

LOCATION: KDL Byron Township Branch (8191 Byron Center Ave SW, Byron Center, MI 49315)

DATE: Thursday, October 25, 2018 at 4:30 p.m.

I. CALL TO ORDER

II. PLEDGE OF ALLEGIANCE

III. LIAISON REPRESENTATIVE COMMENTS

IV. PUBLIC COMMENTS**

* V. CONSENT AGENDA

- A. Approval of Agenda
- B. Approval of Minutes – September 20, 2018 and October 11, 2018
- C. Request for Early Closing of the Kentwood Branch on Friday, December 7, 2018 to accommodate the Holiday Light Parade & Tree Lighting
- D. Request for Early Closing of the East Grand Rapids Branch on Saturday, March 23, 2019 to accommodate the Sip & Support event for the East Grand Rapids Schools Foundation.

VI. BRANCH MANAGER’S REPORT– Eric DeHaan

VII. FINANCE REPORTS – September 2018

VIII. LAKELAND LIBRARY COOPERATIVE REPORT

IX. DIRECTOR’S REPORT – September 2018

X. NEW BUSINESS

- A. Literary Libation Net Revenue Update
- B. Director’s Evaluation Process
- C. KDL Policy Manual Section 4: Patron Behavior

XI. LIAISON REPRESENTATIVE COMMENTS

XII. PUBLIC COMMENTS**

XIII. BOARD MEMBER COMMENTS

XIV. MEETING DATES

Regular Meeting & Budget Approval: Thursday, November 15, 2018 –KDL Cascade Branch– 7:00 p.m.

Regular Meeting: Thursday, December 20, 2018 – KDL Meeting Center- 4:30 p.m.

* XV. ADJOURNMENT

* *Requires Action*

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

LOCATION: KDL Caledonia Branch (6260 92nd St SE, Caledonia, MI 49316)

DATE: Thursday, September 20, 2018 at 4:30 p.m.

Board Present: Shirley Bruursema, Andrew Erlewein, Allie Bush Idema, Tom Noreen, Caitie S. Oliver, Penny Weller

Board Absent: None

Staff Present: Michelle Boisvenue-Fox, Jaci Cooper, Lindsey Dorfman, Liz Guarino, Claire Horlings, Missy Lancaster, Brian Mortimore, Laura Powers, Lance Werner

Guests Present: Bill Brinkman, Sheri Gilreath-Watts

I. CALL TO ORDER

Chair Weller called the meeting to order at 4:32 p.m.

II. PLEDGE OF ALLEGIANCE

III. LIAISON REPRESENTATIVE COMMENTS – Mr. Brinkman announced that Plainfield Township now officially owns Rogue River Campground.

IV. PUBLIC COMMENTS- None.

V. CONSENT AGENDA

- Approval of Agenda
- Approval of Minutes – August 16, 2018

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

Support: Supported by Ms. Bruursema.

RESULT: Motion carried.

VI. BRANCH MANAGER'S REPORT – Liz Guarino

Ms. Guarino gave an update about the recent changes and upcoming events at the Caledonia Branch:

- Shelby Toren, who was hired as an Adult Parapro in August, has taken on her new role with great enthusiasm. She has been to visit the residents at Station Creek Retirement Community twice since starting, and she is preparing for the annual Dessert Night, where staff provides desserts and door prizes, and shares library information with the residents. This will be the Caledonia Branch's third year hosting this event. A new assisted living facility is under construction near the library, and staff hope to provide library service to the residents there as well.
- Youth staff Alyson Cryderman and Adam Flynn have begun fall programming, and are scheduling outreach visits to many of the local schools. They will be starting a staff-led book club at Dutton Elementary for 4th and 5th graders this year. Adam will continue offering weekly Ukulele and KDL Lab afterschool programs at Duncan Lake Middle School. Caledonia has monthly KDL Lab outreach programs at two out of five elementary schools, and hopes to expand and have a third Youth Parapro, Audrey Barker. The branch shifted some hours from an open adult position in order to make this happen, because the need for outreach into the schools has grown so much.
- The branch will be closed on Saturday, September 29 for the annual Caledonia Chamber of Commerce Harvest Festival. Staff will have a booth with carnival style games and prizes. As a board member for the Chamber, Ms. Guarino is a part of the planning committee for the event, and is excited to be organizing the Scarecrow Contest, which will feature a row of Scarecrows in the grassy area adjacent to the library.

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- All of the staff at Caledonia have been hard at work on our Staff Picks Display, which is right near the Friends' Marketplace, and staff have received lots of compliments on the display.
- The branch's outdoor area continues to grow. Ms. Guarino would like to see a more permanent play structure geared towards 2-5 year olds.

VII. FINANCE REPORTS – August 2018

The Director of Finance gave a brief overview of the August cash report: cash increased 3 million dollars over the same time last year. Revenues are at 97.9% of the budget. Expenditures are at 59% of the budget. As KDL is 66.67% through the fiscal year, expenditures are slightly less than expected.

Ms. Powers talked to the State regarding the personal property tax reimbursement. KDL typically receives a very healthy check, but there was a recent change in legislation, so this year's check will not be as substantial. The last two years, KDL received over 100% but this year libraries are no longer eligible for excess: the maximum payout for libraries is 100%. Villages, counties, cities, and community colleges will be recipients of any excess funding.

KDL awaits the revenue from personal property tax reimbursement and the eRate reimbursement. KDL is in the process of submitting invoices for eRate reimbursement as the total amount of eRate reimbursement based on actual expenses. The personal property reimbursement should be received this fall.

The highest check issued in August was for Midwest Tape, a vendor for collection materials.

Motion: Ms. Bruursema moved to receive and file August 2018 finance reports as presented.

Support: Supported by Mr. Noreen.

RESULT: Motion carried.

VIII. LAKELAND LIBRARY COOPERATIVE REPORT

Shirley Bruursema noted that she was not present for the last meeting. Director Werner noted the following motion items, which were approved at the September 13, 2018 Lakeland Library Cooperative Board meeting:

- The 2017-2018 Budget Transfers/Amendment 5
- The fund balance transfer for new director search expenses
- The FY2018-2018 Proposed Budget and Cost to Libraries as recommended by the Finance Committee and the Advisory Council
- The Cooperative Director's goals for FY2018-2019 as set forth by the Personnel Committee

IX. DIRECTOR'S REPORT – August 2018

Director Werner highlighted the following items:

- Literary Libations, which was held on September 6 at Steelcase, was a great success again this year. Director Werner called Ms. Horlings up to report on specifics of the event.
 - Ms. Horlings reported that the event had 360 attendees (23 were staff, volunteers, and Board) and generated \$66,000 in revenue, however, expenses are still being calculated and final numbers, including net revenue after expense deductions, will be reported at October's meeting.
 - Next year's Gala will be held at Frederik Meijer Garden, which will be more cost-effective.
 - The event will not be used as the primary means to raise money but instead used for the purpose of stewardship and increasing engagement with donors.
 - Ms. Horlings also mentioned she will be interviewing candidates for a Development Associate next Tuesday and hopefully making a hiring decision shortly thereafter.
- Director Werner announced that Kelloggsville has been a success. 85% of students are on free or reduced lunch, but recently free lunch has been offered to everyone to try to eliminate the stigma. The Kelloggsville football coach learned about the program and encouraged his players to go, so

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attendance has been up. Feeding America has been a great partner, and KDL would like to approach other areas that have at least 50% of the student body on free or reduced lunches to offer a similar program.

X. NEW BUSINESS

A. KDL Policy Manual: Section 3.7 Meeting Room Use (*First reading*)

Motion: Ms. Bruursema moved to approve Section 3.7 Meeting Room Use of the Policy Manual as presented.

Support: Supported by Mr. Erlewein.

RESULT: Motion carried.

B. 2019 Board of Trustees Meeting Schedule

Motion: Mr. Noreen moved to approve the 2019 Board of Trustees Meeting Schedule as presented.

Support: Supported by Ms. Oliver.

RESULT: Motion carried.

C. 2019 Planned Branch and System Closing Schedule

Motion: Mr. Noreen moved to approve the 2019 Planned Branch and System Closing Schedule as presented.

Support: Supported by Mr. Erlewein.

RESULT: Motion carried.

D. Issue Analysis: RFP for Interior Design & Space Planning of the KDL Service Center (*First reading*)

KDL has been in the Service & Meeting Center since 2001. Few large changes have taken place in the Service Center side over the last 18 years, and KDL is due to invest in some maintenance. Via Design's proposal seemed to understand the project at hand and emphasized the importance of stakeholder input, so they are being recommended. If approved, a Building Committee will be established to ensure KDL spends money in as fiscally responsible a manner as possible.

The board asked questions of Ms. Dorfman and she responded.

Motion: Ms. Bruursema moved to approve Via Design's proposal for the KDL Service Center's design & space planning needs.

Support: Supported by Mr. Erlewein.

RESULT: Motion carried.

E. Issue Analysis: Bookmobile Driver/Operator (*First reading*)

Motion: Ms. Oliver moved to approve the hiring of Bookmobile drivers/operators as presented.

Support: Supported by Ms. Idema.

RESULT: Motion carried.

F. Resolution: Retirement Plan Document Update (*Roll-call vote*)

Mr. Mortimore explained that two major changes were made to the retirement plan document: the vesting period and auto-enrollment for all employees at 3%. These changes were approved in November 2017 following a collective bargaining closed session.

Motion: Mr. Erlewein moved to adopt the restatement of the retirement plan document as presented.

Support: Supported by Mr. Noreen.

Ms. Bruursema – Yes

Mr. Erlewein – Yes

Ms. Idema – Yes

Mr. Noreen- Yes

Ms. Oliver – Yes

Ms. Weller – Yes

RESULT: Motion carried 6-0.

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G. Resolution: Fifth Budget Amendment (*Roll-call vote*)

Ms. Powers explained the budget amendment is to correct three housekeeping items: 1) adjusting the 2018 budget to match the rollup presented in the 2017 audited financials 2) dissolving the fiduciary Local Materials and Local Miscellaneous funds and 3) dissolving the fund development special revenue fund. Ms. Powers discussed all of the changes with the auditor and they are in concurrence.

Ms. Powers informed the Board that there may also be one other housekeeping budget adjustment to fix how the consulting fund was set up.

Motion: Ms. Oliver moved to approve the fifth budget amendment as presented.

Support: Supported by Mr. Erlewein.

Ms. Bruursema – Yes Mr. Erlewein – Yes Ms. Idema – Yes

Mr. Noreen- Yes Ms. Oliver – Yes Ms. Weller – Yes

RESULT: Motion carried 6-0.

XI. LIAISON REPRESENTATIVE COMMENTS – Mr. Brinkman noted that Jupiter Avenue is now open and the bike path is approaching completion.

XII. PUBLIC COMMENTS – None.

XIII. BOARD MEMBER COMMENTS

Ms. Bruursema: Ms. Bruursema announced that October 5 is the Alliance of Trustees Workshop in Novi. She and Ms. Oliver will be attending from the KDL Board. Ms. Bruursema has been busy with millages for the November 6 election.

Mr. Erlewein: Mr. Erlewein mentioned that he recently visited the Kelloggsville branch for the first time and had now gone to all of KDL's branches.

Mr. Noreen: Mr. Noreen reminded everyone that he will not be in attendance for the upcoming October 11 the budget workshop. He will be working in Alaska.

Ms. Oliver: Ms. Oliver did the Annual Report Presentation for Vergennes Township on Monday and has the one for the City of Lowell coming up. She wanted to mention that she was very impressed with Mr. Mortimore, who was there to do the report with her. Someone made a suggestion to add heat loss monitors and he was on it immediately, researching prices and emailing the KDL Leadership Team. She said she believes this is why KDL is so successful—staff listens to patrons and makes things happen. Ms. Oliver concluded by saying it has been a pleasure serving on the Board thus far.

Ms. Weller: Ms. Weller thanked Claire for doing a fantastic job at Literary Libations.

XIV. MEETING DATES

Special Budget Meeting: Thursday, October 11, 2018 – KDL Service & Meeting Center – 4:30 p.m.

Regular Meeting: Thursday, October 25, 2018 – KDL Byron Township Branch – 4:30 p.m.

XV. ADJOURNMENT

Motion: Mr. Noreen moved for adjournment at 6:24 p.m.

Support: Supported by Mr. Erlewein

RESULT: Motion carried.



ADMINISTRATIVE APPROVAL FOR DISTRIBUTION

LOCATION: KDL Service Center (814 West River Center Dr. NE, Comstock Park, MI 49321)

DATE: Thursday, October 11, 2018 at 4:30 p.m.

Board Present: Shirley Bruursema, Andrew Erlewein, Allie Bush Idema, Caitie Oliver, Penny Weller

Board Absent: Tom Noreen

Staff Present: Michelle Boisvenue-Fox, Jaci Cooper, Lindsey Dorfman, Randy Goble, Claire Horlings, Missy Lancaster, Brian Mortimore, Laura Powers, Kurt Stevens, Lance Werner

Guests Present: Bill Brinkman

I. CALL TO ORDER

Chair Penny Weller called the meeting to order at 4:32 p.m.

II. PLEDGE OF ALLEGIANCE

III. APPROVAL OF AGENDA

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

Support: Supported by Mr. Erlewein.

RESULT: Motion carried.

IV. LIAISON REPRESENTATIVE COMMENTS – Mr. Brinkman announced that Plainfield Township has gotten through most of their 2019 budget. Their meeting to discuss and decide on budgeting for infrastructures will be held Monday, October 15.

V. PUBLIC COMMENTS – None

VI. NEW BUSINESS

A. 2019 Budget

Director Werner thanked Ms. Powers for leading the 2019 budget efforts and for all of her thoroughness in ensuring KDL has a balanced budget. Under her leadership, the process went smoothly. Director Werner then turned it over to Ms. Powers to give a summary of the budget document.

Ms. Powers thanked Melissa Snyder, KDL's Finance Team Lead, and all of the department and branch managers for their detailed and conscientious work when submitting their own department budgets.

The KDL Leadership Team first worked together to create a balanced operating budget. Once that was established, they then identified special projects that would be appropriate to use the fund balance for.

Ms. Powers pointed out the roll-up for the 2019 budget which is the same document that will be presented to the Board for approval at the November meeting. Ms. Powers also pointed out variance explanations and the line item details for each activity level. Each Leadership Team member then went around to explain precisely what departments fell under their budget and asked the Board if they had any questions related directly to their parts of the budget.

The Board discussed the 2019 Budget, and asked questions of staff and staff responded.

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VIII. LIAISON REPRESENTATIVE COMMENTS – Mr. Brinkman commented on how professional the KDL Budget Packet looked.

IX. PUBLIC COMMENTS – None

XI. BOARD MEMBER COMMENTS

Ms. Bruursema: Ms. Bruursema announced that just this week she attended the Annual Report Presentation for the Village of Caledonia with Mr. Goble, and Caledonia Branch manager, Liz Guarino. She reported back that they thought KDL was “awesome.” Ms. Bruursema believes we are off to a healthy fiscal year and appreciates how detailed and understandable the budget was this year.

Ms. Bruursema remarked upon news of Englehardt Branch Manager Heather Wood Gramza’s departure. Ms. Bruursema said she will enjoy still seeing Ms. Wood-Gramza at the LLC meetings in her new capacity as Director of the Howard Miller Library in Zeeland, and that she joins several new directors in the LLC. She believes Ms. Wood-Gramza will do a wonderful job.

Mr. Erlewein: Mr. Erlewein thanked Ms. Powers for answering all of his questions and for getting clear answers to him so quickly.

Ms. Idema: Ms. Idema thanked Ms. Powers and the Leadership Team for putting the budget together and said she sincerely appreciates the additional information as she learns the KDL budgeting process. She mentioned that her most recent Annual Report Presentation at Grandville went swimmingly.

Ms. Oliver: Ms. Oliver attended the Trustee Alliance Workshop last Friday and learned a lot. Many issues were addressed and it put into perspective how lucky she is to serve on KDL’s Board since there are so many positive and innovative things going on within the library system. She is very eager to attend the MLA conference next week. She ended by saying she is sad that Ms. Wood-Gramza has taken a director position in Zeeland and will sincerely miss her at the Englehardt Branch.

Ms. Weller: Ms. Weller gave warm thank you to everyone and said she appreciates each and every person for all they do to make KDL the very best.

XII. MEETING DATES

Regular Meeting: Thursday, October 25, 2018 – KDL Byron Township Branch @ 4:30 p.m.

XIII. ADJOURNMENT

Motion: Ms. Oliver moved for adjournment at 5:13 p.m.

Support: Supported by Ms. Idema.

RESULT: Motion carried.



ADMINISTRATIVE APPROVAL FOR DISTRIBUTION



Kent District Library
Information. Ideas. Excitement!

Alpine Twp. Branch

Alto Branch

Byron Twp. Branch

Caledonia Twp. Branch

Cascade Twp. Branch

Comstock Park Branch

East Grand Rapids Branch

Englehardt Branch

Gaines Twp. Branch

Grandville Branch

Kentwood (Richard L. Root)
Branch

Krause Memorial Branch

Nelson Twp./Sand Lake Branch

Plainfield Twp. Branch

Spencer Twp. Branch

Tyrone Twp. Branch

Walker Branch

Wyoming Branch

KDL Service
and Meeting Center
814 West River Center Dr. NE
Comstock Park, MI 49321

616-784-2007
18 locations, 1 convenient
phone number.
Long distance call
1-877-243-2466

www.kdl.org

October 10, 2018

KDL Board of Trustees
Kent District Library
814 West River Center Dr NE
Comstock Park, MI 49321

Dear Board of Trustees:

On behalf of the City of Kentwood, I am requesting permission to close the Kentwood (Richard L. Root) Branch at 5:00 pm instead of its regular closing time of 6:00 pm on Friday, December 7 to accommodate the Kentwood Holiday Light Parade and Tree Lighting. Kentwood branch staff will be participating in the parade.

The earlier closing time would allow for staff to prepare for the event, and it would free up space in the parking lot for the event to happen.

Thank you for your consideration.

Cheryl Cammenga
KDL Kentwood Branch Manager



Kent District Library
Information. Ideas. Excitement!

Alpine Twp. Branch
Alto Branch
Byron Twp. Branch
Caledonia Twp. Branch
Cascade Twp. Branch
Comstock Park Branch
East Grand Rapids Branch
Englehardt Branch
Gaines Twp. Branch
Grandville Branch
Kentwood (Richard L. Root)
Branch
Krause Memorial Branch
Nelson Twp./Sand Lake Branch
Plainfield Twp. Branch
Spencer Twp. Branch
Tyrone Twp. Branch
Walker Branch
Wyoming Branch

KDL Service
and Meeting Center
814 West River Center Dr. NE
Comstock Park, MI 49321

616-784-2007
18 locations, 1 convenient
phone number.
Long distance call
1-877-243-2466

www.kdl.org

October 16, 2018

KDL Board of Trustees
Kent District Library
814 West River Center Dr NE
Comstock Park, MI 49321

Dear Board of Trustees:

I am requesting that the East Grand Rapids branch close at 4:00 pm instead of its regular closing time of 5:00 pm on Saturday, March 23 to accommodate the East Grand Rapids Schools Foundation fundraising event.

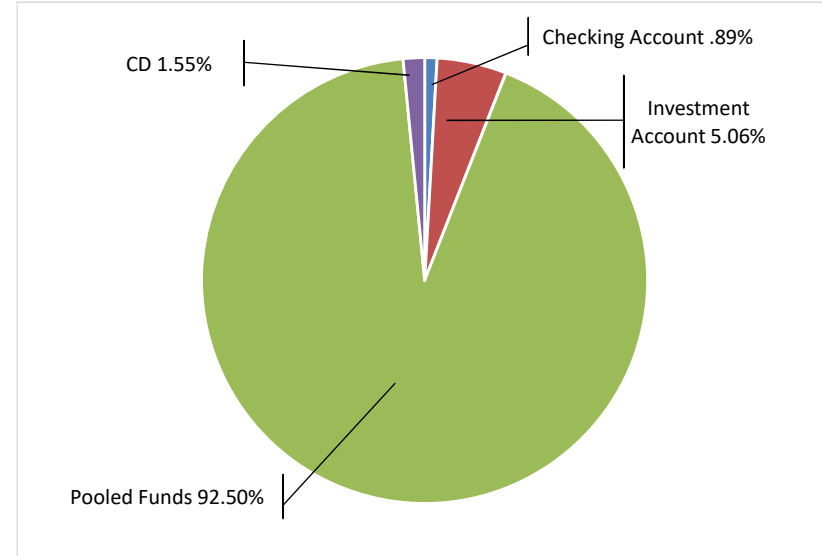
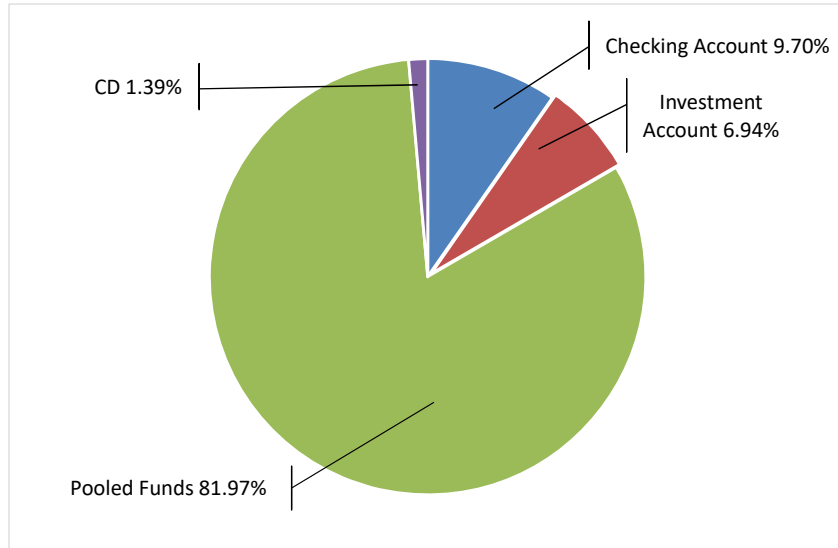
The East Grand Rapids Schools Foundation is hosting Sip & Support, the primary fundraising event for their endowment, at the East Grand Rapids Community Center. The entire Community Center will be used for the event. The library is a wonderful part of Sip & Support because of the open space, available seating, and spectacular view. We are excited and happy to partner with our community in this way.

In order to accommodate the schedule for this event, it will be beneficial for the EGR branch to close at 4:00 pm instead of 5:00 pm. The event requires moving furniture and computers, as well as setting up various spaces for food, drinks, and musicians.

Thank you for your consideration.

Dawn Lewis
KDL East Grand Rapids Branch Manager

Monthly Cash Position Per Bank Month ended September 30



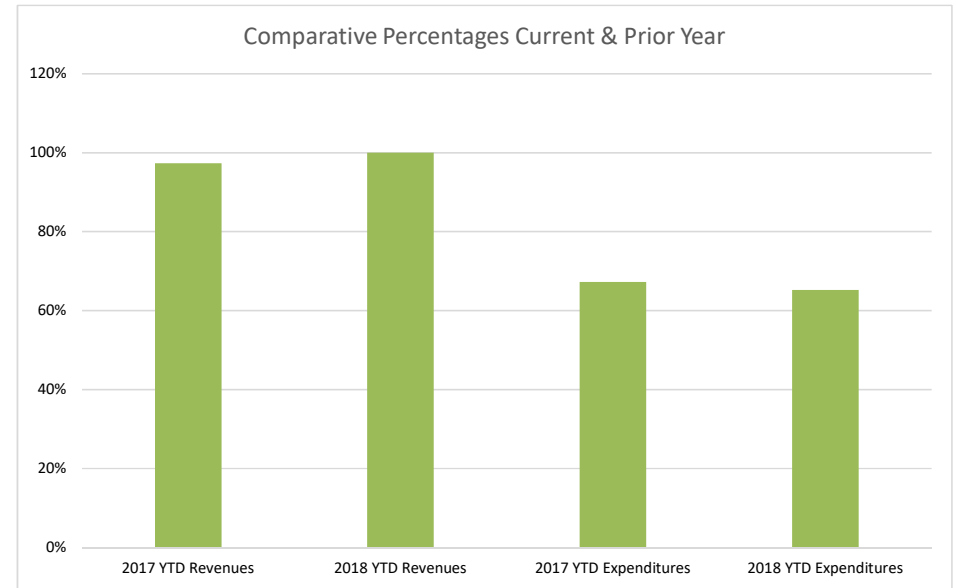
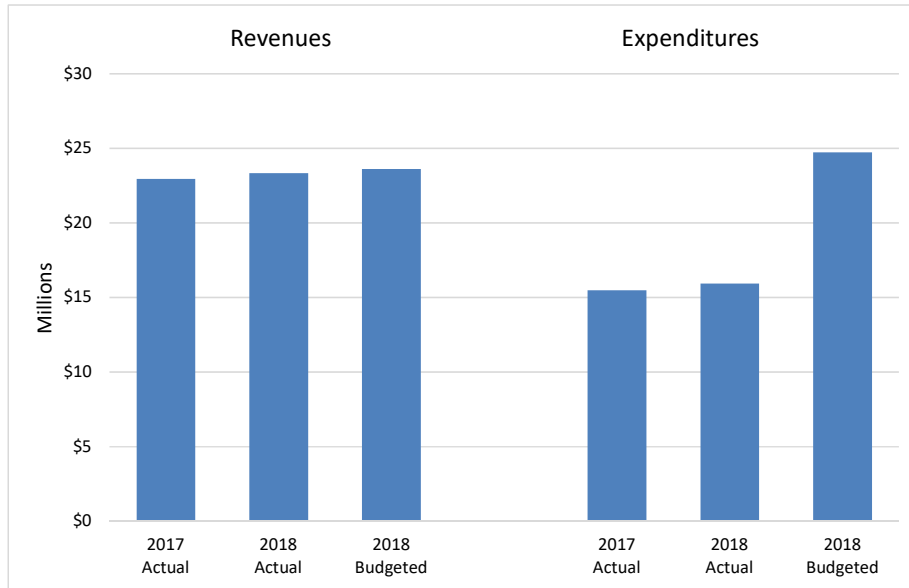
2018		
Account	Rate	Amount
Huntington Checking Account	0.166%	\$1,822,980.96
Huntington Investment Account	0.300%	\$1,305,813.56
*Kent County Pooled Funds	0.956%	\$15,413,427.06
First National Bank	1.240%	\$263,016.15
		<u>\$18,805,237.73</u>

2017		
Account	Rate	Amount
Huntington Checking Account	0.150%	\$149,024.48
Huntington Investment Account	0.300%	\$846,143.06
*Kent County Pooled Funds	0.845%	\$15,477,066.63
First National Bank	1.045%	\$258,660.94
		<u>\$16,730,895.11</u>

* Includes Trust Pooled fund balances

NOTE: Totals do not include Petty Cash or Branch Cash drawer balances

Monthly Revenues and Expenditures Month ended September 30



Budget to Actual with Prior Year Comparison

Revenues

2017 Actual	\$	22,965,928
2018 Actual	\$	23,342,361
2018 Budgeted	\$	23,614,791

Expenditures

2017 Actual	\$	15,486,388
2018 Actual	\$	15,939,299
2018 Budgeted	\$	24,744,703

Comparative Percentages Current & Prior Year

Account

Amount

2017 YTD Revenues	97.4%
2018 YTD Revenues	100.1%
2017 YTD Expenditures	67.3%
2018 YTD Expenditures	65.3%

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 1/1/2018 Through 9/30/2018
(In Whole Numbers)

	YTD Actual	2018 Amended Budget	2018 Amended Budget to Actual Variance	Percent Remaining
Revenues				
Property Taxes	21,176,567	21,261,500	(84,933)	(0)%
Penal Fines	831,140	454,000	377,140	83 %
Charges for Services	221,549	150,000	71,549	48 %
Interest Income	146,063	76,000	70,063	92 %
Public Donations	132,627	361,500	(228,873)	(63)%
Other Revenue	419,679	701,791	(282,112)	(40)%
State Sources	414,736	610,000	(195,264)	(32)%
Total Revenues	<u>23,342,361</u>	<u>23,614,791</u>	<u>(272,430)</u>	<u>(1)%</u>
Expenditures				
Salaries and Wages	7,740,168	10,930,339	3,190,170	29 %
Employee Benefits	2,160,213	3,375,721	1,215,509	36 %
Collections - Digital	1,175,121	1,410,334	235,213	17 %
Collections - Physical	1,353,621	2,038,995	685,374	34 %
Supplies	493,305	721,452	228,147	32 %
Contractual and Professional Services	772,358	1,386,596	614,238	44 %
Programming and Outreach	181,780	270,055	88,275	33 %
Maintenance and Utilities	1,273,974	1,728,223	454,249	26 %
Staff Development	145,869	276,810	130,941	47 %
Board Development	9,588	14,900	5,312	36 %
Other Expenditures	352,812	722,520	369,708	51 %
Capital Outlay	280,489	1,868,757	1,588,268	85 %
Total Expenditures	<u>15,939,299</u>	<u>24,744,703</u>	<u>8,805,404</u>	<u>36 %</u>
Excess Revenue Over (Under) Expenditures	<u>7,403,062</u>	<u>(1,129,912)</u>	<u>8,532,974</u>	<u>(755)%</u>

Kent District Library
Statement of Revenues and Expenditures
245 - Business Consulting Special Revenue Fund
From 1/1/2018 Through 9/30/2018
(In Whole Numbers)

	YTD Actual	2018 Amended Budget	2018 Amended Budget to Actual Variance	Percent Remaining
Revenues				
Charges for Services	40,356	100,000	(59,644)	(60)%
Other Revenue	0	1,000	(1,000)	(100)%
Total Revenues	40,356	101,000	(60,644)	(60)%
Expenditures				
Salaries and Wages	9,566	56,000	46,434	83 %
Employee Benefits	732	4,000	3,268	82 %
Supplies	0	3,250	3,250	100 %
Contractual and Professional Services	34,009	0	(34,009)	0 %
Staff Development	2,592	4,750	2,158	45 %
Other Expenditures	4,078	7,000	2,922	42 %
Total Expenditures	50,977	75,000	24,023	32 %
Excess Revenue Over (Under) Expenditures	(10,621)	26,000	(36,621)	(141)%

Kent District Library
Board Prior Year Comparison
From Jan 1st Through September 30th
101 - General Fund

	YTD Ending September 30, 2017	YTD Ending September 30, 2018	Total Variance
Revenues			
Property Taxes	20,545,993	21,176,567	630,574
Penal Fines	789,767	831,140	41,373
Charges for Services	296,953	221,549	(75,404)
Interest Income	105,403	146,063	40,660
Public Donations	217,779	132,627	(85,153)
Other Revenue	637,233	419,679	(217,553)
State Sources	372,800	414,736	41,935
Total Revenues	<u>22,965,928</u>	<u>23,342,361</u>	<u>376,433</u>
Expenditures			
Salaries and Wages	7,350,326	7,740,168	389,843
Employee Benefits	1,769,276	2,160,213	390,937
Collections - Digital	1,049,457	1,175,121	125,663
Collections - Physical	1,391,924	1,353,621	(38,303)
Supplies	196,899	493,305	296,406
Contractual and Professional Services	1,587,130	772,358	(814,772)
Programming and Outreach	264,909	181,780	(83,129)
Maintenance and Utilities	552,971	1,273,974	721,003
Staff Development	130,453	145,869	15,416
Board Development	10,069	9,588	(481)
Other Expenditures	461,708	352,812	(108,896)
Capital Outlay	721,266	280,489	(440,778)
Total Expenditures	<u>15,486,388</u>	<u>15,939,299</u>	<u>452,911</u>
Other Financing Uses			
Transfers Out	-	-	-
Total Other Financing Uses	<u>-</u>	<u>-</u>	<u>-</u>
Excess Revenue Over (Under) Expenditures	<u>7,479,540</u>	<u>7,403,062</u>	<u>(76,477)</u>

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 9/1/2018 Through 9/30/2018
(In Whole Numbers)

	Current Month	2018 YTD	2018 Amended Budget	2018 Amended Budget to Actual Variance	Percent Remaining
Revenues					
Property Taxes					
4402 Current property taxes	0	21,009,993	21,075,000	(65,007)	(0)%
4412 Delinquent personal property taxes	5,221	8,843	12,000	(3,157)	(26)%
4432 DNR - PILT	1,580	11,609	9,500	2,109	22 %
4437 Industrial facilities taxes	0	146,122	165,000	(18,878)	(11)%
Total Property Taxes	6,801	21,176,567	21,261,500	(84,933)	(0)%
Penal Fines					
4581 Penal fines	0	831,140	454,000	377,140	83 %
Total Penal Fines	0	831,140	454,000	377,140	83 %
Charges for Services					
4650 Printing/fax fees	7,936	76,978	50,000	26,978	54 %
4658 Overdue fines	10,214	127,271	75,000	52,271	70 %
4685 Materials replacement charges	2,969	17,301	25,000	(7,699)	(31)%
Total Charges for Services	21,119	221,549	150,000	71,549	48 %
Interest Income					
4665 Interest earned on deposits and investments	9,865	144,706	75,000	69,706	93 %
4666 Interest Earned - Property Taxes	256	1,357	1,000	357	36 %
Total Interest Income	10,121	146,063	76,000	70,063	92 %
Public Donations					
4673 Restricted donations	60,755	120,121	238,000	(117,879)	(50)%
4674 Unrestricted donations	4,426	12,506	65,000	(52,494)	(81)%
4675 Sponsorships	0	0	58,500	(58,500)	(100)%
Total Public Donations	65,182	132,627	361,500	(228,873)	(63)%
Other Revenue					
4502 Universal Service Fund - eRate	318,217	334,417	621,786	(287,369)	(46)%
4583 Contributions from public schools	0	66,113	25,000	41,113	164 %
4642 Sales	65	2,395	5,000	(2,605)	(52)%
4643 Ticket Sales	0	0	22,005	(22,005)	(100)%
4644 Book sales	0	0	5,000	(5,000)	(100)%
4667 Building rental	958	7,911	7,500	411	5 %
4668 Royalties	0	2,689	2,500	189	8 %
4672 Local grants	0	860	10,000	(9,140)	(91)%
4677 Program contributions	0	2,132	0	2,132	0 %
4686 Sale of Equipment	0	65	0	65	0 %
4688 Miscellaneous	118	3,097	3,000	97	3 %
Total Other Revenue	319,357	419,679	701,791	(282,112)	(40)%
State Sources					
4540 State Aid	0	290,147	300,000	(9,853)	(3)%
4541 State aid - LBPH	0	41,072	0	41,072	0 %
4548 Renaissance Zone reimbursement	83,517	83,517	60,000	23,517	39 %
4549 Personal Property tax reimbursement	0	0	250,000	(250,000)	(100)%
Total State Sources	83,517	414,736	610,000	(195,264)	(32)%
Total Revenues	506,097	23,342,361	23,614,791	(272,430)	(1)%
Expenditures					
Salaries and Wages					
5700 Board Stipend	180	1,890	3,360	1,470	44 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 9/1/2018 Through 9/30/2018
(In Whole Numbers)

		Current Month	2018 YTD	2018 Amended Budget	2018 Amended Budget to Actual Variance	Percent Remaining
5701	Administrator wages	66,828	636,441	849,839	213,397	25 %
5702	Managers wages	213,971	1,488,135	2,204,159	716,023	32 %
5703	Support Staff wages	311,704	2,992,325	4,237,588	1,245,263	29 %
5704	Operations	256,629	2,367,788	3,290,807	923,018	28 %
5705	Interns	4,118	41,678	77,587	35,909	46 %
5706	Extra duty stipends	0	0	20,000	20,000	100 %
5708	Subs	29,540	211,911	247,000	35,089	14 %
	Total Salaries and Wages	882,971	7,740,168	10,930,339	3,190,170	29 %
	Employee Benefits					
5709	FICA	64,169	566,170	836,178	270,008	32 %
5716	Defined Benefit Pension Plan Expenditures	7,082	68,318	108,267	39,949	37 %
5717	Defined Contribution Pension Plan Contributions	19,330	146,335	442,979	296,644	67 %
5718	Employee Health Benefits	104,404	883,989	1,357,309	473,320	35 %
5719	Part-time Employee Health Benefits	15,280	95,423	220,000	124,577	57 %
5720	HSA/Flex	3,205	345,525	336,000	(9,525)	(3)%
5723	Retiree Health Care OPEB	153	1,375	1,500	125	8 %
5724	Life Insurance	2,233	20,142	25,483	5,341	21 %
5725	Additional Life Insurance	0	7,785	14,100	6,315	45 %
5726	Housing Allowance	2,000	10,000	12,000	2,000	17 %
5727	Gradifi Student Loan Assistance	1,025	9,975	15,750	5,775	37 %
5728	YMCA Membership Support	120	850	1,800	950	53 %
5730	Other Employee Benefits	85	4,326	4,355	29	1 %
	Total Employee Benefits	219,085	2,160,213	3,375,721	1,215,509	36 %
	Collections - Digital					
5785	Cloud Library	0	665,000	937,680	272,680	29 %
5786	Hoopla	0	227,000	182,000	(45,000)	(25)%
5787	Digital Collection	0	108,960	109,546	586	1 %
5788	Miscellaneous Electronic Access	0	174,160	181,108	6,948	4 %
	Total Collections - Digital	0	1,175,121	1,410,334	235,213	17 %
	Collections - Physical					
5791	Subscriptions	251	2,167	68,615	66,448	97 %
5815	KDL Cruisers	2,500	22,665	30,000	7,335	24 %
5871	Restricted Donation Expenditures-Branch Materials	0	0	54,000	54,000	100 %
5982	Collection Materials - Depreciable	100,965	899,665	1,207,055	307,390	25 %
5983	CD/DVD Collection Materials - Non-Depreciable	41,127	401,455	613,550	212,095	35 %
5984	Beyond Books Collection - Non-Depreciable	79	27,670	65,775	38,105	58 %
	Total Collections - Physical	144,921	1,353,621	2,038,995	685,374	34 %
	Supplies					
5750	Processing Supplies	27,665	101,077	169,700	68,623	40 %
5751	Office Supplies	5,532	33,601	46,310	12,709	27 %
5752	Paper	508	16,863	19,095	2,232	12 %
5753	AV Supplies	286	10,030	17,000	6,970	42 %
5754	Disposable Technology <\$1000	(2,569)	142,170	236,145	93,975	40 %
5755	Maintenance Supplies - Custodial	128	3,059	5,160	2,101	41 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 9/1/2018 Through 9/30/2018
(In Whole Numbers)

