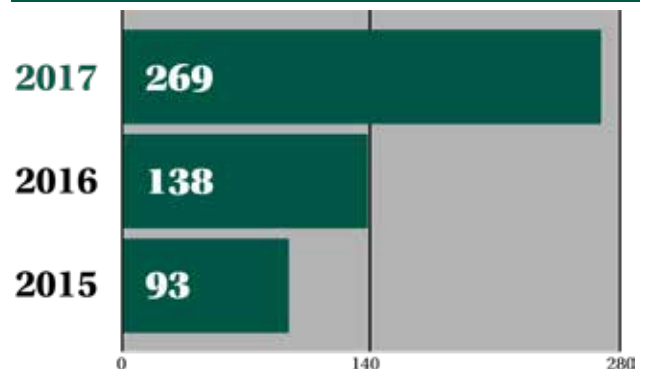
Walker Branch | 2017 Statistical Information

BRANCH FACTS

Branch Manager	Craig Buno
Population of Service Area	23,537
Building Size	8,000 square feet
Public Computers	9
Staff	8.325 FTEs
Open Hours	57 hrs/wk

POPULATION WITH LIBRARY CARD
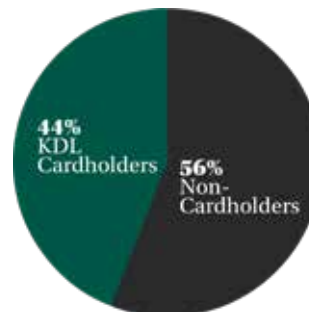
44% KDL Cardholders

56% Non-Cardholders

TOTAL ITEMS CHECKED-OUT
(3% increase from 2016-2017)

Physical Items   Digital

2017: 342,857 / 36,271
2016: 329,460 / 37,154
2015: 232,039 / 34,042

0   100,000   200,000   300,000   400,000

BRANCH CHECK-OUTS BY RESIDENT

19% LLC
14% GRPL
67% KDL
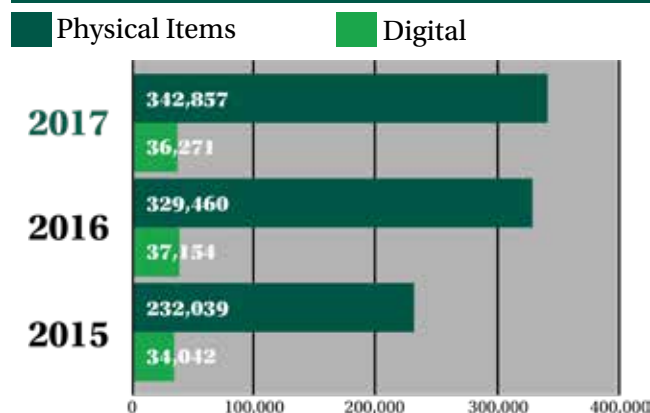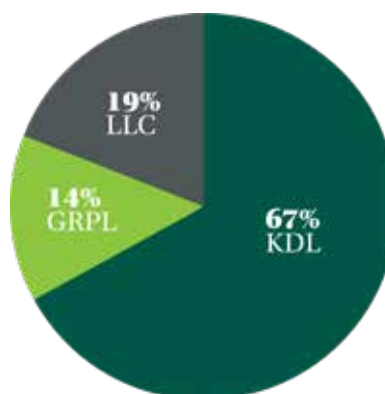
TOTAL PEOPLE SERVED
(8% increase from 2016-2017)

Library Visits   Outreach Attendance   Program Attendance

2017: 144,127 / 4,644 / 9,483
2016: 135,205 / 2,956 / 8,649
2015: 136,449 / 3,705 / 8,634

0   40,000   80,000   120,000   160,000
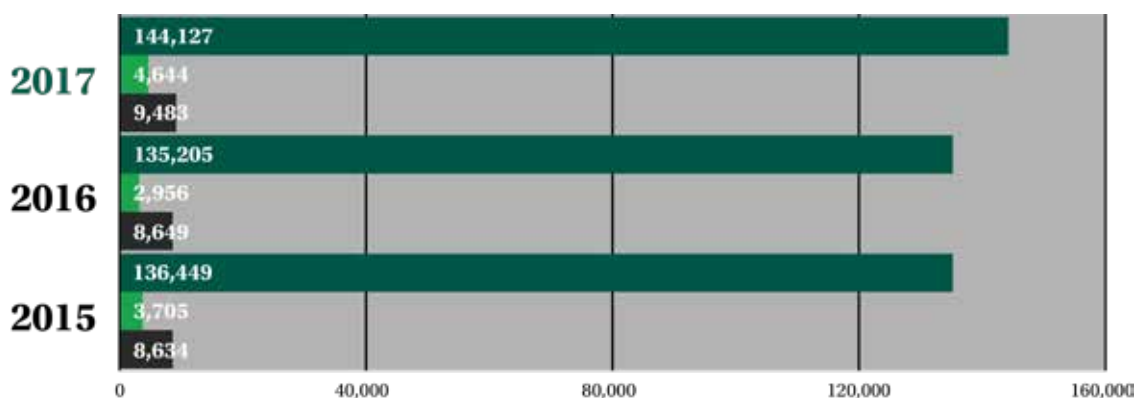
TOTAL BRANCH COMPUTER LOG-INS
(0% change in total log-ins from 2016-2017)

2017: 13,777 / 24,337
2016: 14,759 / 24,224
2015: 11,841 / 13,421

0   6,500   13,000   19,500   26,000

Public Computer Log-ins   Wireless Log-ins
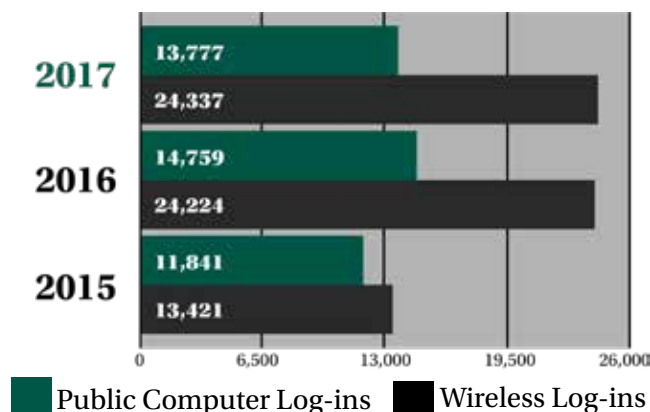
TOTAL SUMMER READING COMPLETERS
(19% increase from 2016-2017)

2017: 833
2016: 698
2015: 414

0   450   900
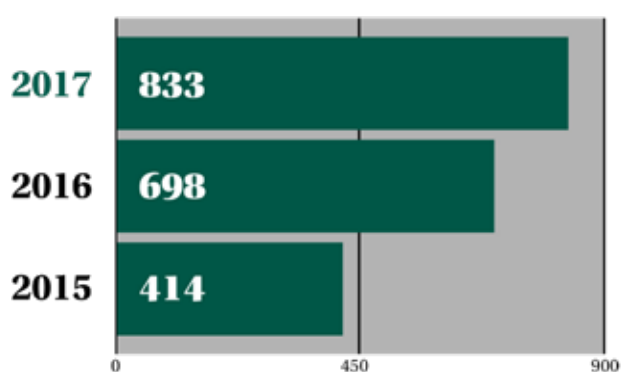
Wyoming Branch | 2017 Statistical Information

BRANCH FACTS

Branch Manager	Lori Holland
Population of Service Area	72,125
Building Size	48,950 square feet
Public Computers	40
Staff	18.35 FTEs
Open Hours	62 hrs/wk

POPULATION WITH LIBRARY CARD

30% Non-Cardholders

70% KDL Cardholders

TOTAL ITEMS CHECKED-OUT
(1% decrease from 2016-2017)

■ Physical Items ■ Digital

2017: 744,023 / 91,634
2016: 755,876 / 84,979
2015: 492,604 / 70,874

BRANCH CHECK-OUTS BY RESIDENT

2% LLC
8% GRPL
90% KDL

TOTAL PEOPLE SERVED
(4% decrease from 2016-2017)

