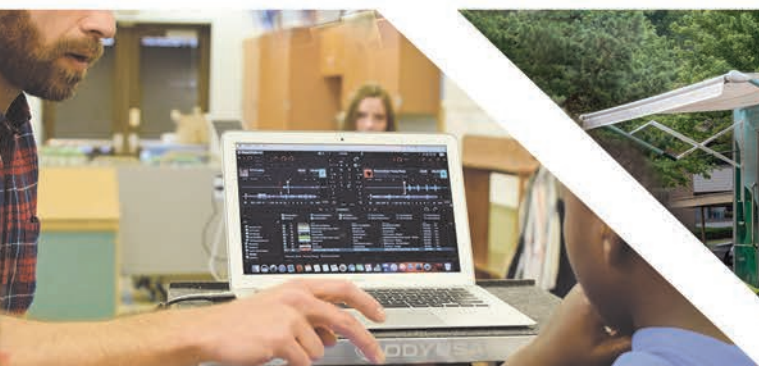# KDL
Kent District Library

2018
Impact Report

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Kent District Library Information

History

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

1994
The Library separates from the County to form the Kent District Library, an independent taxing agency with governance by a Board of Trustees appointed by the Kent County Board of Commissioners and representing eight geographic regions of the KDL Service Area.

2014
A ten-year 1.28 millage approved by voters.

Obtained 501 (c)(3) status.

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

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

1936
Kent County Library Association formed.

Kent County Library System becomes a department of Kent County.

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

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

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

2018
The Kelloggsville Branch opened in partnership with Kelloggsville High School.

KDL Bookmobile hits the road.

Our mission at KDL is to deliver Information, Ideas and Excitement! In doing so, we:

- Deliver meaningful and accessible services.

- Provide safe and welcoming spaces that are hubs of our communities.

- Further all people.

Kent District Library Branches and Service Center

Kent District Library provides library services to over 395,000 customers in 27 municipalities through 19 branches (soon to be 20) and a bookmobile located throughout Kent County. With the exception of the KDL Service and Meeting Center, the library buildings are owned and maintained by the local municipality while Kent District Library provides the staff, collection, technology and programming.

Strategic Plan | 2018-2020

(i) *Information:* **KDL Improves Kent County 3rd Grade Reading Proficiency to help kids succeed in school and beyond.**

<u>Fact</u>: In the 2017 Kids Count Michigan profile, 48% of Kent County students were not proficient in grade three English Language Arts.

School Partnership, Literacy	Goal #1	By 2020, KDL will work with six area schools with the lowest 3rd Grade Reading Proficiency.	
	Success Metrics	KDL will work with Kent Schools Services Network and schools to monitor reading scores for students regularly visiting the library or the bookmobile.	
	KDL Impact	Through recreational reading, students will increase their reading at school and at home with a positive impact on their reading scores.	
	Activity #1	*By September 2018, KDL staff will be hired and trained to deliver storytimes with an emphasis on early literacy skills. [Community Engagement/Youth Services]*	**Completed.** Three Bookmobile Operators hired. Training is ongoing.
	Activity #2	*By August 2018, KDL staff will schedule school visits with the bookmobile to coincide with parent participation and not compete with the school's library. [Community Engagement]*	**Completed for first schools in three districts and paired with Library Card Challenge project.** Planning for bookmobile visits was designed with school input and will include a biweekly schedule to visit schools and community centers.
	Activity #3	*By October 2018, the collection will offer materials of interest to each community (and reflective of that community's demographics) to encourage personal reading choices and the concept of reading as fun. [Collection Development]*	**Completed.**
	Activity #4	*By November 2018, parents will be trained to access the school's parent portal. KDL will provide technology to do this on the bookmobile. As a result, parent's engagement with their student's school performance will increase by 30%. Parents will report their child's reading scores and/or grades to the library to measure improvement. [Community Engagement/IT]*	**In Progress.** Working on schedules with schools to maximize parent visits to the bookmobile. Technology is still being installed, but Bookmobile is completely operational and offering library services. Library cards are also being issued to parents.

School Partnership, Student Engagement	Goal #2	By 2020, KDL will reach 10% more students each year with a county-wide reading program for new readers to encourage leisure reading through its school partnerships.	
	Success Metrics	KDL will sign up students and watch progress through outreach efforts with area schools.	
	KDL Impact	Through recreational reading, at-risk students in underserved groups will start on a path where reading is enjoyable with positive impact on their reading scores leading up to third grade.	
	Activity #1	*By November 2018, KDL will create updated booklists for promoting the collection to new readers [Collection Development and Early Literacy Workgroup]*	**Completed.**
	Activity #2	*By December 2019, KDL staff will work with Grand Rapids Public Library and Kent Intermediate School District staff to create a county-wide reading program designed to encourage new readers and replace the existing KDLand reading program. [Youth Specialists]*	**Completed.** Kickoff in January 2019
	Activity #3	*By December 2019, KDL will create a marketing campaign around the program. [Communications Department]*	**Completed.**
	Activity #4	*By December 2019, KDL will work with Kent Intermediate School District and local schools to track the reading growth of students participating in the program. [Director of Branch Services and Operations and Manager of Community Engagement]*	