		Current Month	2018 YTD	2018 Amended Budget	2018 Amended Budget to Actual Variance	Percent Remaining
5756	Water Cooler	352	5,852	2,300	(3,552)	(154)%
5757	Meeting Center Supplies	105	1,299	3,000	1,701	57 %
5760	Technology Accessories	4,067	12,365	0	(12,365)	0 %
5765	Wellness Supplies	0	4,541	5,000	459	9 %
5766	Team KDL Supplies	0	0	1,000	1,000	100 %
5767	New EE Shirts/Tote Bags	0	1,276	4,000	2,724	68 %
5768	Promotions Supplies	0	16,525	39,020	22,495	58 %
5769	Service Awards	1,373	5,188	4,200	(988)	(24)%
5770	Other Awards/Prizes	191	80,503	84,550	4,047	5 %
5771	Beverages	2,987	3,080	1,500	(1,580)	(105)%
5790	Books (not for circulation)	8,199	8,752	0	(8,752)	0 %
5799	Miscellaneous Supplies	595	11,775	35,790	24,015	67 %
5851	Mail/Postage	831	3,843	9,805	5,962	61 %
5900	Printing and Publishing	2,994	31,507	37,877	6,370	17 %
	Total Supplies	53,243	493,305	721,452	228,147	32 %
	Contractual and Professional Services					
5792	Software	4,695	207,852	86,881	(120,971)	(139)%
5801	Professional Services	2,850	7,000	20,000	13,000	65 %
5802	Public Relations Consultant	7,652	14,943	10,000	(4,943)	(49)%
5803	IT Consultant - Consulting Svcs.	0	0	8,400	8,400	100 %
5804	Other Consultants	0	13,650	20,000	6,350	32 %
5805	Audit Services	0	24,000	31,500	7,500	24 %
5806	Legal Services	5,593	44,288	16,500	(27,788)	(168)%
5808	ILS Consultant	0	43,000	200,000	157,000	79 %
5809	Temporary Contracted Employees	1,347	54,543	0	(54,543)	0 %
5811	IT Contracted Services	6,789	67,938	113,400	45,462	40 %
5812	HR Contracted Services	23	5,504	2,000	(3,504)	(175)%
5813	Delivery Services	6,748	90,345	130,000	39,655	31 %
5814	Security Services	3,252	65,353	43,400	(21,953)	(51)%
5816	Employment Recruiter	113	1,288	5,000	3,713	74 %
5817	Lakeland Library Co-op services	0	2,953	4,500	1,547	34 %
5818	Shredding services	245	396	1,050	654	62 %
5819	Drug Screenings/background checks	95	1,739	3,500	1,761	50 %
5820	Other Professional Services	0	825	7,000	6,175	88 %
5823	Inspection Services	169	1,081	1,500	419	28 %
5827	Catering	18,299	20,030	31,250	11,220	36 %
5829	Custodial/cleaning services	430	4,076	18,810	14,734	78 %
5830	Other Contracted Services	2,051	26,811	48,400	21,589	45 %
5834	Wellness Services	0	842	5,000	4,158	83 %
5835	Team KDL Services	0	1,621	10,000	8,379	84 %
5836	Employee & Partner Care (Flowers, Etc)	0	521	0	(521)	0 %
5890	ILS Fees	0	4,804	237,200	232,396	98 %
5891	Licenses and Fees	474	539	7,975	7,436	93 %
5892	Software Licenses	0	0	241,930	241,930	100 %
5893	Marc Records License	451	1,609	7,500	5,891	79 %
5956	Other Benefits Administration Fees	3,378	6,457	300	(6,157)	(2,052)%
5957	Pension Administration Fees	0	1,767	3,000	1,233	41 %
5958	Payroll processing fees	4,228	46,971	55,000	8,029	15 %
5960	Banking Fees	380	3,261	7,500	4,239	57 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 9/1/2018 Through 9/30/2018
(In Whole Numbers)

	Current Month	2018 YTD	2018 Amended Budget	2018 Amended Budget to Actual Variance	Percent Remaining
5961 TSYS/Credit Card Fees	726	6,351	8,100	1,749	22 %
Total Contractual and Professional Services	69,987	772,358	1,386,596	614,238	44 %
Programming and Outreach					
5794 Outreach Supplies	1,080	18,869	15,085	(3,784)	(25)%
5795 Programming Supplies	7,898	47,641	40,570	(7,071)	(17)%
5796 Youth Programming Supplies	1,139	4,858	42,600	37,742	89 %
5797 Teen Programming Supplies	548	5,020	8,770	3,750	43 %
5798 Adult Programming Supplies	1,499	6,921	5,900	(1,021)	(17)%
5865 Programming Services	1,536	16,146	24,380	8,234	34 %
5866 Youth Programming Services	0	0	250	250	100 %
5867 Teen Programming Services	0	1,224	370	(854)	(231)%
5868 Adult Programming Services	0	1,900	6,500	4,600	71 %
5885 Speakers/Performers	4,170	79,199	120,830	41,631	34 %
5950 Airport Free Library	0	0	4,800	4,800	100 %
Total Programming and Outreach	17,870	181,780	270,055	88,275	33 %
Maintenance and Utilities					
5822 Maintenance Contracts	700	1,400	4,300	2,900	67 %
5848 Mobile Hotspots	6,897	51,802	81,625	29,823	37 %
5849 Cell Phones/ Stipends	2,758	17,790	33,540	15,750	47 %
5850 Telephones	5,388	44,501	77,111	32,610	42 %
5852 Internet/Telecomm Services	51,683	479,775	672,500	192,725	29 %
5918 Water/Sewer	0	4,692	3,500	(1,192)	(34)%
5919 Waste Disposal	1,443	4,344	7,200	2,856	40 %
5920 Electric	6,800	49,361	68,000	18,639	27 %
5921 Natural Gas	0	8,438	7,500	(938)	(13)%
5925 Snowplowing	0	9,642	8,115	(1,527)	(19)%
5926 Lawn/Landscaping	757	3,012	3,700	689	19 %
5928 Branch Maintenance Fees	0	288,567	387,282	98,715	25 %
5929 Land Repair and Maintenance	0	1,029	1,000	(29)	(3)%
5930 Building Repair and Maintenance	1,679	12,655	39,500	26,845	68 %
5931 Equipment Repair and Maintenance	146	6,398	219,240	212,842	97 %
5932 Vehicle Repairs and Maintenance	538	1,349	4,070	2,721	67 %
5933 Software & IT Hardware Maintenance Agreements	751	220,360	28,540	(191,820)	(672)%
5934 Other Repair and Maintenance	289	289	0	(289)	0 %
5940 Rentals	11,853	18,392	17,055	(1,337)	(8)%
5941 Printer/Copier Leases	5,545	50,179	64,445	14,266	22 %
Total Maintenance and Utilities	97,226	1,273,974	1,728,223	454,249	26 %
Staff Development					
5910 Professional Development	5,807	58,386	103,995	45,609	44 %
5911 Conferences	1,290	27,088	59,805	32,717	55 %
5913 Travel/Lodging	4,730	60,395	113,010	52,615	47 %
Total Staff Development	11,827	145,869	276,810	130,941	47 %
Board Development					
5908 Board Development	960	2,210	2,500	290	12 %
5909 Board Travel/Lodging	0	7,378	12,400	5,022	41 %
Total Board Development	960	9,588	14,900	5,312	36 %
Other Expenditures					
5759 Gas, Oil, Grease	101	819	3,500	2,681	77 %

Kent District Library
Statement of Revenues and Expenditures
101 - General Fund
From 9/1/2018 Through 9/30/2018
(In Whole Numbers)

		Current Month	2018 YTD	2018 Amended Budget	2018 Amended Budget to Actual Variance	Percent Remaining
5860	Parking	65	479	1,490	1,011	68 %
5861	Mileage Reimbursement	2,483	23,712	47,957	24,245	51 %
5869	Restricted Donations Expenditures	0	500	0	(500)	0 %
5870	Restricted Donation Expenditures-Branch Misc	0	0	164,000	164,000	100 %
5873	Website	5,555	77,327	118,845	41,518	35 %
5874	Employment Advertising	0	140	1,500	1,360	91 %
5875	System Advertising - Print	5,518	32,765	57,500	24,735	43 %
5876	System Advertising - Radio	0	300	5,000	4,700	94 %
5877	System Advertising - TV	0	8,336	20,000	11,664	58 %
5878	System Advertising - Social Media	55	4,258	14,100	9,843	70 %
5882	Branch Advertising - Social Media	44	153	0	(153)	0 %
5884	Photography	12	2,454	7,200	4,746	66 %
5901	Printing and Publishing - Kaleidoscope	2,025	10,485	15,000	4,515	30 %
5906	Promotions/Marketing	(35)	9,408	9,590	182	2 %
5907	Sponsorships/Donations	0	0	2,000	2,000	100 %
5912	Meetings	924	5,400	14,250	8,850	62 %
5915	Memberships	1,457	21,559	42,223	20,664	49 %
5916	Dues and Fees	170	4,128	6,540	2,412	37 %
5935	Property Liability Insurance	0	55,532	57,200	1,668	3 %
5936	Vehicle Liability Insurance	0	4,116	0	(4,116)	0 %
5937	Flood Insurance	0	5,750	5,800	50	1 %
5938	Bond Insurance	200	9,204	11,160	1,956	18 %
5939	Workers Compensation Insurance	0	39,955	27,000	(12,955)	(48)%
5955	Miscellaneous	129	2,624	14,170	11,546	81 %
5959	Sales Taxes	134	158	495	337	68 %
5964	Property Tax Reimbursement	0	30,992	75,000	44,008	59 %
5965	MEL Return Items	97	2,259	1,000	(1,259)	(126)%
	Total Other Expenditures	18,934	352,812	722,520	369,708	51 %
	Capital Outlay					
5974	Land Improvements - Depreciable	0	46,432	18,000	(28,432)	(158)%
5975	Building Improvements - Non-Depreciable	0	3,092	8,200	5,108	62 %
5976	Building Improvements - Depreciable	0	49,865	429,000	379,135	88 %
5977	Technology - Non-Depreciable (\$1000-4999)	0	92,453	638,991	546,538	86 %
5978	Technology - Depreciable (5,000+)	0	7,499	533,025	525,527	99 %
5979	Equipment/Furniture - Non-Depreciable (\$0-4999)	2,307	53,542	120,742	67,200	56 %
5980	Equipment/Furniture - Depreciable (\$5000+)	12,345	27,606	120,800	93,194	77 %
	Total Capital Outlay	14,652	280,489	1,868,757	1,588,268	85 %
	Total Expenditures	1,531,676	15,939,299	24,744,703	8,805,404	36 %
	Excess Revenue Over (Under) Expenditures	(1,025,579)	7,403,062	(1,129,912)	8,532,974	(755)%

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 9/1/2018 Through 9/30/2018

Check Number	Vendor Name	Check Amount	Check Date
1711023	Arrowaste	320.80	9/11/2018
182270000506	Priority Health	129,724.43	9/4/2018
2776213400	At&T	1,412.73	9/16/2018
335446	Paychex	112.50	9/19/2018
393985	123.Net, Inc	2,928.00	9/11/2018
616-R10 4031 08	At&T	3,820.98	9/4/2018
6169842022 09	At&T	153.81	9/24/2018
75250	Absopure Water Company	172.00	9/5/2018
75251	Alpine Township	2,088.39	9/5/2018
75258	Baker & Taylor	26,881.90	9/5/2018
75259	Barbara Morris	37.99	9/5/2018
75260	Blackstone Audio Inc	412.84	9/5/2018
75261	Bowne Township	2,052.00	9/5/2018
75262	Byron Township	4,728.75	9/5/2018
75263	Caledonia Township	5,799.00	9/5/2018
75264	Capital Area District Libraries	18.01	9/5/2018
75265	Cascade Charter Township	8,217.38	9/5/2018
75266	Center Point Publishing	276.24	9/5/2018
75267	Central Michigan Paper	1,253.90	9/5/2018
75268	Christopher Wilson	3,710.02	9/5/2018
75269	City Of East Grand Rapids	10,106.25	9/5/2018
75270	City Of Grandville	6,750.00	9/5/2018
75271	City Of Kentwood	15,361.88	9/5/2018
75272	City Of Lowell	2,902.88	9/5/2018
75273	City Of Rockford	3,208.13	9/5/2018
75274	City Of Wyoming - Treasurer's Office	15,702.17	9/5/2018
75275	Comcast Cable	214.90	9/5/2018
75276	Comerica Bank	19,833.65	9/5/2018
75277	Cornerstone University	200.00	9/5/2018
75278	DK Security	791.00	9/5/2018
75279	Elizabeth Herrick	3.99	9/5/2018
75280	Findaway World, Llc	1,028.94	9/5/2018
75281	Flying Aces Pro Frisbee Team	2,050.00	9/5/2018
75282	Foster, Swift, Collins & Smith, P.C.	2,838.00	9/5/2018
75283	Gaines Charter Township	3,472.50	9/5/2018
75285	Gale/Cengage Learning	1,403.53	9/5/2018
75286	Grand Rapids Building Services	430.00	9/5/2018
75287	Heart Of West Michigan United Way	239.00	9/5/2018
75288	Holland Litho Printing Services	2,840.89	9/5/2018
75303	Ingram Library Services Llc	25,909.41	9/5/2018
75304	Julia Hawkins	200.00	9/5/2018
75305	Kayla Lindeman	750.00	9/5/2018
75306	Kris Shaffer	8.95	9/5/2018
75307	Lapeer District Library	29.95	9/5/2018
75308	Legal Shield	322.95	9/5/2018
75309	Lisa Nickelsburg	5.99	9/5/2018
75310	Maner Costerisan	24,000.00	9/5/2018
75311	Marilyn Gillem	24.99	9/5/2018
75321	Midwest Tape	27,330.71	9/5/2018
75322	MLA- Michigan Library Association	85.00	9/5/2018
75323	Nelson Township	2,957.25	9/5/2018
75324	Noordyk Business Equipment	1,564.74	9/5/2018

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 9/1/2018 Through 9/30/2018

Check Number	Vendor Name	Check Amount	Check Date
75325	Pam Spring Advertising, Llc	522.50	9/5/2018
75326	Penguin Random House, Llc.	288.00	9/5/2018
75327	Penworthy Co.	720.36	9/5/2018
75328	Plainfield Charter Township	9,424.13	9/5/2018
75329	PLIC - SBD Grand Island	2,615.51	9/5/2018
75330	RECORDED BOOKS, INC	930.98	9/5/2018
75331	Royce Rolls Ringer Co.	300.00	9/5/2018
75332	Same Day Delivery, Inc	4,820.00	9/5/2018
75333	Scholastic Library Publishing	22.56	9/5/2018
75334	Shawn Wieland	10.03	9/5/2018
75335	Society for Human Resources Management	209.00	9/5/2018
75336	Sirsidynix	1,174.00	9/5/2018
75337	South Kent Rotary	250.00	9/5/2018
75338	Spencer Township	750.00	9/5/2018
75339	Staples Business Advantage	585.17	9/5/2018
75340	TerHorst & Rinzema Construction Co.	325.00	9/5/2018
75341	Tyrone Township	1,096.13	9/5/2018
75342	UAW Local 2600	3,423.93	9/5/2018
75343	Vanessa Walstra	237.67	9/5/2018
75344	Walker City Treasurer	2,850.00	9/5/2018
75345	Warner Norcross & Judd Llp	785.00	9/5/2018
75346	West Michigan Office Interiors	1,405.00	9/5/2018
75347	Young-Sun Shin	9.99	9/5/2018
75349	Absopure Water Company	414.20	9/17/2018
75350	Accountemps	2,539.84	9/17/2018
75351	Ambrose	3,768.70	9/17/2018
75352	Aria Show Technology	2,051.20	9/17/2018
75353	At&T Long Distance	40.48	9/17/2018
75354	Audio File Publications	19.95	9/17/2018
75359	Baker & Taylor	22,075.54	9/17/2018
75360	Blackstone Audio Inc	1,077.90	9/17/2018
75361	Blandford Nature Center	107.33	9/17/2018
75362	Broadview Product Development	3,867.50	9/17/2018
75363	Byron Township	1,280.00	9/17/2018
75364	CareATC, INC	15,600.00	9/17/2018
75365	Center Point Publishing	44.34	9/17/2018
75366	Central Michigan Paper	241.94	9/17/2018
75367	Comerica Bank	9,665.44	9/17/2018
75368	Cooperfly Creative Arts	1,332.00	9/17/2018
75369	Deborah Bose	1,610.00	9/17/2018
75370	Tawanna Wright	16.99	9/17/2018
75371	DK Security	907.60	9/17/2018
75372	El Granjero Mexican Grill	370.00	9/17/2018
75373	Federal Armored Truck, Inc	122.55	9/17/2018
75374	Findaway World, Llc	2.99	9/17/2018
75375	Firefighter Sales & Service	358.05	9/17/2018
75376	Gale/Cengage Learning	854.11	9/17/2018
75377	Genius Phone Repair	1,034.31	9/17/2018
75378	Grand Rapids Symphony Society	1,000.00	9/17/2018
75379	Lillian Huff	5.00	9/17/2018
75380	Grainger	41.28	9/17/2018
75381	Graphic Arts Service & Supply	67.00	9/17/2018

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 9/1/2018 Through 9/30/2018

Check Number	Vendor Name	Check Amount	Check Date
75382	Greatamerica Financial Svcs.	5,035.92	9/17/2018
75383	Heart Of West Michigan United Way	119.50	9/17/2018
75384	Hennie Vaandrager	24.95	9/17/2018
75388	Ingram Library Services Llc	12,276.61	9/17/2018
75389	Kathy Potts	20.14	9/17/2018
75390	Kent County Treasurer	2,471.01	9/17/2018
75391	Lakeland Library Cooperative	30.00	9/17/2018
75392	Lewis Paper	231.88	9/17/2018
75393	Lori Rader-Day	45.00	9/17/2018
75394	Lynne Olson	86.40	9/17/2018
75395	Martha'S Vineyard	1,425.40	9/17/2018
75396	Michigan Office Solutions (MOS)	2,086.72	9/17/2018
75397	Midwest Collaborative For Library Services	250.00	9/17/2018
75401	Midwest Tape	6,807.90	9/17/2018
75402	NEO GOV	1,500.00	9/17/2018
75403	North American Business Press	300.00	9/17/2018
75404	Oakland University Kresge Library	90.00	9/17/2018
75405	Pam Spring Advertising, Llc	997.00	9/17/2018
75406	Pat Rosloniec	39.58	9/17/2018
75407	Patmos Library	8.00	9/17/2018
75408	Penguin Random House, Llc.	340.50	9/17/2018
75409	Rebecca Creager	20.00	9/17/2018
75410	RECORDED BOOKS, INC	392.12	9/17/2018
75411	RNL Graphics Solutions, LLC	951.36	9/17/2018
75412	Ross Baker	26.95	9/17/2018
75413	Roy Lee Robinson	100.00	9/17/2018
75414	Sabopr	7,652.24	9/17/2018
75415	Same Day Delivery, Inc	2,410.00	9/17/2018
75416	Scholastic Library Publishing	1,983.80	9/17/2018
75417	Schuler Books	8,081.09	9/17/2018
75418	Shaunna Martz	10.78	9/17/2018
75419	Sirsidynix	43,000.00	9/17/2018
75420	Stacy Schuster	21.00	9/17/2018
75422	Staples Business Advantage	1,095.74	9/17/2018
75423	Strategic Fundraising Coach	3,500.00	9/17/2018
75424	TerHorst & Rinzema Construction Co.	3,290.00	9/17/2018
75425	Traction Consulting Group	3,995.00	9/17/2018
75426	Troost Service Company	1,320.76	9/17/2018
75427	UAW Local 2600	1,669.33	9/17/2018
75428	Vanessa Walstra	263.77	9/17/2018
75429	Vicksburg District Library	24.00	9/17/2018
75430	WIMAGE	4,000.00	9/17/2018
75431	Wolverine Printing Company	250.00	9/17/2018
75432	Kramer Entertainment Agency	50.00	9/27/2018
75433	Absopure Water Company	19.00	9/28/2018
75434	Accountemps	1,347.20	9/28/2018
75435	All Season Lawn Care	757.00	9/28/2018
75436	Allie Marie Idema	44.17	9/28/2018
75437	Alpine Rent-All & Sales	5,000.23	9/28/2018
75438	Amber Ritsema	18.00	9/28/2018
75439	Amy DeJong	54.99	9/28/2018
75440	Andrew Erlewein	46.35	9/28/2018

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 9/1/2018 Through 9/30/2018

Check Number	Vendor Name	Check Amount	Check Date
75441	Anna Dyer	230.00	9/28/2018
75442	Ashley Smolinski	112.13	9/28/2018
75443	Bloomfield Township Public Library ATTN: Deb Smith	10.00	9/28/2018
75444	Bruce R. Lillie P.C.	1,410.00	9/28/2018
75445	Caitlin S. Oliver	52.89	9/28/2018
75446	Calvin College Hekman Library	50.00	9/28/2018
75447	CareATC, INC	15,280.00	9/28/2018
75448	Central Michigan Paper	84.38	9/28/2018
75449	Comcast Cable	339.80	9/28/2018
75450	Comerica Bank	9,810.07	9/28/2018
75451	Deborah Bose	2,493.75	9/28/2018
75452	DK Security	1,845.30	9/28/2018
75453	Elizabeth Wierenga	31.77	9/28/2018
75454	Employment Screening Resources	30.00	9/28/2018
75455	Engineered Protection Systems Inc	316.50	9/28/2018
75456	Eurest Dining Services	18,298.66	9/28/2018
75457	Fishbeck, Thompson, Carr & Huber, Inc	2,050.00	9/28/2018
75458	Foster, Swift, Collins & Smith, P.C.	5,358.00	9/28/2018
75459	Gfoa- Government Finance Officers Association	430.00	9/28/2018
75460	Gordon Water Systems	123.00	9/28/2018
75461	GR Bikes, LLC	4,803.00	9/28/2018
75462	Graybar	1,324.32	9/28/2018
75463	Heart Of West Michigan United Way	119.50	9/28/2018
75464	Heather Koetsier	19.99	9/28/2018
75471	Ingram Library Services Llc	15,050.17	9/28/2018
75472	Jeffrey Vickers	19.95	9/28/2018
75473	Joshua Bernstein	26.37	9/28/2018
75474	Julia Hawkins	13.40	9/28/2018
75475	K & S Plumbing Co., Inc.	299.55	9/28/2018
75476	Kathy Potts	2.92	9/28/2018
75477	Kayla Lindeman	150.00	9/28/2018
75478	Kelaine Mish	65.46	9/28/2018
75479	Kentwood Rental, Inc.	6,592.50	9/28/2018
75480	Kerri Maas	15.99	9/28/2018
75481	Kiwanis Club Of Caledonia	170.00	9/28/2018
75482	Lakeland Library Cooperative	10.00	9/28/2018
75483	Lance Werner	23.53	9/28/2018
75484	Legal Shield	322.95	9/28/2018
75485	Linda Kilmer	30.00	9/28/2018
75486	Michelle Beesley	29.99	9/28/2018
75489	Midwest Tape	4,475.75	9/28/2018
75490	Mlive Media Group	2,335.94	9/28/2018
75491	Nutrition-N-More, LLC	120.00	9/28/2018
75492	Penguin Random House, Llc.	207.00	9/28/2018
75493	Performance Assessment Network	12,120.00	9/28/2018
75494	PLIC - SBD Grand Island	2,612.67	9/28/2018
75495	Proscreening	35.00	9/28/2018
75496	Robert Green	24.95	9/28/2018
75497	Same Day Delivery, Inc	1,928.00	9/28/2018
75498	Sarah Ann Weller	58.89	9/28/2018
75499	Sarah Niedzwiecki	13.96	9/28/2018

Kent District Library
Check/Voucher Register - Check Register - Board Report
From 9/1/2018 Through 9/30/2018

Check Number	Vendor Name	Check Amount	Check Date
75500	Schuler Books	21.60	9/28/2018
75501	Shirley Bruursema	123.74	9/28/2018
75502	Southfield Public Library, ATTN: Diane Mulhinch	18.00	9/28/2018
75503	Stephanie Jackson	850.00	9/28/2018
75504	TASC	82.60	9/28/2018
75505	TerHorst & Rinzema Construction Co.	743.00	9/28/2018
75506	Teresita Long	19.99	9/28/2018
75507	Theodore Steffen	10.99	9/28/2018
75508	Thomas Noreen	84.50	9/28/2018
75509	Tory Wielhouwer	9.89	9/28/2018
75510	Trailer Express, Inc	162.23	9/28/2018
75511	Troy Public Library ATTN: Nicole Bovee	18.95	9/28/2018
75512	UAW Local 2600	1,726.65	9/28/2018
75513	Vanessa Walstra	12.60	9/28/2018
75514	Video-Tech-Tronics, Inc.	285.00	9/28/2018
75515	West Bend Mutual Insurance Company	200.00	9/28/2018
75516	Wolverine Printing Company	288.60	9/28/2018
9152018	The Huntington Bank - Michigan	41,664.91	9/30/2018
9811941052	Verizon Wireless - MiFy Routers & Cell phones	2,789.15	9/6/2018
9811941053	Verizon Wireless - Hot Spots and Service	5,482.33	9/6/2018
9811979282	Verizon Wireless - Router and Data Services	83.12	9/6/2018
Elec MC 09-2018	Consumers Energy	1,427.14	9/12/2018
Elec SC 09-2018	Consumers Energy	5,372.52	9/21/2018
RIS0001964584	Delta Dental Of Michigan	368.69	9/21/2018
Report Total		768,766.11	

BRANCH UPDATES

All KDL branches have recently started daily huddles, which are short morning stand up meetings. These team meetings are an important component to effective organizational and team communication. Branch managers are empowered to organize these meetings in a way that is most effective to their teams. The meetings should happen daily or nearly multiple times per week for smaller branches, cover the weekly communication plans, and have a distinct meeting name.

Alpine

At Alpine staff has been doing huddles in the morning. It's been a bit difficult to do huddles adequately since staff are coming in at 9:15am, 9:20am and 9:30am. Staff's priority is the KDL Way, which means opening the branch and getting the branch ready for patrons takes priority and leaves very little to no time for huddles. As a result, the huddles are happening during open hours. That has not been ideal since staff needs to work around on/off desk time, lunches, meetings, and programs. However, Alpine recently received an increase in staff hours to effectively accommodate morning huddles and opening procedures. This will allow staff adequate time for pre-opening procedures and accommodate morning huddles.

The Alpine team has enjoyed the huddles. They appreciate a quick review of the day's events, discussing Communication Plans and such. Shaunna Martz, Alpine Branch Manager, finds that it also gives them a chance to talk about recent events and happenings in the branch or KDL as a whole. At times, some of the huddles get a bit redundant since not all of the staff work on the same day together and the manager has to review the same materials multiple times, however, the process is new and future adjustments will be made.

Alto

Since Alto is a small branch, communication is rather free-flowing at all times. The daily huddle has helped in getting specific topics/events, etc. communicated to all. When there is something that everyone *needs* to know, rather than just nice and convenient to know, it gets written down on the huddle sheet, and that way it is not forgotten. This has been helpful when a comment that is made spurs on other ideas and then gets shared. The huddle has also been a good time to share with all the staff specific information about individual patrons (illness, family loss, new babies, moves and so forth) and things happening in the community. Staff also find that it works as a time to share what is happening with each other, including the possibility of needing schedule changes in the future.

Byron

At the Byron Twp. branch, the team huddles provide staff with a great opportunity to share information, ideas, and excitement with their co-workers every day. During these huddles, staff share and discuss updated procedures, new initiatives, and other necessary information related to daily branch operations. Also, the time is used to share successes and recognize the efforts of others. This time allows both manager and branch staff the ability to share information with the team and obtain necessary feedback. Information shared during the huddle will often be communicated via email to branch staff not in attendance. These team huddles have proven to be a great way to start each day by making sure everyone is equipped with the knowledge and enthusiasm necessary to provide superior customer service to our Byron branch patrons!

Caledonia

Caledonia staff use a short checklist for the huddles. The huddles are on Mondays, Wednesdays and Fridays and they discuss what's going on that day, important upcoming things, introduce any subs, and offer time to chat. Huddles usually last about 10 minutes before opening, and with eight out of ten staff working part-time, this is a

great opportunity to get to know each other and find out what's going on. It's also a good time to share positive customer feedback. Staff are better informed and have a sense of community because of the huddle.

Cascade

Cascade has been incorporating the daily huddle (or what they call the "gaggle") into the morning routine for nearly eight months. Staff often begin the day with a short time of stretches and then moved into the discussion portion. Information is relayed from the day before, and each person is given a chance to discuss what is coming up in the day ahead. Staff also review communication plans and celebrate staff events, such as birthdays and recent weddings, and engagements. The gaggles have been very helpful in improving branch communication, but they have also been an important aspect of team building at the branch. It is good, even for a short time, to come together as a staff and share what is happening with work (and sometimes personal) lives.

East Grand Rapids

Name: Meet-Me-In-The-Middle

Time: 9:15am

Where: On the landing of the stairs (in the middle of the floors)

Impact: The huddles ensure everyone is aware of any schedule changes due to illness, meetings, outreach, or vacations. All staff are updated on processes and procedures that are new, especially any information sent via the Communication Plans. The huddles allow staff to take a breath at the beginning of the day and make sure everyone is prepared for the day.



Gaines

At Gaines, the huddles are used as a forum for questions about recent Communication Plans and to review significant events of the day such as programs and sub assignments. Branch Manager, Anjie Gleisner, notices that there are less individual questions from staff members when they review concerns as a group. She struggles with consistency and timing as she is not always at the branch at the same time each day, and neither are part-time staff members, but making use of an app such as Facetime or assigning the huddle lead to other info team members will hopefully help with consistency.

Grandville

Grandville staff have been doing a daily huddle at the start of the day for about five months. At the start, it only happened on days when a manager was present to lead it, but now staff are having one every morning and if a manager isn't present, another staff member steps up and leads it. Minutes are kept so staff can look it over anytime, and the time is used to chat about anything going on in the branch that week/day, meetings staff might have, issues or problems that everyone needs to know about, the week's Communication Plans, and any other question, concern, or issue staff might want to ask about. It has been a great way to make sure everyday staff are on the same page, and to make sure major issues are communicated to everyone. It can be really quick some mornings, and other mornings time runs out and staff has to open the doors while a discussion is being wrapped up. The biggest benefit is simply having all staff aware of things that are going on. It's so much easier to pass info this way instead of another email, and people can ask questions and have clarity. It is also a good time to laugh, share interesting stories, or just grow as a team.

FEATURED DEPARTMENT: FUND DEVELOPMENT

In November of 2017, Joanna Hogan, a veteran fundraising consultant, was hired by KDL to begin assessing existing staff, audit the development department, and make recommendations for implementing a plan to move KDL toward a donor-centric model of fundraising. This was done with the goal to ensure the future financial

stability of the library by increasing private support and decreasing its dependence on millage revenue, which constitutes approximately 90 percent of total revenue.

A multi-prong approach is being implemented in 2018 and beyond for this new blueprint:

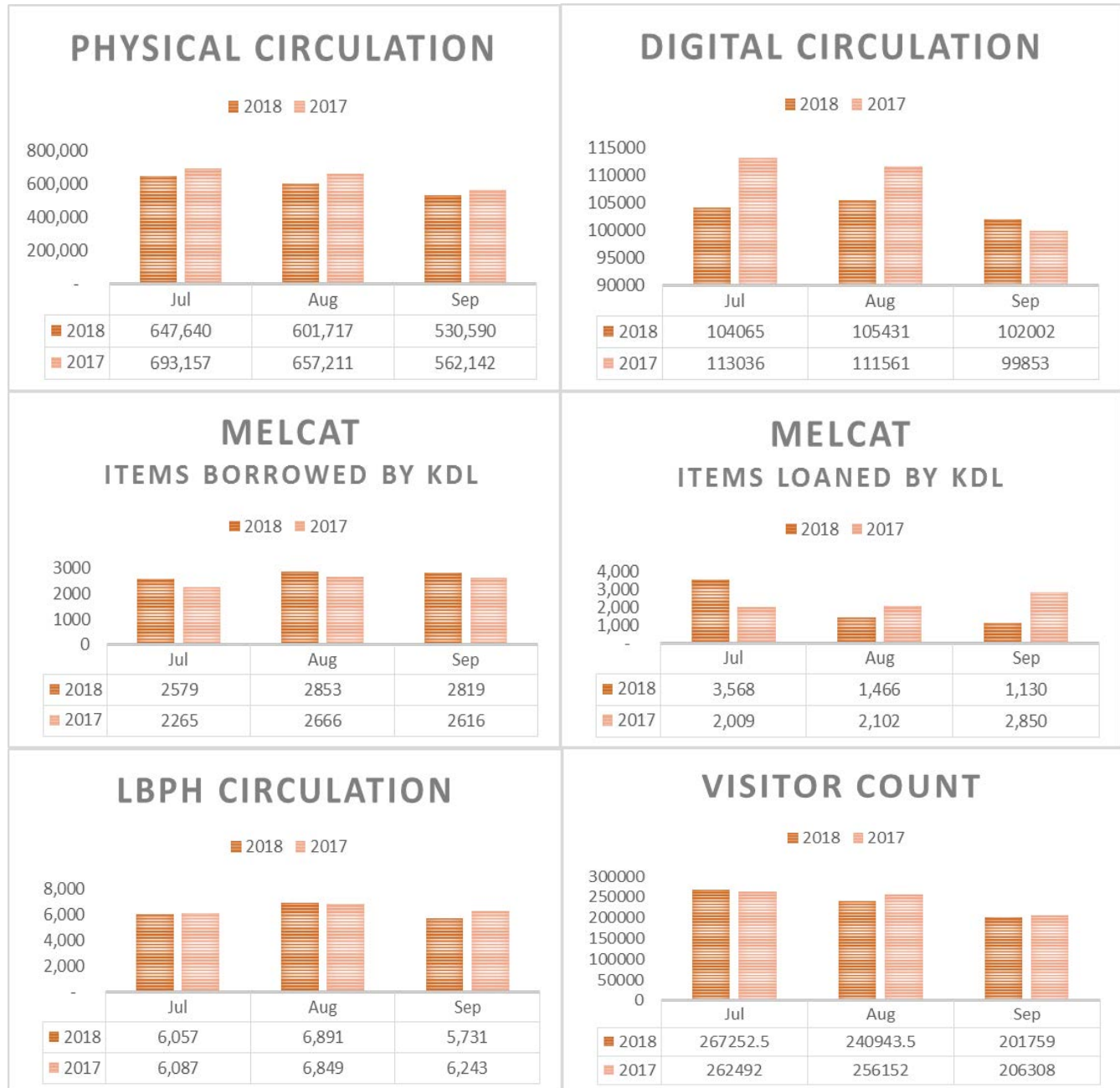
- Recommendations to begin centralizing fundraising efforts, which had been largely isolated, with branches independently doing their own fundraising while the development department raised money primarily through grants and events.
- Basic training for the Leadership Team, branch managers and board members on the fundamentals of effective fundraising. This has been critical in making a sea change at KDL, both philosophically and practically, for the entire organization to understand and embrace this new mindset and plan. The motto is no longer: “Look how much money I/we raised;” rather, “Look how much our donors gave.”
- A case for support was written and serves as a guide for general conversations with donors and prospects as to the value of the library to the nearly 400,000 residents it serves, as well as for soliciting specific support for various programs and outreach.
- Claire Horlings, who was hired in March to replace then retiring development manager Linda Krombeen, has visited with every branch manager to learn about their unique community, staff, friends group and fundraising efforts. It was determined that a pilot program will be conducted at the Plainfield and Spencer branches to assist in their fundraising goals and those results will then be shared with the rest of the branches. She is also assisting branches as needed with specific fundraising projects.