■ Library Visits ■ Outreach Attendance ■ Program Attendance

2017: 283,919 / 7,439 / 11,943
2016: 296,890 / 8,041 / 12,413
2015: 300,834 / 8,559 / 12,699
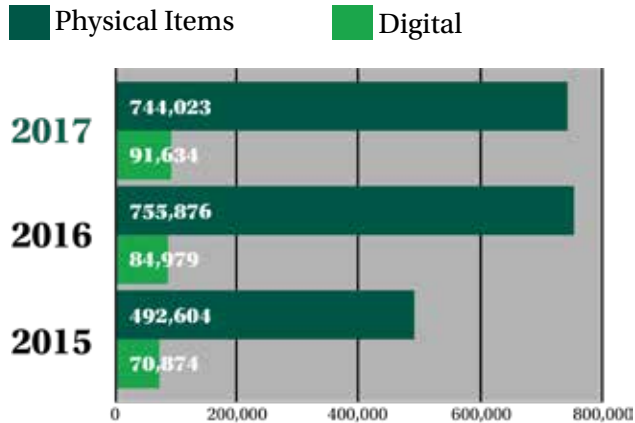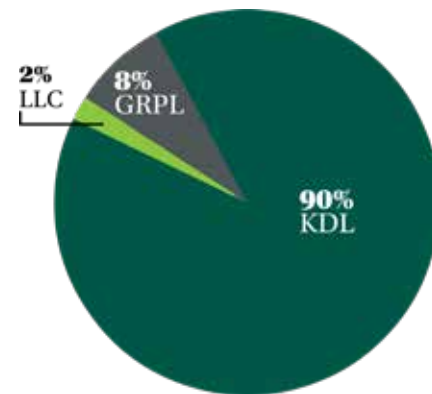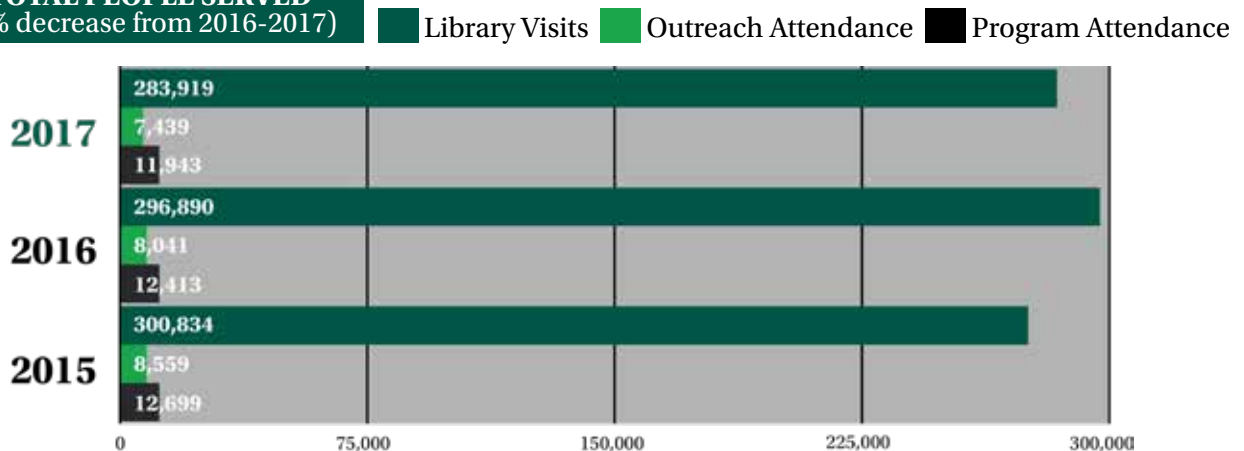
TOTAL BRANCH COMPUTER LOG-INS
(2% decrease in total log-ins from 2016-2017)

2017: 67,191 / 73,185
2016: 72,628 / 70,145
2015: 57,158 / 95,281

■ Public Computer Log-ins ■ Wireless Log-ins
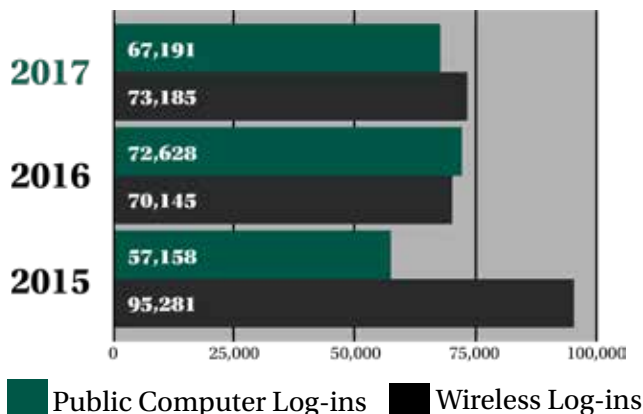
TOTAL SUMMER READING COMPLETERS
(13% decrease from 2016-2017)

2017: 842
2016: 963
2015: 630
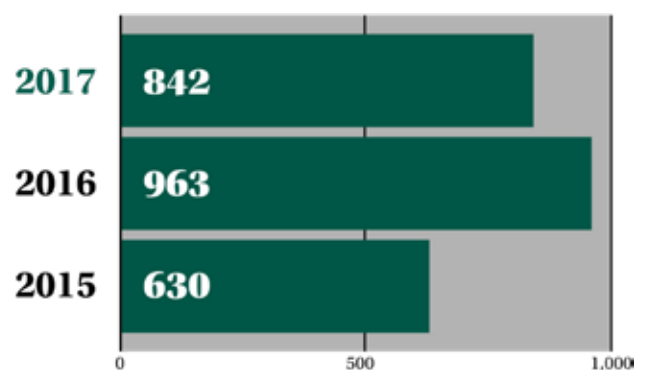
Library for the Blind & Physically Handicapped
2017 Statistical Information
OVERVIEW

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. SW, Wyoming, MI 49509
Phone: 616-647-3988
Email: lbphstaff@kdl.org

BRANCH CHECK-OUTS BY RESIDENT

7% Montcalm
5% Ionia
88% Kent
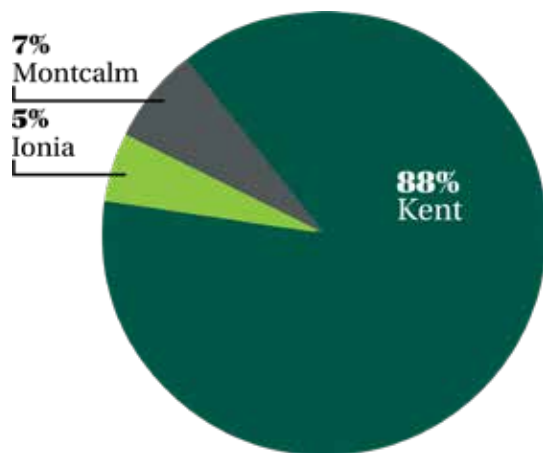
CIRCULATION BY ITEM TYPE

Item Type	Count
Digital Books	47,215
Magazines	16,405
Downloaded Books	10,116
Braille Materials	119
Described Movies	62
Downloaded Magazines	438
Download on Demand	64
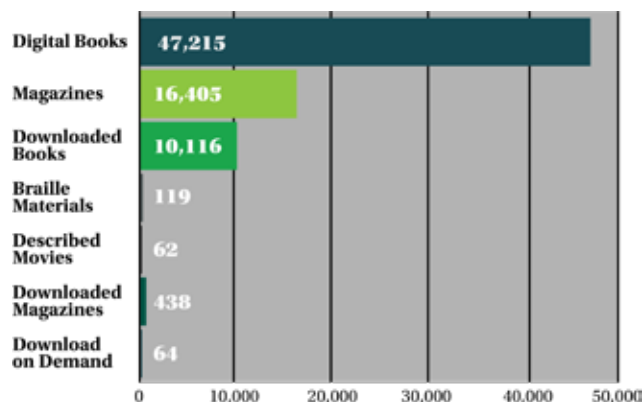
TOTAL CIRCULATION
(2% increase from 2016-2017)

Year	Count
2017	74,419
2016	72,953
2015	69,837
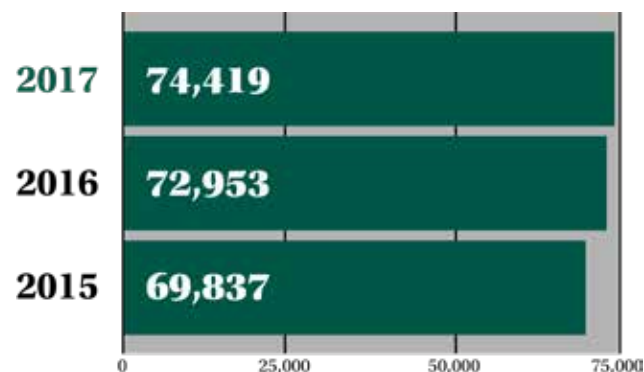
TOTAL ACTIVE BORROWERS
(6% decrease from 2016-2017)
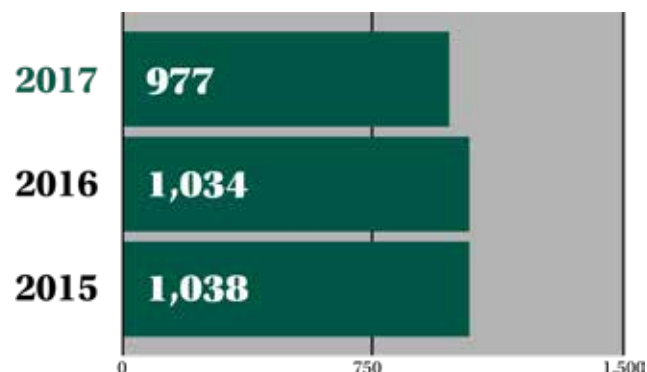
Year	Count
2017	977
2016	1,034
2015	1,038

Ada Township | 2017 Annual Report
A Municipality in the Kent District Library Service Area