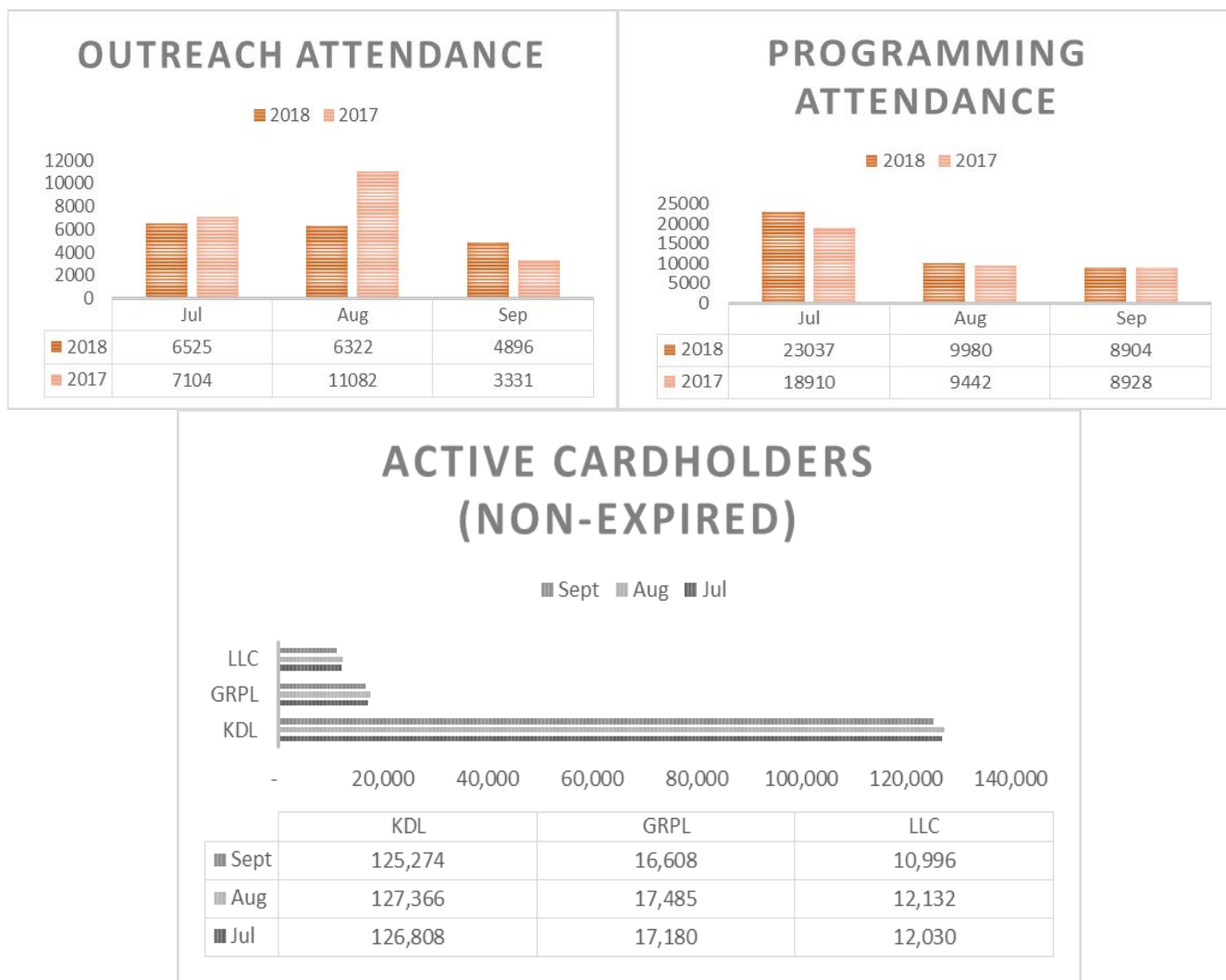
Other Key Initiatives and Updates:

- The Literary Libation Gala was successfully held September 6, 2018 and was well received by guests, including the four visiting authors, key sponsors and board members. Planning is underway for the 2019 gala to be held at Frederik Meijer Gardens due to guest feedback and as part of cost-saving measures to generate increased net revenue.
- Scheduling follow-up “Meet and Greets” with individual and corporate table sponsors to gather post-event feedback and discuss key initiatives including the High School Degree Program and our Year End Appeal campaign for the Reading Booster Packs.
- Presentations to various Friends groups and the Alliance of Friends to show appreciation for their support and to solicit broader support for the entire library. KDL will use this opportunity to ask for support of the High School Degree Program in the form of “scholarships.” (Planned regular attendance of Alliance meetings from now on.)
- Researching pros and cons for forming a foundation vs. a development committee. Gathering data from libraries across the country and input from select donors and other key constituents. The formation of a highly functioning board or committee is integral to soliciting major gifts, as well as broader, sustainable support.
- Preparing an appeal message for Giving Tuesday (Nov. 27) and the Year-End Appeal to raise at least 10% (\$6,000) of the total cost for the Reading Booster Packs.
- Strategically applying for select grants and sponsorships; fostering stronger relationships with key grantors.

- A new support position was approved by the KDL board during the August meeting. The new hire for that role begins employment on October 15 and will focus primarily on our relational database system, event support, and general administrative support.

QUARTERLY STATS – THIRD QUARTER





WHAT'S GOING ON AT KDL

Volunteer Report

On September 14, twenty volunteers from Spectrum Health Informatics Department came to the Service Center for the Heart of West Michigan's United Way Day of Caring. This high-functioning team helped knock out several projects. They were a stellar group and so much fun! It was a great opportunity to connect with them and teach them about KDL, too.

The Grand Rapids Community Foundation Youth Grant Committee is a group of area high school students that apply and are peer selected to participate in dispersing grants to area youth programs. To better acquaint themselves with the communities they serve, they contacted KDL in search of volunteer opportunities at the library. We are partnering with the group via the Community Outreach Department and the Bookmobile starting on Halloween. The group will identify and request Bookmobile locations and then 2-3 GRCF Youth Fund members will help support outreach on location. This partnership will run through January 2019.

The Volunteer Department, with the help of Marketing and Communications, is launching an informative webpage on the KDL website (kdl.org/volunteer) by the end of 2018 in preparation for a new volunteer on-boarding process to begin in January. It will be one-stop shopping for all your volunteer questions from Teen Crew to Friends Groups! Look for Communications Plans in the coming weeks.

KDL Service and Meeting Center

The Service and Meeting Center roof is complete, along with the daylightlights over the Patron Services Department. The daylightlights bring in so much light that the department is requesting that the lights be turned off in that area – and this happened when it was cloudy and raining! Charlie Appleby was a great help during this process and ensured that this project successful. Arrow Roofing was fast, efficient and the crew was easy to work with. Troost Services (who did the HVAC work) really pulled through and made everything work, even when there were last minute changes. Even though we are unable to see what has been done, we will feel it and we will save on energy costs!

Since a new Development Associate was hired and Bookmobile drivers are about to be brought in, the Operations Coordinator had to find room to accommodate new employees. Some staff had to move to different locations and the goal was to try to keep departments as much together as possible. Although the switches are not ideal, there just weren't a lot of options. Everyone is excited on starting work with Via Design because we are very close to capacity on the configuration we have now.

Building Project Update: Ada Library

In September, the Amy Van Andel Library and Community Center building committee met together twice for continued discussions about the exterior design of the building. Many members of the committee requested changes to Progressive and OPN's original exterior sketches, including the need to have an entrance from Headley Street. The committee met on Tuesday, September 11 and on Wednesday, September 19 in order to recap comments and discuss design options and adjacency diagrams.

On Tuesday, September 18, Lindsey Dorfman and Penni Zurgable met with Monica Walen, who presented suggestions for the Amy Van Andel Library and Community Center's teen space arising from an earlier meeting of KDL youth librarians and paraprofessionals.

Building Project Update: Walker

The library survey came to a close with 510 completers (see attached). About 75% of those respondents were from the City of Walker. The survey had lots of great comments and insightful data. A few of the common themes throughout the results indicated that the majority recognize the current library is too small and a larger building with more seating, study rooms and a larger program room is recommended. A majority of the respondents were in favor of keeping the library at the current location and enhancing its presence in the city complex.

The steering committee agreed that the survey provided good and valid statistical data. It was recommended by the steering committee that this data be presented to the Walker City Council with the recommendation to keep the library at the city complex and begin exploring options to either expand the current building, build new, or add on to the Walker Ice and Fitness Center. The steering committee also wants to ensure that a new project will be big enough to absorb future population growth so that they are not in a similar predicament 15 years into the future. Fishbeck, Thompson, Car and Huber will now begin to assess the library space needs and come back to the committee with their suggestions and how a possible footprint could fit on the current campus, as well as a list of the pitfalls and advantages. The next step is for KDL representatives and City of Walker representatives to meet with Fishbeck to go over the space needs.

Building Project Update: Grandville

The Grandville expansion project is moving along. Currently, the City is working with Hopkins fundraising to build a fundraising campaign cabinet that will begin meeting in November. Campaign Chairs have already been selected and both Ken Krombeen (City Manager) and Josh Bernstein (Branch Manager) are working with Keith Hopkins and the campaign chairs to help get this group going and get them the tools they need to be successful. The process will begin in November, with the main thrust of the Fundraising to begin in the New Year, and scheduled to wrap up in the summer.

Building Project Update: Tyrone Township

Tyrone Twp. Board members and the KDL team were hard at work September on the new building project! On,

Tuesday, September 19, several Tyrone Twp. Board members and KDL Tyrone Branch Manager Liz Knapp met with Adam Nelson from Fishbeck, Thompson, Carr and Huber to review the first draft of the conceptual design for the library. Those present reviewed the conceptual model, and gave some initial feedback. The feedback emphasized the need for more community space, and for flexible community spaces, such as small meeting rooms and quiet study rooms.

A few days later, on September 25, a larger group of board members met with Director of Branch Services and Operations, Lindsey Dorfman, and Liz Knapp. Ms. Dorfman reviewed the higher level steps in designing and building a library facility and those present discussed fundraising options. After this meeting, the Twp. Board identified key individuals to invite to the Building Committee, including Twp. board members, Lindsey Dorfman, Liz Knapp and several key stakeholders in the community. The township is in the process of reaching out to the remaining individuals they would like to invite to join the committee. November 1 has been tentatively set for the first full meeting of the committee, where committee members will review Fishbeck's updated conceptual design.

Meanwhile, Twp. Supervisor Bob Sarachman is reaching out to key members of the community to form a fundraising committee. Several Twp. Board members have indicated interest in joining this committee and the Board is in the process of identifying and inviting stakeholders to the Fundraising Committee.

Let's Talk About It Reading Group

Wyoming hosted the first Let's Talk About... Reading Group for ages 4-11 and their caregivers. The new program strives to explore social justice topics with books, a small group discussion, crafts and snacks. In September, the group was read stories about persons with disabilities by Shelly Loose, the President of Ms. Wheelchair America. Parents also provided suggestions for topics to cover in future programs. The program is presented in partnership with the GVSU Educational Foundations Department, and volunteers for the program were GVSU students who are members of the Get Better Every Day Club. In October, the group will feature books on refugees, and books on voting rights will be featured in November.



KDL Uncorked

KDL Uncorked programs, featuring wine and cider, have begun this fall. The first Ladies Night was at the Grandville branch, and 74 patrons enjoyed crafts and wine and cheese pairings. KDL partners The Cheese Lady and The Crushed Grape are presenting the pairings at all of the Ladies Nights, which will also be held this fall at the Krause Memorial, East Grand Rapids and Comstock Park branches.

Partner Speaking Engagement

Programming Manager Kip Odell spoke to GVSU students at a program sponsored by the GVSU Center for Adult and Continuing Studies. The program, Lifelong Learning on Tap, connects adult learners with a community expert and a GVSU staff or faculty expert. Kip spoke to the group of 25 students about databases that are great for lifelong learners and KDL's many programs that connect our patrons with their communities and offer learning experiences.

Let It Snow 2019

Planning has begun for Let It Snow 2019. Let It Snow, a reading program for adults, will run January through March encouraging patrons to read six books or more to earn prizes. The program is bringing back ceramic mugs as prizes for patrons. The mugs in the past were collector's items and the group is offering those again with a new logo. Reading lists to support patrons in their winter reading are also being created.

Winter Break Programs for School-Age Patrons

Winter break programs are being planned, including a new round of programs at The Geek Group, which will be renamed The National Science Institute. Wednesday, January 2, school-age patrons will be able to experience a hands-on program featuring laser cutters and light science. On Thursday, January 3, KDL is bringing back a favorite from last year in a program where patrons can take apart computers, put them back together and test them to see if they work!

KDL StoryCompass & What's Next

A group of staff stakeholders, including the long-time champions of KDL StoryCompass, met with leadership team to determine a new direction for this product. Through discussion and research, it was decided that KDL will not continue the product. A number of reasons factored in to the decision, including the fact that the product is not working as designed and the price tag to get it to function as desired is high. Other reasons include other Materials Advisory products improving in the last five years since the idea of this product was conceived. New approaches recommended by the stakeholders will be communicated to staff before the end of the year, including the return of the beloved genre sheets.

Update: KDL Military Card for Military and Veterans

KDL continues to get inquiries on this military and veterans card from other libraries in Michigan and in the region.

Food Access Issue: Kelloggsville

A Communication Plan will be shared shortly with managers to find out what other branches may want to offer this food program. There are requirements (50% of the students in the area school are on free or reduced breakfast/lunch) and advice from Kelloggsville for staff to consider.

Disability Resource Center

In association with a donor idea to create a disability resource center, a design thinking project will focus on the needs of the disability community (to include adults with disabilities, caregivers and area agencies that serve this population) in 2019. The desirability (and need) for this resource center will be explored to find the right direction for KDL.

Library of Things

An initial meeting with the leadership of the County's Essential Needs Taskforce, who are thrilled to be included in this conversation, will work to meet high risk community's needs. Additional discussions with other agencies that offer similar services is in the works.

Workforce Development Meetings

Networking and meetings are taking place with area businesses and agencies that work on skilled trades and workforce development. KDL is learning their needs and challenges as well as how the library can partner to help them instead of offering redundant services. Conversations are helping KDL learn about what is being done already – KDL will speak with Academy of Design and Construction (GRPS), Community Services (Rockford Public Schools), Kent Career and Tech Center, and Associated Builders and Contractors West Michigan. The Library has already met with Erhardt Construction (who is associated with the Amy Van Andel Branch) and Owen Ames Kimball Construction.

Design Thinking: Eliminating Kids and Teens Fines

The team that did research and early work on this project will reconvene in October to finalize plans for eliminating fines on kids and teens materials the week of Thanksgiving. This will be this year's "thankful for you" message for patrons.

Bookmobile

These things were completed or started in September:

- Building schedule
- Working on MOU (Memorandum of Understanding) for partnerships and schools
- Creating packets for partners
- Updating information to match MEL's new databases

Bookmobile Items

Collection Services staff are working hard to get new Bookmobile items cataloged and processed by October 8th. Cataloging and processing the Bookmobile items is more time consuming, as the single copies had to be ordered separately from other orders, and cataloged and processed separately. The Bookmobile items will not be part of the floating collection.

Books on the Bus: The Rapid

MarCom worked with the Rapid on the project's logos, printing stickers to use for the book covers. The project is ready for book delivery, and volunteer training is scheduled for October.

Books for Displaced Children

KDL started this partnership in September, serving about 50 children with very good feedback from Bethany Christian Services.

Community Engagement Meetings

Community Engagement Manager Sara Proaño met with Latino Community regarding Picture ID. There will be a follow up meeting regarding this initiative, and a Write Michigan push in the Latino Community.

Community Engagement Department

With Ashley Johnson's departure, Joyanne Huston-Swanson from Patron's Services was hired to join the Community Engagement team.

KDL Way: Successful Teams Interviews

The Director of Innovation and Volunteer Coordinator met with several branch and department teams to review their success as a team. The goal was to find the themes from group to group to use in the research for the internal focus of the KDL Way. The meetings were full of love and kindness for each other and the Director of Innovation and Volunteer Coordinator both felt very grateful for everyone's honesty and heartfelt feelings for their work and their coworkers.

Lib-Cal

KDL is looking at new options to replace our current MRM (Meeting Room Manager). Patron Services uses this product's companion product, Lib Answers. It is possible the product integrates with Outlook Exchange so staff will need to verify it will do the same for Office 365. This product caters to the library's needs - could add study rooms and maybe Book Club in a Bag. Operations Coordinator Missy Lancaster will talk to other libraries and get a custom quote.

IT Branch Troubleshooting Guide

The team identified these things to focus on:

- Computer not working
- Can't log in
- POS Cash Drawer not opening
- Website doesn't work or doesn't work in certain browser
- Internet slow or not working
- Kiosk money issues
- No sound
- Outlook issues
- Shortcut missing
- Email undeliverable
- VDI timing out/closing out/not connecting

Laptop Kiosk Dispenser: Possible Pilot

A team visited GRCC to look at their laptop dispensers as a possibility for the Beyond Books Collection. Staff are looking at something to streamline the lending process. While it is possible to have multiple types of devices in a dispenser (i.e. laptops plus iPads), they do not come with chords, so staff would still have to give patrons chords and carrying cases.

After discussion it was determined that this option was more viable to replace existing public computers and offer users flexibility in using technology and to sit where they choose. Some general conversation around what to offer guests (keep a few desktop models for this purpose, may find out we need more with the pilot) and if kids could check them out (okay for in-house use).

cloudLibrary Digital Collection

Pay Per Use eBook Issue:

- Patron Services and the Collection Development Librarian have noticed a trend where our budget for Pay-Per-Use eBooks has gotten out of control this summer. Thousands of new eBook titles were added from a new publisher into this collection. The way that cloudLibrary displays new content is that it shows first. KDL and other libraries recommended that this content either be shadowed until it was older. cloudLibrary decided to change the date on the material as it is added to this digital collection.
- Patrons will be offered an opportunity to place a hold on Pay-Per-Use content if the library has reached its budget cap. If the holds are more than the library's budget, then the hold is "renewed" and shows a different wait period. This is confusing to patrons and was causing increased calls to Patron Services around the first part of the month.
- It may take a few months to catch up with the budget, but this change will help the experience in the long run.

Patron Notification Issue

- Many cloudLibrary users have received notifications from cloudLibrary that their holds are available and need to be checked out within 3 days; however, when they go to the My Books section, their holds are not yet available for check out. So far it looks like there are a few separate issues:
 - **PPU:** Some Pay-Per-Use (PPU) titles that patrons can check out in cloudLibrary are not available immediately, even though patrons were notified that they were. (Note: As with hoopla Digital, PPU titles in cloudLibrary are not owned by KDL, but KDL pays a small fee for each checkout.)
 - **Pre-pub Titles:** Some titles not released yet (pre-pub) counted down to the publisher's release date, even though they are not actually released until later this year or even early 2019. Patrons

- received emails saying that they were ready to checkout, but they are still listed in their holds instead.
- **Publisher Rights:** At least one title can't be found in the collection anymore. It may have been a PPU title that cloudLibrary no longer has the rights to. cloudLibrary is looking into this one, too.
- Patron Services is working with the cloudLibrary support team, who are working with publishers to problem solve this issue. They are asking staff to do these two things:
 - When a patron reports this, please always make sure that they are still on hold for the title they've requested. Some holds may also have been canceled as a part of these errors, so please make sure the hold is replaced for the patron immediately.
 - Please submit a ticket to cloudLibrary if you or any patron run into this error (or any cloudLibrary problem).

Statistics from Bibliotheca (September)

- New Patrons: 983
- Checkouts on the cloudLibrary- 54,236
- Pay Per Use Checkouts- 12,669 (Avg. cost per Checkout \$2.27)
- KDL Patron cloudLink Checkouts- 3,572 (Clinton-Macomb/East Lansing/Muskegon Area/Rochester Hills/Kalamazoo/Chesterfield Township)
- **Total Circulation: 70,477 (Checkouts, PPU and cloudLink)**

Comparison data for OverDrive (2017)

Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
79,751	70,699	81,598	73,305	75, 152	75, 840	80,356	79,598	71,484	74,722	70,162	25,310

KATIE KUDOS- August Winners

Jennifer Doornbos (Grandville) . . .

- Nominated by Barb Jingles because, "The 'Nominate Your Favorite Librarian' promotion has been a lot of fun. Patrons are coming forward sharing lovely stories of how staff have gone out of their way to help them and how they always receive great service. Patrons believe everyone who works in a library is a librarian. Jon and Mary asked today if they could nominate Jennifer as their favorite librarian because she does go out of her way to be helpful and they were disappointed because she is a Circulation Assistant. I'm glad she is a CA! Jon and Mary mentioned how cheerful she is and how she went out of her way recently when Mary lost a favorite bookmark. Jennifer dug through at least six piles of books to see if she could find it. That is just a small example of Jennifer's commitment to customer service. Way to go, Jennifer!"

★ **Vivi Hoang (MarCom) ...**

- Nominated by Jared Siegel because, "Vivi recently created the Library Card Update Form for Patron Services, helped us test it, make tweaks, etc. This is only the most recent example, but Vivi is ALWAYS kind and ready to help, no matter how many requests we throw at her! She is a phenomenal example of the KDL Way, and we all appreciate the value she brings to KDL."

★ **Leigh Verbarg (Comstock Park)...**

- Nominated by Laura Youells because, "Leigh is always so helpful when we work together! She recently offered to create a display on banned books in the branch and she did an AMAZING job! She created chain links for decoration and she also made fire bookmarks for all the books saying why they were banned. We are so lucky to have her!"

PRAISE FROM PATRONS

- **Alpine Township Branch**
 - Grandparents were participating with their grandchildren at storytime, doing all the songs and rhymes and videotaping. Afterward, they asked all about storytime and went on and on about how impressed they were with the whole program and the facility. The grandfather said, “We are going to tell the other grandparents to bring the kids on Tuesdays and we will bring them on Thursdays whenever we are in town.” They said they are from Ohio, so it was neat to get the perspective of someone unfamiliar with KDL. They even gave a donation on the way out!
- **Comstock Branch**
 - “Thank you so much for teaching me how to use my Kindle. Because of that, my husband has now become a reader!”
- **East Grand Rapids Branch**
 - A young fellow came by asking for fishing books, but we did not have any on the shelf. Kelaine started a conversation that led to her sharing her fishing skills. When she found out the boy and his mom had no idea how to rig up his new pole (which he had with him), she offered to help. She not only helped him put it together but also took the hook off in order to practice casting on the deck. The mom and boy were so happy! Even though he did not get a book he got a whole lot more.

UPCOMING MEETINGS AND EVENTS OF INTEREST

BOARD MEETINGS	DATE	TIME	LOCATION
KDL Regular Board Meeting (Budget Approval)	Thurs. Nov. 15, 2018	7:00 PM	KDL Cascade Branch
KDL Regular Board Meeting	Thurs, Dec. 20, 2018	4:30 PM	KDL Service Center
OTHER MEETINGS	DATE	TIME	LOCATION
KDL Pension Board Meeting	Weds., Nov. 14, 2018	1:00 PM	KDL Service Center
EVENTS	DATE	TIME	LOCATION
ALA Midwinter Conference	January 25-29, 2019	All Day	Seattle, WA

NEW APPOINTMENTS	POSITION	EFFECTIVE
Bastian Bouman	Substitute Circulation Assistant	September 26
Katie Burns	Substitute Circulation Assistant	September 26
Autumn Iver	Substitute Circulation Assistant	September 26
Anna Swanson	Substitute Circulation Assistant	September 26
Bob McVay	Substitute Circulation Assistant	September 26
Alicia Crowe	Substitute Circulation Assistant	September 26
Emily Spranger	Development Associate – Service Center	October 15

DEPARTURES	POSITION	EFFECTIVE
Jennifer Snyder	Circulation Assistant – Byron Township	September 4
Karen Caleca-Whalen	Shelver – Cascade	September 28
Tyler Elston	Senior Server Engineer	October 5
Tom Koron	Substitute Circulation Assistant	October 5

PROMOTIONS & TRANSFERS	FROM	TO	EFFECTIVE
Julie Cook	Substitute Circulation Assistant	Circulation Assistant – Wyoming/Kelloggsville	August 6
Krista Berg	Substitute Circulation Assistant	Circulation Assistant – Plainfield	August 27
Jared Seigel	Patron Services Associate	Patron Services Associate Team Lead	September 3
Gwen Genzink	Seasonal Library Intern	Substitute Circulation Assistant	September 3
Sheri LaPorte	Substitute Circulation Assistant	Circulation Assistant – Byron Township	September 10
Maggie Maxwell	Seasonal Library Intern	Shelver – Plainfield	September 17
Joyanne Huston-Swanson	Patron Services Associate	Outreach Specialist	October 8

OPEN POSITIONS	TYPE
Circulation Assistant – Wyoming (3 positions)	Part-time
Circulation Assistant – Plainfield	Part-time
Shelver – Cascade	Part-time
Patron Services Associate – Service Center	Full-time
Circulation Assistant – Krause Memorial	Part-time
Bookmobile Operator (3 positions)	Part-time

EMPLOYEE ANNIVERSARIES (NOVEMBER)	BRANCH OR DEPARTMENT	LENGTH OF SERVICE
Joann Korstange	Plainfield	30 years
Diane Cutler	Programming	28 years
Linda Byington	Byron Township	24 years
Anne Schroeder	Krause Memorial	21 years
Sharon Scherbinski	Plainfield	18 years
David Shaw	Plainfield	16 years
Brian Mortimore	Human Resources	15 years
Judy Pawloski	Collection Services	14 years
Shaunna Martz	Alpine	13 years
Zurina Zainal Ariffin	Cascade	11 years
Jennifer Wheaton	Building Maintenance	10 years
Kaitlin DeKruyter	East Grand Rapids	8 years
Anjie Gleisner	Gaines Township	8 years
Terri Goff	Wyoming	8 years
Tricia Hetrick	Cascade	8 years
Laura Nawrot	Plainfield	5 years
Amanda Johnston	Patron Services	4 years
Jill Anderson	Wyoming	3 years
Krista Beach	Substitute Circulation Pool	3 years
Sue Popma	Walker	3 years
Jessica Nelson	Human Resources	3 years
Carrie Wilson	Patron Services	3 years
Grahm Lawcock	Patron Services	2 years
Clare O'Tsuji	Gaines Township	2 years
Cassidy Gilmore	Spencer Township	1 year
Chelsea Graham	Patron Services	1 year
Misgana Kurban	Substitute Circulation Pool	1 year
Shelby Toren	Caledonia	1 year



Kent District Library

**Information.
Ideas.
Excitement!**

Board of Trustees Attendance

2018

(X = present)

(X = present)	Shirley Bruursema	Lee Cook	Andrew Erlewein	Tom Noreen	Caitie S. Oliver	Penny Weller	Craig Wilson	Sherrie Barber Willson
January 18	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
February 15	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
March 15	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
April 19	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
May 17	<input checked="" type="checkbox"/>	Allie Bush Idema	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
June 14	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	VACANCY
July 19	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
August 16	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
September 20	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
October 11	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	VACANCY	
October 25	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
November 15	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
December 20	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Board Participation via Conference Call or WebEx

Trustee Name	Meeting Date	Trustee Name	Meeting Date
Tom Noreen	4/19/18		
Tom Noreen	5/17/18		
Tom Noreen	7/19/18		

KDL Information. Kent District Library Ideas. *Excitement!*

Library Director's Evaluation Timeline 2018

DATE	ACTION	RESULT
9-28-18	Distribute upward evaluation form to designated KDL staff members (i.e., Leadership Team, Branch Managers, and Fund Development Manager).	Designated KDL staff members receive Director upward evaluation form sent via E-mail by Jennifer Zeilbeck, HR Administrative Assistant (via link by Constant Contact).
10-10-18	Director's upward evaluation forms from Leadership Team, Branch Managers, and Fund Development Manager due to the HR Director.	Evaluations are received to Jennifer Zeilbeck, HR Administrative Assistant, for compilation for the Board.
10-18-18	Executive Assistant Jaci Cooper sends link and instructions to online Board Survey (Form 1) to Board Members in October Board packet	Board members receive the Board Survey (Form 1).
10-25-18	Executive Assistant Jaci Cooper distributes compiled staff upward evaluations to Board members at the October Board meeting	Board members receive staff responses for consideration in their evaluation of the Director.
10-25-18	Director Lance Werner distributes self-appraisal, 2018 accomplishments, and 2019 goals to Board members at the October Board meeting	Board members receive documents from the Director for consideration in their evaluation.
11-15-18	By the November Board meeting, Board members are to have completed their online Board Survey (Form 1) to Board Secretary to compile	Diane Damuth, HR Generalist, ensures seven responses were submitted before exporting them to Board secretary.
11-16-18	Diane Damuth, HR Generalist, exports Board responses directly to Board Secretary to compile	Board Secretary receives surveys from Board members and prepares the compiled summary
12-06-18	The Board Secretary either mails the compiled Board Summary (Form 2) directly to each Board member or sends it to the Executive Assistant Jaci Cooper includes it with the December Board packet materials. The Director also receives a copy.	Board members review compiled Board summary and prepare to discuss it at the December Board meeting
12-20-18	Director's evaluation finalized during the December Board meeting.	Finalized evaluation given to Board Chair to utilize in meeting with Director
Post 12-20-18	Board Chair meets with Director to review evaluation.	Following review, three original signed copies of the evaluation are generated for: (1) Director, (2) Chair, and (3) Director's personnel file

NEW PROPOSED POLICY

Section 4: Patron Behavior

4.1 [Safety & Personal Behavior](#)

- 4.1.1 [Violations of Law](#)
- 4.1.2 [Weapons](#)
- 4.1.3 [Drugs, Alcohol, & Smoking](#)
- 4.1.4 [Animals](#)
- 4.1.5 [Personal Property](#)
- 4.1.6 [Blocking of Aisles, Doors, & Entrances](#)
- 4.1.7 [Staff-Only Areas](#)
- 4.1.8 [Interference with Staff](#)
- 4.1.9 [Unauthorized Use](#)
- 4.1.10 [Considerate Use](#)
- 4.1.11 [Noise](#)
- 4.1.12 [Odor](#)
- 4.1.13 [Food and Drink](#)
- 4.1.14 [Restrooms](#)
- 4.1.15 [Dress Code](#)
- 4.1.16 [Harassment](#)
- 4.1.17 [Identification](#)
- 4.1.18 [Recreational Equipment & Personal Transport Devices](#)
- 4.1.19 [Panhandling, Soliciting, and Selling](#)
- 4.1.20 [Campaigning, Petitioning, Interviewing & Similar Activities](#)
- 4.1.21 [Children in the Library](#)
- * [Summary of Patron Responsibilities](#)

4.2 [Use & Preservation of Library Materials and Property](#)

- 4.2.1 [Copyright Policy](#)

NEW PROPOSED POLICY

4.3 [Acceptable Technology Use](#)

4.3.1 [Photography and Videography Policy](#)

4.3.2 [Social Networking Policy](#)

* [Summary of Acceptable Use Guidelines](#)

4.4 [Disciplinary Process for Library Facilities](#)

4.5 [Right of Appeal](#)

NEW PROPOSED POLICY

4.1 SAFETY & PERSONAL BEHAVIOR

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

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

KDL Policy 4.1.1

VIOLATIONS OF LAW

New 10-25-18

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

KDL Policy 4.1.2

WEAPONS

New 10-25-18

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

KDL Policy 4.1.3

DRUGS, ALCOHOL, & SMOKING

New 10-25-18

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

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

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

NEW PROPOSED POLICY

KDL Policy 4.1.4

ANIMALS

New 10-25-18

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

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

KDL Policy 4.1.5

PERSONAL PROPERTY

New 10-25-18

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

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

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

KDL Policy 4.1.6

BLOCKING OF AISLES, DOORS, & ENTRANCES

New 10-25-18

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

KDL Policy 4.1.7

STAFF-ONLY AREAS

New 10-25-18

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

NEW PROPOSED POLICY

KDL Policy 4.1.8

INTERFERENCE WITH STAFF

New 10-25-18

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

KDL Policy 4.1.9

UNAUTHORIZED USE

New 10-25-18

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

KDL Policy 4.1.10

CONSIDERATE USE

New 10-25-18

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

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

KDL Policy 4.1.11

NOISE

New 10-25-18

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

NEW PROPOSED POLICY

KDL Policy 4.1.12

ODOR

Moved 10-25-18

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

KDL Policy 4.1.13

FOOD & DRINK

Moved 10-25-18

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

KDL Policy 4.1.14

RESTROOMS

New 10-25-18

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

KDL Policy 4.1.15

DRESS CODE

New 10-25-18

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

KDL Policy 4.1.16

HARRASSMENT

New 10-25-18

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

KDL Policy 4.1.17

IDENTIFICATION

New 10-25-18

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

NEW PROPOSED POLICY

KDL Policy 4.1.18

RECREATIONAL EQUIPMENT & PERSONAL TRANSPORT DEVICES New 10-25-18

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

KDL Policy 4.1.19

PANDHANDLING, SOLICITATION, & SELLING New 10-25-18

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

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

KDL Policy 4.1.20

CAMPAIGNING, PETITIONING, INTERVIEWING, ETC. New 10-25-18

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

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

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

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

NEW PROPOSED POLICY

KDL Policy 4.1.21

CHILDREN IN THE LIBRARY

New 10-25-18

- A. Use by Children. Children are welcome and encouraged to use the Library at all times. The Library desires to make each visit an important one for the child. A "Child" means a minor under the age of 18.
- B. Rules and Regulations Regarding Children.
1. All patrons, including children, are expected to comply with the Library's policies. Parents, guardians or responsible caregivers shall review and be fully aware of all Library policies governing children, particularly the Internet Use Policy.
 2. Parents, guardians and caregivers are responsible for the behavior and supervision of their children regardless of age while in the Library or on Library property.
 3. Library staff will not be expected to supervise or monitor children's behavior.
 4. Children under the age of 8 must be attended by a parent, guardian or responsible caregiver. The parent, guardian or responsible caregiver (who must be at least 14 years old) shall remain in the Library at all times. If a child under the age of 8 is attending a Library-sponsored program on the premises, the parent, a guardian, or responsible caregiver is to remain on the premises for the duration of the program.
 5. Children of any age who, because of developmental disability, mental illness, or physical disability, require supervision or personal care shall be attended by a parent, guardian or responsible caregiver at all times.
 6. Children ages 3 and under must be within the visual contact of a parent, guardian or responsible caregiver at all times, including during programs and visits to the restroom. Children ages 3 and under may not be left in the Youth Services Department alone.
 7. Staff will not be responsible if unattended children of any age leave the Library premises alone or with other persons. Further, staff will not be responsible for children 8 years or older who may be asked to leave the Library if the child is in violation of Library policy.
 8. We request that all unattended children be picked up at least ten minutes before closing time. Parents, guardians and responsible caregivers need to be aware of when the Library closes.
 9. Children 8 years or older must know their telephone number and other contact information if they are unattended at the Library. It is a violation of Library

NEW PROPOSED POLICY

policy not to come immediately and pick up your unattended child if the Library calls.

- C. Contact of Parent or Guardian. Library staff may attempt to contact a parent, legal guardian, custodian or caregiver when:
1. The health or safety of an unattended child is in doubt.
 2. A child is frightened while alone at the Library.
 3. A child has been left unattended for an extended period of time, or multiple times.
 4. The unattended child has not been met by a parent, legal guardian, custodian or responsible caregiver at closing time. A child is considered unattended at closing time if the child is under the age of 8 or the child needs assistance procuring transportation.
- D. Unattended Children at Closing. If a parent, legal guardian, custodian or caregiver cannot be reached by closing time or fails to arrive within a reasonable time after being contacted, Library staff may contact law enforcement officials to take charge of the situation involving the unattended child. Library employees are not permitted to transport an unattended child or vulnerable adult under any circumstances.

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

NEW PROPOSED POLICY

KDL Information.
Kent District Library Ideas.
Excitement!

New 10-25-18

w w w . k d l . o r g

Library Patron Responsibilities

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

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

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

NEW PROPOSED POLICY

4.2 USE & PRESERVATION OF LIBRARY MATERIALS & PROPERTY

New 10-25-18

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

KDL Policy 4.2.1

COPYRIGHT POLICY

Moved 10-25-18

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

NEW PROPOSED POLICY

4.3 ACCEPTABLE TECHNOLOGY USE

Moved 10-25-18

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

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

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

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

Filtering

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

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

NEW PROPOSED POLICY

disabling the filter.

Patrons are responsible for complying with this Policy when accessing the Internet. In addition to other provisions of this Policy, patrons (including minors) shall not access visual depictions that are obscene or child pornography as defined by Federal law (47 USC §254(h)(7)(E), (F)) and shall not access or view obscene matter as defined in §2 of 1984 PA 343, MCL 752.362 (PA 343). In addition, patrons who are minors for purposes of Federal law shall not access visual depictions that are harmful to minors as defined by Federal law (47 USC

§254(h)(7)(G)) and patrons who are minors under State law shall not access or view sexually explicit matter that is harmful to minors as defined in PA 343. Subject to other demands on staff time for library services, the Library staff will make a good faith effort to periodically monitor the use of Library computers by minors. Notwithstanding the foregoing, the Library holds the parents or legal guardians responsible for their minor children's use of the Internet in light of the fallibilities of filters and other demands on Library staff time.

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

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

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

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

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

NEW PROPOSED POLICY

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

In addition, if a patron requests a specific site to be unblocked from the filtering program, the branch manager shall refer the request for review by administrative staff to determine whether it contains obscene matter or sexually explicit matter that is harmful to minors. If it does not, the administrative staff may authorize the system wide unblocking of the site. The patron will be informed of the decision in writing. The decision may be appealed in writing within seven (7) days to the Director, or the Director's designee, whose decision shall be final.

Violations

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

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

The Library also reserves the right to prohibit use of the Library's computers, network, Internet connection, and/or the Library for a period of time exceeding 72 hours by action of the Library Director. In such instances, an individual will be informed of the decision in writing by certified mail, and may appeal this decision in writing within seven (7) days to the Library Director, or the Director's designee, whose decision shall be final.

Time and Other Limits

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

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

Precautions

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

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

NEW PROPOSED POLICY

of this data.

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

KDL Policy 4.3.1

PHOTOGRAPHY & VIDEOGRAPHY POLICY

Moved 10-25-18

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

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

KDL Policy 4.3.2

SOCIAL NETWORKING POLICY

Moved 10-25-18

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

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

NEW PROPOSED POLICY

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

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

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

NEW PROPOSED POLICY

KDL Information.
Kent District Library Ideas.
Excitement!

New 10-25-18

w w w . k d l . o r g

Acceptable Use Guidelines

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

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

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

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

NEW PROPOSED POLICY

4.4 DISCIPLINARY PROCESS FOR LIBRARY FACILITIES

New 10-25-18

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

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

B. Violation of the Policy – Suspension of Privileges. Unless otherwise provided in this policy, (see Section C below), the Library shall handle violations as follows:

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

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

1. *Initial Violation*: The police will be called immediately if patron is asked to leave and does not comply. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. Violations of this nature will result in an immediate minimum two-week suspension of Library privileges in order to give the Library sufficient time to investigate the incident. After the investigation is completed, the Library Director or his/her designee may add additional time to the initial limitation or suspension period.
2. *Subsequent Violations*: The police will be called immediately. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. The Library Director or the Library Director's authorized designee,

NEW PROPOSED POLICY

may further limit or suspend the patron's Library privileges in escalating responses, which will be documented in writing. Subsequent violations of the same rule will result in additional suspensions of increasing length.

4.5 RIGHT OF APPEAL

New 10-25-18

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

EXISTING POLICY FOR REFERENCE

Section 4: Facilities and Equipment

- 4.1 [Branch Library Locations](#)
 - 4.1.1 [Enlarging, Building, Renovating Library Buildings](#)
 - 4.1.2 [Support for Building Projects](#)
 - 4.1.3 [Acceptance of non-KDL Purchased Technology](#)
- 4.2 [Smoking](#)
- 4.3 [Meeting Room Use](#)
- 4.4 [Disruptive Behavior](#)
- 4.5 [Unattended Children](#)
- 4.6 [Use of Library Equipment](#)
 - 4.6.1 [Acceptable Use Policy](#)
 - 4.6.2 [Social Networking Policy](#)
 - 4.6.3 [Copyright Policy](#)
 - 4.6.4 [Photography and Videography Policy](#)
- 4.7 [Planned Closings](#)
- 4.8 [Emergency Closings](#)
 - 4.8.1 [Bereavement or Funeral Closings](#)
- 4.9 [Library Vehicles](#)
- 4.10 [Safety](#)
 - 4.10.1 [Keys to Buildings](#)
 - 4.10.2 [Library Access When Closed](#)
- 4.11 [Eating/Drinking](#)
- 4.12 [Lost and Found Policy](#)
- 4.13 [Volunteers](#)

EXISTING POLICY FOR REFERENCE

KDL Policy 4.1

Last Revised 9-15-11

BRANCH LIBRARY LOCATIONS

The Kent District Library strives to make efficient and effective use of its resources. Therefore, it is the policy of the Kent District Library to work with local communities in locating new branch sites a minimum of five miles apart, unless justified by demographics.

EXISTING POLICY FOR REFERENCE

KDL Policy 4.1.1

Last Revised 9-15-11

BUILDING, ENLARGING, OR RENOVATING LIBRARY BUILDINGS

Kent District Library cooperates with all governmental units in making library materials and services available to the public in the buildings owned by the governmental units.

When library buildings are being built, expanded, or renovated, KDL will provide the same services that were provided prior to the building changes. In addition, KDL staff will work with the governmental units to provide desired changes within both KDL budget constraints and Strategic Plan goals. KDL must balance the needs of the whole system while considering the desires of individual branches. Changes may include additional open hours, personnel, computers, equipment, and moving expenses for KDL owned computers, equipment, and materials. If library buildings are downsized, library services will be re-evaluated in conjunction with the governmental units affected.

When changes are being considered by the Kent District Library staff or the governmental unit, KDL staff must be involved with personnel from the governmental unit in order to achieve the best possible results for all. When evaluating library facility needs, KDL staff will apply recognized state and national guidelines and standards.

Those municipalities that currently do not have a library facility in their community, but are considering building one, are encouraged to consider partnering with other communities.

EXISTING POLICY FOR REFERENCE

KDL Policy 4.1.2

Last Revised 9-15-11

SUPPORT FOR BUILDING PROJECTS

Kent District Library staff will work with local governmental units to plan new buildings or expansions of existing buildings. Staff will advise planners, architects, and elected officials of Library needs and building requirements. In support of the expansion or building improvement efforts of local governmental units, staff will provide factual printed and graphic design work for posters and other print material. The Communications Department will coordinate these support efforts. Kent District Library may also provide factual informational mailings to library patrons consistent with campaign and privacy act laws. Informational mailings as well as printing and design support work will be provided as approved by the Director and within budget limitations.

Michigan law forbids the expenditure of public funds to advocate a vote in favor of a millage or bond issue election. Therefore, Kent District Library staff may not, on paid library time, work on political activities to promote millage or bond issue elections or disseminate materials which advocate a favorable vote on a millage or bond issue election. Nothing in this policy prevents staff members, on their personal time, from expressing their own personal views, expending their own personal funds, or providing their own personal volunteer services consistent with campaign laws.

EXISTING POLICY FOR REFERENCE

KDL Policy 4.1.3

Last Revised 9-15-11

ACCEPTANCE OF NON-KDL PURCHASED TECHNOLOGY

The planning and funding for future technology is the responsibility of the Kent District Library. However, KDL constituent communities, if they so desire, may devote funds locally to enhance service to their community. Proposed technology gifts must meet the requirements of the Kent District Library Technology Plan and also be able to be supported and maintained by KDL. Any potential technology donation must be coordinated in advance of actual purchase with the Kent District Library Information Technology Director. The equipment purchased by or with the approval of the Kent District Library becomes the property of the Kent District Library.

EXISTING POLICY FOR REFERENCE

KDL Policy 4.2

Last Revised 1-16-14

SMOKING

Smoking is not permitted in any Kent District Library facility (MI Public Act 188 of 2009). This smoking ban extends to all portions, whether public or non-public, of all Library buildings as well as to KDL vehicles. Further, use of any device that produces vapor containing nicotine is prohibited within any Kent District Library facility or vehicle. Local ordinance and regulations may address smoking within a certain distance of building entrances.

EXISTING POLICY FOR REFERENCE

KDL Policy 4.3

Last Revised 7-15-10

MEETING ROOM USE

Meeting rooms in Kent District Library branches are made available for use in accordance with local governmental unit guidelines.

Programs in public meeting rooms must not disrupt normal Library operations and use. Persons attending the meetings are subject to all Library rules and regulations concerning behavior in the building.

EXISTING POLICY FOR REFERENCE

KDL Policy 4.4

Last Revised 12-20-12

DISRUPTIVE BEHAVIOR

Kent District Library facilities are provided to meet the needs and desires of the community. Facilities are open to all residents for use of Library resources in a constructive manner and in such a way as not to deprive others of such use.

Disruptive behavior is any behavior on the Library premises which infringes on the rights of others using the Library or is otherwise unlawful. Disruptive behavior also includes harassment of Library employees, which results in an intimidating, hostile, or offensive employment environment or unreasonably interferes with an individual's employment. Disruptive persons will not be allowed to interfere with Library service to others. If the situation continues, staff may request the disruptive person to leave the Library and/or contact local authorities for assistance. In the case of disruptive children, staff may request the parent and/or guardian to escort the child from the premises.

Any person abusing or violating proper behavior rules or engaging in unlawful conduct (See www.kdl.org/about/policies_customer_responsibility) may be temporarily barred from the Library premises for up to 72 hours at the discretion of the branch manager or the staff member in charge. All such local, temporary bans may be appealed to the Library Director, or the Director's designee.

Based on the recommendation of a branch manager, a person may also be temporarily banned from the Library for a period longer than 72 hours or be permanently banned from use of all Kent District Library facilities at the discretion of the Library Director. Patrons who are temporarily banned for a period longer than 72 hours or who are permanently banned are informed of the decision in writing by certified mail. Temporary bans exceeding 72 hours or permanent bans may be appealed in writing within seven (7) days to the Director, or the Director's designee, whose decision shall be final.

EXISTING POLICY FOR REFERENCE

KDL Policy 4.5

Last Revised 1-16-14

UNATTENDED CHILDREN

Kent District Library is dedicated to providing a welcoming environment that encourages children to visit the Library, attend programs, and use the Library's collection and technology. Library staff is available to assist and support children in using the Library. While KDL encourages frequent visits by children and their families, Library staff cannot provide child care or assume responsibility for children's safety. Parents, guardians, teachers, caregivers, or chaperones are responsible for the behavior and safety of children at the Library. The Library is not responsible for children left alone without proper supervision.

Children, like all Library users, are required to respect Library property and act in a manner appropriate to the use and function of the Library. Children are expected to comply with all KDL policies including the Library's [Customer Responsibilities](#).

Children who are eight (8) years of age or younger must be attended and actively supervised by a parent/guardian or assigned chaperone (age thirteen [13] or older) at all times while in the Library. If children eight (8) years of age or younger are left unattended in the library, staff will attempt to reach their parent/guardian. If a parent/guardian cannot be reached, proper authorities will be contacted. Children who are nine (9) years of age or older may use the library unattended provided that they are able to follow Library rules and observe proper conduct.

If a child who is twelve (12) years of age or younger is left in the library at closing time, staff will attempt to contact the parent/guardian. If staff is unable to reach the parent/guardian, the local police will be contacted. Two staff members shall stay with the child until the parent/guardian or proper authorities arrive. Under no circumstance will staff transport or take a minor away from the Library building.

EXISTING POLICY FOR REFERENCE

KDL Policy 4.6

Last Revised 1-16-14

USE OF LIBRARY EQUIPMENT

Computer Equipment

Patrons may use personal electronic media and download software on the Library's public PCs; however, due to security features and technological differences, some media and software may not be compatible with these public PCs. The Library is not responsible for any loss or damage of a patron's material or data during the use of this equipment.

Audio-Visual Equipment

Community groups may use Kent District Library audio-visual equipment to enhance programs/meetings held at KDL branches. This equipment is for use in the branch only and may not be checked out. Equipment housed at the KDL Service Center is for Library staff use only.

Portable Electronic Equipment

Kent District Library may make portable electronic equipment available for patron use in the Library and/or for check-out and use outside of the Library. Examples of portable electronic equipment could include, but is not limited to: laptop computers, tablet devices, and energy meters. Patrons who borrow portable electronic equipment are responsible for all applicable charges should the equipment, and/or its accessories, be damaged, lost, stolen, or returned late. Patrons may be required to sign a borrower's agreement prior to check-out of portable electronic equipment. The Library is not responsible for any loss or damage of a patron's material or data during the use of this equipment.

EXISTING POLICY FOR REFERENCE

KDL Policy 4.6.1

Last Revised 10-22-15

ACCEPTABLE USE POLICY

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

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

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

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

Filtering

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

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

EXISTING POLICY FOR REFERENCE

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

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

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

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

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

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

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

EXISTING POLICY FOR REFERENCE

In addition, if a patron requests a specific site to be unblocked from the filtering program, the branch manager shall refer the request for review by administrative staff to determine whether it contains obscene matter or sexually explicit matter that is harmful to minors. If it does not, the administrative staff may authorize the system wide unblocking of the site. The patron will be informed of the decision in writing. The decision may be appealed in writing within seven (7) days to the Director, or the Director's designee, whose decision shall be final.

Violations

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

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

The Library also reserves the right to prohibit use of the Library's computers, network, Internet connection, and/or the Library for a period of time exceeding 72 hours by action of the Library Director. In such instances, an individual will be informed of the decision in writing by certified mail, and may appeal this decision in writing within seven (7) days to the Library Director, or the Director's designee, whose decision shall be final.

Time and Other Limits

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

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

Precautions

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

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

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

EXISTING POLICY FOR REFERENCE

KDL Policy 4.6.2

New 3-15-11

SOCIAL NETWORKING POLICY

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

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

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

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

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

EXISTING POLICY FOR REFERENCE

KDL Policy 4.6.3

New 9-15-11

COPYRIGHT POLICY

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

EXISTING POLICY FOR REFERENCE

KDL Policy 4.6.4

New 3-19-15

PHOTOGRAPHY AND VIDEOGRAPHY POLICY

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

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

EXISTING POLICY FOR REFERENCE

KDL Policy 4.7

New 9-5-11

PLANNED CLOSINGS

Every effort will be made to keep Kent District Library facilities open to serve the public as scheduled. In some instances, however, building closures may be required for the maintenance and upkeep of facilities. Closures may also be necessary due to special events in the vicinity of a library building or other circumstances outside the control of Kent District Library. All planned closings are approved by the Library Board and announced to the public with as much forewarning as possible.

EXISTING POLICY FOR REFERENCE

KDL Policy 4.8

Last Revised 12-20-12

EMERGENCY CLOSINGS

Every effort will be made to keep Kent District Library facilities open to serve the public as scheduled. Whenever a situation arises that, in the judgment of the branch manager or his/her designee, jeopardizes anyone's personal safety or well-being, the building may be closed. Such situations could include, but are not limited to: power failure, flooding, fire, vandalism, or extreme weather. In certain instances, the Kent District Library Director may close the entire system.

EXISTING POLICY FOR REFERENCE

KDL Policy 4.8.1

Last Revised 12-20-12

BEREAVEMENT OR FUNERAL CLOSINGS

In the event of an employee's death, arrangements may be made for staff to attend the memorial service/funeral. These arrangements may include, at the discretion of the Library Director, closing the library branch(es) for a period of time.

EXISTING POLICY FOR REFERENCE

KDL Policy 4.9

Last Revised 8-15-02

LIBRARY VEHICLES

Library vehicles are to be used by authorized Library staff or approved designee for Library business only. Drivers must have a valid Michigan driver's license and obey state laws while using Library vehicles. Vehicles are non-smoking areas. Use of cell phones, taking calls, making calls or texting, is prohibited while the vehicle is in use.

EXISTING POLICY FOR REFERENCE

KDL Policy 4.10

Last Revised 8-21-03

SAFETY

The Kent District Library is concerned about the health and welfare of all employees. Therefore, it is the policy of the Kent District Library that no employees work alone at any Kent District Library facility. Staff scheduling must be arranged in such a way to ensure that there is always a minimum of two Library employees in the building during all open hours.

EXISTING POLICY FOR REFERENCE

KDL Policy 4.10.1

Last Revised 8-12-95

KEYS TO BUILDINGS

In the interests of safety and security, only authorized individuals will be given keys to Kent District Library facilities.

EXISTING POLICY FOR REFERENCE

KDL Policy 4.10.2

New 11-19-15

LIBRARY ACCESS WHEN CLOSED

In the interests of safety and Library liability, only authorized individuals or other individuals approved in writing by the Kent District Library Board or the Library Director may have access to the physical spaces occupied by the Kent District Library when they are closed.

EXISTING POLICY FOR REFERENCE

KDL Policy 4.11

Last Revised 8-21-03

EATING/DRINKING

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

EXISTING POLICY FOR REFERENCE

KDL Policy 4.12

Last Revised 1-16-14

LOST AND FOUND POLICY

Kent District Library will retain valuable lost and found items at the branch location where the items are found. Valuable items may include electronic equipment, jewelry, wallets, purses and personal identification such as passports and state IDs. KDL will hold these items for a period of three months. When possible, staff will contact the owner to inform him/her that a lost item has been found and note how long the library will hold the item. If not claimed within three months, items with personal information will be sent to the owner via registered mail. After three months, all unclaimed electronic equipment will be turned over to local police while all other items lacking personal information will be donated to a local charity.

Loose money found at the library will be held until the close of business each day if the amount is less than \$20.00. If unclaimed, it will be donated to the branch's Friends group (or to KDL in the absence of such a group). Loose money in an amount of \$20.00 or more will be retained for a period of three months and then donated to the branch's Friends group (or to KDL in the absence of such a group), if unclaimed.

Non-valuable items (such as clothing) found at Kent District Library locations will be placed in the lost and found bin at the branch where the items are found. As needed, contents of these bins will be donated to a local charity.

EXISTING POLICY FOR REFERENCE

KDL Policy 4.12

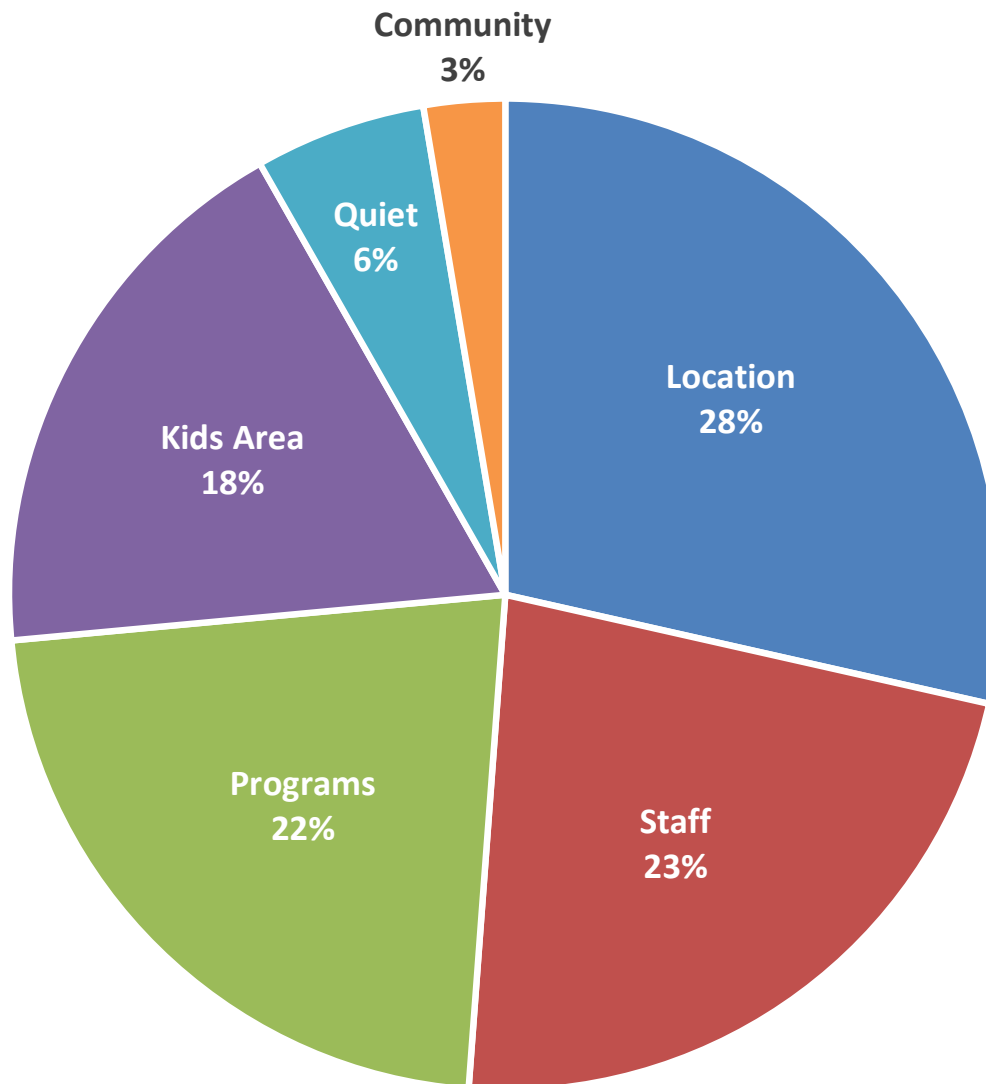
Last Revised 1-16-14

VOLUNTEERS

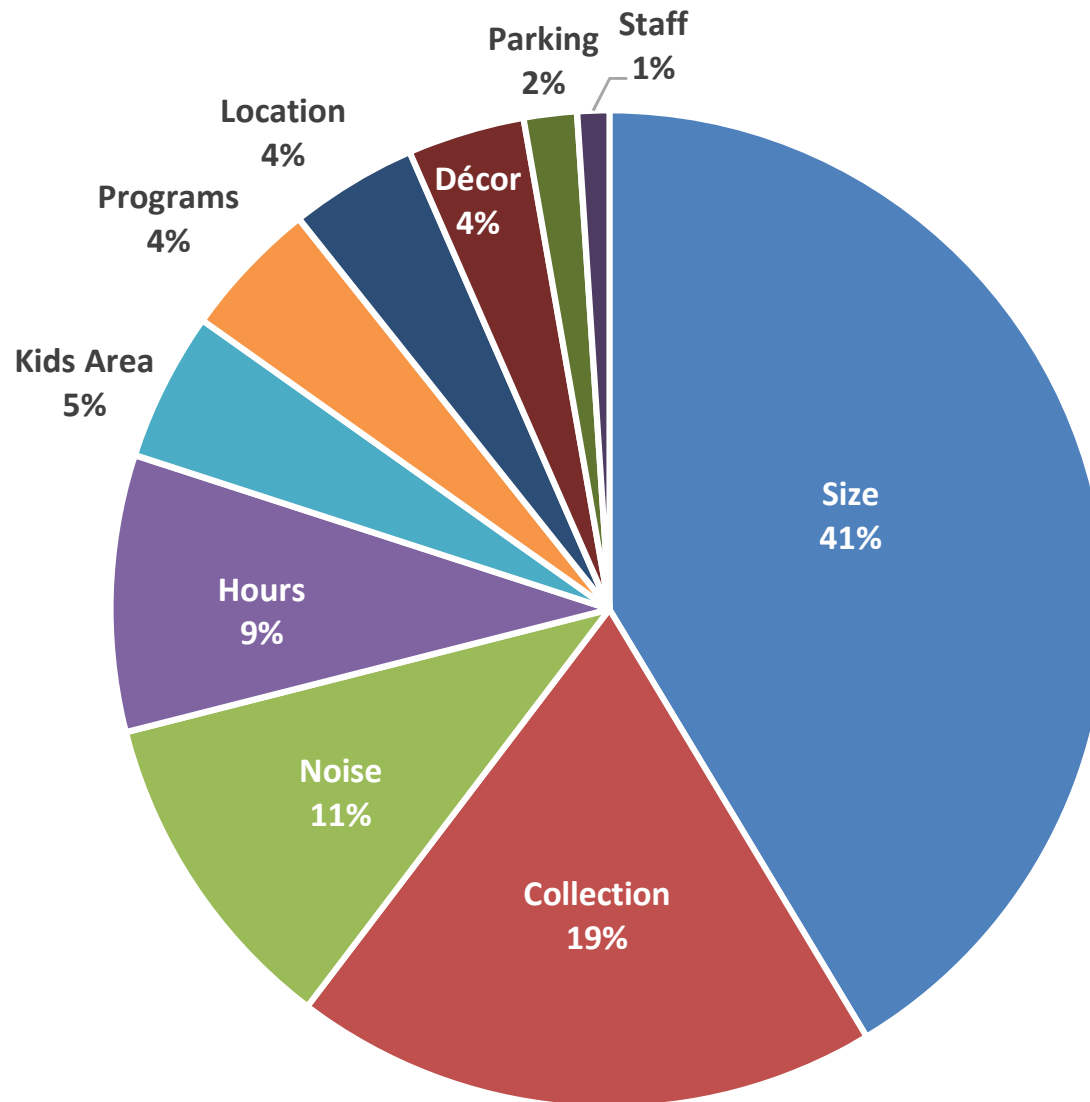
Kent District Library may use volunteers for a variety of tasks or projects. Volunteers do not displace established staff positions and do not have access to staff computers. Care is taken that assignments do not infringe upon the responsibilities of regular paid staff.

Volunteers must be age 11 or older. Volunteers younger than 18 years of age must complete an application and have it signed by a parent or guardian. Adult volunteers must complete an application including a criminal background check. All volunteers receive orientation and training. A volunteer may work on a short-term project or serve on a regular basis.

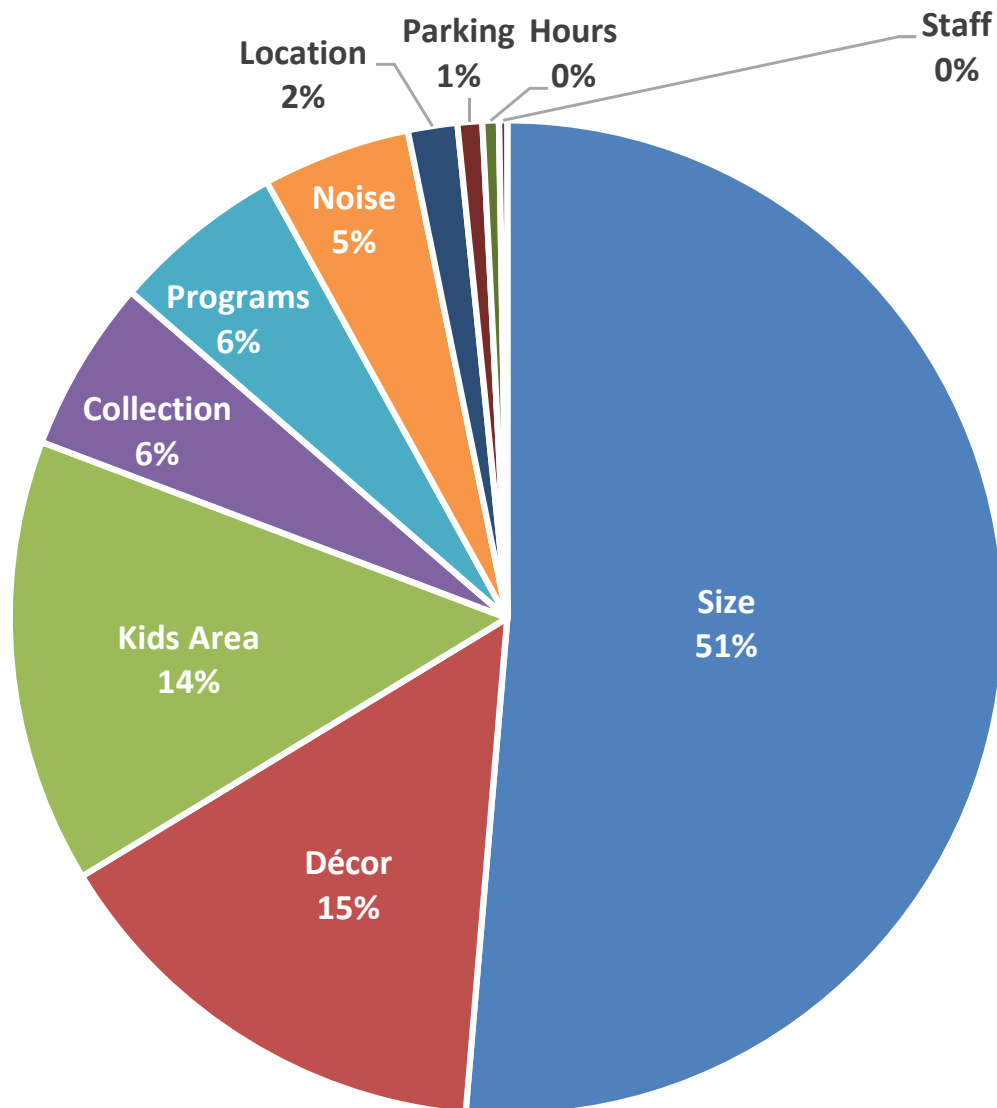
Q7: Favorite Aspect of the Library



Q8: Least Favorite Aspect of the Library



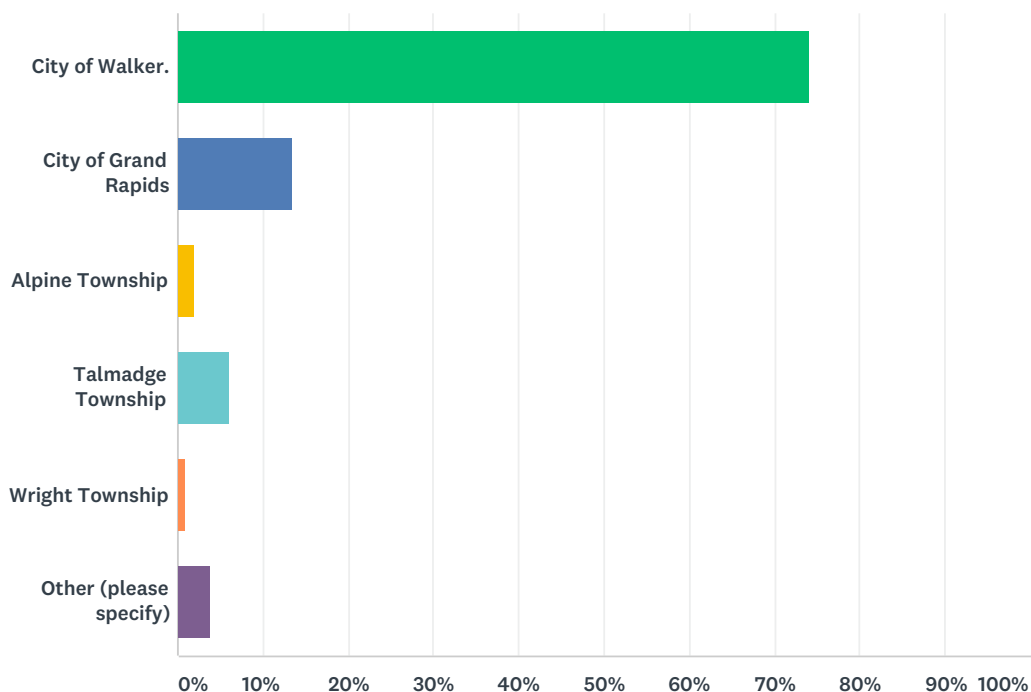
Q9: If One Thing Could Be Changed...



Walker Branch Building Survey

Q1 Please indicate in which municipality you reside.

Answered: 510 Skipped: 0



ANSWER CHOICES	RESPONSES
City of Walker.	74.12% 378
City of Grand Rapids	13.33% 68
Alpine Township	1.96% 10
Talmadge Township	6.08% 31
Wright Township	0.78% 4
Other (please specify)	3.73% 19
TOTAL	510

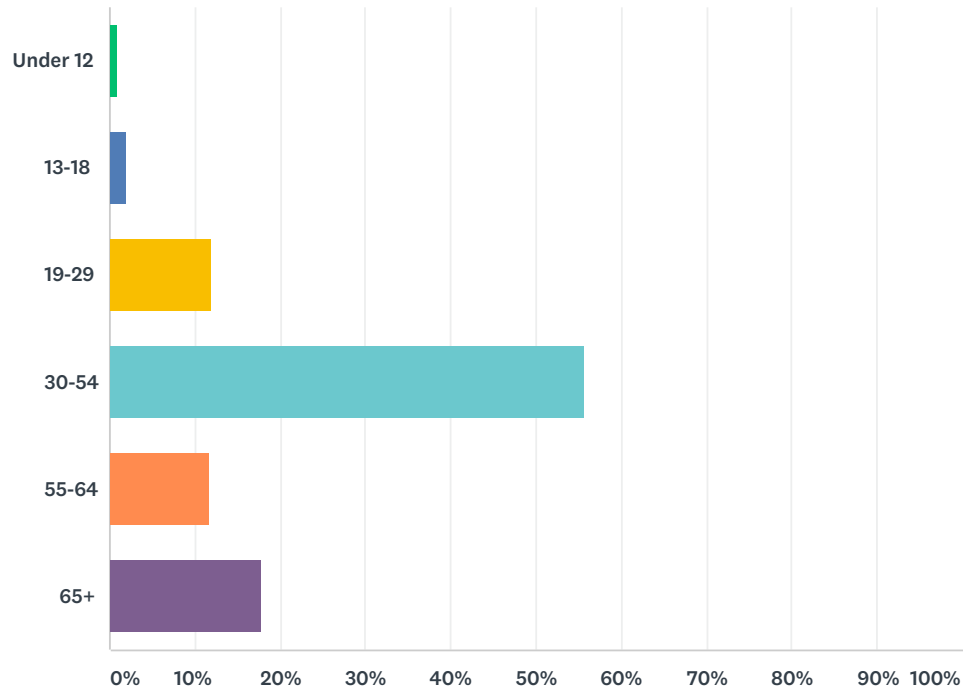
#	OTHER (PLEASE SPECIFY)	DATE
1	Cannon Township	9/6/2018 6:53 AM
2	Wyoming	9/3/2018 12:43 PM
3	Solon twp	9/2/2018 6:20 PM
4	I live in the City of Grand Rapids, but for some reason cannot be issued a library card for Walker. Dont understand why.	9/2/2018 11:03 AM
5	Plainfield Twp	8/31/2018 8:10 AM
6	Wyoming	8/29/2018 2:01 AM
7	Plainfeild	8/28/2018 9:57 PM
8	Grandville	8/28/2018 9:10 PM
9	Cascade	8/26/2018 7:43 AM
10	Comstock Park	8/22/2018 10:22 PM

Walker Branch Building Survey

11	Byron township	8/22/2018 8:40 PM
12	Algoma Twp	8/20/2018 8:10 AM
13	Courtland Township	8/19/2018 9:11 AM
14	Wyoming I used to live in Walker and still go to that library as well as the Wyoming llibrary	8/15/2018 8:37 PM
15	Sand lake	8/15/2018 7:25 PM
16	Grandville	8/13/2018 2:04 PM
17	Rockford	8/9/2018 10:55 PM
18	Wyoming	8/8/2018 6:17 PM
19	Wyoming	8/7/2018 1:42 PM

Q2 What age demographic category do you belong to?

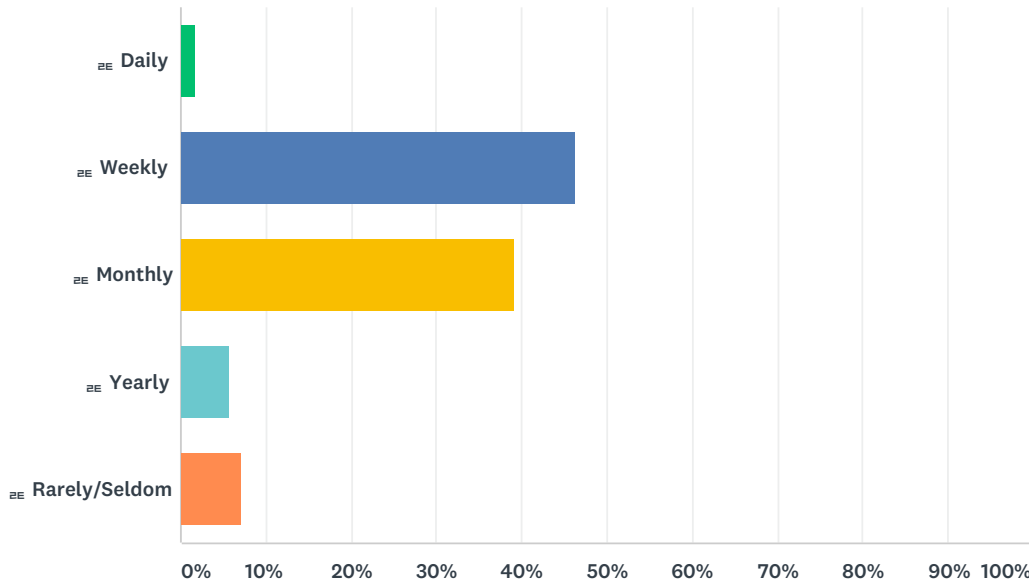
Answered: 510 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 12	0.78%	4
13-18	1.96%	10
19-29	11.96%	61
30-54	55.69%	284
55-64	11.76%	60
65+	17.84%	91
TOTAL		510

Q3 How often do you visit the library?