Population with Library Card

- 47% KDL Cardholders
- 53% Non-Cardholders

Preferred KDL Location: Cascade Twp. Branch
(Based on materials checked out)

- 4% Other
- 9% Plainfield Twp.
- 5% Englehardt
- 7% EGR
- 75% Cascade Township

Total Items Checked-Out by Ada Residents
(1% decrease from 2016-2017)
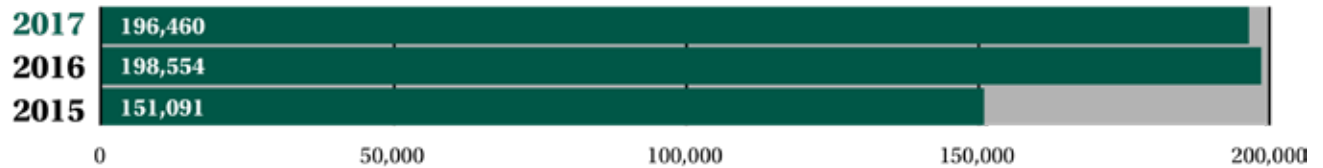
Year	Items
2017	196,460
2016	198,554
2015	151,091

(Scale: 0 – 200,000)

Cascade Township Branch Statistics

TOTAL ITEMS CHECKED-OUT
(4% increase from 2016-2017)

Legend: Physical Items / Digital

Year	Physical Items	Digital
2017	771,619	119,655
2016	742,223	116,376
2015	517,092	97,737

(Scale: 0 – 800,000)

TOTAL BRANCH COMPUTER LOG-INS
(13% increase in total log-ins from 2016-2017)

Year	Public Computer Log-ins	Wireless Log-ins
2017	21,423	63,456
2016	21,522	53,268
2015	15,448	37,639

(Scale: 0 – 70,000)

Legend: Public Computer Log-ins / Wireless Log-ins

TOTAL PEOPLE SERVED
(4% increase from 2016-2017)

Legend: Library Visits / Outreach Attendance / Program Attendance

Year	Library Visits	Outreach Attendance	Program Attendance
2017	256,793	13,065	19,889
2016	248,322	11,558	17,762
2015	243,305	8,294	15,825

(Scale: 0 – 300,000)

Algoma Township | 2017 Annual Report
A Municipality in the Kent District Library Service Area

Population with Library Card

39% KDL Cardholders

61% Non-Cardholders

Preferred KDL Location: Krause Memorial Branch (Based on materials checked out)

9% Other

10% Plainfield Twp.

3% Alpine Twp.
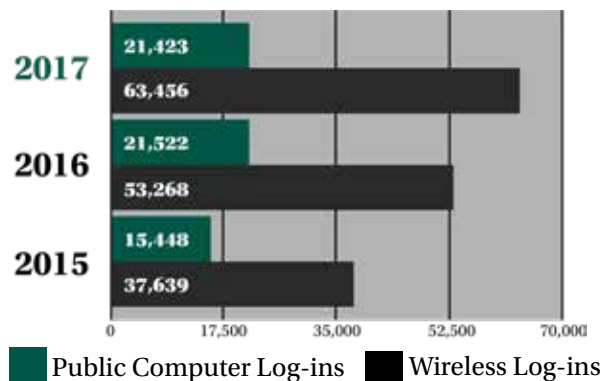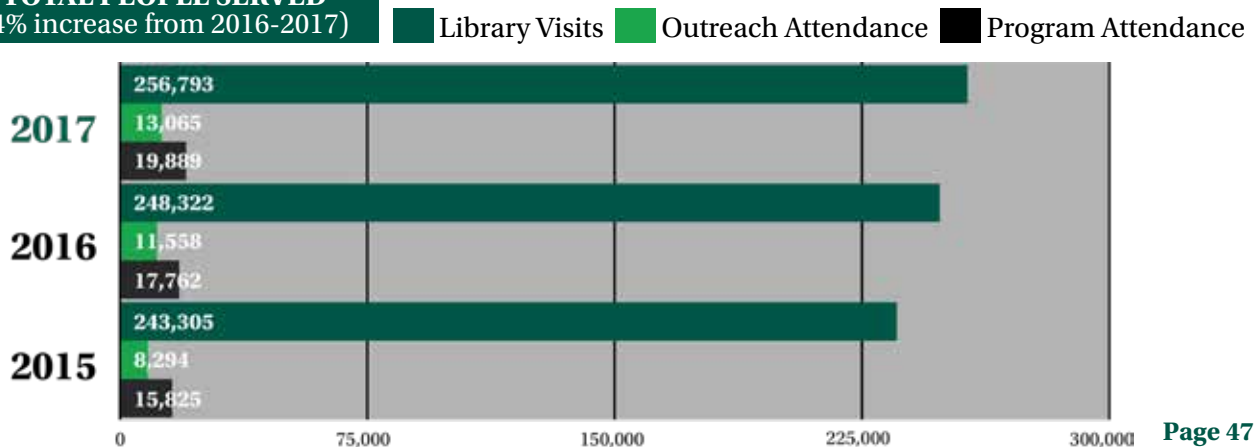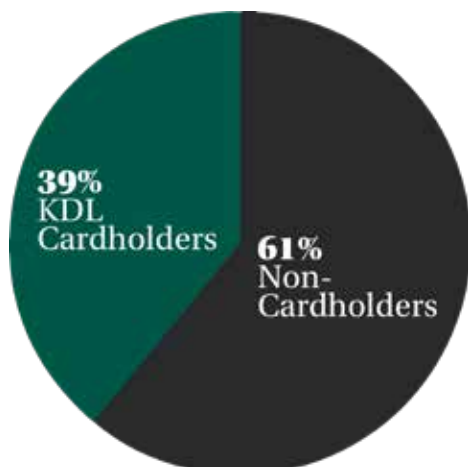
78% Krause Memorial

Total Items Checked-Out by Algoma Residents
(4% increase from 2016-2017)
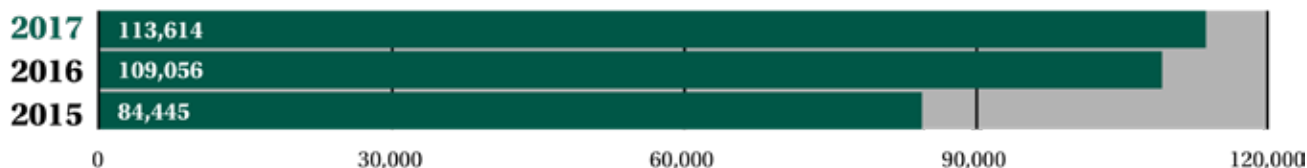
Year	Items
2017	113,614
2016	109,056
2015	84,445

(axis: 0, 30,000, 60,000, 90,000, 120,000)

Krause Memorial Branch Statistics

TOTAL ITEMS CHECKED-OUT
(1% decrease from 2016-2017)

■ Physical Items   ■ Digital

Year	Physical Items	Digital
2017	503,026	87,281
2016	515,128	79,120
2015	360,136	71,795

(axis: 0, 150,000, 300,000, 450,000, 600,000)

TOTAL BRANCH COMPUTER LOG-INS
(13% increase in total log-ins from 2016-2017)

Year	Public Computer Log-ins	Wireless Log-ins
2017	10,744	38,750
2016	12,926	30,823
2015	10,152	11,460

(axis: 0, 10,000, 20,000, 30,000, 40,000)

■ Public Computer Log-ins   ■ Wireless Log-ins

TOTAL PEOPLE SERVED
(2% increase from 2016-2017)

■ Library Visits   ■ Outreach Attendance   ■ Program Attendance

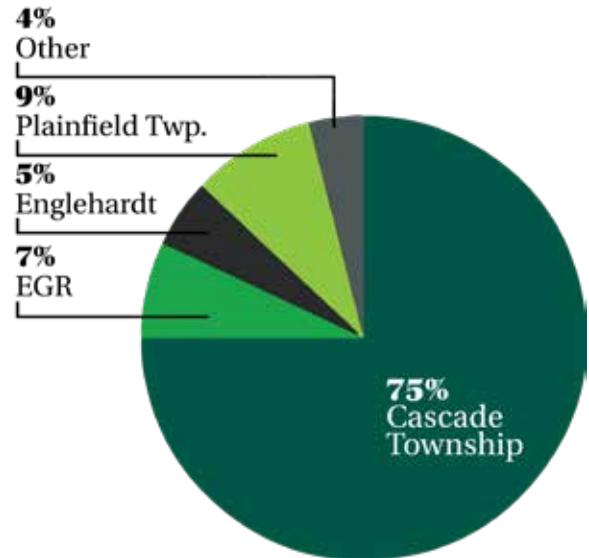| Year	Library Visits	Outreach Attendance	Program Attendance
2017	177,140	7,796	11,871
2016	174,573	7,969	10,298
2015	181,671	709	14,159

(axis: 0, 45,000, 90,000, 135,000, 180,000)

Cannon Township | 2017 Annual Report
A Municipality in the Kent District Library Service Area