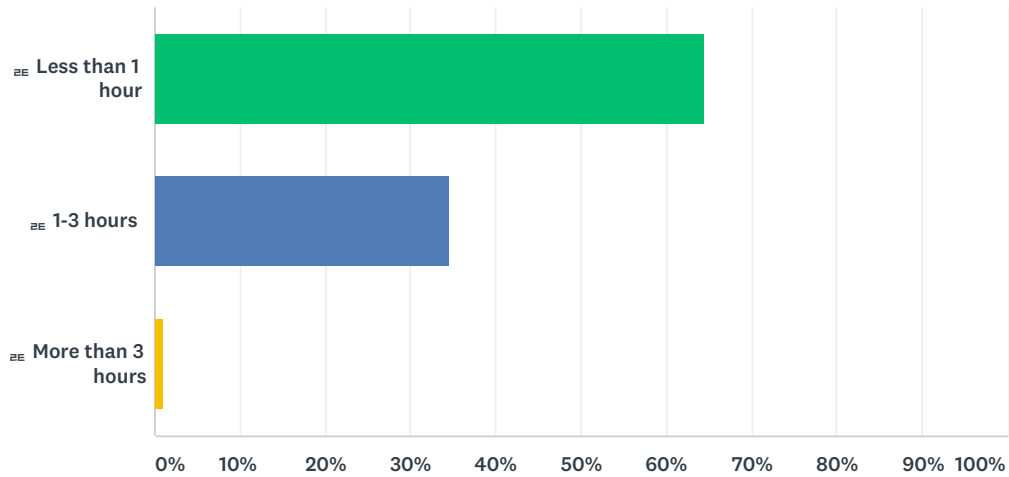
Answered: 510 Skipped: 0



ANSWER CHOICES	RESPONSES	
<input type="radio"/> Daily	1.76%	9
<input type="radio"/> Weekly	46.27%	236
<input type="radio"/> Monthly	39.22%	200
<input type="radio"/> Yearly	5.69%	29
<input type="radio"/> Rarely/Seldom	7.06%	36
TOTAL		510

Q4 What is the average length of your visit?

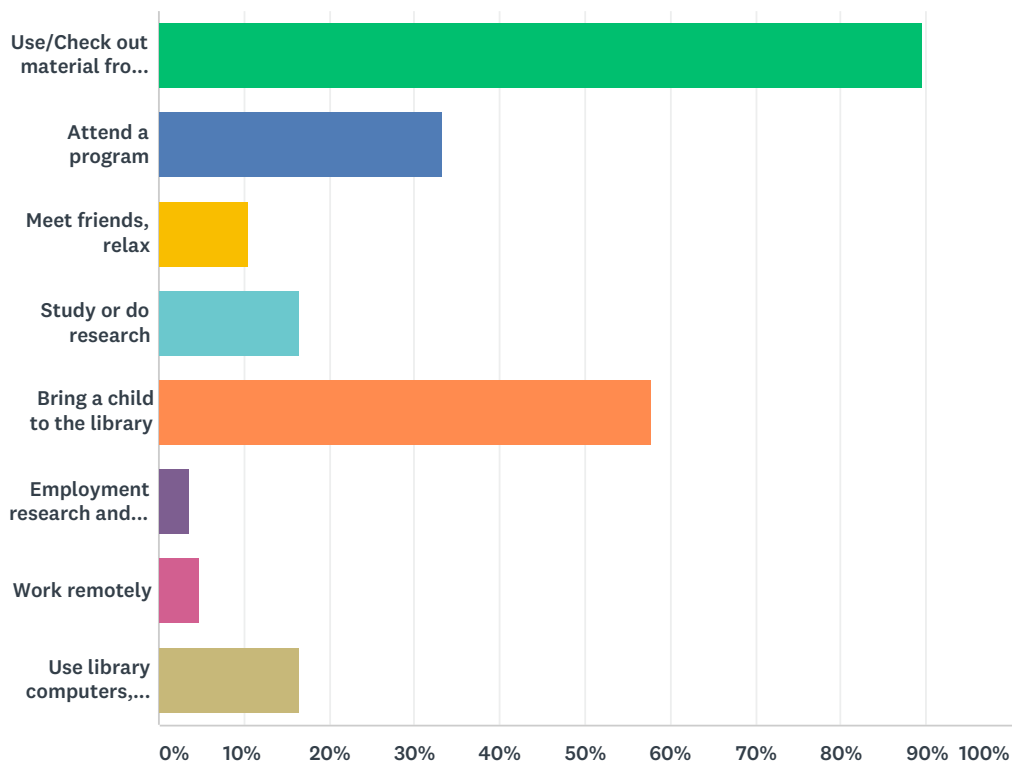
Answered: 510 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than 1 hour	64.51%	329
1-3 hours	34.51%	176
More than 3 hours	0.98%	5
TOTAL		510

Q5 What are your primary reasons for coming to the library? (Please choose no more than 4)

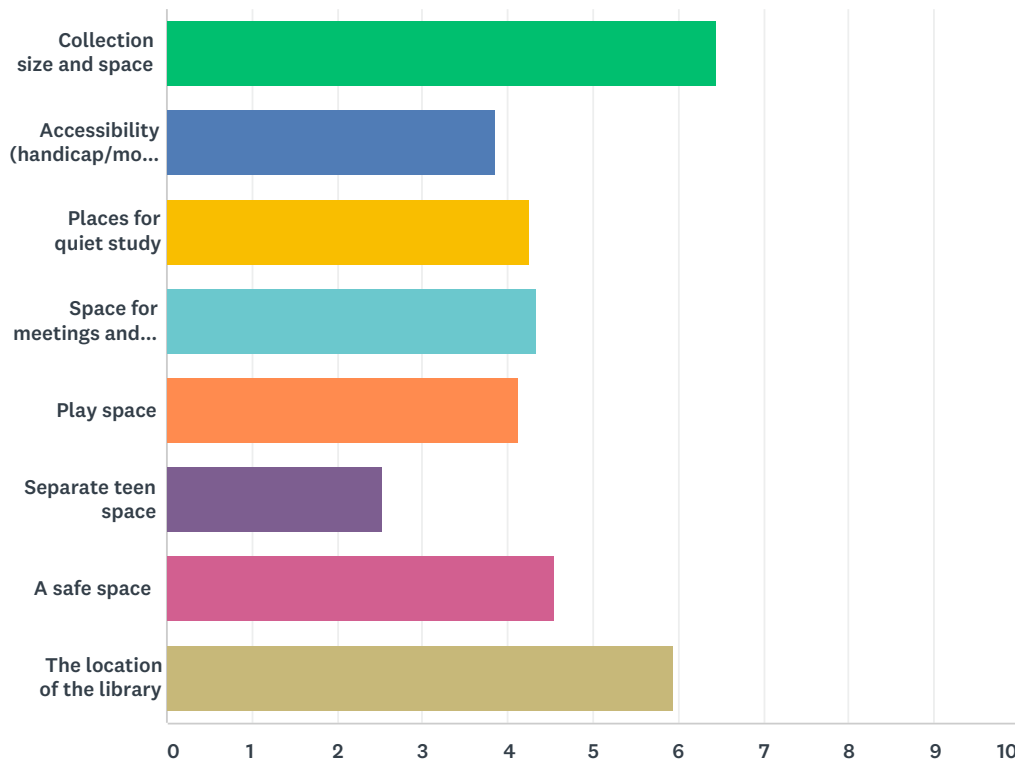
Answered: 510 Skipped: 0



ANSWER CHOICES	RESPONSES	
Use/Check out material from the library collection	89.61%	457
Attend a program	33.33%	170
Meet friends, relax	10.39%	53
Study or do research	16.47%	84
Bring a child to the library	57.65%	294
Employment research and applications	3.53%	18
Work remotely	4.90%	25
Use library computers, wireless access, or other technology	16.47%	84
Total Respondents: 510		

Q6 When thinking of the library, what is most important to you? (Please rank your most important aspect as 1)

Answered: 510 Skipped: 0



	1	2	3	4	5	6	7	8	TOTAL	SCORE
Collection size and space	38.43% 196	23.53% 120	13.33% 68	8.43% 43	8.43% 43	3.53% 18	2.35% 12	1.96% 10	510	6.45
Accessibility (handicap/mobility)	2.94% 15	10.39% 53	12.35% 63	13.92% 71	12.75% 65	16.67% 85	12.75% 65	18.24% 93	510	3.85
Places for quiet study	3.92% 20	9.02% 46	14.31% 73	17.25% 88	18.82% 96	15.88% 81	13.92% 71	6.86% 35	510	4.24
Space for meetings and library events/programs	3.14% 16	9.41% 48	14.31% 73	17.06% 87	22.55% 115	17.84% 91	11.76% 60	3.92% 20	510	4.33
Play space	9.41% 48	13.14% 67	10.59% 54	7.45% 38	12.55% 64	14.90% 76	17.06% 87	14.90% 76	510	4.12
Separate teen space	0.20% 1	0.98% 5	4.31% 22	7.25% 37	9.02% 46	19.80% 101	28.82% 147	29.61% 151	510	2.53
A safe space	8.63% 44	13.14% 67	16.86% 86	18.63% 95	9.41% 48	7.45% 38	12.16% 62	13.73% 70	510	4.53
The location of the library	33.33% 170	20.39% 104	13.92% 71	10.00% 51	6.47% 33	3.92% 20	1.18% 6	10.78% 55	510	5.94

Walker Branch Building Survey

Q7 My favorite aspect of the library is

Answered: 481 Skipped: 29

#	RESPONSES	DATE
1	The location.	10/1/2018 9:39 AM
2	Sit and relaxing with a book. Location and the wonderful personal who work there.	10/1/2018 9:36 AM
3	Periodical & book selections	9/26/2018 9:26 PM
4	Location	9/26/2018 4:28 PM
5	its current location	9/26/2018 12:16 PM
6	The classes for my 3 year old. She loves going to 'school'!	9/26/2018 12:05 PM
7	Magazines and paper study	9/26/2018 10:46 AM
8	Easy of obtaining information.	9/26/2018 10:41 AM
9	Quiet location	9/26/2018 10:39 AM
10	Getting books through phone, helpful and friendly staff.	9/26/2018 10:37 AM
11	Location and nice friendly staff. Books available at other library. Easy in and out.	9/26/2018 10:35 AM
12	Location;easy in, easy out. Great parking, quiet, safe area. Librarians are very friendly and helpful.	9/26/2018 10:31 AM
13	Content/staff	9/26/2018 10:27 AM
14	Good selection of recent novels	9/26/2018 10:25 AM
15	Librarians are so helpful, it is very user friendly. Very neat and clean.	9/26/2018 10:24 AM
16	I love the location! Easy access. I love the facility as well as my kids	9/26/2018 10:14 AM
17	Selection of the books i want to read.	9/26/2018 10:09 AM
18	Inspirational books and books on "book club", and location.	9/26/2018 10:07 AM
19	books, service is good.	9/26/2018 10:05 AM
20	location	9/26/2018 10:02 AM
21	Christmas , for pets, big variety of books. Buy books,and helpful staff.	9/26/2018 10:01 AM
22	books	9/26/2018 9:57 AM
23	Able to ask a librarian about books and tapes nad needs.	9/26/2018 9:56 AM
24	Quiet reading and studying. Research , news.	9/26/2018 9:53 AM
25	access to books, computers, and materials. Access for children to find material and reading books to help them read better and learn more. Good area but i prefer closer to standale area.	9/26/2018 9:50 AM
26	Staff and book availability	9/25/2018 6:08 PM
27	The children's programs and play area	9/24/2018 1:03 PM
28	Convenient location	9/22/2018 5:09 PM
29	location	9/21/2018 2:00 PM
30	collection of books	9/20/2018 8:08 PM
31	I love the size of the library and the location of the library, it's really nice to stop to the library and then take the children to the park behind it	9/20/2018 5:51 PM
32	Kids books and activities	9/18/2018 12:25 PM
33	The ability to print and have access to technology when needed.	9/16/2018 10:12 AM
34	Collection	9/16/2018 10:11 AM

Walker Branch Building Survey

35	Quite place to study	9/16/2018 10:06 AM
36	Picking up items ordered online	9/16/2018 8:48 AM
37	Resources	9/11/2018 12:31 PM
38	Books	9/11/2018 10:17 AM
39	Being able to order materials from other branches and recommend purchases.	9/10/2018 8:54 PM
40	Play area and DVD's	9/10/2018 8:32 PM
41	Friendly staff and childrens' area	9/10/2018 1:42 PM
42	central location	9/10/2018 1:33 PM
43	Up to date acquisitions. Good selection of magazines.	9/9/2018 6:28 PM
44	the interlibrary online loan system, downloadable audio books	9/8/2018 5:28 PM
45	the hours. later hours are nice	9/7/2018 6:02 PM
46	Children's activities/events (toddler time, etc) and indoor play area	9/6/2018 9:15 PM
47	Able to get books from other libraries	9/6/2018 8:02 PM
48	The helpful staff that know me and my family	9/6/2018 6:26 PM
49	Books and audio visual	9/6/2018 5:34 PM
50	It's there to share a love of books.	9/6/2018 3:58 PM
51	Overall up to date information in reading material	9/6/2018 11:58 AM
52	Location! I can bike there	9/6/2018 7:14 AM
53	Quiet spot	9/6/2018 6:53 AM
54	Libraries are a good place to start to be involved in a community	9/6/2018 6:40 AM
55	Location	9/6/2018 3:42 AM
56	Close to park so fun to take kids to get books then read/play in the park!	9/5/2018 10:40 PM
57	Children's play area, children's summer programs, large book selection, within walking distance from home	9/5/2018 9:42 PM
58	Great programming for kids	9/5/2018 9:03 PM
59	Friendly staff	9/5/2018 8:54 PM
60	Diverse selection of non fiction	9/5/2018 8:33 PM
61	Ability for my kids to find books to read in the summer and the summer reading rewards program.	9/5/2018 7:04 PM
62	Quiet space	9/5/2018 5:02 PM
63	Comfy chairs to chill & read	9/5/2018 3:32 PM
64	Location	9/5/2018 2:58 PM
65	All of the different books available and quiet places to read	9/5/2018 9:51 AM
66	Online reservation	9/5/2018 7:45 AM
67	Children's programs	9/5/2018 7:16 AM
68	The librarians are always helpful to find books, even if not in their own library	9/5/2018 6:08 AM
69	The great selection of material	9/5/2018 1:49 AM
70	the staff, childrens programs, and location	9/4/2018 11:07 PM
71	Location	9/4/2018 10:57 PM
72	The books	9/4/2018 10:42 PM
73	Books	9/4/2018 10:00 PM
74	Convenient location	9/4/2018 9:24 PM
75	Kids events	9/4/2018 9:16 PM

Walker Branch Building Survey

76	Cozy and excellent staff.	9/4/2018 8:49 PM
77	Books and more books.	9/4/2018 8:03 PM
78	Quiet location that is accessible by trail	9/4/2018 7:46 PM
79	Books and people	9/4/2018 7:35 PM
80	Knowledge	9/4/2018 6:51 PM
81	The book collection	9/4/2018 6:00 PM
82	Convenient location	9/4/2018 5:03 PM
83	The location	9/4/2018 3:55 PM
84	The Walker library has such friendly help	9/4/2018 2:47 PM
85	The ability to rent books online!	9/4/2018 1:49 PM
86	Books	9/4/2018 1:21 PM
87	holds	9/4/2018 12:39 PM
88	Having current release books and enough of them so the hold time is not "months" if not in stock.	9/4/2018 12:32 PM
89	The ability to request materials from other branches that the Walker branch does not have shelved, I wish there was more to browse at the Walker location.	9/4/2018 11:59 AM
90	Current Location in Walker	9/4/2018 10:35 AM
91	The kid programs	9/4/2018 9:31 AM
92	The friendly staff	9/4/2018 8:02 AM
93	helpful staff	9/4/2018 7:25 AM
94	Location and size compared to comstock park and alpine township	9/3/2018 11:42 PM
95	toddler programs	9/3/2018 8:41 PM
96	Location	9/3/2018 6:48 PM
97	It's current location	9/3/2018 6:29 PM
98	Staff	9/3/2018 6:00 PM
99	Kids space	9/3/2018 4:25 PM
100	decent people running things	9/3/2018 4:06 PM
101	Children's programs	9/3/2018 4:06 PM
102	Range of materials	9/3/2018 3:20 PM
103	location	9/3/2018 1:45 PM
104	The books!	9/3/2018 12:52 PM
105	Variety	9/3/2018 12:43 PM
106	We live really close to the library and love the location. The materials I'm able to check out. We enjoy the GoBags and audio visual selection, specifically video games. The library has a good choice of books that I enjoy as well.	9/3/2018 12:15 PM
107	variety of books	9/3/2018 11:02 AM
108	Location. It is very convenient where it is now.	9/3/2018 10:48 AM
109	Great central location	9/3/2018 10:22 AM
110	Friendly staff	9/3/2018 7:42 AM
111	How close it is to our house	9/3/2018 6:40 AM
112	The periodical section	9/2/2018 10:37 PM
113	Books	9/2/2018 10:05 PM
114	The access to online content for learning skills	9/2/2018 9:57 PM

Walker Branch Building Survey

115	Kids programs	9/2/2018 9:18 PM
116	Kids area	9/2/2018 8:43 PM
117	easy in and out	9/2/2018 7:35 PM
118	Being able to check out books from other libraries	9/2/2018 6:30 PM
119	Kid friendly	9/2/2018 6:20 PM
120	accessability	9/2/2018 5:13 PM
121	Access to daily newspapers	9/2/2018 3:50 PM
122	Variety of reading materials	9/2/2018 3:06 PM
123	Family story time and community events	9/2/2018 2:55 PM
124	Location	9/2/2018 2:52 PM
125	online material	9/2/2018 2:13 PM
126	i love that I can go there and study, find a good book, and have a good quiet place to study and read.	9/2/2018 2:01 PM
127	Location and Walker KDL staff	9/2/2018 2:00 PM
128	The ease of checking out books and getting holds on books delivered while being notified by phone that my books have come in.	9/2/2018 1:54 PM
129	Area for my toddler and kid	9/2/2018 12:54 PM
130	Helpful, kind, pleasant staff with a good selection	9/2/2018 12:38 PM
131	Signs indicating what is on the shelves. Larger for older eyes.	9/2/2018 11:03 AM
132	Program for kids	9/2/2018 10:06 AM
133	Events for kids	9/2/2018 9:41 AM
134	Being able to check out books and books on cd	9/2/2018 9:11 AM
135	Kids programming	9/2/2018 8:03 AM
136	Quietness of the facility and helpfulness of the staff	9/2/2018 4:03 AM
137	Kids place	9/1/2018 11:17 PM
138	Materials available for check out.	9/1/2018 10:32 PM
139	Location is close to home	9/1/2018 10:11 PM
140	Book selection	9/1/2018 8:25 PM
141	A large collection. I would love a beautiful, quiey place to work/read	9/1/2018 6:28 PM
142	The kid's space has a lot of fun things!	9/1/2018 4:58 PM
143	Convienence	9/1/2018 4:35 PM
144	The children's play area	9/1/2018 12:44 PM
145	The parts for kids and teens	9/1/2018 9:26 AM
146	The collection of book available	9/1/2018 8:58 AM
147	Checking out things	9/1/2018 8:22 AM
148	The children's play section	9/1/2018 7:36 AM
149	Location	9/1/2018 7:30 AM
150	The feel of comfort, ability to bring children to play in a safe place	9/1/2018 7:24 AM
151	Kid programs, helps kids learn to love books at a young age!	9/1/2018 2:11 AM
152	It's location	8/31/2018 11:25 PM
153	Location	8/31/2018 11:25 PM
154	E books	8/31/2018 10:04 PM

Walker Branch Building Survey

155	The convenient parking	8/31/2018 6:59 PM
156	Location	8/31/2018 6:23 PM
157	Child activities	8/31/2018 3:40 PM
158	The quiet ambiance	8/31/2018 3:38 PM
159	Real physical books... too many things are going to eBooks and I really like having real books in my hands.	8/31/2018 2:47 PM
160	Kids section	8/31/2018 2:12 PM
161	The location and children's area.	8/31/2018 1:06 PM
162	The children's area.	8/31/2018 12:34 PM
163	The convenient location and it's close proximity to other community events	8/31/2018 11:12 AM
164	Having a great space for adults and children to grow in there love for books	8/31/2018 10:37 AM
165	Children's programs	8/31/2018 10:29 AM
166	a large collection that I can peruse at leisure. Where I can grab a book and begin to read in a corner comfy chair with a good cup of coffee/tea	8/31/2018 10:19 AM
167	Lounge chair to read from various browsed books	8/31/2018 10:02 AM
168	Children program	8/31/2018 9:26 AM
169	access to books and all for free!	8/31/2018 9:03 AM
170	Children's area	8/31/2018 8:10 AM
171	Classes, areas for kids	8/31/2018 5:57 AM
172	The story times and programs on for children	8/30/2018 11:35 PM
173	Availability of resources to complement our homeschool curriculum	8/30/2018 10:50 PM
174	Location	8/30/2018 10:49 PM
175	Material and play space. Also programs	8/30/2018 10:37 PM
176	Children activities	8/30/2018 10:27 PM
177	My girls and I absolutely LOVE the Walker branch!!!!	8/30/2018 10:27 PM
178	Programs like story time	8/30/2018 10:10 PM
179	Staff	8/30/2018 9:08 PM
180	Friendly, helpful staff	8/30/2018 8:56 PM
181	Close to my house and great selection of books	8/30/2018 8:28 PM
182	The staff is friendly and helpful	8/30/2018 8:21 PM
183	The books	8/30/2018 7:59 PM
184	Newspapers	8/30/2018 7:51 PM
185	Easy to yse	8/30/2018 7:24 PM
186	The selection of books	8/30/2018 7:06 PM
187	Place for little kids to play	8/30/2018 7:00 PM
188	Separate play space for the kids. All the programs for young children	8/30/2018 7:00 PM
189	Ability to pick up holds and play area for toddlers	8/30/2018 6:59 PM
190	It's close to city hall.	8/30/2018 5:25 PM
191	Free physical books!	8/30/2018 5:21 PM
192	Everything	8/30/2018 4:49 PM
193	Kids Area	8/30/2018 4:26 PM
194	What we're able to check out	8/30/2018 4:03 PM

Walker Branch Building Survey

195	Online reservations and ebooks	8/30/2018 3:31 PM
196	The books	8/30/2018 2:59 PM
197	Kids area and programming!	8/30/2018 2:37 PM
198	location, kids programs	8/30/2018 2:25 PM
199	Kids programs	8/30/2018 1:52 PM
200	I really like my library quiet. If its quiet, I would be more tempted to use the library more often.	8/30/2018 12:41 PM
201	Books and resources	8/30/2018 12:31 PM
202	Books of all kinds :)	8/30/2018 12:26 PM
203	Location to my home	8/30/2018 12:25 PM
204	The sense of community. You can never go in there and not bump into people that are neighbors or friends	8/30/2018 9:13 AM
205	its location	8/30/2018 2:42 AM
206	location	8/29/2018 10:47 PM
207	The books	8/29/2018 6:38 PM
208	Welcoming atmosphere created by caring, kind, knowledgable staff. We love our librarians!	8/29/2018 5:59 PM
209	borrowing from the collection	8/29/2018 3:39 PM
210	A friendly face, always someone there to help if you have a question.	8/29/2018 3:28 PM
211	It's close to me. Easy to get to.	8/29/2018 1:56 PM
212	A great place for community for my kids.	8/29/2018 1:07 PM
213	Play area for kids	8/29/2018 11:27 AM
214	The workers	8/29/2018 7:24 AM
215	Locstion	8/29/2018 4:07 AM
216	Quiet place to study or read. I also like doing the puzzle at the Wyoming branch.	8/29/2018 2:01 AM
217	Location and Toddler Time	8/28/2018 10:59 PM
218	the diversity of programs	8/28/2018 9:57 PM
219	free events	8/28/2018 9:10 PM
220	The book collection	8/28/2018 8:51 PM
221	Paper books :-)	8/28/2018 8:43 PM
222	Adult book discussion group, community programs	8/28/2018 7:10 PM
223	The selection of books!	8/28/2018 5:15 PM
224	Getting books but when my kids were younger I loved story time and kids programs. I love the summer reading program!	8/27/2018 9:21 PM
225	A place to be that doesn't expect money to be spent.	8/27/2018 4:24 PM
226	Lots of quiet corners to read and write in.	8/27/2018 10:10 AM
227	Location. I love the existing location and its proximity to my home, the park, and the city offices..	8/26/2018 9:18 AM
228	That it has something for everyone	8/26/2018 7:43 AM
229	everything	8/25/2018 8:52 PM
230	variety of books and also book/cd for kids	8/25/2018 8:36 PM
231	They get new childrens books a lot	8/25/2018 6:04 PM
232	The friendly knowledgeable workers	8/25/2018 5:38 PM
233	Books	8/25/2018 4:39 PM
234	Place for kids to play	8/25/2018 1:59 PM

Walker Branch Building Survey

235	convenient location	8/25/2018 1:50 PM
236	Books, audiobooks, great staff	8/25/2018 11:59 AM
237	Quiet - and newer libraries that focus on beautiful architecture + varied remote work options + high speed WiFi	8/25/2018 10:44 AM
238	Finding new books I haven't read yet.	8/25/2018 8:14 AM
239	The ability to request books from almost anywhere delivered.	8/25/2018 5:38 AM
240	I love the current location of the library. I love that I can walk to the library with my kids and it is so close to the playgrounds.	8/24/2018 10:12 PM
241	everything!	8/24/2018 7:29 PM
242	Collection and ability to order/hold books	8/24/2018 5:58 PM
243	Reading materials and dvds	8/24/2018 4:21 PM
244	reserving online to pick up	8/24/2018 4:10 PM
245	the children's area	8/24/2018 3:53 PM
246	Being able to have good books available	8/24/2018 3:47 PM
247	collection	8/24/2018 3:05 PM
248	The employees!	8/24/2018 2:54 PM
249	Quiet	8/24/2018 2:28 PM
250	Toys and story time	8/24/2018 1:50 PM
251	Ebook collection and study/communal space	8/24/2018 1:21 PM
252	Easy access to materials.	8/24/2018 1:09 PM
253	How friendly the staff are and How good they are at suggesting books for me.	8/24/2018 12:29 PM
254	Computers; friendly and helpful staff	8/24/2018 12:13 PM
255	The children's area	8/24/2018 7:02 AM
256	Knowledgeable employees	8/23/2018 10:51 PM
257	The programming for families	8/23/2018 10:46 PM
258	the book collection	8/23/2018 5:44 PM
259	getting books on my ipad	8/23/2018 4:06 PM
260	N/A	8/23/2018 3:42 PM
261	Books	8/23/2018 3:41 PM
262	Getting what I request	8/23/2018 3:39 PM
263	I love being around books.	8/23/2018 1:51 PM
264	Seperate play and study rooms	8/23/2018 9:41 AM
265	Books	8/22/2018 10:22 PM
266	Cloud library! Also, the hold shelf	8/22/2018 8:40 PM
267	A place for my children to play around books	8/22/2018 4:14 PM
268	Welcoming	8/22/2018 3:47 PM
269	They have the items my kids prefer. Video games and anime. They also have engaging programs	8/21/2018 10:37 AM
270	Friendly staff.	8/21/2018 10:23 AM
271	The friendly librarians	8/21/2018 6:49 AM
272	Children Programs	8/20/2018 8:10 AM
273	The programs offered for my young children	8/19/2018 10:44 PM
274	The children's section.	8/19/2018 6:04 PM

Walker Branch Building Survey

275	Places to tutor	8/19/2018 9:11 AM
276	Story time	8/19/2018 12:14 AM
277	selection of materials, computers, friendly helpful staff	8/18/2018 1:41 PM
278	Selection of materials	8/18/2018 12:39 PM
279	Everything--I love how it's close to the park, I love the big collection (digital, physical copies, etc.), and the staff are all incredibly friendly and nice	8/18/2018 10:08 AM
280	Great staff	8/18/2018 8:46 AM
281	The resources, events, toys, and books for children.	8/17/2018 1:19 PM
282	Friendly staff	8/17/2018 12:21 PM
283	Easy access	8/17/2018 12:20 PM
284	I can safely walk to the library	8/17/2018 12:18 PM
285	Availability/community	8/17/2018 12:17 PM
286	Book sale room, play area	8/17/2018 12:13 PM
287	Availability of resources	8/17/2018 11:59 AM
288	Location	8/17/2018 11:55 AM
289	The workers are so helpful and friendly; I can walk to the library and often do	8/17/2018 11:39 AM
290	Staff friendliness	8/17/2018 11:37 AM
291	Friendly, helpful staff; reading programs and activities for children	8/17/2018 11:24 AM
292	display of current books for loan	8/17/2018 11:21 AM
293	Location	8/17/2018 11:17 AM
294	Library is close to home, and in the middle of the community	8/17/2018 11:15 AM
295	To check things out and meet friends	8/17/2018 11:12 AM
296	I can get almost any book I want. Your kids programs are phenomenal.	8/17/2018 8:11 AM
297	Close to where I live	8/16/2018 10:22 PM
298	The location near the city offices	8/16/2018 3:56 PM
299	Being able to put hold on books from other locations to pick up at my location.	8/16/2018 9:37 AM
300	Children's programs and play area, children's books	8/16/2018 8:05 AM
301	The materials available to check out	8/16/2018 7:04 AM
302	I like it because it's small and each section is well marked	8/15/2018 8:37 PM
303	Books. Lol. Resources and hidden reading / working nooks	8/15/2018 7:25 PM
304	The selection of materials.	8/15/2018 11:59 AM
305	Books	8/15/2018 11:22 AM
306	Books for my kiddos	8/15/2018 6:37 AM
307	Community	8/15/2018 6:20 AM
308	Kids area	8/14/2018 12:40 PM
309	The up to date, well organized collection	8/14/2018 12:12 PM
310	books, new titles	8/14/2018 11:20 AM
311	There is something for everyone - kids, teens, adults	8/14/2018 9:01 AM
312	Place for kids to play, read, and learn experientially.	8/13/2018 10:28 PM
313	Place for kids to play, read, and learn experientially.	8/13/2018 10:28 PM
314	Ability to read a lot without purchasing books	8/13/2018 3:19 PM
315	Access to books and materials	8/13/2018 2:42 PM

Walker Branch Building Survey

316	Kids spaces	8/13/2018 2:04 PM
317	Play space	8/13/2018 6:52 AM
318	Kdl network to request materials	8/12/2018 8:21 PM
319	the staff	8/12/2018 8:18 PM
320	Being able to speak to the employees because they are so sweet and helpful.	8/12/2018 6:40 PM
321	Putting books on hold	8/12/2018 11:16 AM
322	the collection	8/12/2018 1:43 AM
323	Online books	8/11/2018 11:00 PM
324	Wide range of books	8/11/2018 8:23 PM
325	How the newly returned movies are still carted so we can see what is popular and new before going on the shelf	8/11/2018 6:27 PM
326	Books. Children's activities	8/11/2018 5:00 PM
327	Study rooms	8/11/2018 8:39 AM
328	The collection!	8/11/2018 12:09 AM
329	The kids area	8/10/2018 11:59 PM
330	Storytime	8/10/2018 9:39 PM
331	Kid and teen program	8/10/2018 9:06 PM
332	wealth of knowledge that it contains =brings the world to our neighborhood	8/10/2018 8:32 PM
333	Location	8/10/2018 8:07 PM
334	Putting books on hold	8/10/2018 6:30 PM
335	collection of materials	8/10/2018 4:56 PM
336	easy to navigate and find what I am looking for	8/10/2018 1:37 PM
337	Outdoor space, play area	8/9/2018 10:55 PM
338	Park like setting	8/9/2018 7:44 PM
339	Everything	8/9/2018 5:10 PM
340	Is the inspirational fiction and how it is organized	8/9/2018 5:01 PM
341	Children's area	8/9/2018 2:39 PM
342	Free access to new materials to enjoy	8/8/2018 7:54 PM
343	Books	8/8/2018 6:17 PM
344	The friendly staff	8/8/2018 2:55 PM
345	How close it is. Walking distance.	8/8/2018 2:37 PM
346	Location and safety	8/8/2018 2:36 PM
347	It's location--it's easy to get to, near a park, etc.; the great collection of books and other materials I have access to through the library and the different electronic services it uses	8/8/2018 1:29 PM
348	Children's books	8/8/2018 12:51 PM
349	Children's activities	8/8/2018 4:12 AM
350	Clerks	8/8/2018 12:57 AM
351	All the nooks and crannies to read in. Librarians are super helpful with my kid's questions.	8/7/2018 10:51 PM
352	Bikes, books	8/7/2018 9:34 PM
353	Play space. Sometimes I go to the Plainfield location because it's a little bit bigger. Staff at walker are very nice and I appreciate that though!	8/7/2018 8:45 PM
354	Friendly staff, inspirational section, featured books	8/7/2018 8:34 PM

Walker Branch Building Survey

355	Always new books	8/7/2018 8:23 PM
356	Programs they offer for all ages.	8/7/2018 8:22 PM
357	Events for family	8/7/2018 8:18 PM
358	Friendly employees	8/7/2018 7:20 PM
359	Friendly employees	8/7/2018 7:20 PM
360	location, access to free materials	8/7/2018 7:15 PM
361	Mr.Craig and play area	8/7/2018 6:44 PM
362	The childrens area	8/7/2018 6:29 PM
363	Programs and play area I can easily see/watch my my kiddo while looking for books or reading	8/7/2018 6:29 PM
364	Larger connection with all KDL	8/7/2018 6:07 PM
365	Kids activities	8/7/2018 4:35 PM
366	Collection	8/7/2018 3:41 PM
367	Friendliness of staff	8/7/2018 3:20 PM
368	Close to city hall and city park	8/7/2018 2:15 PM
369	I love how convenient it is to check out a book and read in the park. A one stop shop kind of thing.	8/7/2018 2:01 PM
370	The location.	8/7/2018 1:58 PM
371	None noted. Can't tell you when I was in the library last. It's been years!	8/7/2018 1:50 PM
372	friendly staff	8/7/2018 1:49 PM
373	The abundance of free services available.	8/7/2018 1:42 PM
374	Kids programs	8/7/2018 1:34 PM
375	books and movies	8/7/2018 1:10 PM
376	Hospitality of staff; email notices of books on hold; books for children and mystery books	8/7/2018 12:12 PM
377	All employees are helpful and friendly; location near park is great	8/7/2018 12:10 PM
378	Location	8/7/2018 12:08 PM
379	Location	8/7/2018 12:06 PM
380	Location	8/7/2018 12:05 PM
381	Location	8/7/2018 12:04 PM
382	Location and personnel	8/7/2018 12:03 PM
383	It's within walking distance	8/7/2018 12:01 PM
384	N/A	8/7/2018 12:00 PM
385	Selection of books; the location	8/7/2018 11:58 AM
386	Location--I can walk or bike; friendly help	8/7/2018 11:57 AM
387	Convenience of location, the friendliness of the librarians	8/7/2018 11:54 AM
388	Community events and programs	8/6/2018 9:49 PM
389	Being able to reserve material before it's released	8/6/2018 9:08 PM
390	Helpful staff	8/6/2018 7:11 PM
391	Books and my grandchildren love it! They play and I read them stories then they play some more. My older grandson loves to use computers. Also I love it because it's walking distance from my condo we live in the condos by it. I don't drive so I can ride my bike and walk over.	8/6/2018 5:39 PM
392	The people working there are always very kind.	8/6/2018 3:46 PM
393	the fact that it's a short walk from my neighborhood	8/6/2018 2:50 PM
394	The whole concept of sharing resources and information	8/6/2018 12:10 AM