Population with Library Card

45% KDL Cardholders

55% Non-Cardholders
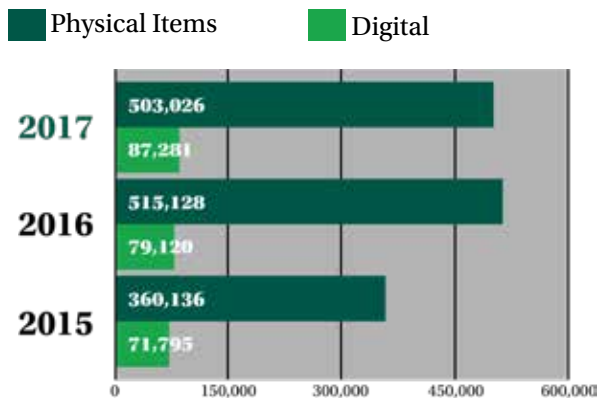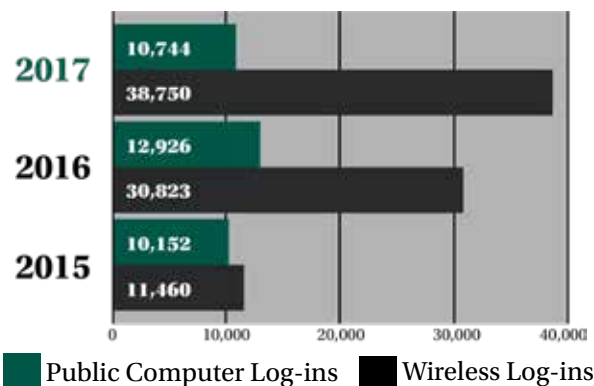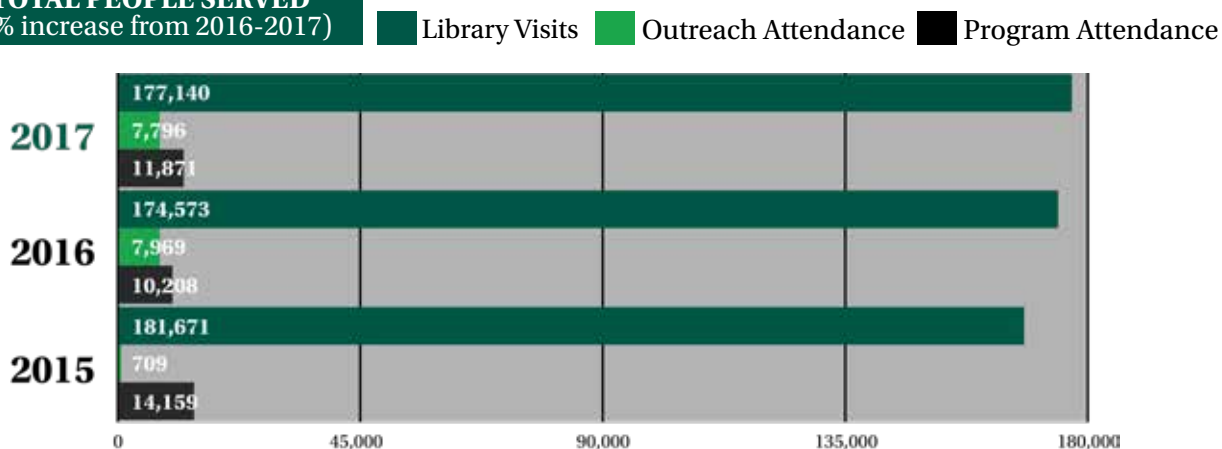
Preferred KDL Location: Krause Memorial
(Based on materials checked out)
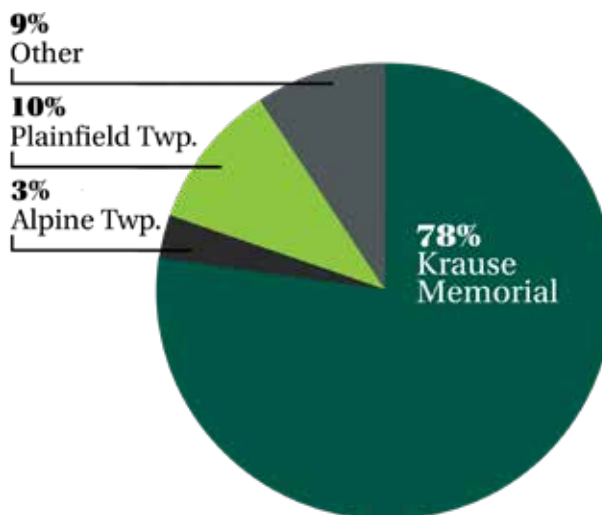
11% Other

50% Krause Memorial

39% Plainfield Twp.

Total Items Checked-Out by Cannon Residents
(3% increase from 2016-2017)

Year	Items
2017	186,116
2016	181,169
2015	146,733

0   50,000   100,000   150,000   200,000

Krause Memorial Branch Statistics

TOTAL ITEMS CHECKED-OUT
(1% decrease from 2016-2017)

Physical Items   **Digital**

Year	Physical	Digital
2017	503,026	87,281
2016	515,128	79,120
2015	360,136	71,795

0   150,000   300,000   450,000   600,000

TOTAL BRANCH COMPUTER LOG-INS
(13% increase in total log-ins from 2016-2017)

Year	Public Computer Log-ins	Wireless Log-ins
2017	10,744	38,750
2016	12,926	30,823
2015	10,152	11,460

0   10,000   20,000   30,000   40,000

Public Computer Log-ins   **Wireless Log-ins**

TOTAL PEOPLE SERVED
(2% increase from 2016-2017)

Library Visits   **Outreach Attendance**   **Program Attendance**

Year	Library Visits	Outreach Attendance	Program Attendance
2017	177,140	7,796	11,871
2016	174,573	7,969	10,208
2015	181,671	709	14,159

0   45,000   90,000   135,000   180,000

Courtland Township | 2017 Annual Report

A Municipality in the Kent District Library Service Area

Population with Library Card

44% KDL Cardholders

56% Non-Cardholders

Preferred KDL Location: Krause Memorial Branch
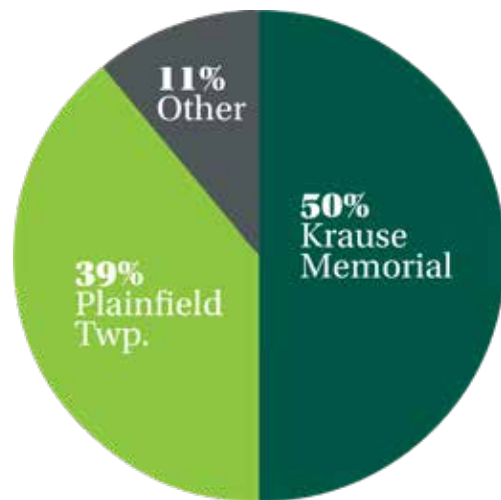### (Based on materials checked out)

8% Other

10% Plainfield Twp.
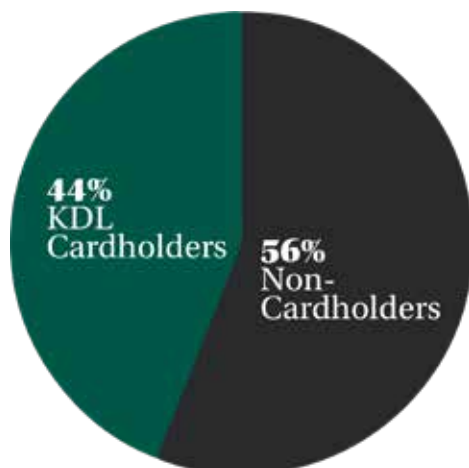
82% Krause Memorial

Total Items Checked-Out by Courtland Residents
(6% decrease from 2016-2017)

Year	Items
2017	114,082
2016	121,176
2015	90,005

0 — 37,500 — 75,000 — 112,500 — 150,000

Krause Memorial Branch Statistics

TOTAL ITEMS CHECKED-OUT
(1% decrease from 2016-2017)

■ Physical Items   ■ Digital

Year	Physical Items	Digital
2017	503,026	87,281
2016	515,128	79,120
2015	360,136	71,795

0 — 150,000 — 300,000 — 450,000 — 600,000

TOTAL BRANCH COMPUTER LOG-INS
(13% increase in total log-ins from 2016-2017)

Year	Public Computer Log-ins	Wireless Log-ins
2017	10,744	38,750
2016	12,926	30,823
2015	10,152	11,460

0 — 10,000 — 20,000 — 30,000 — 40,000

■ Public Computer Log-ins   ■ Wireless Log-ins

TOTAL PEOPLE SERVED
(2% increase from 2016-2017)