Walker Branch Building Survey

395	Audio books listened to on phone	8/4/2018 4:17 PM
396	Having places to work.	8/4/2018 2:36 PM
397	Knowledge	8/3/2018 2:55 PM
398	Location--easy to get there	8/3/2018 1:38 PM
399	Convenience, friendly and helpful staff, quick response on getting books on order, great at everything, good selection of books, helpful staff	8/3/2018 1:35 PM
400	Location--selection, staff, use of the park and walking area before or after	8/3/2018 1:27 PM
401	Friendly and helpful staff	8/3/2018 1:23 PM
402	How close it is to my house! I can take my children there often and for short visits if needed because it is so close, which has been a big advantage when they were babies.	8/3/2018 2:42 AM
403	Shared KDL collection available	8/2/2018 4:46 PM
404	The welcoming atmosphere	8/2/2018 9:35 AM
405	Children's area/programs	8/1/2018 11:36 PM
406	Seeing my kids loving to explore and check out books, running to the library and the park without moving the car. Giving teens the freedom to run to the library during a soccer game or practice.	8/1/2018 9:37 PM
407	online ordering and fast pickup. And, browsing the shelves of course.	8/1/2018 8:53 PM
408	Walker has for the most part always has friendly and helpful staff.	8/1/2018 5:13 PM
409	getting books to read for free	8/1/2018 4:14 PM
410	Children's play area, story times, clean bathroom	8/1/2018 2:27 PM
411	the amount of programs for everyone	8/1/2018 6:42 AM
412	Convenient location	8/1/2018 6:03 AM
413	Books	8/1/2018 2:49 AM
414	Quiet comfortable place to sit	7/31/2018 11:22 PM
415	The fun programs	7/31/2018 10:27 PM
416	Browsing collections	7/31/2018 10:12 PM
417	Location	7/31/2018 9:59 PM
418	Children's play space and kids programs	7/31/2018 9:13 PM
419	ease of parking, easy in and out	7/31/2018 8:48 PM
420	Children's programs	7/31/2018 8:01 PM
421	Books!!	7/31/2018 7:57 PM
422	Location and availability	7/31/2018 7:31 PM
423	various programs	7/31/2018 6:46 PM
424	Location and helpful, friendly staff.	7/31/2018 5:49 PM
425	How great the children's programs are	7/31/2018 5:42 PM
426	That they have document delivery	7/31/2018 5:00 PM
427	The Children's programs	7/31/2018 4:27 PM
428	Inspirational section	7/31/2018 3:42 PM
429	The variety of things that are offered	7/31/2018 2:48 PM
430	Kid area	7/31/2018 2:45 PM
431	Borrowing books	7/31/2018 2:39 PM
432	Children's play area	7/31/2018 2:18 PM
433	Variety of books and self checkout	7/31/2018 2:06 PM

Walker Branch Building Survey

434	Checking out books	7/31/2018 1:37 PM
435	Currently, the free summer events.	7/31/2018 1:28 PM
436	Friendly and helpful staff	7/31/2018 1:27 PM
437	Friendly workers	7/31/2018 1:24 PM
438	Wide variety of books and the book sales	7/31/2018 1:10 PM
439	Programs	7/31/2018 12:33 PM
440	Location the library should serve the local community. Not college students who may or may not stop	7/31/2018 11:53 AM
441	The staff are my favorite aspect of the library. Miss Julie is amazing with the kids and the other staffers I have encountered have been kind, helpful and seemingly enthusiastic that we are there.	7/31/2018 8:59 AM
442	I love all the kids events and the space for kids to play with.	7/31/2018 4:22 AM
443	being able to put books on hold. I utilize this resource constantly and am so impressed with the system.	7/30/2018 10:03 PM
444	Children's programs	7/30/2018 9:02 PM
445	Engaging play area	7/30/2018 8:51 PM
446	The children's area that is not entirely separate from the rest of the library. So I can browse the children's titles and still see my children. I also love the extra programming for all ages. The staff is fantastic too.	7/30/2018 7:00 PM
447	The activities for toddlers	7/30/2018 6:52 PM
448	friendly staff and a nice local location	7/30/2018 5:07 PM
449	Friendliness and help of staff and accessibility	7/30/2018 3:27 PM
450	Summer Reading / Winter Reading Programs are so much fun and a great motivator for kids to read!	7/30/2018 3:11 PM
451	All the great programming for families	7/30/2018 3:10 PM
452	Access to books, without having to purchase!	7/30/2018 2:47 PM
453	Collection size	7/30/2018 2:36 PM
454	The movie collection	7/30/2018 2:30 PM
455	Friendly desk personal	7/30/2018 2:20 PM
456	Quiet workspace	7/30/2018 2:09 PM
457	Storytime programs	7/30/2018 1:54 PM
458	The kids area	7/30/2018 1:48 PM
459	What it offers	7/30/2018 1:17 PM
460	that it is clean, well-organized, close to home, and offers many activities. It is the library I grew up going to, so I also enjoy bringing my children there for the nostalgia factor.	7/30/2018 1:05 PM
461	It's location! Love that it's centrally located by the park	7/30/2018 12:56 PM
462	The events	7/30/2018 12:51 PM
463	the friendliness of the Monday staff	7/30/2018 12:50 PM
464	The programs and the play area.	7/30/2018 12:45 PM
465	Free programs	7/30/2018 12:42 PM
466	The children's area... we love looking for books and I love that my kids always find fun, engaging things to play with while I look for books to check out for them.	7/30/2018 12:36 PM
467	The kids area and the programs they put on.	7/30/2018 12:28 PM
468	Staff	7/30/2018 12:26 PM
469	Their play area for my kids and the amount of books they have for kids	7/30/2018 12:19 PM

Walker Branch Building Survey

470	Easy to find books and check out quickly if I'm in a hurry.	7/30/2018 12:13 PM
471	Content	7/30/2018 12:00 PM
472	open floor plan	7/30/2018 12:00 PM
473	Programs for children & toddlers	7/30/2018 11:23 AM
474	Location is easy to get to and from.	7/30/2018 10:42 AM
475	The organization of the books and the ease of locating what you are looking for.	7/30/2018 10:37 AM
476	collection on hand	7/30/2018 10:33 AM
477	Having a fun place to take my kids and inspiring a love of books in them	7/30/2018 10:28 AM
478	Friendly staff who are willing to drop everything to help you!!!	7/30/2018 10:26 AM
479	Current books	7/30/2018 10:18 AM
480	Collection of books	7/30/2018 10:16 AM
481	Availability of vast collection of resources and materials. Also, community outreach (educational programs for ALL)	7/30/2018 10:07 AM

Q8 My least favorite aspect of the library is

Answered: 464 Skipped: 46

#	RESPONSES	DATE
1	none	10/1/2018 9:39 AM
2	none	10/1/2018 9:36 AM
3	It's current size is noticeably too small for the current demand	9/26/2018 9:26 PM
4	None	9/26/2018 4:28 PM
5	small	9/26/2018 12:16 PM
6	The classroom space is very small for the amount of parents/kids who come to participate in the programs.	9/26/2018 12:05 PM
7	none	9/26/2018 10:46 AM
8	Too many books at floor level	9/26/2018 10:41 AM
9	Parking	9/26/2018 10:39 AM
10	not enough quiet sitting areas	9/26/2018 10:31 AM
11	none	9/26/2018 10:25 AM
12	Too crowded with material but not librarie's fault.	9/26/2018 10:24 AM
13	Too much noise	9/26/2018 10:21 AM
14	It's great the way it is and where it is.	9/26/2018 10:14 AM
15	noise	9/26/2018 10:09 AM
16	noise	9/26/2018 10:07 AM
17	too small	9/26/2018 10:05 AM
18	none	9/26/2018 10:02 AM
19	none	9/26/2018 10:01 AM
20	none	9/26/2018 9:56 AM
21	none	9/26/2018 9:53 AM
22	Space for meeting and event programs , and play areas. Librarys are not play areas, disturbs others.	9/26/2018 9:50 AM
23	None to speak of	9/25/2018 6:08 PM
24	how crowded the storytime can get	9/24/2018 1:03 PM
25	Not enough room for more books on the shelves	9/22/2018 5:09 PM
26	all of the employees are white. no diversity.	9/21/2018 2:00 PM
27	None	9/20/2018 5:51 PM
28	Activity room could be bigger	9/18/2018 12:25 PM
29	How loud it can get at times	9/16/2018 10:12 AM
30	Noisy. Need to have more separation between kids and adult area. Location is not convenient.	9/16/2018 10:06 AM
31	Hours	9/16/2018 8:48 AM
32	Nothing	9/11/2018 12:31 PM
33	Travel distance to get there	9/11/2018 10:17 AM
34	Often loud.	9/10/2018 8:54 PM

Walker Branch Building Survey

35	I do find it a little small	9/10/2018 8:32 PM
36	none	9/10/2018 1:42 PM
37	Weekend hours	9/10/2018 1:33 PM
38	The meeting room or class room is limited in size which makes it difficult to engage a full room of participants.	9/9/2018 6:28 PM
39	no Sunday hours	9/8/2018 5:28 PM
40	noisy	9/7/2018 6:02 PM
41	It is centrally located for most Walker residents.	9/7/2018 1:01 PM
42	That it's closed on Sundays ☹️	9/6/2018 9:15 PM
43	None	9/6/2018 8:02 PM
44	Would like bigger online choices for books	9/6/2018 6:26 PM
45	None	9/6/2018 5:34 PM
46	N/A	9/6/2018 3:58 PM
47	Not much room for open areas - sometimes crowded	9/6/2018 11:58 AM
48	Looks old	9/6/2018 7:14 AM
49	Sometimes it feels crowded	9/6/2018 6:53 AM
50	It's so small and kinda outdated	9/6/2018 6:40 AM
51	Size of space	9/6/2018 3:42 AM
52	Small	9/5/2018 10:40 PM
53	Picking out my book	9/5/2018 9:58 PM
54	I wish it was a bigger building	9/5/2018 9:42 PM
55	Limited number of study rooms	9/5/2018 9:03 PM
56	Small collection of books	9/5/2018 8:54 PM
57	Small space	9/5/2018 8:33 PM
58	The wait time for some books to come in.	9/5/2018 7:04 PM
59	Not enough selection	9/5/2018 5:02 PM
60	Noise from people who just use the internet. Noisy headphones, talking out loud, people who don't read books. Maybe reading a book earns you internet time.	9/5/2018 3:32 PM
61	N/A	9/5/2018 2:58 PM
62	too small	9/5/2018 11:41 AM
63	dim lighting and drab decor	9/5/2018 9:51 AM
64	Limited hours	9/5/2018 7:45 AM
65	Na	9/5/2018 7:16 AM
66	Most of the books are found at another library. Sometimes I have to go to allendale	9/5/2018 6:08 AM
67	Sometimes feelings crowded	9/5/2018 1:49 AM
68	the room for childrens events is often too small	9/4/2018 11:07 PM
69	Nothing	9/4/2018 10:57 PM
70	Location	9/4/2018 10:42 PM
71	Need more books	9/4/2018 10:00 PM
72	More books needed	9/4/2018 9:24 PM
73	N/a	9/4/2018 9:16 PM
74	Nothing	9/4/2018 8:49 PM

Walker Branch Building Survey

75	People eating in the book aisles	9/4/2018 8:03 PM
76	friendly staff	9/4/2018 7:46 PM
77	Bigger thriller/romance section, however it's still good :)	9/4/2018 7:35 PM
78	Updates	9/4/2018 6:51 PM
79	It being used as a play space	9/4/2018 6:00 PM
80	Small size	9/4/2018 5:03 PM
81	None	9/4/2018 3:55 PM
82	None	9/4/2018 2:47 PM
83	Wait lists for books	9/4/2018 1:49 PM
84	The current location	9/4/2018 12:32 PM
85	How small the actual space is, and how little the physical collection is at the Walker Branch.	9/4/2018 11:59 AM
86	NA	9/4/2018 10:35 AM
87	Nothing	9/4/2018 9:31 AM
88	The small collection size	9/4/2018 8:02 AM
89	location	9/4/2018 7:25 AM
90	Size of collection	9/3/2018 11:42 PM
91	location	9/3/2018 8:41 PM
92	Nothing	9/3/2018 6:48 PM
93	Hours	9/3/2018 6:00 PM
94	Computer section	9/3/2018 4:25 PM
95	Disorganized and very stale	9/3/2018 4:06 PM
96	Lack of chairs	9/3/2018 4:06 PM
97	No drive thru book return	9/3/2018 3:20 PM
98	Computers	9/3/2018 12:52 PM
99	Hours	9/3/2018 12:43 PM
100	I think they could have a larger selection of teen/young adult fiction books but overall were very happy with the library.	9/3/2018 12:15 PM
101	parking is sometimes difficult -- i.e. when story hour is being held	9/3/2018 11:02 AM
102	Nothing. I feel the staff does a great job.	9/3/2018 10:48 AM
103	It is all great	9/3/2018 10:22 AM
104	None	9/3/2018 7:42 AM
105	I wish it had more	9/3/2018 6:40 AM
106	the small size and small collection - we have to go to other branches to find many of our favorite books.	9/2/2018 10:37 PM
107	Sometimes it feels small	9/2/2018 9:57 PM
108	Small size overall	9/2/2018 9:18 PM
109	Location	9/2/2018 8:43 PM
110	usually have to order books in want	9/2/2018 7:35 PM
111	Nothing	9/2/2018 6:30 PM
112	Crowded story times	9/2/2018 6:20 PM
113	Not open on sundays	9/2/2018 5:13 PM
114	opens at 9:30 instead of 9	9/2/2018 3:50 PM

Walker Branch Building Survey

115	none	9/2/2018 3:06 PM
116	Na	9/2/2018 2:55 PM
117	Hours	9/2/2018 2:52 PM
118	no kindle downloading	9/2/2018 2:13 PM
119	People smoking outside	9/2/2018 2:01 PM
120	I can't think of anything at this time	9/2/2018 2:00 PM
121	How loud the people and librarians can be in there at times. I like a library to be a quiet place where I can read and think!	9/2/2018 1:54 PM
122	Boring!	9/2/2018 12:54 PM
123	Smokers outside	9/2/2018 12:38 PM
124	n/a	9/2/2018 11:03 AM
125	How small and limited programs are.	9/2/2018 10:06 AM
126	None, I love the library	9/2/2018 9:41 AM
127	Late fees	9/2/2018 9:11 AM
128	Availability of kids programming	9/2/2018 8:03 AM
129	Parking	9/2/2018 4:03 AM
130	Content	9/1/2018 11:17 PM
131	None	9/1/2018 10:32 PM
132	Not enough materials which results in lengthy wait times for holds	9/1/2018 10:11 PM
133	Needs bigger play area	9/1/2018 8:25 PM
134	The book is what is never on the shelf.	9/1/2018 6:28 PM
135	The kid space is on the smaller side	9/1/2018 4:58 PM
136	Need more large print books	9/1/2018 4:35 PM
137	nothing	9/1/2018 9:26 AM
138	Waiting for books	9/1/2018 8:58 AM
139	Not always having things I would like	9/1/2018 8:22 AM
140	Way too small. We use other libraries	9/1/2018 7:45 AM
141	How tightly packed everything is. The lack of materials presently available if I am looking for a specific book to check out.	9/1/2018 7:36 AM
142	None	9/1/2018 7:30 AM
143	Need for separate space for adults/teens away from children's area	9/1/2018 7:24 AM
144	Small meeting space	9/1/2018 2:11 AM
145	Lack of space	8/31/2018 11:25 PM
146	Size	8/31/2018 11:25 PM
147	Noise	8/31/2018 10:04 PM
148	Long wait for new books	8/31/2018 6:59 PM
149	Small	8/31/2018 6:23 PM
150	Location	8/31/2018 3:40 PM
151	Nothing	8/31/2018 3:38 PM
152	Hours are too short for those of us working standard day time hours.	8/31/2018 2:47 PM
153	Small gathering space for kids story time etc.	8/31/2018 1:06 PM
154	NA	8/31/2018 12:34 PM

Walker Branch Building Survey

155	Not enough places to study	8/31/2018 11:12 AM
156	Walker is small and cramped	8/31/2018 10:37 AM
157	?	8/31/2018 10:29 AM
158	Having to deal with loud people	8/31/2018 10:19 AM
159	Lack of space	8/31/2018 10:02 AM
160	Space. Feeling crowded	8/31/2018 9:26 AM
161	paying fines - ha, ha.	8/31/2018 9:03 AM
162	Small	8/31/2018 8:10 AM
163	It's small. You can't really escape noise.	8/31/2018 5:57 AM
164	Storytimes not year round	8/30/2018 11:35 PM
165	Nothing	8/30/2018 10:49 PM
166	Programs availability	8/30/2018 10:37 PM
167	Business feel	8/30/2018 10:27 PM
168	A bit small and fear that the children are a distraction to those who need the super quiet space.	8/30/2018 10:27 PM
169	Crowded	8/30/2018 10:10 PM
170	Space, would like to see it bigger	8/30/2018 9:08 PM
171	Limited collection of newer released books	8/30/2018 8:56 PM
172	The play area	8/30/2018 8:28 PM
173	Books that are unavailable when I'd like to check them out. Hold time is long.	8/30/2018 8:21 PM
174	The air conditioning is too cold.	8/30/2018 7:59 PM
175	nothing	8/30/2018 7:51 PM
176	Not enough books have to wait for reserves	8/30/2018 7:24 PM
177	Nothing	8/30/2018 7:06 PM
178	It's small in comparison to Grandville, Wyoming, Kentwood	8/30/2018 7:00 PM
179	The space for children isn't blocked off at all.	8/30/2018 7:00 PM
180	Is to have to be quiet, not an easy task to do with a toddler	8/30/2018 6:59 PM
181	It's too small	8/30/2018 5:25 PM
182	N/A	8/30/2018 5:21 PM
183	There's not a knitting/crochet group where people can get together and chat about projects or learn how to do it	8/30/2018 4:49 PM
184	I don't get to go often enough	8/30/2018 4:26 PM
185	N/a	8/30/2018 4:03 PM
186	Length of checkouts	8/30/2018 3:31 PM
187	Kids area doesn't have a lot of sound absorption	8/30/2018 2:59 PM
188	???	8/30/2018 2:37 PM
189	n/a	8/30/2018 2:25 PM
190	Size	8/30/2018 1:52 PM
191	Children's play areas.	8/30/2018 12:41 PM
192	No overdrive anymore	8/30/2018 12:31 PM
193	I wish there were more streaming services	8/30/2018 12:26 PM
194	Availability of selection at times	8/30/2018 12:25 PM
195	Space confines. People are almost stacked on top of one another	8/30/2018 9:13 AM

Walker Branch Building Survey

196	not many quiet work spaces	8/30/2018 2:42 AM
197	cluter	8/29/2018 10:47 PM
198	When it's noisy	8/29/2018 6:38 PM
199	Open floor plan. Kids summer activities draw busses of daycare groups. Kids run through the library unsupervised by their daycare people hollering & playing tag, disrupting other patrons.	8/29/2018 5:59 PM
200	none	8/29/2018 3:39 PM
201	I love the library, sometimes I wish there were a little more room, a comfortable chair to sit in a ma I love the library, sometimes I wish there were a little more room, a comfortable chair to sit in and read. Sometimes the seats are awful	8/29/2018 3:28 PM
202	Wish there were more programs.	8/29/2018 1:56 PM
203	Too small	8/29/2018 1:07 PM
204	How small the activity room is	8/29/2018 11:27 AM
205	People gaming on the computers	8/29/2018 7:24 AM
206	Programs in little room	8/29/2018 4:07 AM
207	Cost to print and library closes way too early.	8/29/2018 2:01 AM
208	Nothing	8/28/2018 10:59 PM
209	not having the open hours memorized	8/28/2018 9:57 PM
210	nothing	8/28/2018 9:10 PM
211	Can't think of one.	8/28/2018 8:51 PM
212	Lack of meeting space	8/28/2018 8:43 PM
213	Not updated	8/28/2018 7:10 PM
214	I don't have one.	8/28/2018 5:15 PM
215	Nothing	8/27/2018 9:21 PM
216	Grumpy shhhh-sters.	8/27/2018 4:24 PM
217	They are quickly outgrowing the building. They need much more space given the number of people that go to the library on a daily basis. It is too crowded.	8/27/2018 10:10 AM
218	parking	8/26/2018 9:18 AM
219	None	8/26/2018 7:43 AM
220	crowding during the larger events	8/25/2018 8:52 PM
221	the people who are on the computers with little purpose.. playing games?	8/25/2018 8:36 PM
222	The small amount of teen books	8/25/2018 6:04 PM
223	The collection size and the cut hours	8/25/2018 5:38 PM
224	Late fees	8/25/2018 4:39 PM
225	none	8/25/2018 1:50 PM
226	When recommended book is not in collection	8/25/2018 11:59 AM
227	Outdated technology. Lack of outlets or functional furniture for remote work + study. Slow WiFi.	8/25/2018 10:44 AM
228	Same books seen over and over	8/25/2018 8:14 AM
229	The books and materials actually on the shelves. Mostly we have to request online to have sent there.	8/25/2018 5:38 AM
230	It can feel small when it is really busy	8/24/2018 10:12 PM
231	too crowded need bigger building	8/24/2018 7:29 PM
232	My library card for Allendale no longer works, when this library is closer and I used to volunteer there. I use my grandma's card who lives in GR.	8/24/2018 5:58 PM
233	High traffic area	8/24/2018 4:21 PM

Walker Branch Building Survey

234	having to go in the building to return (if due that day)	8/24/2018 4:10 PM
235	Feels small when there's a lot of kids in the kid area	8/24/2018 3:53 PM
236	All the computers in the middle of the library- should have a separate space	8/24/2018 3:47 PM
237	Marcia Warner	8/24/2018 3:05 PM
238	Kids area seems cramped	8/24/2018 2:54 PM
239	Size	8/24/2018 2:28 PM
240	Size of collections	8/24/2018 1:50 PM
241	Small size	8/24/2018 1:21 PM
242	Not open Sunday.	8/24/2018 1:09 PM
243	Nothing. I love everything about the library.	8/24/2018 12:29 PM
244	Sometimes too noisy--loud talking on phone use	8/24/2018 12:13 PM
245	Nothing, it's great	8/24/2018 7:02 AM
246	Noise level	8/23/2018 10:51 PM
247	Can't think of anything	8/23/2018 10:46 PM
248	books i want not there	8/23/2018 4:06 PM
249	N/A	8/23/2018 3:42 PM
250	N/A	8/23/2018 3:41 PM
251	N/A	8/23/2018 3:39 PM
252	Can't it be open 24 hours a day? :)	8/23/2018 1:51 PM
253	Limited study rooms	8/23/2018 9:41 AM
254	People	8/22/2018 10:22 PM
255	Lean selection sometimes (not one book for toddlers about weaning, for instance)	8/22/2018 8:40 PM
256	Closed on Sunday	8/22/2018 4:14 PM
257	Too crowded for activities	8/21/2018 10:37 AM
258	It's all one room.	8/21/2018 10:23 AM
259	Not open enough hours	8/21/2018 6:49 AM
260	Services other than books	8/20/2018 8:10 AM
261	None	8/19/2018 10:44 PM
262	The teen section. A lot of unwholesome literature in there.	8/19/2018 6:04 PM
263	None	8/19/2018 9:11 AM
264	Feels small	8/19/2018 12:14 AM
265	nothing	8/18/2018 1:41 PM
266	Not open on sundays	8/18/2018 12:39 PM
267	N/A	8/18/2018 10:08 AM
268	Location is not near anything else	8/18/2018 8:46 AM
269	Lack of seating for parents in the children's area.	8/17/2018 1:19 PM
270	Too small	8/17/2018 12:21 PM
271	None	8/17/2018 12:20 PM
272	N/A	8/17/2018 12:18 PM
273	The decor	8/17/2018 12:17 PM
274	Disease--communicable disease	8/17/2018 12:13 PM

Walker Branch Building Survey

275	N/A	8/17/2018 11:59 AM
276	N/A	8/17/2018 11:55 AM
277	None	8/17/2018 11:39 AM
278	Nothing	8/17/2018 11:37 AM
279	N/A	8/17/2018 11:24 AM
280	building is too small for the current activity	8/17/2018 11:21 AM
281	N/A	8/17/2018 11:17 AM
282	N/A	8/17/2018 11:15 AM
283	Nothing	8/17/2018 11:12 AM
284	Special events can be crowded	8/17/2018 8:11 AM
285	Limited books. Long wait list for current/popular titles.	8/16/2018 10:22 PM
286	it gets loud with the young kids around	8/16/2018 3:56 PM
287	The selection is very small at my location and also within the whole KDL. I have a large list of books I'd love to read but KDL does not offer.	8/16/2018 9:37 AM
288	No complaints	8/16/2018 8:05 AM
289	None	8/16/2018 7:04 AM
290	The parking lot is shared with other government buildings	8/15/2018 8:37 PM
291	Loud programs near working areas	8/15/2018 7:25 PM
292	Lack of space	8/15/2018 11:59 AM
293	N/A	8/15/2018 11:22 AM
294	N/a	8/15/2018 6:37 AM
295	Use of space	8/15/2018 6:20 AM
296	Small	8/14/2018 12:40 PM
297	Too small - they could do so much more (especially programs) with a larger library	8/14/2018 12:12 PM
298	magazines	8/14/2018 11:20 AM
299	Size	8/14/2018 9:01 AM
300	Crowded spaces with overlapping study/quiet areas and play and computer areas.	8/13/2018 10:28 PM
301	Crowded spaces with overlapping study/quiet areas and play and computer areas.	8/13/2018 10:28 PM
302	Long wait for some titles	8/13/2018 3:19 PM
303	small size	8/13/2018 2:42 PM
304	Collection of books...it used to be excellent	8/13/2018 2:04 PM
305	I don't live in kdl district	8/12/2018 8:21 PM
306	the size	8/12/2018 8:18 PM
307	It is too small	8/12/2018 6:40 PM
308	Can't think of one.	8/12/2018 11:16 AM
309	the lack of organization and not using Dewey	8/12/2018 1:43 AM
310	Noise	8/11/2018 8:23 PM
311	Noise. Too many screaming kids. Adults talking loud. Libraries are suppose to be quiet. Perhaps it should be renamed a learning resource center.	8/11/2018 6:27 PM
312	Tight spaces	8/11/2018 5:00 PM
313	GR city residents can only check out books, not book club stacks.	8/11/2018 8:39 AM
314	Location	8/11/2018 12:09 AM

Walker Branch Building Survey

315	None	8/10/2018 11:59 PM
316	Program room is too small	8/10/2018 9:39 PM
317	Size	8/10/2018 9:06 PM
318	Crowded conditions. City of Walker deserves a large free standing attractive functional library located near City Hall.	8/10/2018 8:32 PM
319	Small children area	8/10/2018 8:07 PM
320	too small	8/10/2018 4:56 PM
321	too small	8/10/2018 1:37 PM
322	None	8/9/2018 10:55 PM
323	I don't have one	8/9/2018 7:44 PM
324	Nothing	8/9/2018 5:10 PM
325	Variety of youth and teen books	8/9/2018 5:01 PM
326	Lack of separation between spaces	8/9/2018 2:39 PM
327	Late fees	8/8/2018 7:54 PM
328	Keep track of library card	8/8/2018 6:17 PM
329	The small amount of books	8/8/2018 2:55 PM
330	N/A	8/8/2018 2:37 PM
331	Size	8/8/2018 2:36 PM
332	N/A	8/8/2018 1:29 PM
333	Sometimes don't have a book I'm looking for	8/8/2018 12:51 PM
334	Not being able to get a KDL library card due to living within Grand Rapids city limits	8/8/2018 4:12 AM
335	Hours	8/8/2018 12:57 AM
336	Needs later evening hours.	8/7/2018 10:51 PM
337	Na	8/7/2018 9:34 PM
338	Small size and selection of movies and cds	8/7/2018 8:45 PM
339	Don't have one	8/7/2018 8:34 PM
340	I don't have one!	8/7/2018 8:23 PM
341	Area for kids is too small.	8/7/2018 8:22 PM
342	A little more space	8/7/2018 8:18 PM
343	Not having the books I am looking for	8/7/2018 7:20 PM
344	Not having the books I am looking for	8/7/2018 7:20 PM
345	limited materials, space	8/7/2018 7:15 PM
346	Late fees	8/7/2018 6:44 PM
347	small room for playgroups	8/7/2018 6:29 PM
348	Size of collection	8/7/2018 6:29 PM
349	Could be larger	8/7/2018 6:07 PM
350	Na	8/7/2018 4:35 PM
351	N/a	8/7/2018 3:41 PM
352	Na	8/7/2018 3:20 PM
353	Na	8/7/2018 2:15 PM
354	The programs for the little ones.	8/7/2018 2:01 PM
355	Smaller selection than our last library.	8/7/2018 1:58 PM

Walker Branch Building Survey

356	None noted	8/7/2018 1:50 PM
357	Kind of small and adult area seems like it has less options than the kids	8/7/2018 1:49 PM
358	Those who abuse the wonderful public space by littering, destroying or otherwise negatively impacting the space and services available.	8/7/2018 1:42 PM
359	It's small	8/7/2018 1:34 PM
360	small room for events	8/7/2018 1:10 PM
361	N/A	8/7/2018 12:12 PM
362	None	8/7/2018 12:10 PM
363	N/A	8/7/2018 12:08 PM
364	N/A	8/7/2018 12:06 PM
365	N/A	8/7/2018 12:05 PM
366	N/A	8/7/2018 12:04 PM
367	N/A	8/7/2018 12:03 PM
368	Not open on Sunday	8/7/2018 12:01 PM
369	N/A	8/7/2018 12:00 PM
370	None	8/7/2018 11:58 AM
371	None	8/7/2018 11:57 AM
372	Don't rent bike	8/7/2018 11:54 AM
373	My favorite branch is a bit far away	8/6/2018 9:49 PM
374	Crowded room for programming	8/6/2018 9:08 PM
375	Crowdedness	8/6/2018 7:11 PM
376	I don't have any. We moved here mainly so I can do things independently without calling for rides	8/6/2018 5:39 PM
377	The wait for books I want.	8/6/2018 3:46 PM
378	I like everything about the library!	8/6/2018 2:50 PM
379	The decreased cooperation between neighboring districts and limited borrowing rights due to money.	8/6/2018 12:10 AM
380	N/A	8/4/2018 4:17 PM
381	None	8/4/2018 2:36 PM
382	None	8/3/2018 2:55 PM
383	None	8/3/2018 1:38 PM
384	Don't have any	8/3/2018 1:35 PM
385	N/A	8/3/2018 1:27 PM
386	Waiting for books I want to read	8/3/2018 1:23 PM
387	Noise levels	8/3/2018 8:28 AM
388	The size of the event room. This space is great to have, but tends to get crowded fast during the events we attend there.	8/3/2018 2:42 AM
389	Sometimes closes before I get home from work	8/2/2018 4:46 PM
390	The snacks right by the door	8/2/2018 9:35 AM
391	Space is small for children's play area and program room	8/1/2018 11:36 PM
392	size, limited resources	8/1/2018 9:37 PM
393	Don't have enough titles - not keeping up with all the new books that come out. Especially Non-Fiction	8/1/2018 8:53 PM

Walker Branch Building Survey

394	People that don't consider others and have conversations on phones or speech louder than necessary.	8/1/2018 5:13 PM
395	sometimes selection is lacking	8/1/2018 4:14 PM
396	Bad coffee! (But at least they do have it and allow it)	8/1/2018 2:27 PM
397	putting a book on hold	8/1/2018 6:42 AM
398	Needs more kids programs and/or better advertising for them	8/1/2018 6:03 AM
399	Computers	8/1/2018 2:49 AM
400	Lack of sitting space	7/31/2018 11:22 PM
401	None	7/31/2018 10:27 PM
402	The people don't seem to remember anymore that libraries are quiet places and they don't seem to teach the kids that	7/31/2018 10:12 PM
403	I really enjoy it all. Would love some Sunday afternoon hours	7/31/2018 9:59 PM
404	THAT YOU GOT RID OF OVERDRIVE! I can't use my Kindle! Literally haven't read a book since you changed!	7/31/2018 9:13 PM
405	check out	7/31/2018 8:48 PM
406	Happy with what we have	7/31/2018 8:01 PM
407	Fines	7/31/2018 7:57 PM
408	Close quarters.	7/31/2018 7:31 PM
409	small collection	7/31/2018 6:46 PM
410	N/a	7/31/2018 5:42 PM
411	It's relatively small	7/31/2018 5:00 PM
412	No Security	7/31/2018 4:27 PM
413	Check out area	7/31/2018 3:42 PM
414	Hours open	7/31/2018 2:48 PM
415	Small	7/31/2018 2:45 PM
416	Not being able to get through the book before I have to return it	7/31/2018 2:39 PM
417	None	7/31/2018 2:18 PM
418	Kids area gets crowded quickly	7/31/2018 2:06 PM
419	Sometimes has musty book smell	7/31/2018 1:37 PM
420	It's small	7/31/2018 1:28 PM
421	Loud talking	7/31/2018 1:27 PM
422	People being inappropriately loud at times!	7/31/2018 1:24 PM
423	Could be bigger	7/31/2018 1:10 PM
424	N/A	7/31/2018 12:33 PM
425	Noise level when groups of young children are there	7/31/2018 11:53 AM
426	The bathroom smells like it needs a serious deep clean.	7/31/2018 8:59 AM
427	The space for baby/toddler time might be too small.	7/31/2018 4:22 AM
428	Lack of space	7/30/2018 9:02 PM
429	Small	7/30/2018 8:51 PM
430	The educational programming room could be bigger. I would also add security to the first set of doors.	7/30/2018 7:00 PM
431	N/a	7/30/2018 6:52 PM
432	it's too small	7/30/2018 5:07 PM

Walker Branch Building Survey

433	When kids are there it can become very noisy. Nice if separate room or doors for kids area.	7/30/2018 3:27 PM
434	The change to Cloud Library. I can't read books on my iPad anymore and I don't have the money for another e-Reader.	7/30/2018 3:11 PM
435	Not open Sunday	7/30/2018 2:47 PM
436	Lack of space	7/30/2018 2:36 PM
437	Not enough in the book sale.	7/30/2018 2:30 PM
438	Small children's area.	7/30/2018 2:20 PM
439	the hours it's open	7/30/2018 2:09 PM
440	Getting rid of overdrive	7/30/2018 1:54 PM
441	Na	7/30/2018 1:48 PM
442	Can't think of anything	7/30/2018 1:17 PM
443	N/A	7/30/2018 1:05 PM
444	None	7/30/2018 12:56 PM
445	Unsure	7/30/2018 12:51 PM
446	needs more teen book choices	7/30/2018 12:50 PM
447	The space/some areas feel tight/cramped	7/30/2018 12:45 PM
448	Very limited time for ebooks. I couldn't read them fast enough and there were too many other holds so it disappeared and couldn't be renewed	7/30/2018 12:42 PM
449	I wish there were more "classic" books.	7/30/2018 12:36 PM
450	The play area gets crowded because it gets so busy. Also there is not always room for everyone during the preschool programs.	7/30/2018 12:28 PM
451	It's too small	7/30/2018 12:26 PM
452	The size	7/30/2018 12:19 PM
453	No idea.	7/30/2018 12:13 PM
454	Website	7/30/2018 12:00 PM
455	the play area is noisy with young children	7/30/2018 12:00 PM
456	None	7/30/2018 11:23 AM
457	That Jan and Kathy are not there every time that I am. ?	7/30/2018 10:42 AM
458	I feel like the computers are taking over and we are losing some of our books too make space for them	7/30/2018 10:37 AM
459	noise, clutter	7/30/2018 10:33 AM
460	I can't think of anything	7/30/2018 10:28 AM
461	Nothing!	7/30/2018 10:26 AM
462	Electronics	7/30/2018 10:18 AM
463	N/a	7/30/2018 10:16 AM
464	I don't have one. I love KDL!	7/30/2018 10:07 AM

Q9 If I could change anything about the library design and space, it wouldbe

Answered: 465 Skipped: 45

#	RESPONSES	DATE
1	Be a little bigger, a remodel maybe.	10/1/2018 9:39 AM
2	Have a remodel	10/1/2018 9:36 AM
3	A more central location to Walkers population	9/26/2018 9:26 PM
4	Give a face lift remodel	9/26/2018 4:28 PM
5	expand play area and storytime room	9/26/2018 12:16 PM
6	A much larger program/classroom space.	9/26/2018 12:05 PM
7	none	9/26/2018 10:46 AM
8	Expanded areas for more choices	9/26/2018 10:41 AM
9	More study areas	9/26/2018 10:39 AM
10	larger. Standlae area would not be good Lake Mi Dr is getting too budy. Not a good idea.	9/26/2018 10:31 AM
11	no change	9/26/2018 10:25 AM
12	Too little of space, more open.	9/26/2018 10:24 AM
13	Need quiet zones	9/26/2018 10:21 AM
14	none	9/26/2018 10:14 AM
15	none	9/26/2018 10:09 AM
16	none	9/26/2018 10:07 AM
17	new library/location. Lake Mi Dr	9/26/2018 10:05 AM
18	Keep location but make it bigger.	9/26/2018 10:02 AM
19	none	9/26/2018 10:01 AM
20	nothing	9/26/2018 9:56 AM
21	Have to think about this one.	9/26/2018 9:53 AM
22	Computers in seperate area than being to close to books. Enough table and space to study and work on materials.	9/26/2018 9:50 AM
23	More space for current and timeless books	9/25/2018 6:08 PM
24	a larger room for storytime	9/24/2018 1:03 PM
25	Children's activity room away from the front doors	9/22/2018 5:09 PM
26	remove the play areas. libraries are not day care.	9/21/2018 2:00 PM
27	larger facility	9/20/2018 8:08 PM
28	Nothing in particular	9/20/2018 5:51 PM
29	Make activity room larger, more reading/lounge type seating	9/18/2018 12:25 PM
30	Separate kids section of the library to reduce noise	9/16/2018 10:12 AM
31	Modernize	9/16/2018 10:11 AM
32	A separate area for quite study. Include more periodicals in the collection.	9/16/2018 10:06 AM
33	Larger spaces for events and allow residents to use space for meetings	9/16/2018 8:48 AM
34	Make it bigger	9/11/2018 12:31 PM