■ Library Visits   ■ Outreach Attendance   ■ Program Attendance

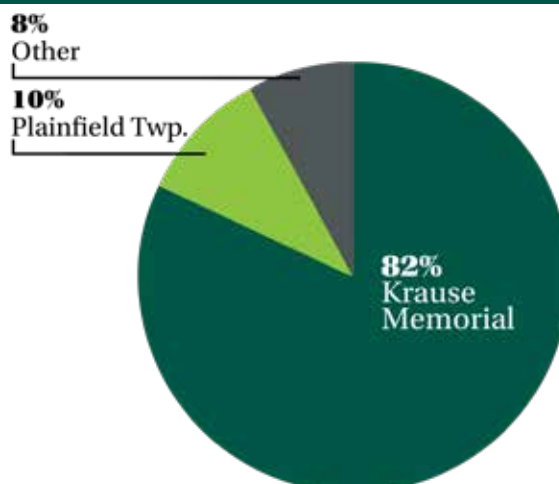| Year	Library Visits	Outreach Attendance	Program Attendance
2017	177,140	7,796	11,871
2016	174,573	7,969	10,208
2015	181,671	709	14,159

0 — 45,000 — 90,000 — 135,000 — 180,000

Grand Rapids Township | 2017 Annual Report
A Municipality in the Kent District Library Service Area

Population with Library Card

- 43% KDL Cardholders
- 57% Non-Cardholders
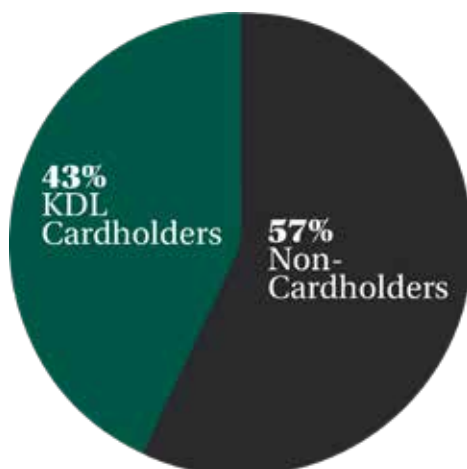
Preferred KDL Location: Plainfield Twp. Branch
(Based on materials checked out)

- 7% Other
- 19% EGR
- 49% Plainfield Twp.
- 24% Cascade Twp.

Total Items Checked-Out by Grand Rapids Twp. Residents
(6% increase from 2016-2017)

Year	Items
2017	273,116
2016	257,451
2015	192,708

Scale: 0 — 75,000 — 150,000 — 225,000 — 300,000

Plainfield Township Branch Statistics

TOTAL ITEMS CHECKED-OUT
(5% increase from 2016-2017)

- ▮ Physical Items
- ▮ Digital

Year	Physical	Digital
2017	771,880	96,899
2016	738,988	92,160
2015	511,524	84,007

Scale: 0 — 200,000 — 400,000 — 600,000 — 800,000

TOTAL BRANCH COMPUTER LOG-INS
(6% increase in total log-ins from 2016-2017)

Year	Public Computer Log-ins	Wireless Log-ins
2017	29,073	54,988
2016	31,175	47,801
2015	25,860	23,419

Scale: 0 — 15,000 — 30,000 — 45,000 — 60,000

- ▮ Public Computer Log-ins
- ▮ Wireless Log-ins

TOTAL PEOPLE SERVED
(2% increase from 2016-2017)

- ▮ Library Visits
- ▮ Outreach Attendance
- ▮ Program Attendance

Year	Library Visits	Outreach Attendance	Program Attendance
2017	243,400	12,723	10,826
2016	236,251	14,964	9,687
2015	264,715	8,895	10,576

Scale: 0 — 75,000 — 150,000 — 225,000 — 300,000

Grattan Township | 2017 Annual Report

A Municipality in the Kent District Library Service Area

Population with Library Card

- 35% KDL Cardholders
- 65% Non-Cardholders

Preferred KDL Location: Englehardt Branch (Based on materials checked out)

- 8% Plainfield Township
- 10% Other
- 37% Englehardt
- 24% Krause Memorial
- 21% Cascade Twp.

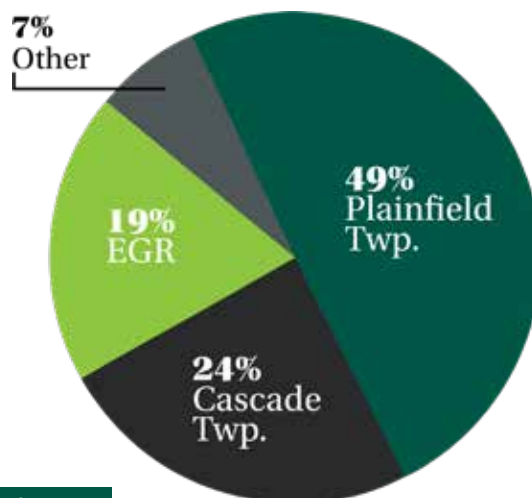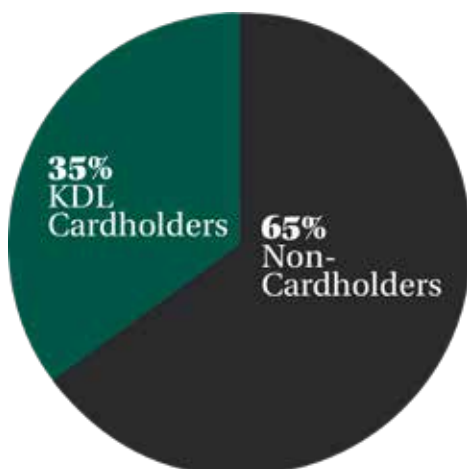## Total Items Checked-Out by Grattan Residents (2% increase from 2016-2017)
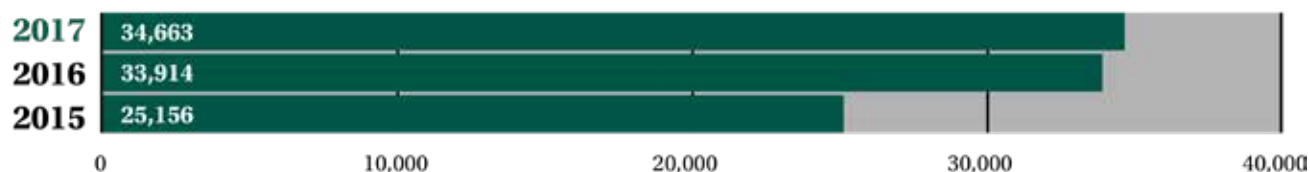
Year	Items
2017	34,663
2016	33,914
2015	25,156

(Axis: 0 – 10,000 – 20,000 – 30,000 – 40,000)

Englehardt Branch Statistics

TOTAL ITEMS CHECKED-OUT (3% decrease from 2016-2017)

Legend: Physical Items — Digital

Year	Physical Items	Digital
2017	219,661	34,136
2016	229,015	32,513
2015	156,618	28,636

(Axis: 0 – 75,000 – 150,000 – 225,000 – 300,000)

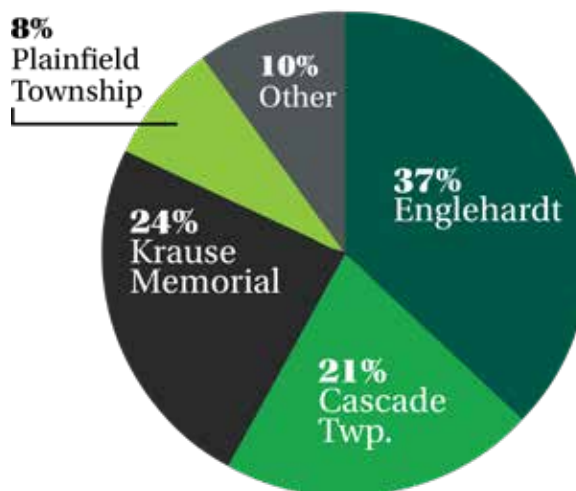## TOTAL BRANCH COMPUTER LOG-INS (9% increase in total log-ins from 2016-2017)

Year	Public Computer Log-ins	Wireless Log-ins
2017	11,093	29,870
2016	12,652	25,044
2015	10,520	8,473

(Axis: 0 – 7,500 – 15,000 – 22,500 – 30,000)

Legend: Public Computer Log-ins — Wireless Log-ins

TOTAL PEOPLE SERVED (2% decrease from 2016-2017)

Legend: Library Visits — Outreach Attendance — Program Attendance

Year	Library Visits	Outreach Attendance	Program Attendance
2017	96,131	2,406	3,306
2016	98,033	2,583	3,433
2015	101,845	2,414	4,464

(Axis: 0 – 25,000 – 50,000 – 75,000 – 100,000)

Population with Library Card

42% KDL Cardholders

58% Non-Cardholders

Preferred KDL Location: Englehardt Branch (Based on materials checked out)