Walker Branch Building Survey

35	Don't know	9/11/2018 10:17 AM
36	Maybe isolate the children's area more?	9/10/2018 8:54 PM
37	Much larger space, but the location is certainly ideal	9/10/2018 8:32 PM
38	Larger childrens' play area and parent seating	9/10/2018 1:42 PM
39	Larger library would be nice. Maybe add a 2nd floor for meeting rooms or kids areas	9/10/2018 1:33 PM
40	Have more room for future expansion of space for more books, etc. A larger area dedicated to the used book sale area with room for more than one or two persons to peruse items.	9/9/2018 6:28 PM
41	Seems like the hold area is too central for library size	9/8/2018 5:28 PM
42	get rid of the computer stations. have laptops to check out and more couches and chairs scattered around to work from like a coffee shop. GRCC has a nice vending machine to check in/out laptops for use.	9/7/2018 6:02 PM
43	Having a separate space for computer users.	9/7/2018 1:01 PM
44	Only don't like the kid stuff that runs along the back wall outside of visibility from the main play area.	9/6/2018 9:15 PM
45	Could be bigger	9/6/2018 8:02 PM
46	The same layout as now, just a little bigger. Too big makes it impersonal and I like the cozyness of it	9/6/2018 6:26 PM
47	Larger overall. Like the location. Please enlarge.	9/6/2018 5:34 PM
48	N/A	9/6/2018 3:58 PM
49	Make the computer area an area more by itself.	9/6/2018 11:58 AM
50	More books	9/6/2018 7:14 AM
51	Larger areas for play and study	9/6/2018 6:53 AM
52	Make it a little more modern maybe, more windows or something.	9/6/2018 6:40 AM
53	Expand it	9/6/2018 3:42 AM
54	More open	9/5/2018 10:40 PM
55	Not sure	9/5/2018 9:58 PM
56	A separate computer space or room, updated bathroom and program room	9/5/2018 9:42 PM
57	More quiet work spaces	9/5/2018 9:03 PM
58	?	9/5/2018 8:54 PM
59	More study/lounge areas	9/5/2018 8:33 PM
60	This isn't a big deal to us as most of the time we just stop in to pick up books we've reserved on-line.	9/5/2018 7:04 PM
61	Bigger, more quiet study space	9/5/2018 5:02 PM
62	More comfy little hideaway spots.	9/5/2018 3:32 PM
63	N/a	9/5/2018 2:58 PM
64	have additonal quiet, personal spots to sit, relax and read. i do not feel that relocating to Standale/Lake Michigan drive is a safe change. M-45 too busy. Especially if you have little ones with you. If relocating, would be great to incorporate other ideas to the same complex. outdoor playground,or even an indoor activity area for small children to play.	9/5/2018 11:41 AM
65	separating children and adult area more and creating more seating	9/5/2018 9:51 AM
66	I Like the current location	9/5/2018 7:45 AM
67	More things for kids to do outside	9/5/2018 7:16 AM
68	?	9/5/2018 6:08 AM
69	More open space	9/5/2018 1:49 AM

Walker Branch Building Survey

70	I'm not sure if the noise actually bothers other patrons or not, but I often feel that I have to shush my kids in the play area, even though it has many toys that encourage interactive, cooperative play. It would be nice if that area were separated more from the rest of the library.	9/4/2018 11:07 PM
71	Expand	9/4/2018 10:57 PM
72	Don't know	9/4/2018 10:42 PM
73	Drive thru book drop off	9/4/2018 10:00 PM
74	Expand current location	9/4/2018 9:24 PM
75	Additional kids play space	9/4/2018 9:16 PM
76	Maybe enlarge it.	9/4/2018 8:49 PM
77	Maybe separating the computer space and book space more	9/4/2018 8:03 PM
78	it feels dark at some times	9/4/2018 7:46 PM
79	Coffee shop	9/4/2018 7:35 PM
80	Bigger	9/4/2018 6:51 PM
81	More spacious to house a bigger collection	9/4/2018 6:00 PM
82	larger space for holding more books	9/4/2018 5:03 PM
83	Larger	9/4/2018 3:55 PM
84	I would like to see them add on to present location	9/4/2018 2:47 PM
85	Perhaps more kid-friendly	9/4/2018 1:49 PM
86	Move to Standale area.	9/4/2018 12:32 PM
87	More tables for study space	9/4/2018 11:59 AM
88	Addition on current location for more study rooms	9/4/2018 10:35 AM
89	Enclosed play/book area for kids	9/4/2018 9:31 AM
90	Larger collection. More quiet study space	9/4/2018 8:02 AM
91	parking	9/4/2018 7:25 AM
92	Larger collection but while I do not use it size of story hour and program room seems a need.	9/3/2018 11:42 PM
93	bigger and more room for activities	9/3/2018 8:41 PM
94	Nothing	9/3/2018 6:48 PM
95	More individual work space for HS students	9/3/2018 6:29 PM
96	Add more of a teen area	9/3/2018 6:00 PM
97	Bigger space and better kids section	9/3/2018 4:25 PM
98	More like a home and less like a university classroom from the 1990s	9/3/2018 4:06 PM
99	More chairs for adults in play area. Just last week was told by a staff member I could not move a chair from the unused classroom to the children's area!	9/3/2018 4:06 PM
100	areas to sit and read, areas to meet	9/3/2018 1:45 PM
101	Larger collection of books	9/3/2018 12:52 PM
102	Hours of operation, although I now use online cloud library ap	9/3/2018 12:43 PM
103	The kids area could be larger	9/3/2018 12:15 PM
104	need more room	9/3/2018 11:02 AM
105	If space is needed, add on to current location.	9/3/2018 10:48 AM
106	It is great	9/3/2018 10:22 AM
107	It seems fine to me - my 5 yr old loves the play area	9/3/2018 7:42 AM
108	Expand	9/3/2018 6:40 AM

Walker Branch Building Survey

109	bigger	9/2/2018 10:37 PM
110	Extend the building to incorporate a collaborative study or event space, separate from the current quiet space to preserve traditional aspects.	9/2/2018 9:57 PM
111	Larger	9/2/2018 9:18 PM
112	Move to Standale	9/2/2018 8:43 PM
113	more inventory	9/2/2018 7:35 PM
114	N/a	9/2/2018 6:30 PM
115	Bigger story time space	9/2/2018 6:20 PM
116	Add a computer lab	9/2/2018 5:13 PM
117	nothing	9/2/2018 3:50 PM
118	a little bigger	9/2/2018 3:06 PM
119	Larger event space	9/2/2018 2:55 PM
120	Number of books available	9/2/2018 2:52 PM
121	location	9/2/2018 2:13 PM
122	Nothing	9/2/2018 2:01 PM
123	Expand at this location	9/2/2018 2:00 PM
124	To have more quiet rooms/alcoves for reading and study and place the children's area in a separate wing	9/2/2018 1:54 PM
125	Updated, more tech friendly	9/2/2018 12:54 PM
126	Move the computers to the outside edges	9/2/2018 12:38 PM
127	More space between aisles and not feel cramped in some areas.	9/2/2018 11:03 AM
128	Larger	9/2/2018 10:06 AM
129	Nothing	9/2/2018 9:41 AM
130	None	9/2/2018 9:11 AM
131	N/a	9/2/2018 8:03 AM
132	Easier ability to park	9/2/2018 4:03 AM
133	More kids activities advertised	9/1/2018 11:17 PM
134	Add some comfy spaces for reading	9/1/2018 10:32 PM
135	Larger	9/1/2018 10:11 PM
136	Bigger play area	9/1/2018 8:25 PM
137	More windows, with views of the green space. Quiet spaces for work & research.	9/1/2018 6:28 PM
138	Have a larger dedicated kid space	9/1/2018 4:58 PM
139	Larger	9/1/2018 4:35 PM
140	More areas specific to kids/teens and programming	9/1/2018 12:44 PM
141	Bigger	9/1/2018 9:26 AM
142	Make it larger and closer	9/1/2018 8:58 AM
143	Norjing	9/1/2018 8:22 AM
144	Expand greatly	9/1/2018 7:45 AM
145	Put story time closer to where the children's book area is.	9/1/2018 7:36 AM
146	More open space	9/1/2018 7:30 AM
147	More separation/ study space	9/1/2018 7:24 AM
148	Bigger meeting room. Family bathroom inside the library. Closed off children's area for noise.	9/1/2018 2:11 AM

Walker Branch Building Survey

149	Love to see it bigger	8/31/2018 11:25 PM
150	Expand size	8/31/2018 11:25 PM
151	Brighter entry	8/31/2018 6:59 PM
152	Expand	8/31/2018 6:23 PM
153	Should be more open and more child space	8/31/2018 3:40 PM
154	Nothing	8/31/2018 3:38 PM
155	No opinion	8/31/2018 2:47 PM
156	Larger space	8/31/2018 2:12 PM
157	Bigger, more open.	8/31/2018 1:06 PM
158	Bigger children's area	8/31/2018 12:34 PM
159	More desks to work at and possibly study rooms	8/31/2018 11:12 AM
160	Move it to the center located near everyday buildings with a larger space and easier access	8/31/2018 10:37 AM
161	More lounge seating for reading	8/31/2018 10:29 AM
162	More alcoves for reading	8/31/2018 10:19 AM
163	Not a day care center	8/31/2018 10:02 AM
164	Larger. Two stories to divide adult and youth programing.	8/31/2018 9:26 AM
165	I love windows, colors, and lots and lots of shelves!!	8/31/2018 9:03 AM
166	More "V" shaped so kids wing, adult wing	8/31/2018 8:10 AM
167	An update	8/31/2018 5:57 AM
168	More private area for computers, more rooms for story times	8/30/2018 11:35 PM
169	More seating in the children's area	8/30/2018 10:50 PM
170	Bigger kids area, more books	8/30/2018 10:49 PM
171	More open-windows	8/30/2018 10:37 PM
172	Not as cramped	8/30/2018 10:27 PM
173	Truly separate areas for children to explore new books without bothering more mature guests.	8/30/2018 10:27 PM
174	Larger	8/30/2018 9:08 PM
175	Making it larger	8/30/2018 8:56 PM
176	Separate area for the play area and kids books with doors	8/30/2018 8:28 PM
177	A separate space for small children. They should be able to enjoy the library, but it tends to get really loud when several children are there at the same time.	8/30/2018 8:21 PM
178	More sitting or studying areas would be nice.	8/30/2018 7:59 PM
179	needs bigger space	8/30/2018 7:51 PM
180	More space, more books	8/30/2018 7:24 PM
181	Nothing	8/30/2018 7:06 PM
182	More quiet spaces/tables/desks to work	8/30/2018 7:00 PM
183	To put the children's space and the computer space as far apart as possible	8/30/2018 7:00 PM
184	Move a quiet area opposite of the play area or create a closed comfy quiet room	8/30/2018 6:59 PM
185	Make it bigger with cool architectural design and an outdoor space for reading and solitude. Nature path with places to sit and read. Build it next to Harman field with paths in the woods.	8/30/2018 5:25 PM
186	IDK	8/30/2018 5:21 PM
187	Dont know	8/30/2018 4:49 PM
188	Maybe an additional study room	8/30/2018 4:26 PM

Walker Branch Building Survey

189	Nothing	8/30/2018 4:03 PM
190	Drive-through book return kiosk	8/30/2018 3:31 PM
191	A more fun area for younger kids that makes it quieter in the rest of the library	8/30/2018 2:59 PM
192	Larger kids area with better visibility of kids playing	8/30/2018 2:37 PM
193	there seems to be room to expand if needed?	8/30/2018 2:25 PM
194	Larger. Less confined.	8/30/2018 1:52 PM
195	Remove the children's play areas. I love children, but its a library - quiet, work, read, study.	8/30/2018 12:41 PM
196	Bigger facility	8/30/2018 12:31 PM
197	Nature views	8/30/2018 12:26 PM
198	Make a designated quiet/study area for high school/college students	8/30/2018 12:25 PM
199	Open spaces that have different capacities (reading, collaborating, playing, etc.)	8/30/2018 9:13 AM
200	more quiet work spaces	8/30/2018 2:42 AM
201	more open	8/29/2018 10:47 PM
202	A quiet study area that is not a study room	8/29/2018 6:38 PM
203	Much larger square footage, enclosed children's area, bigger community room, teen zone for after school homework & hangout like EGR KDL.	8/29/2018 5:59 PM
204	I like the current set up	8/29/2018 3:39 PM
205	More comfortable seating area.	8/29/2018 3:28 PM
206	?	8/29/2018 1:56 PM
207	Larger program and kids place	8/29/2018 1:07 PM
208	Having a much bigger space to accommodate the programs	8/29/2018 11:27 AM
209	Nothing	8/29/2018 7:24 AM
210	Enlarge it there	8/29/2018 4:07 AM
211	Create one whole floor dedicated to technology with computers and internet based work. Then create a place for kids to have interactive play and reading and hands on. Make sure there are enough study and group rooms. Have a space for a Café for those that may be there for longer periods of time and need something to eat.	8/29/2018 2:01 AM
212	Have some adult books near kid section so adults can look at/read books while kids are playing and don't have to walk away from them to find a book.	8/28/2018 10:59 PM
213	Comstock Park would have a coffee bar.	8/28/2018 9:57 PM
214	bigger	8/28/2018 9:10 PM
215	Make it bigger!	8/28/2018 8:51 PM
216	Expand the building to include more kids space and another meeting room	8/28/2018 8:43 PM
217	Modernize it, make it more open with light and spaciousness.	8/28/2018 7:10 PM
218	The access area to the bathrooms	8/28/2018 5:15 PM
219	It could be bigger. It's not a problem for me but it's clearly not enough room.	8/27/2018 9:21 PM
220	More sunlight and study space	8/27/2018 4:24 PM
221	More space! The building feels dated. It is time for a modern upgrade.	8/27/2018 10:10 AM
222	would live to see a playspace for kids that is seperated more from the general areas....it does fet a bit loud at time which can be disturbing to others trying to work or study	8/26/2018 9:18 AM
223	Maybe some more cozy reading nooks? (Can't really think of anything.)	8/26/2018 7:43 AM
224	increase size to accomodate more people	8/26/2018 1:22 AM
225	add on to current library	8/25/2018 8:52 PM

Walker Branch Building Survey

226	have check out not so close to the exit.. kids can escape while parents are busy doing self check out	8/25/2018 8:36 PM
227	Put the computers somewhere less central in the library	8/25/2018 6:04 PM
228	I have no ideas	8/25/2018 5:38 PM
229	Bigger	8/25/2018 4:39 PM
230	More chairs for sitting and reading by the kids area	8/25/2018 1:59 PM
231	Not sure.	8/25/2018 11:59 AM
232	Model it after coworking spaces. Times have changed. Remote workers need free places to work for 1-4hrs at a time. Include a coffee shop area, lots of outlets and spaces for people to block out distractions for focused work. Create a beautiful + peaceful space with views of nature. Consider a LEED building that helps keep people and the environment healthy.	8/25/2018 10:44 AM
233	The whol whole place just needs to be bigger	8/25/2018 8:14 AM
234	More soft squishy places to read and lounge with books.	8/25/2018 5:38 AM
235	It would be nice to have a larger story time room and play area for the kids	8/24/2018 10:12 PM
236	more space for books and meeting rooms, program room	8/24/2018 7:29 PM
237	The adult section and informational section could be more prominent/navigatable.	8/24/2018 5:58 PM
238	Expand it	8/24/2018 4:21 PM
239	book return more easily accessible	8/24/2018 4:10 PM
240	Add more sitting areas for adults to watch kids	8/24/2018 3:53 PM
241	Separate computer space. More lounge chairs for reading	8/24/2018 3:47 PM
242	self check out closer to door	8/24/2018 3:05 PM
243	More room for the kids.	8/24/2018 2:54 PM
244	Larger!	8/24/2018 2:28 PM
245	More space	8/24/2018 1:50 PM
246	More tables and comfortable chairs, maybe in a more separate space from the shelves (so its not as disruptive if you need to work on a group project)	8/24/2018 1:21 PM
247	A cafe would be cool.	8/24/2018 1:09 PM
248	A larger teen section, but just so they would have a larger book selection for me to choose from.	8/24/2018 12:29 PM
249	Move computers to a more private area; needs set bus service	8/24/2018 12:13 PM
250	Maybe more graphic novels	8/24/2018 7:02 AM
251	N/A	8/23/2018 10:51 PM
252	More teen space and more space for programs	8/23/2018 10:46 PM
253	seems fine to me	8/23/2018 4:06 PM
254	N/A	8/23/2018 3:42 PM
255	Nothing	8/23/2018 3:41 PM
256	Skylight	8/23/2018 3:39 PM
257	Maybe a little larger with more division between the childrens and adult section	8/23/2018 1:51 PM
258	More study space added	8/23/2018 9:41 AM
259	More space for books	8/22/2018 10:22 PM
260	A separate children's area	8/22/2018 4:14 PM
261	Larger program areas	8/21/2018 10:37 AM
262	Separate areas for children and for quiet study.	8/21/2018 10:23 AM
263	More books	8/21/2018 6:49 AM

Walker Branch Building Survey

264	Everything would be through online	8/20/2018 8:10 AM
265	It's honestly wonderful	8/19/2018 10:44 PM
266	Maybe the kids area sectioned off a bit more so their noise doesn't disrupt others who may be trying to study	8/19/2018 6:04 PM
267	More study rooms.	8/19/2018 9:11 AM
268	Make it bigger like the grandville one	8/19/2018 12:14 AM
269	nothing	8/18/2018 1:41 PM
270	Add a computer lab	8/18/2018 12:39 PM
271	N/A	8/18/2018 10:08 AM
272	Bigger library	8/18/2018 8:46 AM
273	A larger, more separate area for kids.	8/17/2018 1:19 PM
274	Build out and up	8/17/2018 12:21 PM
275	Put computers in another space	8/17/2018 12:20 PM
276	N/A	8/17/2018 12:18 PM
277	You need to remodel and make it more homelike	8/17/2018 12:17 PM
278	N/A	8/17/2018 12:13 PM
279	N/A	8/17/2018 11:59 AM
280	N/A	8/17/2018 11:55 AM
281	None	8/17/2018 11:39 AM
282	Add teen stuff	8/17/2018 11:37 AM
283	More shelves/authors devoted to romance books, especially Kat Martin; outside benches and garden	8/17/2018 11:24 AM
284	expansion of building, addition of more lounge seating,	8/17/2018 11:21 AM
285	None	8/17/2018 11:17 AM
286	N/A	8/17/2018 11:15 AM
287	Nothing	8/17/2018 11:12 AM
288	I think it's great. I guess it'd be nice to have a gated area for kids to play in.	8/17/2018 8:11 AM
289	Larger with more comfortable seating	8/16/2018 10:22 PM
290	expand it to incorporate an area for noisy activity and a larger space for quiet	8/16/2018 3:56 PM
291	Make it a bit larger so that it does not seem so cramped.	8/16/2018 9:37 AM
292	Larger children's program room	8/16/2018 8:05 AM
293	Larger space	8/16/2018 7:04 AM
294	Make room for a bigger book selection	8/15/2018 8:37 PM
295	Walkers design is overwhelmingly open. It's like the thought was let's tell everyone they are welcome but somewhere in between it got lost. And it's a "Lil" to dreary in there	8/15/2018 7:25 PM
296	I don't know	8/15/2018 11:59 AM
297	Make it bigger	8/15/2018 11:22 AM
298	More adult seating in the child area	8/15/2018 6:37 AM
299	Bigger child area	8/15/2018 6:20 AM
300	More room for kids	8/14/2018 12:40 PM
301	Expand the size, bigger meeting/program room	8/14/2018 12:12 PM
302	Larger overall library with more spaces for small groups and materials	8/14/2018 9:01 AM

Walker Branch Building Survey

303	To have a wing added to separate children's play areas, teen video-game areas and adult study and research areas.	8/13/2018 10:28 PM
304	To have a wing added to separate children's play areas, teen video-game areas and adult study and research areas.	8/13/2018 10:28 PM
305	Unsure, I mostly use online	8/13/2018 3:19 PM
306	increase size of building and collections	8/13/2018 2:42 PM
307	Larger, more selection	8/13/2018 2:04 PM
308	More space, the Walker branch is small	8/12/2018 8:21 PM
309	the size	8/12/2018 8:18 PM
310	To have it in a larger Building and near Alpine Meijer so more people have access to it.	8/12/2018 6:40 PM
311	Nothing	8/12/2018 11:16 AM
312	seating, change back to Dewey	8/12/2018 1:43 AM
313	Less clutter	8/11/2018 8:23 PM
314	Have more windows for natural light. Remove the musty smell of old people and children. And create different zones to enhance quiet. The kid zone is in the back so of course they run through the library to get to it. Separate entrance to the kid & teen area? Computers should be along the back wall, not in the middle of the library...or better yet, do away with desktop computers and have laptops for people to sign out and go into individual rooms/booths to use.	8/11/2018 6:27 PM
315	Children's area separated by wall. Computers for children's games & for adults in that area too.	8/11/2018 5:00 PM
316	The keys to study rooms don't open easily.	8/11/2018 8:39 AM
317	Dunno	8/11/2018 12:09 AM
318	Bigger	8/10/2018 11:59 PM
319	More for kids	8/10/2018 9:39 PM
320	Larger	8/10/2018 9:06 PM
321	adequate space for groups (book club) /classes to be held.	8/10/2018 8:32 PM
322	Have a better children space	8/10/2018 8:07 PM
323	More small study rooms	8/10/2018 6:30 PM
324	larger	8/10/2018 4:56 PM
325	Ideally the library would be larger, with more resources and more areas to gather as a small group	8/10/2018 1:37 PM
326	None	8/9/2018 10:55 PM
327	Nothing	8/9/2018 7:44 PM
328	Add on to current space	8/9/2018 5:10 PM
329	Make it a bit larger and a space for the little kids so they aren't running into those who are browsing	8/9/2018 5:01 PM
330	Children's area by itself so the noise would not bother the other patrons	8/9/2018 2:39 PM
331	Sitting areas with power outlets	8/8/2018 7:54 PM
332	more study/meeting rooms	8/8/2018 6:17 PM
333	Not sure	8/8/2018 2:55 PM
334	N/A	8/8/2018 2:37 PM
335	Separate kids area/play space	8/8/2018 2:36 PM
336	N/A	8/8/2018 1:29 PM
337	A little bit bigger	8/8/2018 12:51 PM
338	NA	8/8/2018 4:12 AM
339	Nothing	8/7/2018 10:51 PM

Walker Branch Building Survey

340	More privacy between computer spaces	8/7/2018 9:34 PM
341	Remodel and expand the building. Maybe use earthtone paints and have more spaces for kids to have learning activities	8/7/2018 8:45 PM
342	More private study/work space	8/7/2018 8:34 PM
343	Nothing	8/7/2018 8:23 PM
344	Larger building to improve space for children's area, programming, study areas etc.	8/7/2018 8:22 PM
345	More kids activities	8/7/2018 8:18 PM
346	Take the public computers out of the middle of the library.	8/7/2018 7:20 PM
347	Take the public computers out of the middle of the library.	8/7/2018 7:20 PM
348	more tables, meeting space	8/7/2018 7:15 PM
349	More colorful	8/7/2018 6:44 PM
350	larger spaces for each age level (kids, teens, adults)	8/7/2018 6:29 PM
351	I don't know	8/7/2018 6:29 PM
352	Larger space to accommodate larger collection, events, classes, and resources. New wing.	8/7/2018 6:07 PM
353	More emphasis on middle aged kids space	8/7/2018 4:35 PM
354	??	8/7/2018 3:41 PM
355	A separate "wing" for kids and adults. I think of the library as a quiet place but often times there are people talking or loud children	8/7/2018 3:20 PM
356	Na	8/7/2018 2:15 PM
357	Nothing I like just how it is.	8/7/2018 2:01 PM
358	More space for books.	8/7/2018 1:58 PM
359	Nothing noted	8/7/2018 1:50 PM
360	brighter, more open	8/7/2018 1:49 PM
361	More individual and small group work spaces and plenty of teen space	8/7/2018 1:42 PM
362	Larger	8/7/2018 1:34 PM
363	more space for sitting and tables. More spaces for kid's events.	8/7/2018 1:10 PM
364	Bigger space for children; expand on current property; expand handicapped parking	8/7/2018 12:12 PM
365	None	8/7/2018 12:10 PM
366	Stay at the same location and add on	8/7/2018 12:08 PM
367	N/A	8/7/2018 12:06 PM
368	Stay as is and add on	8/7/2018 12:05 PM
369	Add to same location	8/7/2018 12:04 PM
370	Adding to the present location	8/7/2018 12:03 PM
371	N/A	8/7/2018 12:01 PM
372	N/A	8/7/2018 12:00 PM
373	It doesn't need change	8/7/2018 11:58 AM
374	None	8/7/2018 11:57 AM
375	Don't change it	8/7/2018 11:54 AM
376	I like it as is	8/6/2018 9:49 PM
377	Larger programming room	8/6/2018 9:08 PM
378	Larger facility	8/6/2018 7:11 PM
379	Enlarging it more maybe	8/6/2018 5:39 PM

Walker Branch Building Survey

380	Nothing.	8/6/2018 3:46 PM
381	allow more space for comfortable reading chairs	8/6/2018 2:50 PM
382	N/A	8/4/2018 4:17 PM
383	Add a tea/coffee bar. :)	8/4/2018 2:36 PM
384	None	8/3/2018 2:55 PM
385	None	8/3/2018 1:38 PM
386	Like it the way it is	8/3/2018 1:35 PM
387	Separate children's area	8/3/2018 1:27 PM
388	N/A	8/3/2018 1:23 PM
389	I've never used them, but I would imagine the study rooms may hear some of the noise generated by the children's play area. Therefore, I would probably move the study rooms further away from the children's play space or perhaps, on the other side of the library.	8/3/2018 2:42 AM
390	Sometimes programroom seems crowded compared to other libraries	8/2/2018 4:46 PM
391	Senior programs	8/2/2018 12:09 PM
392	Nothing	8/2/2018 9:35 AM
393	Larger area for children's play and programs	8/1/2018 11:36 PM
394	provide more quiet spaces to meet a friend to study	8/1/2018 9:37 PM
395	Book drop off would be available as a drive thru just like the Grand Rapids West Leonard Library.	8/1/2018 8:53 PM
396	Even though i really enjoy children there are times I wish there was another contained area due to the noise level. I don't have to study or do research there but many do and it seems like it would be difficult to concentrate, especially with the lack of some parenting skills with some adults.	8/1/2018 5:13 PM
397	nothing	8/1/2018 4:14 PM
398	Easier to browse DVDs by release date	8/1/2018 2:27 PM
399	can't think of anything	8/1/2018 6:42 AM
400	N/A	8/1/2018 6:03 AM
401	More comfortable sitting space	8/1/2018 2:49 AM
402	More quiet sitting area	7/31/2018 11:22 PM
403	Nothing	7/31/2018 10:27 PM
404	It needs to be larger	7/31/2018 10:12 PM
405	I like the design. Seems like there is always good flow.	7/31/2018 9:59 PM
406	More room for kids programs	7/31/2018 9:13 PM
407	nothing	7/31/2018 8:48 PM
408	Nothing	7/31/2018 8:01 PM
409	.	7/31/2018 7:57 PM
410	Larger checkout area.	7/31/2018 7:31 PM
411	bigger to fit a bigger collection of children's and adults	7/31/2018 6:46 PM
412	More books on shelves.	7/31/2018 5:49 PM
413	N/a	7/31/2018 5:42 PM
414	More space for programming	7/31/2018 5:00 PM
415	Safer space for Children's programs. Right now it's right by the front door, with several windows, very open space!	7/31/2018 4:27 PM
416	None	7/31/2018 2:48 PM
417	Bigger kid area	7/31/2018 2:45 PM

Walker Branch Building Survey

418	Larger activity room	7/31/2018 2:39 PM
419	Kids area and teen area expansion	7/31/2018 2:06 PM
420	Bigger space	7/31/2018 1:37 PM
421	Just expanding, similar to plainfield	7/31/2018 1:28 PM
422	A few more reading nooks	7/31/2018 1:24 PM
423	Bigger	7/31/2018 1:10 PM
424	N/A	7/31/2018 12:33 PM
425	Increase size	7/31/2018 11:53 AM
426	More adult seating near the kids area would be amazing.	7/31/2018 8:59 AM
427	Ilove the library as is.	7/31/2018 4:22 AM
428	Larger program room	7/30/2018 9:02 PM
429	A little bigger children's area	7/30/2018 8:51 PM
430	More space for special programs and security measures at the most exterior door.	7/30/2018 7:00 PM
431	More play space	7/30/2018 6:52 PM
432	more of a private area for kids, more seating throughout library	7/30/2018 5:07 PM
433	Bigger and quieter area fir computer bank.	7/30/2018 3:27 PM
434	Larger check-out area.	7/30/2018 3:11 PM
435	Larger program room	7/30/2018 3:10 PM
436	More seating for adults, private workspace	7/30/2018 2:47 PM
437	I would add places to read/study/work	7/30/2018 2:36 PM
438	Nothing	7/30/2018 2:30 PM
439	Larger community and children gathering space.	7/30/2018 2:20 PM
440	more work spaces separated throughout the library (desks/tables tucked into nooks and crannies)	7/30/2018 2:09 PM
441	More play space	7/30/2018 1:54 PM
442	Just a bit bigger	7/30/2018 1:48 PM
443	Kids area in the back, it gets load	7/30/2018 1:17 PM
444	to make it slightly bigger. The needs of the community have grown, so I feel the library should grow as well.	7/30/2018 1:05 PM
445	Larger book collection	7/30/2018 12:56 PM
446	Shorter shelves, for more access and visibility.	7/30/2018 12:51 PM
447	bigger	7/30/2018 12:50 PM
448	That there is more space. AC in the program room (it gets hot with 15 toddlers jumping around)	7/30/2018 12:45 PM
449	Unknown	7/30/2018 12:42 PM
450	Having a family bathroom nearer to the children's space to make quick "potty" or diaper-changing trips less of a hassle (having to round up all the kids if one needs to go)	7/30/2018 12:36 PM
451	Larger gathering space, more seating for parents watching their kids	7/30/2018 12:28 PM
452	Obviously making it larger and with a more separated children's area.	7/30/2018 12:26 PM
453	The allocation of space for adults to watch their kids play	7/30/2018 12:19 PM
454	More quiet study spaces and room for more books (if possible).	7/30/2018 12:13 PM
455	A drive up drop off box	7/30/2018 12:00 PM
456	I would make the area for young children separate and make the library quieter	7/30/2018 12:00 PM
457	None	7/30/2018 11:23 AM

Walker Branch Building Survey

458	Eliminate the bottom book shelf.	7/30/2018 10:42 AM
459	Make the computer area smaller or move it out of the main walk space	7/30/2018 10:37 AM
460	children in separate space with a children's librarian on hand	7/30/2018 10:33 AM
461	A bigger kids area and more seating.	7/30/2018 10:28 AM
462	Bigger room for the storytime for kids. Too small with some parents sitting on floor. Then it also gets hot and stuffy	7/30/2018 10:26 AM
463	Need more room	7/30/2018 10:18 AM
464	Nothing	7/30/2018 10:16 AM
465	Create a bigger building	7/30/2018 10:07 AM

Q10 What do you feel is the library's primary role in the community?