8% Other

62% Englehardt

12% Alto

18% Cascade Twp.
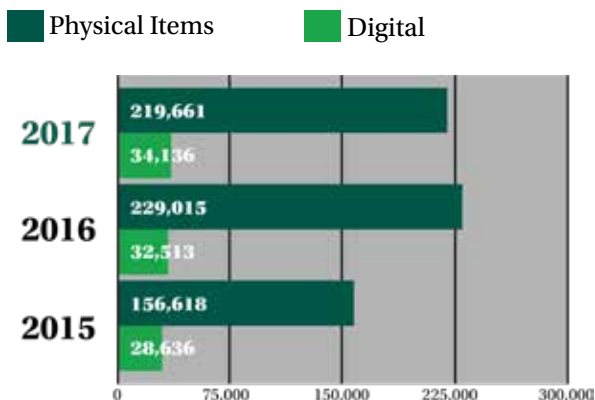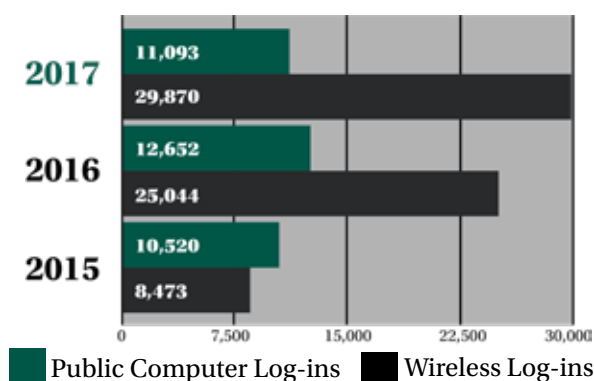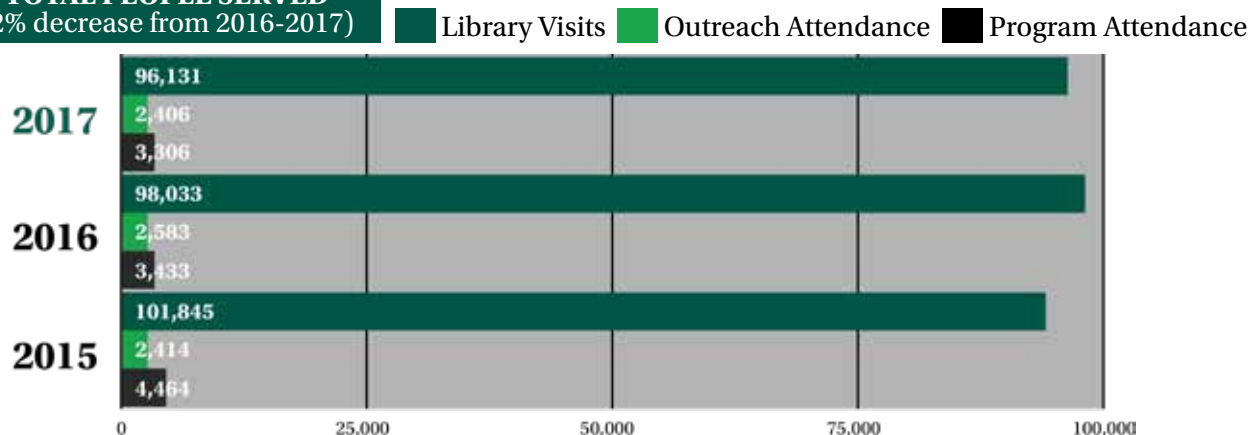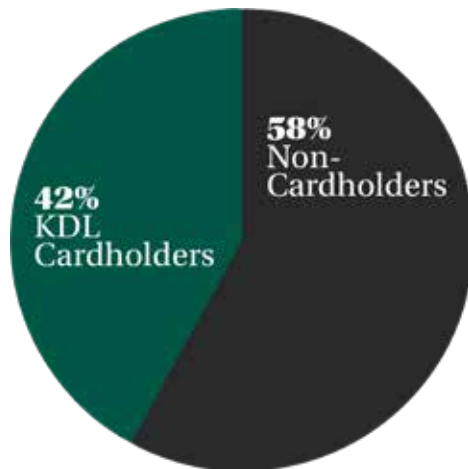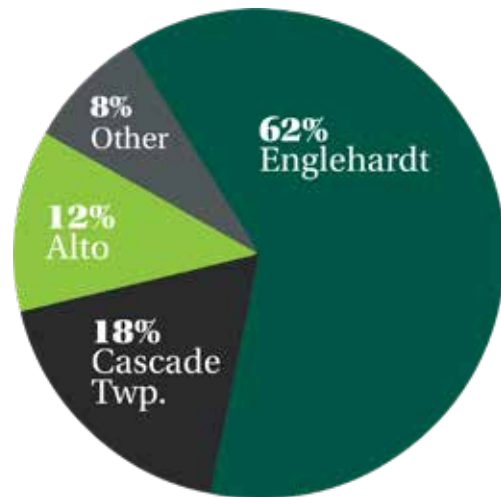
Total Items Checked-Out by Lowell Residents
(4% decrease from 2016-2017)
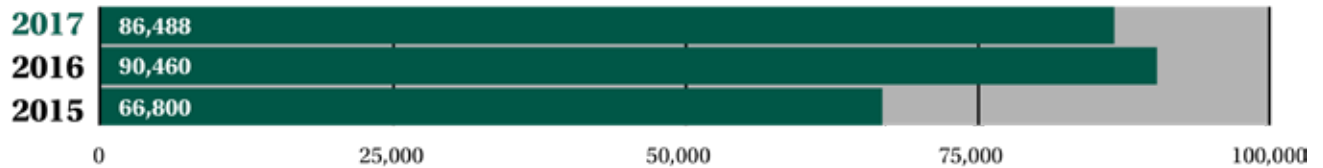
Year	Items
2017	86,488
2016	90,460
2015	66,800

0   25,000   50,000   75,000   100,000

Englehardt Branch Statistics

TOTAL ITEMS CHECKED-OUT
(3% decrease from 2016-2017)

■ Physical Items   ■ Digital

Year	Physical	Digital
2017	219,661	34,136
2016	229,015	32,513
2015	156,618	28,636

0   75,000   150,000   225,000   300,000

TOTAL BRANCH COMPUTER LOG-INS
(9% increase in total log-ins from 2016-2017)

Year	Public Computer	Wireless
2017	11,093	29,870
2016	12,652	25,044
2015	10,520	8,473

0   7,500   15,000   22,500   30,000

■ Public Computer Log-ins   ■ Wireless Log-ins

TOTAL PEOPLE SERVED
(2% decrease from 2016-2017)

■ Library Visits   ■ Outreach Attendance   ■ Program Attendance

| Year	Library Visits	Outreach	Program
2017	96,131	2,406	3,306
2016	98,033	2,583	3,433
2015	101,845	2,414	4,464

0   25,000   50,000   75,000   100,000
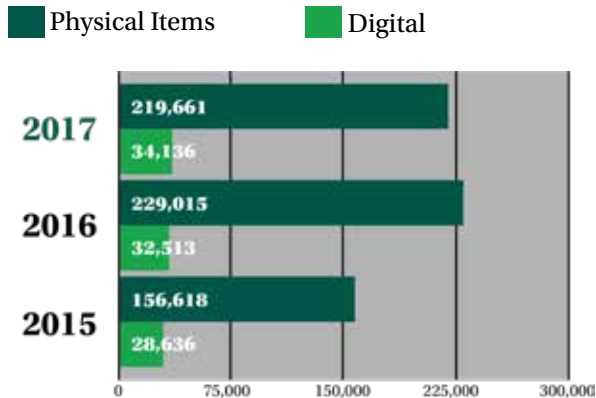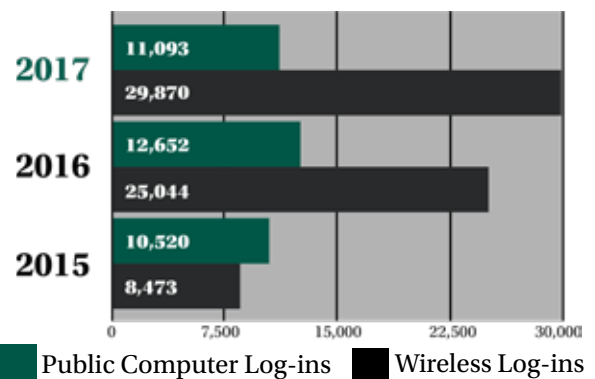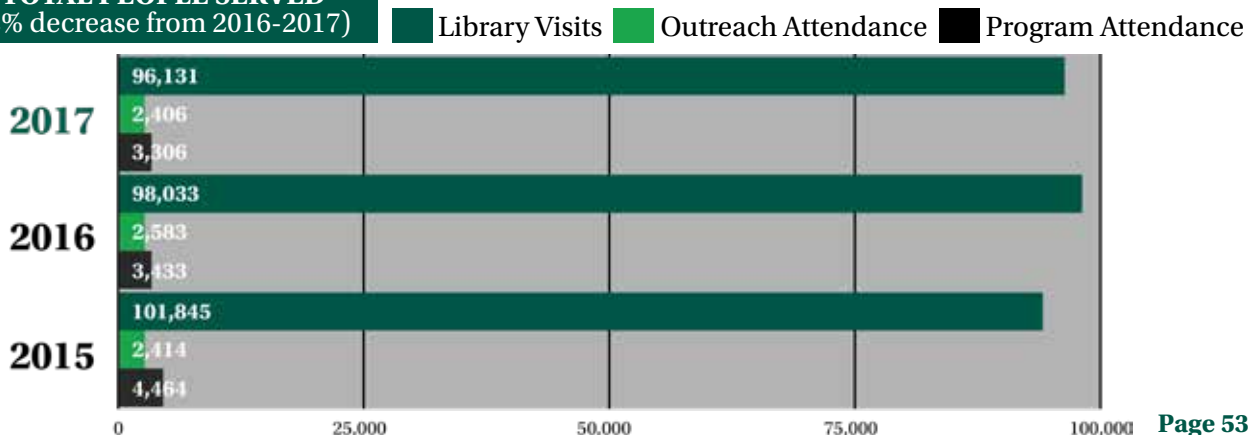
Oakfield Township | 2017 Annual Report

A Municipality in the Kent District Library Service Area

Population with Library Card

29% KDL Cardholders

71% Non-Cardholders

Preferred KDL Location: Krause Memorial Branch
(Based on materials checked out)

9% Other

45% Krause Memorial

12% Spencer Twp.

34% Plainfield Twp.
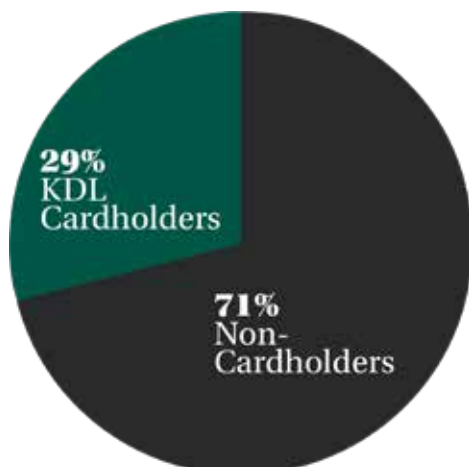
Total Items Checked-Out by Oakfield Residents
(12% increase from 2016-2017)

Year	Items
2017	33,923
2016	30,158
2015	23,324

0   10,000   20,000   30,000   40,000

Krause Memorial Branch Statistics

TOTAL ITEMS CHECKED-OUT
(1% decrease from 2016-2017)

■ Physical Items   ■ Digital

Year	Physical Items	Digital
2017	503,026	87,281
2016	515,128	79,120
2015	360,136	71,795

0   150,000   300,000   450,000   600,000

TOTAL BRANCH COMPUTER LOG-INS
(13% increase in total log-ins from 2016-2017)

Year	Public Computer Log-ins	Wireless Log-ins
2017	10,744	38,750
2016	12,926	30,823
2015	10,152	11,460

0   10,000   20,000   30,000   40,000

■ Public Computer Log-ins   ■ Wireless Log-ins

TOTAL PEOPLE SERVED
(2% increase from 2016-2017)

■ Library Visits   ■ Outreach Attendance   ■ Program Attendance

Year	Library Visits	Outreach Attendance	Program Attendance
2017	177,140	7,796	11,871
2016	174,573	7,969	10,208
2015	181,671	709	14,159

0   45,000   90,000   135,000   180,000

Vergennes Township | 2017 Annual Report

A Municipality in the Kent District Library Service Area

Population with Library Card

49% KDL Cardholders

51% Non-Cardholders

Preferred KDL Location: Englehardt Branch
(Based on materials checked out)

8% Other

9% Cascade Township
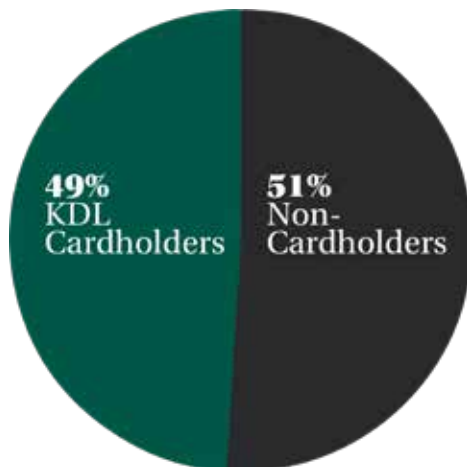
82% Englehardt

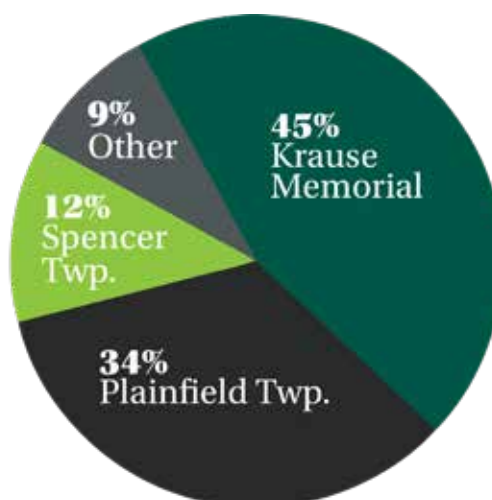## Total Items Checked-Out by Vergennes Residents
(2% decrease from 2016-2017)
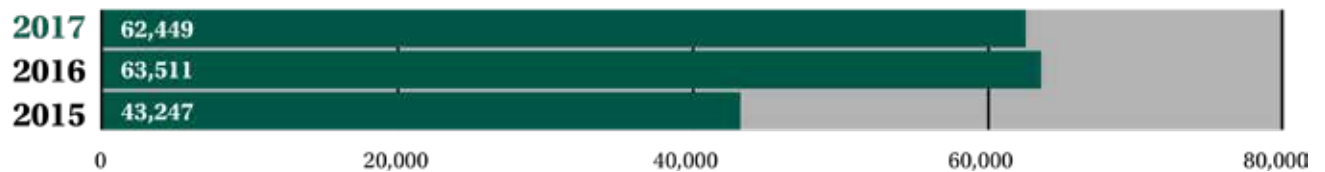
Year	Items
2017	62,449
2016	63,511
2015	43,247

0   20,000   40,000   60,000   80,000

Englehardt Branch Statistics

TOTAL ITEMS CHECKED-OUT
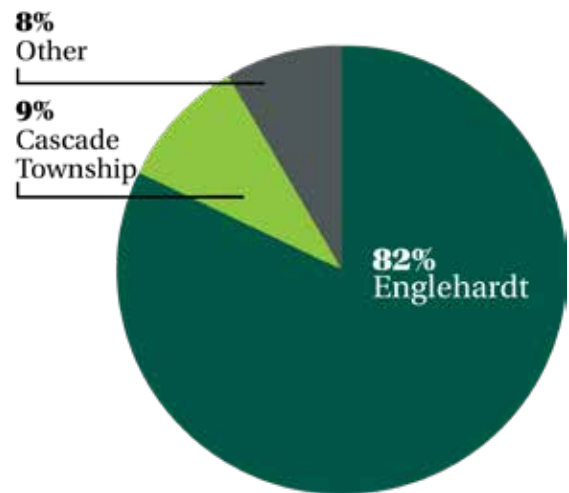### (3% decrease from 2016-2017)

■ Physical Items   ■ Digital

Year	Physical	Digital
2017	219,661	34,136
2016	229,015	32,513
2015	156,618	28,636

0   75,000   150,000   225,000   300,000

TOTAL BRANCH COMPUTER LOG-INS
(9% increase in total log-ins from 2016-2017)

Year	Public	Wireless
2017	11,093	29,870
2016	12,652	25,044
2015	10,520	8,473

0   7,500   15,000   22,500   30,000

■ Public Computer Log-ins   ■ Wireless Log-ins

TOTAL PEOPLE SERVED
(2% decrease from 2016-2017)

■ Library Visits   ■ Outreach Attendance   ■ Program Attendance

Year	Library Visits	Outreach Attendance	Program Attendance
2017	96,131	2,406	3,306
2016	98,033	2,583	3,433
2015	101,845	2,414	4,464