Answered: 472 Skipped: 38

#	RESPONSES	DATE
1	To provide available education, information, to be a cultural center to inspire patrons about literature, music, and to provide a place to gather.	10/1/2018 9:39 AM
2	To support local culture. Provide educational programs to youth. And expand their views of the world.	10/1/2018 9:36 AM
3	A place to meet, make available to future generations the joy of learning about the arts,	9/26/2018 4:28 PM
4	a place where people can read, check out books, play	9/26/2018 12:16 PM
5	Offering programs and services to better the community at low or no cost.	9/26/2018 12:05 PM
6	Source of material	9/26/2018 10:46 AM
7	Provide variety of subjects in all areas.	9/26/2018 10:41 AM
8	Center for learning and research	9/26/2018 10:39 AM
9	Books- children activities.	9/26/2018 10:37 AM
10	Provide safe place to get books and sometimes i dont feel safe at main GRPL.	9/26/2018 10:35 AM
11	Keeping material fresh and current. Providing a safe environment.	9/26/2018 10:31 AM
12	Center of information	9/26/2018 10:27 AM
13	All services it provides	9/26/2018 10:25 AM
14	Provide reading and education. Material/books/programs. Absolutely needs to be bigger.	9/26/2018 10:24 AM
15	Provide tools for learning and entertainment.	9/26/2018 10:14 AM
16	research	9/26/2018 10:09 AM
17	Research, and reading of choice.	9/26/2018 10:07 AM
18	books and research.	9/26/2018 10:05 AM
19	serve the community	9/26/2018 10:02 AM
20	To provide information for the community in books , tapes, audio books, newspapers/magazines, etc. Internet access and printer.	9/26/2018 10:01 AM
21	Great learning area for children and adults. We need this.	9/26/2018 9:56 AM
22	Audible material and accessibility	9/26/2018 9:53 AM
23	Access to computers and books. I have no computer yet, senior and cannot afford internet.	9/26/2018 9:50 AM
24	Printed resources but I understand that the technical media is important to many	9/25/2018 6:08 PM
25	books, education, resources	9/24/2018 1:03 PM
26	Reading material	9/22/2018 5:09 PM
27	loan out books and other media	9/21/2018 2:00 PM
28	resource	9/20/2018 8:08 PM
29	To provide a location To check out books or tips, just a place where children can go and feel really comfortable	9/20/2018 5:51 PM
30	Books/knowledge provider	9/18/2018 12:25 PM
31	To help give access to people who need the resources	9/16/2018 10:12 AM
32	Education	9/16/2018 10:11 AM
33	Access to research materials. A quiet place for study.	9/16/2018 10:06 AM

Walker Branch Building Survey

34	Access to materials and information	9/16/2018 8:48 AM
35	ldk	9/11/2018 12:31 PM
36	Reading	9/11/2018 10:17 AM
37	Provide access to literature.	9/10/2018 8:54 PM
38	Books, information, education from toddler up	9/10/2018 8:32 PM
39	A resource for learning, creative thinking and literacy.	9/10/2018 1:42 PM
40	Provide resources.	9/10/2018 1:33 PM
41	Access to current new books, a good and varied source of reference material, interaction with patrons thru guest attractions, introducing the young to the library to raise awareness in reading and the pleasure it brings.	9/9/2018 6:28 PM
42	access to library materials, computer access for those who need it, reading summer programs, quiet space for reading, adult programming and events, story time	9/8/2018 5:28 PM
43	provide books and other READING material	9/7/2018 6:02 PM
44	Supplying the community with reading and educational materials or experiences.	9/7/2018 1:01 PM
45	Learning/education resources for all, although that is not necessarily what I use it for	9/6/2018 9:15 PM
46	Helping kids	9/6/2018 8:02 PM
47	Gathering around the joy of print and media	9/6/2018 6:26 PM
48	Reading material.	9/6/2018 5:34 PM
49	To promote reading, a love of books and learning.	9/6/2018 3:58 PM
50	Serve the whole community from the young to the old.	9/6/2018 11:58 AM
51	Gathering space and place to collect information	9/6/2018 7:14 AM
52	A place to learn grow and enjoy	9/6/2018 6:53 AM
53	I feel the role of the library is to be a starting point to being a part of the community. They often offer great programs to get people together and learn new things. And they also tend to be informed on the things happening in the area and can point people to those things.	9/6/2018 6:40 AM
54	To be local	9/6/2018 3:42 AM
55	Eduacatiin and gathering space	9/5/2018 10:40 PM
56	Programs and selections	9/5/2018 9:58 PM
57	To provide a strong reading foundation for children and nurture a love of reading and then be available to support the love of reading into adulthood	9/5/2018 9:42 PM
58	To be a resource in all ways	9/5/2018 9:03 PM
59	?	9/5/2018 8:54 PM
60	Encourage learning	9/5/2018 8:33 PM
61	Offer a wide variety of reading options.	9/5/2018 7:04 PM
62	A place for quiet study but also a community gathering place with informative lectures and speeches, classes and trainings	9/5/2018 5:02 PM
63	Literacy	9/5/2018 3:32 PM
64	Resources and a quiet place to get work done	9/5/2018 2:58 PM
65	to be a main source for information and to offer reading material free to those in the community	9/5/2018 11:41 AM
66	Providing an easy accesible place to gain knowledge and relax	9/5/2018 9:51 AM
67	Material checkout	9/5/2018 7:45 AM
68	Educate	9/5/2018 7:16 AM
69	Resources or leisure reading	9/5/2018 6:08 AM
70	Great selection of material. Community programs.	9/5/2018 1:49 AM

Walker Branch Building Survey

71	I feel it is the library's purpose to provide access to information for all community members.	9/4/2018 11:07 PM
72	A place to gather	9/4/2018 10:57 PM
73	To educate people	9/4/2018 10:42 PM
74	Making resources available to all	9/4/2018 10:00 PM
75	To listen to the community!	9/4/2018 9:24 PM
76	Gathering place to share the love of reading.	9/4/2018 9:16 PM
77	Everyone has their own preference. I like audio books. Always see people using computers. Love seeing the children doing their programs..	9/4/2018 8:49 PM
78	Education	9/4/2018 8:03 PM
79	providing media of many forms for the communities use.	9/4/2018 7:46 PM
80	A great place to get books and a place for kids to learn	9/4/2018 7:35 PM
81	Place to collect information	9/4/2018 6:51 PM
82	To encourage a love of reading	9/4/2018 6:00 PM
83	Have the ability to provide the books requested by the patrons	9/4/2018 5:03 PM
84	To provide books for community	9/4/2018 3:55 PM
85	Material for all ages	9/4/2018 2:47 PM
86	To provide a place for education and knowledge	9/4/2018 1:49 PM
87	To be a resource, encourage reading, and have convenient hours.	9/4/2018 12:32 PM
88	To foster lifelong learning and accessibility to information.	9/4/2018 11:59 AM
89	Resources and place to study	9/4/2018 10:35 AM
90	Allow people access to books and learning opportunities	9/4/2018 9:31 AM
91	Providing children the resources needed to advance in society no matter their income level.	9/4/2018 8:02 AM
92	provide easily accessible info sources, borrowing reading pleasure books from a location that is nearby and away from busy traffic.	9/4/2018 7:25 AM
93	Collection and programming	9/3/2018 11:42 PM
94	To have a educational place for children to grow and learn for years to come also for anyone who loves to read to be able to come in and find something they like	9/3/2018 8:41 PM
95	Housing books and other media	9/3/2018 6:48 PM
96	Provide space and resources for education and other information needs.	9/3/2018 6:29 PM
97	Educate	9/3/2018 6:00 PM
98	A space for all ages to be able to come together in a safe friendly environment	9/3/2018 4:25 PM
99	Everything!	9/3/2018 4:06 PM
100	Educational community center	9/3/2018 4:06 PM
101	provide reading/research materials both audio and books, education, meeting areas / speaker,	9/3/2018 1:45 PM
102	?	9/3/2018 12:52 PM
103	Help students	9/3/2018 12:43 PM
104	I think the library plays a big role in the community. Providing a free place for families to go and providing free resources for families who wouldn't otherwise be able to access the materials.	9/3/2018 12:15 PM
105	to provide space for the community in a variety of ways	9/3/2018 11:02 AM
106	A meeting place where people can meet and enjoy reading, computers and learning.	9/3/2018 10:48 AM
107	Wonderful kid friendly and kids activities also to have and keep the central location in wallet	9/3/2018 10:22 AM
108	Providing good books	9/3/2018 7:42 AM
109	Encouraging learning	9/3/2018 6:40 AM

Walker Branch Building Survey

110	access to media not otherwise available at home	9/2/2018 10:37 PM
111	A resource and space to teach the community new skills in a changing and diverse world.	9/2/2018 9:57 PM
112	Kids spaces and use as well as community resources	9/2/2018 9:18 PM
113	Inform	9/2/2018 8:43 PM
114	provide knowledge based resources	9/2/2018 7:35 PM
115	Encourage literacy and provide resources for pleasure and academic	9/2/2018 6:30 PM
116	Encourage a love of reading	9/2/2018 6:20 PM
117	Education	9/2/2018 5:13 PM
118	provision of collections and services	9/2/2018 3:50 PM
119	On line books are very popular, the number of online books should be increased, therefore you need a little more space for books, but not a huge space. Hardcover books will not be that popular as the younger generations use technology to read and do research	9/2/2018 3:06 PM
120	Valuable resource in promoting literacy	9/2/2018 2:55 PM
121	Continued education through reading	9/2/2018 2:52 PM
122	use taxpayer dollars to provide free services to community	9/2/2018 2:13 PM
123	It's a huge role in the community. So many kids benefit from the books and programs there. Then so many people use the books and computers for important things like applying for jobs or school	9/2/2018 2:01 PM
124	Helping to supply needed educational services as well as entertainment and relaxation formats	9/2/2018 2:00 PM
125	To provide a good selection of materials for check out and use.	9/2/2018 1:54 PM
126	City center for all ages!	9/2/2018 12:54 PM
127	Provide a base for leisure reading, for both the very young and those who are at the opposite age	9/2/2018 12:38 PM
128	A friendly and easily accessible space for everyone to be able to experience what a library is all about.	9/2/2018 11:03 AM
129	Bring together the community.	9/2/2018 10:06 AM
130	Provide resources for literacy to the community	9/2/2018 9:41 AM
131	To provide books/written media in all forms, a place to access them and to foster a love of reading in children	9/2/2018 9:11 AM
132	Place to gather and educate	9/2/2018 8:03 AM
133	Provide a quiet place where people can find resources such as books, internet, or music/movies.	9/2/2018 4:03 AM
134	Education	9/1/2018 11:17 PM
135	Provide books for the community to use	9/1/2018 10:32 PM
136	Providing a safe place for adults and children to check put materials and also have a quiet place to study	9/1/2018 10:11 PM
137	Provide reading material	9/1/2018 8:25 PM
138	Provide access to reading material.	9/1/2018 6:28 PM
139	Providing books	9/1/2018 4:58 PM
140	Access for all to borrow books	9/1/2018 4:35 PM
141	Gathering space, resources, reading material	9/1/2018 12:44 PM
142	Serving all ages and being in touch with people's needs	9/1/2018 9:26 AM
143	Provide a safe place to read and study	9/1/2018 8:58 AM
144	I don't know	9/1/2018 8:22 AM
145	A place to promote reading and the arts!	9/1/2018 7:36 AM
146	Provide resources and learning	9/1/2018 7:30 AM
147	Provide a safe place	9/1/2018 7:24 AM

Walker Branch Building Survey

148	Resource for books	9/1/2018 2:11 AM
149	Center for info, culture & literature. I also love how it encourages my kids to enjoy reading	8/31/2018 11:25 PM
150	Providing books/resources	8/31/2018 11:25 PM
151	Service	8/31/2018 10:04 PM
152	Making books available!	8/31/2018 6:59 PM
153	na	8/31/2018 6:23 PM
154	Community space and education	8/31/2018 3:40 PM
155	Education and a safe space	8/31/2018 3:38 PM
156	A place to learn, grow and expand ones horizons through books.	8/31/2018 2:47 PM
157	Provide access to a large selection of literature	8/31/2018 2:12 PM
158	Gathering place, encouraging learning environment for kids	8/31/2018 1:06 PM
159	Providing resources to those who need it.	8/31/2018 12:34 PM
160	Gathering place for individuals and the community to complete work, read a book, or meet at an event	8/31/2018 11:12 AM
161	To help children grow in the love of reading	8/31/2018 10:37 AM
162	To provide educational resources easily accessible to anyone	8/31/2018 10:29 AM
163	a place to check out books.	8/31/2018 10:19 AM
164	Community building through meeting and reading space	8/31/2018 10:02 AM
165	Education. Access to information on multiple and relevant topics. Maintaining the integrity and passion for the written word.	8/31/2018 9:26 AM
166	To give people access to print resources and technology for free.	8/31/2018 9:03 AM
167	To bring a safe place for families to learn	8/31/2018 8:10 AM
168	It functions as our information center	8/31/2018 5:57 AM
169	To offer educational classes, events, materials for the community	8/30/2018 11:35 PM
170	Providing books	8/30/2018 10:49 PM
171	Free place to chill safely	8/30/2018 10:27 PM
172	Education, support, service	8/30/2018 10:27 PM
173	Fostering children's love for books	8/30/2018 10:10 PM
174	A place to find knowledge	8/30/2018 9:08 PM
175	To provide access to books, computers, meeting space	8/30/2018 8:56 PM
176	Reading	8/30/2018 8:28 PM
177	To offer a place where on can read and study in an appropriate atmosphere.	8/30/2018 8:21 PM
178	It teaches us to share with our members of the community and that you have to take care of things even if you do not own them because others will need them.	8/30/2018 7:59 PM
179	programs	8/30/2018 7:51 PM
180	Education and continued education	8/30/2018 7:24 PM
181	Providing books and education to the community	8/30/2018 7:06 PM
182	Providing the community with a place to research and learn. All ages but especially for children to learn about the community.	8/30/2018 7:00 PM
183	To help educate, research and a fun place for my toddler to visit	8/30/2018 6:59 PM
184	Quiet place for reading and research	8/30/2018 5:25 PM
185	Informational resource	8/30/2018 5:21 PM
186	To be able to share knowledge	8/30/2018 4:49 PM

Walker Branch Building Survey

187	Information hub for all ages	8/30/2018 4:26 PM
188	Research center	8/30/2018 4:03 PM
189	Education	8/30/2018 3:31 PM
190	Education	8/30/2018 2:59 PM
191	Growth and Literacy and bringing community together	8/30/2018 2:37 PM
192	education, children	8/30/2018 2:25 PM
193	Build upon education	8/30/2018 1:52 PM
194	Book availability; research availability	8/30/2018 12:41 PM
195	Provide resources	8/30/2018 12:31 PM
196	A safe space for everyone, but also a place where these people can grow and become better for it.	8/30/2018 12:26 PM
197	Having material to check out	8/30/2018 12:25 PM
198	Resource center for learning and education, as well as a spot for collaboration	8/30/2018 9:13 AM
199	community space, bringing knowledge to anyone seeking it, regardless of station in life	8/30/2018 2:42 AM
200	promote reading in kids and young teens	8/29/2018 10:47 PM
201	To provide access to knowledge	8/29/2018 6:38 PM
202	It should be a place of access, growth, & connection: people to information, connecting people to other people, and people to resources.	8/29/2018 5:59 PM
203	providing access to knowledge and materials including internet	8/29/2018 3:39 PM
204	Be available for the needs of the community.	8/29/2018 3:28 PM
205	Loaning of books	8/29/2018 1:56 PM
206	I love that it's a part of city central. It make it feel like we are a part of what happens in our community. It is the information central hub for Walker	8/29/2018 1:07 PM
207	Bringing the family together with reading	8/29/2018 11:27 AM
208	Provide books, movies, classes	8/29/2018 7:24 AM
209	Information	8/29/2018 4:07 AM
210	Serve as a safe, educational, and free area for people to go and enjoy all that a library offers.	8/29/2018 2:01 AM
211	A safe and free space for families to take kids and get away from the stresses of home and have a place that they can learn while playing and have access to a variety of educational material as well books to widen their imagination.	8/28/2018 10:59 PM
212	Encourage a love of exploration	8/28/2018 9:57 PM
213	educational and fun events	8/28/2018 9:10 PM
214	A center for adventure. Every book is an adventure.	8/28/2018 8:51 PM
215	Provide free books/resources to the community	8/28/2018 8:43 PM
216	To provide a place to learn, grow. Bring people together.	8/28/2018 7:10 PM
217	To provide books, programs and safe internet accessibility	8/28/2018 5:15 PM
218	Provide books to rent	8/27/2018 9:21 PM
219	A hub to exchange ideas and visit peacefully.	8/27/2018 4:24 PM
220	Providing equal access to books, information, and technology for all members of the community	8/27/2018 10:10 AM
221	provide helpful resources for the community and access to information	8/26/2018 9:18 AM
222	Community education space	8/26/2018 7:43 AM
223	provide resources and community programs	8/26/2018 1:22 AM
224	giving people access to knowledge	8/25/2018 8:52 PM

Walker Branch Building Survey

225	good supply of books from various topics and categories to help educate and inform the future generations	8/25/2018 8:36 PM
226	Provide books	8/25/2018 6:04 PM
227	To provide programs for the community especially those that engage children to get them interested in reading	8/25/2018 5:38 PM
228	Provide large selection of books	8/25/2018 4:39 PM
229	Resources for reading/studying	8/25/2018 1:59 PM
230	Offer print and digital materials for check-out	8/25/2018 1:50 PM
231	Education	8/25/2018 12:11 PM
232	Promote reading	8/25/2018 11:59 AM
233	To create a safe, free space for people to learn and grow their minds + businesses. Provide shared access to resources like books, databases, web tools, internet access, quiet study and workspace.	8/25/2018 10:44 AM
234	I think being available for the community is important	8/25/2018 8:14 AM
235	Gathering spot - where you run into friends and neighbors	8/25/2018 5:38 AM
236	To create a space that feels warm and welcoming to all ages	8/24/2018 10:12 PM
237	community meeting, place for children and teens	8/24/2018 7:29 PM
238	Providing a place for knowledge to continue growing, through books, librarians, and events	8/24/2018 5:58 PM
239	Community gathering space	8/24/2018 4:21 PM
240	books	8/24/2018 4:10 PM
241	Offering an opportunity for everyone to have access to computers and books	8/24/2018 3:53 PM
242	Provide books and related materials, provide computer and internet access to those that can't afford their own	8/24/2018 3:47 PM
243	providing all (books,computers,music,etc) so everyone has the same access without consideration of wealthy, race, etc.	8/24/2018 3:05 PM
244	A gathering location. Many programs offered that working class families may not be able to afford to do otherwise	8/24/2018 2:54 PM
245	D	8/24/2018 2:28 PM
246	A place for everyone	8/24/2018 1:50 PM
247	Making knowledge and technology available to the community	8/24/2018 1:21 PM
248	Connect people.	8/24/2018 1:09 PM
249	A spot to easily find good books, and have fun at their various activities.	8/24/2018 12:29 PM
250	Books, magazines, movies, music, computers	8/24/2018 12:13 PM
251	To provide a safe, fun, learning environment	8/24/2018 7:02 AM
252	No opinion	8/23/2018 10:51 PM
253	Be a safe space for families and individuals, a place where one can go for resources, to study, or just to connect	8/23/2018 10:46 PM
254	making books available to the community	8/23/2018 5:44 PM
255	books	8/23/2018 4:06 PM
256	N/A	8/23/2018 3:42 PM
257	Educating people	8/23/2018 3:41 PM
258	Availability	8/23/2018 3:39 PM
259	To provide a place for people to learn	8/23/2018 1:51 PM
260	Positive experience and resource to the community	8/23/2018 9:41 AM

Walker Branch Building Survey

261	to educate	8/22/2018 10:22 PM
262	Education	8/22/2018 8:40 PM
263	To provide a free space for all to improve their literacy and understanding of the world.	8/22/2018 4:14 PM
264	Access to educational resources and recreation	8/21/2018 10:37 AM
265	Encourage literacy and numeracy.	8/21/2018 10:23 AM
266	A free space where we can get lots of information	8/21/2018 6:49 AM
267	To make books available to students and youth	8/20/2018 8:10 AM
268	A space for learning, exploring, and community	8/19/2018 10:44 PM
269	Providing a safe, friendly environment for all to enjoy good wholesome literature. To enjoy community classes and small fun events	8/19/2018 6:04 PM
270	Providing good books and an area to read.	8/19/2018 9:11 AM
271	Spreading a passion for reading	8/19/2018 12:14 AM
272	provide library materials and services to patrons	8/18/2018 1:41 PM
273	Education	8/18/2018 12:39 PM
274	To provide access to different resources (books, computers, etc.) to everyone in the community, regardless of their status	8/18/2018 10:08 AM
275	Serve as a resource for people who need access to things like internet, and making a collection of books available to people who struggle with access to reading material or other assets which the library offers.	8/18/2018 8:46 AM
276	Provide literacy resources for the community.	8/17/2018 1:19 PM
277	For people to use for all kinds of things	8/17/2018 12:21 PM
278	Availability of books	8/17/2018 12:20 PM
279	Resources for many different age groups; computer access for those who don't have one at home	8/17/2018 12:18 PM
280	To serve its community with knowledge	8/17/2018 12:17 PM
281	Education, community events, and literacy	8/17/2018 12:13 PM
282	Make things available for study, enjoyment, and pleasure with all media	8/17/2018 11:59 AM
283	N/A	8/17/2018 11:55 AM
284	N/A	8/17/2018 11:39 AM
285	Educate	8/17/2018 11:37 AM
286	Access to quality and wide range of reading material, promote literacy	8/17/2018 11:24 AM
287	providing location to spend time enjoying books and providing safe space for people to study and/or relax	8/17/2018 11:21 AM
288	N/A	8/17/2018 11:17 AM
289	N/A	8/17/2018 11:15 AM
290	Location	8/17/2018 11:12 AM
291	Education and relationships and entertainment	8/17/2018 8:11 AM
292	Provide reading materials including nationally recognized news magazines and newspapers.	8/16/2018 10:22 PM
293	to provide an environment of life long learning	8/16/2018 3:56 PM
294	Offering books and material to the public and providing usage of computers that people otherwise do not have access to.	8/16/2018 9:37 AM
295	Free education and entertainment, community space	8/16/2018 8:05 AM
296	Provide resources and a place to build community	8/16/2018 7:04 AM
297	To provide free access to materials for education and entertainment	8/15/2018 8:37 PM

Walker Branch Building Survey

298	Resources. Resources to: books, community programs, elderly, young, government info, internet, homeless, entertainment.	8/15/2018 7:25 PM
299	Providing free books and other resources for the community to use.	8/15/2018 11:59 AM
300	To help in whatever way they can	8/15/2018 11:22 AM
301	Place for young children to explore	8/15/2018 6:37 AM
302	Get kids involved in activities and hopefully then reading	8/15/2018 6:20 AM
303	Helping	8/14/2018 12:40 PM
304	Community hub	8/14/2018 12:12 PM
305	Access for information in different forms, recreation reading	8/14/2018 11:20 AM
306	Serve the needs of the community	8/14/2018 9:01 AM
307	Place where the rich diversity of peoples (young, old, able-bodied or challenged, all races and cultures) can grow their love of books and other mediums. Where they can freely can explore and celebrate the richness of the written word, video, music etc individually and in group settings.	8/13/2018 10:28 PM
308	Place where the rich diversity of peoples (young, old, able-bodied or challenged, all races and cultures) can grow their love of books and other mediums. Where they can freely can explore and celebrate the richness of the written word, video, music etc individually and in group settings.	8/13/2018 10:28 PM
309	Allow access to books for all, not just those who can buy	8/13/2018 3:19 PM
310	source of books and educational programming	8/13/2018 2:42 PM
311	Making books and programs accessible to kids	8/13/2018 2:04 PM
312	Resource	8/12/2018 8:21 PM
313	allowing the community access to many different types of media	8/12/2018 8:18 PM
314	To give people a outlet to read and relax.	8/12/2018 6:40 PM
315	Providing books and computers to those who don't have them.	8/12/2018 11:16 AM
316	place to get books, magazines, videos	8/12/2018 1:43 AM
317	Important	8/11/2018 11:00 PM
318	Offer books	8/11/2018 8:23 PM
319	Lending books and reading material. Stop recreating what Ben Franklin made.	8/11/2018 6:27 PM
320	Books. Computers. A place to come together.	8/11/2018 5:00 PM
321	Encourage reading for pleasure	8/11/2018 8:39 AM
322	Spreading information and accessing resources	8/11/2018 12:09 AM
323	Providing knowledge and encouraging reading	8/10/2018 11:59 PM
324	Community space	8/10/2018 9:39 PM
325	Community meeting place	8/10/2018 9:06 PM
326	making available the written word	8/10/2018 8:32 PM
327	Have sweet stuff for me to check out	8/10/2018 8:07 PM
328	Provide resources for all residents and all types of needs. Computer access for those who do not have it at home. Access to a variety of books and materials for free, etc.	8/10/2018 6:30 PM
329	to provide library services	8/10/2018 4:56 PM
330	provide resources for all, whether it's early literacy programs or computers with wifi	8/10/2018 1:37 PM
331	Gathering, community building, education	8/9/2018 10:55 PM
332	Promote and enable reading	8/9/2018 7:44 PM
333	Giving everyone the equal ability to access information through books movies or internet	8/9/2018 5:10 PM
334	To put books into the hands of everyone	8/9/2018 5:01 PM
335	Place for gathering and offering resources	8/9/2018 2:39 PM

Walker Branch Building Survey

336	Free source of verified information	8/8/2018 7:54 PM
337	source of knowledge	8/8/2018 6:17 PM
338	Providing ample resources on various topics	8/8/2018 2:55 PM
339	Good community	8/8/2018 2:37 PM
340	To educate, inspire and inform children about the power of reading	8/8/2018 2:36 PM
341	To provide access to things like books, technology, other resources, etc., regardless of who they are, their status, etc.	8/8/2018 1:29 PM
342	To provide information and computer access to the community.	8/8/2018 12:51 PM
343	Source of education and entertainment	8/8/2018 4:12 AM
344	Connection	8/8/2018 12:57 AM
345	Loan out books	8/7/2018 10:51 PM
346	gathering space for community, tech and books	8/7/2018 9:34 PM
347	Community resource	8/7/2018 8:45 PM
348	Providing information, safe place, provide books to read	8/7/2018 8:34 PM
349	Consistently	8/7/2018 8:23 PM
350	To provide a service for all ages to engage in learning at all levels.	8/7/2018 8:22 PM
351	Events to bring people together	8/7/2018 8:18 PM
352	Provide reading materials. Provide programs. Provide some quiet space	8/7/2018 7:20 PM
353	Provide reading materials. Provide programs. Provide some quiet space	8/7/2018 7:20 PM
354	increase literacy rates, provide access to free materials for all	8/7/2018 7:15 PM
355	Engaging the kids	8/7/2018 6:44 PM
356	Access to info	8/7/2018 6:29 PM
357	Community resources	8/7/2018 6:29 PM
358	Resource for learning and cultural development	8/7/2018 6:07 PM
359	Promoting literacy	8/7/2018 4:35 PM
360	E-resources	8/7/2018 3:41 PM
361	Community center for resources	8/7/2018 3:20 PM
362	Quiet place to go to, check out books and a place where school kids could walk to.	8/7/2018 2:15 PM
363	To be accessible for everyone.	8/7/2018 2:01 PM
364	Knowledge, resources, safe community space for all.	8/7/2018 1:58 PM
365	Nothing noted	8/7/2018 1:50 PM
366	be an easy, accessible, welcoming building that promotes literacy for all ages	8/7/2018 1:49 PM
367	Providing a common ground where all are equal and have equal access to services.	8/7/2018 1:42 PM
368	Provide resources	8/7/2018 1:34 PM
369	Reaching for needs of the community; staff that listens to peoples' need	8/7/2018 12:12 PM
370	Have resources readily accessible and convenient to stop at	8/7/2018 12:10 PM
371	N/A	8/7/2018 12:08 PM
372	N/A	8/7/2018 12:06 PM
373	N/A	8/7/2018 12:05 PM
374	N/A	8/7/2018 12:04 PM
375	N/A	8/7/2018 12:03 PM
376	To be a place for both old and young	8/7/2018 12:01 PM

Walker Branch Building Survey

377	N/A	8/7/2018 12:00 PM
378	To be handy for people who like to read	8/7/2018 11:58 AM
379	It's very important--accessible to seniors, provide access to books/magazines/computers to everyone in the community, somewhere where I can take my grandkids	8/7/2018 11:57 AM
380	A place for research and study	8/7/2018 11:54 AM
381	I think it depends on who you ask	8/6/2018 9:49 PM
382	Entertainment and education	8/6/2018 9:08 PM
383	To promote reading	8/6/2018 5:39 PM
384	Providing a safe but quiet social space and allowing plenty of freedom to check out books and other materials.	8/6/2018 3:46 PM
385	provide a safe and quiet place to work or study and provide access to books and research materials	8/6/2018 2:50 PM
386	To be an open place for the community to share knowledge and resources; to spark lifelong learning.	8/6/2018 12:10 AM
387	Resource availability	8/4/2018 4:17 PM
388	A place to get resources	8/4/2018 2:36 PM
389	Stewardship	8/3/2018 2:55 PM
390	Access to the community, great staff, safe	8/3/2018 1:38 PM
391	Access	8/3/2018 1:35 PM
392	Accessibility--Walker is growing and the location is perfect; if you move, I doubt I'll use it, in protest to the move. Seeing familiar faces	8/3/2018 1:27 PM
393	Lend books and community activities	8/3/2018 1:23 PM
394	Be a resource for research and provide a quiet place to study.	8/3/2018 8:28 AM
395	I feel the library provides a place of new discovery for all ages. Whether it be finding a new book from a familiar author or discovering a new genre of book you didn't think you'd like or attending an event that introduces you to a new idea or skill set, the library offers everyone the chance to explore and learn.	8/3/2018 2:42 AM
396	So everyone can learn/love reading	8/2/2018 4:46 PM
397	A safe place for residents to gather and enrich their minds	8/2/2018 9:35 AM
398	Providing programs for families	8/1/2018 11:36 PM
399	Free access to all types of materials- books, videos, video games. all is important to increase and support literacy	8/1/2018 9:37 PM
400	provide books and computers to the community	8/1/2018 8:53 PM
401	Supplying information and making books and other related information that is helpful as well as enjoyable with things like great books, music and movies as an example. Plus having special programs to enrich this information even more.	8/1/2018 5:13 PM
402	providing materials and space for library groups to reach out to the community	8/1/2018 4:14 PM
403	Place to take young kids	8/1/2018 2:27 PM
404	safe public space to access resources you wouldn't otherwise be able to	8/1/2018 6:42 AM
405	Education support	8/1/2018 6:03 AM
406	Books	8/1/2018 2:49 AM
407	Educational materials	7/31/2018 11:22 PM
408	To connect with children to help them become life long readers and learners	7/31/2018 10:27 PM
409	An area for people to go for books and resources as well as events	7/31/2018 10:12 PM
410	Providing resources for all.	7/31/2018 9:59 PM

Walker Branch Building Survey

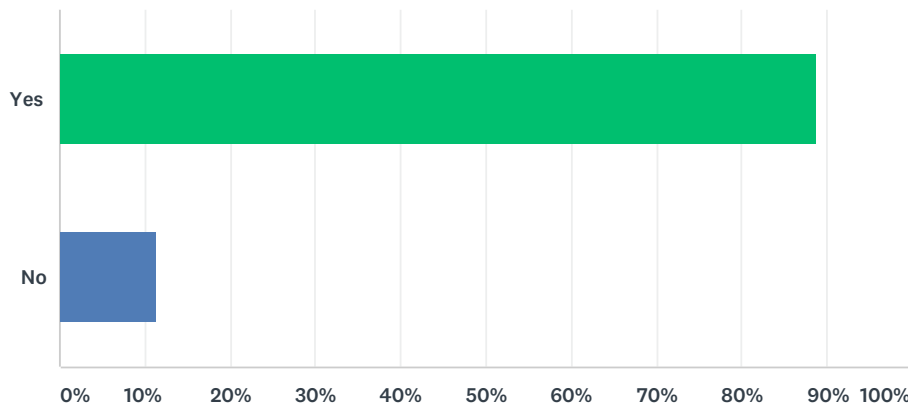
411	Support community education	7/31/2018 9:13 PM
412	more use for seniors as the computers are taking over what we used to do there	7/31/2018 8:48 PM
413	Community support and information.	7/31/2018 8:01 PM
414	Providing books for everyone regardless of economic status.	7/31/2018 7:57 PM
415	To be open to everyone.	7/31/2018 7:31 PM
416	open doors for various interests and knowledge	7/31/2018 6:46 PM
417	Availablility of books.	7/31/2018 5:49 PM
418	Resources, events	7/31/2018 5:42 PM
419	To provide various forms of education and access	7/31/2018 5:00 PM
420	Accessibility to information and programs for all	7/31/2018 4:27 PM
421	Provide books and other media materials to the people of Walker	7/31/2018 3:42 PM
422	To assist community members	7/31/2018 2:48 PM
423	Safe place for kids to read, play, learn	7/31/2018 2:45 PM
424	Provide educational activities and interest kids to read	7/31/2018 2:39 PM
425	Spread a love of reading	7/31/2018 2:18 PM
426	Encourage reading for all ages	7/31/2018 2:06 PM
427	People can get books and media	7/31/2018 1:37 PM
428	Offer free books	7/31/2018 1:28 PM
429	Access to information and resources	7/31/2018 1:27 PM
430	A place for people to come together	7/31/2018 1:24 PM
431	Providing a quiet and safe space for learning and enjoyment	7/31/2018 1:10 PM
432	Check out books, meeting place for programs, summer reading programs	7/31/2018 12:33 PM
433	Provide access to materials and internet that many people cannot afford	7/31/2018 11:53 AM
434	I think that the Walker Branch is amazing. Having so many playtime events, and one off events for kids as well as workshops for adults has saved our recently transplanted family. My 2.5 year daughter loves toddler time and story time and we look forward to it every week. Not to mention having computer access and internet when I have needed it comes in very handy. We spend time at the branch maybe three times a week and it's been a true spirit saver.	7/31/2018 8:59 AM
435	Resource for learning	7/30/2018 9:02 PM
436	Make education and resources accessible for all	7/30/2018 8:51 PM
437	Fostering a love of learning and books. Bringing community together.	7/30/2018 7:00 PM
438	Providing reading materials and activities for all ages	7/30/2018 6:52 PM
439	a local place for information, meetings	7/30/2018 5:07 PM
440	Accessibilty to all information and a place to enjoy books.	7/30/2018 3:27 PM
441	To encourage reading to all ages. Everything else is a bonus!	7/30/2018 3:11 PM
442	Provide access to information and materials	7/30/2018 3:10 PM
443	Extend learning tools to all, regardless of income.	7/30/2018 2:47 PM
444	Provide access to resources	7/30/2018 2:36 PM
445	Safe place with books	7/30/2018 2:30 PM
446	Literacy and area events	7/30/2018 2:20 PM
447	to provide free/low cost access to resources	7/30/2018 2:09 PM
448	Kids	7/30/2018 1:54 PM
449	Resources	7/30/2018 1:48 PM

Walker Branch Building Survey

450	Resources	7/30/2018 1:17 PM
451	The library's primary role is to give all people the access to literacy. A love of books starts young, so a community needs to draw its children to the library in order to keep it educated and well-Informed.	7/30/2018 1:05 PM
452	A local resource for all.	7/30/2018 12:56 PM
453	Providing a space to gather, learn, and grow.	7/30/2018 12:51 PM
454	supplying books	7/30/2018 12:50 PM
455	Safe/fun/educational environment for the community to enjoy	7/30/2018 12:45 PM
456	Providing a place to enjoy learning- that is free so it works no matter your economic background. whether it be by books or programs	7/30/2018 12:42 PM
457	A safe, stimulating environment for learning and gathering. Providing resources for learning and entertainment.	7/30/2018 12:36 PM
458	Connecting families and providing resources	7/30/2018 12:28 PM
459	To encourage and foster a love of reading.	7/30/2018 12:26 PM
460	Unity, support, and education	7/30/2018 12:19 PM
461	Providing access to books and internet for those who can't afford them.	7/30/2018 12:13 PM
462	Access to material	7/30/2018 12:00 PM
463	Provide books	7/30/2018 12:00 PM
464	My family comes to the library primarily as a getaway from screentime/out of the house as well as interaction with other moms and children in the community. It is a wonderful way to get out of the house during cold months, as well	7/30/2018 11:23 AM
465	To provide free access to knowledge and entertainment devices. More the just books. DVD's and music have been a great addition but I've seen other libraries adding special collections which contains items like sewing machines, karaoke machines, game consoles or special craft devices as well.	7/30/2018 10:42 AM
466	To provide access to learning materials	7/30/2018 10:37 AM
467	accessibility to information	7/30/2018 10:33 AM
468	Make books accessible to everyone and inspire a love of reading in kids	7/30/2018 10:28 AM
469	Educate.	7/30/2018 10:26 AM
470	Service	7/30/2018 10:18 AM
471	To be a resource	7/30/2018 10:16 AM
472	Providing resources and connections to help build a literate community	7/30/2018 10:07 AM

Q11 Do you find the current library hours convenient? Current hours: Monday: 9:30 a.m. – 8 p.m. Tuesday: 9:30 a.m. – 8 p.m. Wednesday: 9:30 a.m. – 8 p.m. Thursday: 9:30 a.m. – 8 p.m. Friday: 9:30 a.m. – 5 p.m. Saturday: 9:30 a.m. – 5 p.m. Sunday: Closed

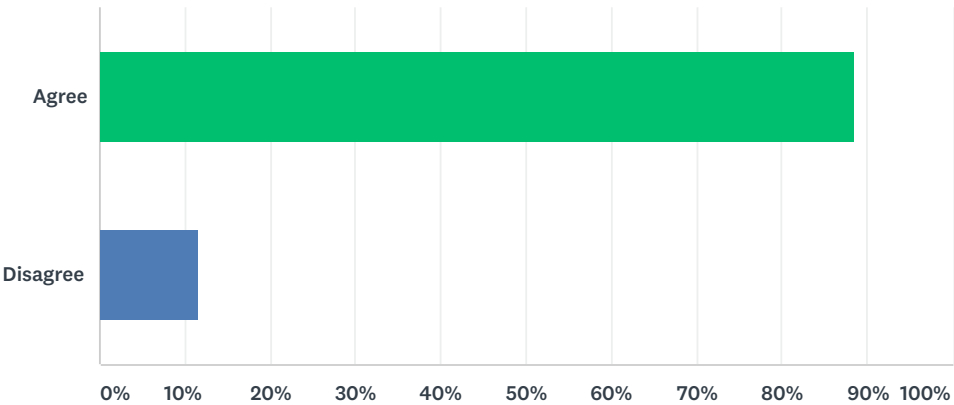
Answered: 510 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		88.63%	452
No		11.37%	58
TOTAL			510

Q12 The current library location is excellent and convenient for me

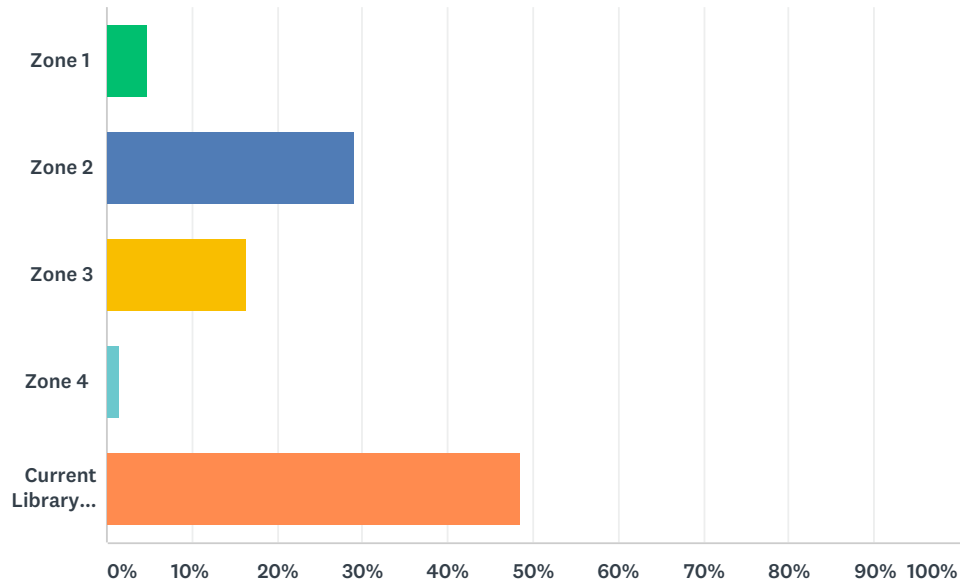
Answered: 510 Skipped: 0



ANSWER CHOICES		RESPONSES	
Agree		88.43%	451
Disagree		11.57%	59
TOTAL			510

Q13 Thinking about the current library location, In which area would you prefer the library be located?

Answered: 510 Skipped: 0



ANSWER CHOICES	RESPONSES	
Zone 1	4.90%	25
Zone 2	29.02%	148
Zone 3	16.27%	83
Zone 4	1.37%	7
Current Library location is good.	48.43%	247
TOTAL		510

Kent District Library -
Comstock Park Branch

2

Kent District Library
- Walker Branch

1

Walker

3

Grand Rapids Public
Library - West...

BELKNAP
LOOKOUT

John Ball Zoo

Grand Rapids

4

O'Brien Rd SW

Millennium
Park

Kent District Library
- Grandville Branch

Wyoming

August 10, 2018

To whom it may concern:

I am returning this book to your library with our family's sincere apology. One of our family members appears to have checked it out from your library many years ago. I discovered it in one of my mother's closets when I was packing up her belongings to sell her home.

I apologize that we have had the book for so long. I don't know how it got moved from East Grand Rapids to Minneapolis in 1985, that will probably be a mystery that we cannot solve since my father is dead and my mother has moved to a nursing home after a stroke. If you want us to reimburse you for the cost of the book I would be happy to do so. My contact information is at the bottom of this letter. Please accept our sincere apology.

With warm regards,

A handwritten signature in cursive script that reads "Connie Sias".

Connie Parenti Sias
5050 W. 95th Street
Bloomington, MN 55437
952-893-0544