0   25,000   50,000   75,000   100,000
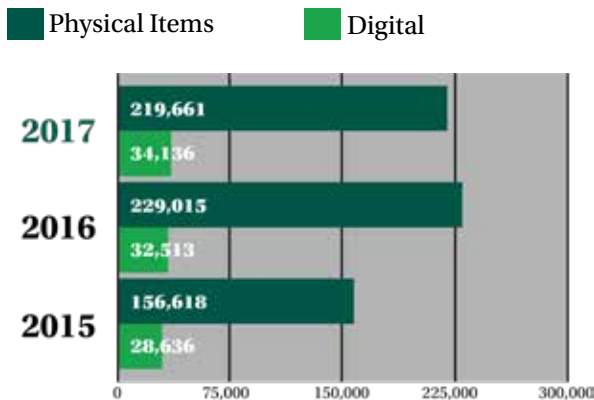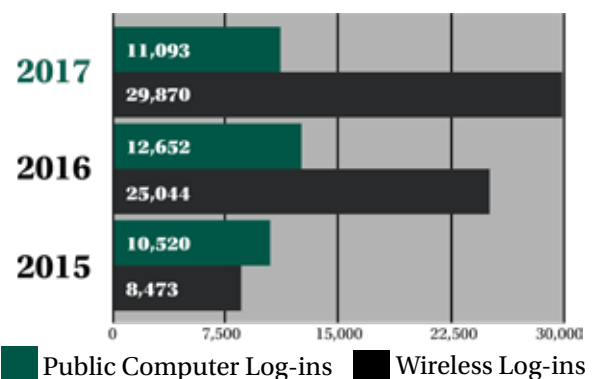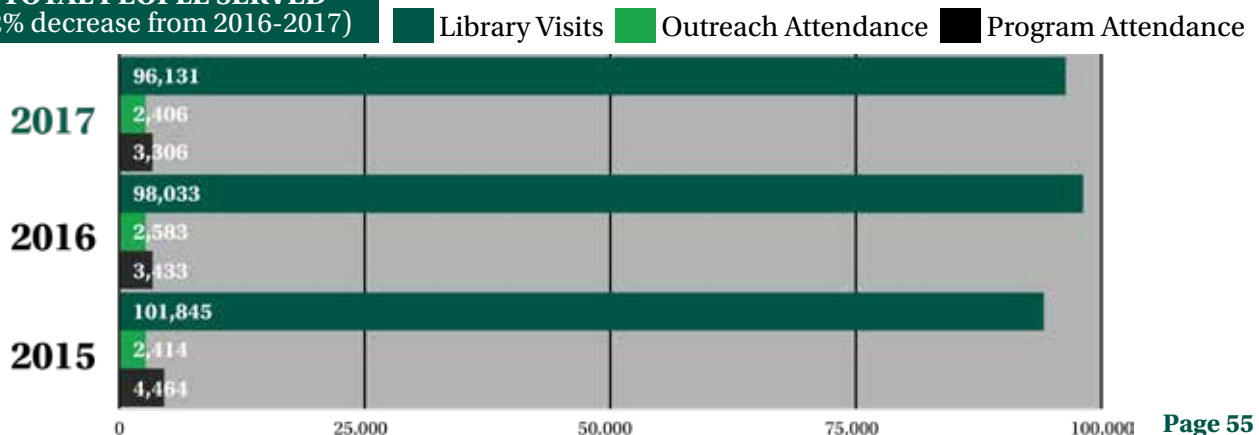
2017 Peer Comparison

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 2016 Rank	KDL 2017 Rank
Collection turnover rate*	1st	1st
Number of registered borrowers	9th	10th
Percentage of operating expenditures on materials	2nd	2nd
Total annual visits	4th	4th
Total circulation (all materials)	4th	2nd
Total electronic circulation	2nd	2nd
Total operating expenditures	13th	13th
Total operating income	12th	13th
Total program attendance	5th	2nd

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 2016*[1]). 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 2016 Rank	KDL 2017 Rank
Collection turnover rate	3rd	2nd
Number of registered borrowers	2nd	2nd
Percentage of operating expenditures on materials	1st	2nd
Total annual visits	2nd	1st
Total circulation (all materials)	1st	1st
Total electronic circulation	1st	1st
Total operating expenditures	2nd	2nd
Total operating income	2nd	2nd
Total program attendance	1st	1st

[1] Public Library Data Service Statistical Report 2017, Public Library Association, June 2017 (Based on 2016 fiscal year data)

2017 National Peer Comparison Data

Library	Total Program Attendance	Total Annual Visits	No. of Registered Borrowers	Total Circulation (all materials)	Total Electronic Circulation	Collection Turnover	Total Operating Income	Total Operating Expenditures	% of Operating Expenditures on Materials
Kent District Library (MI)	253,899	2,656,958	258,338	8,190,785	1,215,187	7.9865	$23,417,818	$19,621,995	16.31%
Akron-Summit County Public Library (OH)	228,308	2,250,535	303,290	4,602,255	361,478	2.0944	$26,974,970	$24,807,754	12.12%
Alachua County Library District (FL)	138,901	1,461,337	156,628	4,289,325	695,562	5.7593	$17,158,258	$15,472,282	12.30%
Allen County Public Library (IN)	212,467	2,512,375	304,839	13,311,490	8,640,543	3.5502	$25,555,921	$24,401,674	13.54%
Carnegie Library of Pittsburgh (PA)	229,507	2,917,415	203,354	3,982,765	468,620	1.7797	$31,946,732	$31,687,263	13.53%
Central Arkansas Library System (AR)	250,222	2,068,854	201,215	2,701,123	482,546	2.5475	$17,867,650	$18,492,248	10.43%
Charleston County Public Library System (SC)	215,172	1,711,360	236,490	3,090,479	576,246	3.6911	$16,441,888	$15,550,485	14.70%
Dayton Metro Library (OH)	241,017	2,448,940	377,076	5,952,160	631,986		$28,265,298	$29,114,961	11.28%
Department of Community Services (DE)	104,545	1,822,721	181,171				$12,679,590	$12,551,876	9.49%
East Baton Rouge Parish Library (LA)			294,505	2,250,419	478,835	1.0282	$44,520,620	$41,471,150	13.60%
Fort Vancouver Regional Library District (WA)	135,838	1,587,539	283,373	3,606,182	866,685	5.0186	$23,545,135	$22,834,906	15.33%
High Plains Library District (CO)	108,428	1,530,424	119,310	2,640,378	229,510	2.1294	$38,595,684	$15,780,405	11.84%
Jefferson Parish Library (LA)	57,950	4,142,175	89,152	1,569,345	129,974	1.6909	$22,595,646	$23,068,101	11.73%
Johnson County Library (KS)	83,998	2,450,760	285,711	6,552,369	389,707	5.7615	$32,065,552	$30,394,688	11.76%
Monmouth County Library (NJ)	132,519	1,331,054	156,542	3,253,268	252,794	1.8560	$15,228,015	$14,948,148	15.64%
New Orleans Public Library (LA)	50,841	1,583,049	137,070	1,148,435	163,175	1.6042	$19,367,434	$15,746,666	13.48%
Oakland Public Library (CA)	205,394	2,024,399	284,273	2,418,595	165,799	2.0713	$27,714,275	$27,616,724	6.20%
Saint Louis Public Library (MO)	150,147	1,977,118	75,273	2,297,178	239,760	0.6810	$25,362,717	$22,535,499	13.60%
Saint Paul Public Library (MN)	149,245	2,226,416	360,047	2,794,256	441,225	2.4537	$18,940,919	$18,449,067	7.01%
San Mateo County Libraries (CA)	317,625	2,281,657	154,445	3,379,055	321,706	4.5699	$27,399,771	$27,370,790	9.24%
Saint Charles City-County Library District (MO)	139,588	1,918,519	127,761	6,707,543	642,212	5.7925	$18,082,834	$17,009,745	17.08%
Toledo-Lucas County Public Library (OH)	199,688	3,008,012	264,228	5,999,792	696,348	3.0534	$36,246,925	$36,056,084	10.84%
KDL Ranking (out of 22)	2	2	10	2	2	1	13	13	2

2017 State Peer Comparison Data

Library	Total Annual Visits	Total Program Attendance	No. of Registered Borrowers	Total Circulation (all materials)	Total Electronic Circulation	Collection Turnover	Total Operating Income	Total Operating Expenditures	% of Operating Expenditures on Materials
Kent District Library (MI)	**2,656,958**	**253,899**	**258,338**	**8,190,785**	**1,215,187**	**7.9865**	**$23,417,818**	**$19,621,995**	**16.31%**
Ann Arbor District Library	1,564,780	114,544	141,298	6,871,651	414,451	10.4316	$13,810,936	$12,231,842	14.84%
Canton Public Library	499,124	28,940	77,462	1,307,755	75,856	3.3901	$5,407,484	$5,407,484	12.79%
Capital Area District Libraries	1,180,143	64,232	75,830	2,657,034	341,172	4.7771	$11,169,463	$10,859,040	13.49%
Dearborn Public Library	374,763	21,163	32,829	515,544	53,810	0.6512	$5,522,287	$4,983,131	9.03%
Detroit Public Library	2,212,482	170,515	365,888	1,102,902	N/A	0.2504	$36,577,964	$29,305,546	4.80%
Flint Public Library	149,475	35,138	27,253	195,366	83,023	0.6105	$3,793,432	$3,157,021	8.97%
Grand Rapids Public Library	723,751	14,206	56,312	1,608,732	140,044	1.8375	$9,435,627	$8,910,952	12.58%
Kalamazoo Public Library	597,220	69,089	87,533	1,733,445	113,812	2.2564	$11,638,645	$10,616,141	9.64%
Monroe Conty Library System	689,018	95,497	73,733	1,072,408	95,708	2.3509	$7,909,580	$7,066,340	10.14%
Rochester Hills Public Library	557,488	29,902	68,892	1,946,561	133,003	7.3935	$ 4,282,385	$4,490,500	16.87%
Southfield Public Library	420,000	9,035	55,721	386,275	19,000	1.2250	$6,730,475	$5,442,031	8.57%
Sterling Heights Public Library	385,398	20,209	47,334	548,414	102,581	2.1424	$2,498,535	$2,498,535	8.92%
KDL Ranking (out of 15)	1	1	2	1	1	2	2	2	2

KDL.®
Kent District Library

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