Strategic Plan | 2018-2020

School Partnership, Student Success	**Goal #3**	By 2020, KDL will give student library cards to 80% of the students in public school in the KDL service area.	
	Success Metrics	KDL will give student cards with a focus on schools whose kids can't easily get to the library, with an emphasis on elementary schools. • D Branches: 60% of schools • C Branches: 60% of schools • B Branches: 80% of schools • A Branches: 90% of schools	
	KDL Impact	Students with a library card can use the library collection and databases to check out material they are interested in order to increase reading scores.	
	Activity #1	*By March 2018, student library cards will be issued to Kentwood Public Schools as part of the Library Card Challenge project.* *[Community Engagement]*	**Completed.** School partnership has being secured and data transfer details are being worked out. Working to connect directly with schools since there were some issues with information transfer from central office to local schools. Building database for monthly newsletters.
	Activity #2	*By April 2018, a newsletter will be sent to parents and teachers at Godwin Heights Public Schools and Kelloggsville Public Schools to promote the use of the student library card, connecting students to library materials and database resources.* *[Community Engagement]*	**Completed.** Ongoing monthly letters are sent to both Godwin Heights Public Schools, Kelloggsville Public Schools and Kentwood Public Schools.
	Activity #3	*By October 2018, a library card drive campaign will be launched to get students to sign up for library cards in our service area.* *[Community Engagement/ Communications]*	**In progress.** KISD collaboration. These efforts are being made using the bookmobile as an incentive. Parents are encouraged to sign up during bookmobile visits.
	Activity #4	*By November 2018, student library cards will be issued to Kent City Public Schools as part of the Library Card Challenge project.* *[Community Engagement]*	**In progress.** This activity has been delayed until early 2019.
	Activity #5	*By December 2018, explore options to extend use of the KDL digital collection to student library cards included in the Library Card Challenge project.* *[Director of Innovation]*	**In progress.** An approach has been identified with cloudLibrary. Implementation will be in 1st Qtr 2019.

Community Engagement, School Partnership, Student Success	Goal #4	By 2020, KDL will give volunteers an opportunity to work with at-risk students in the schools as reading buddies or as a Literary Lunch volunteer.	
	Success Metrics	KDL will recruit volunteers who want to read to students – either as a group or one-on-one – to expand these programs in more schools. • D branches: 4+ schools • C Branches: 3+ schools • B Branches: 2+ schools • A Branches: 1+ schools	
	KDL Impact	KDL gives meaningful volunteer experiences to volunteers to help students increase their love of reading and their reading scores. Student success is shared with volunteers.	
	Activity #1	*By May 2018, work with local school districts to identify schools serving at-risk students and establish relationships. [Volunteer Coordinator, Branch Managers and Youth Staff]*	**Completed.** This was done for the Kelloggsville school district.
	Activity #2	*By June 2018, create a Design Thinking Team to create a prototype for a Reading Buddy/mentor program. [Volunteer Coordinator]*	**Completed.**
	Activity #3	*By November 2018, collaborate with local partners to establish best practices and test the prototype to get feedback for the Reading Buddy/mentor program. [Volunteer Coordinator, Community Engagement Manager and Reading Buddy Design Thinking Team]*	**Completed.** Goals have shifted via work done in Design Thinking Group. Developing Tutor Card offered to community partners for whom we help recruit volunteer tutors and mentors. Reading Buddy program to be piloted in Kentwood in the Summer of 2019 via older Teen Volunteers. Working on professional development program to incentivize KDL Staff to become community tutors and mentors.
	Activity #4	*By December 2019, KDL will work with Kent Intermediate School District and local schools to track the reading growth of students participating in the program. [Director of Branch Services and Operations and Manager of Community Engagement]*	
	Activity #5	*By December 2020, volunteers will be recruited, trained and placed with schools as reading buddies/literacy lunch facilitators. [Youth Staff and Volunteer Coordinator]*	

Strategic Plan | 2018-2020

Ideas: KDL Increases program opportunities for adults and senior citizens to increase lifelong learning options in Kent County.

Fact: Half of college students who are 50 years of age or older attend community colleges to connect with other people, have fun and retool for a new career. (From the American Council on Education)

Underserved Population, Community Engagement		
Goal #1	Increase opportunities for residents to experience community engagement that exposes them to a new part of their community.	
Success Metrics	KDL will offer opportunities at area branches which increase each year. • 2018: 6 opportunities • 2019: 10+ opportunities • 2020: 14+ opportunities KDL will engage with community groups (who have not previously worked with the library) who feel welcomed to the library and included in the community.	
KDL Impact	Residents will have the opportunity to learn or share about other groups and people in their community.	
Activity #1	*By August 2018, begin offering "front porch" programs at three branches during summer, where patrons are invited to sit outside on lawn chairs and have conversations with people they don't already know.* **[Programming Department]**	**Completed.** Programs took place June 5 – August 15. Branches: ALT, ROC, KEL, PFD, SPE Number of programs: 18
Activity #2	*By December 2018, identify, meet and develop a plan to create programming featuring six community groups at different branches that want to partner with KDL on cultural/underserved population programming.* **[Programming Department]**	**Completed.** Connected and provided programming with Treetops Collective, the League of Women's Voters, Ms. Wheelchair America and the Educational Foundations Department at GVSU.
Activity #3	*By December 2018, create two programs based on the findings of the needs of community groups that feature their culture or underserved population.* **[Programming Department]**	**Completed.** In Fall 2018, held *Let's Talk About… A Reading Group* programs on refugees and persons with disabilities.
Activity #4	*By December 2020, KDL will seek new partnership opportunities to further the library's mission to further all people by reaching out to other organizations with similar missions in order to expose the library to new people in the community.* **[Programming Department and Community Engagement Department]**	**Ongoing.** Current connections include Grand Circus, Treetops Collective, WMCAT and the Grand Rapids Public Museum. Also in progress: Hispanic community outreach and stakeholder engagement efforts through community organizations, events, media and networks. Language accessibility initiatives are in progress by securing interpretation equipment available for both patron and staff use.

Lifelong Learning, Community Engagement	**Goal #2**	Increase opportunities to learn something new on a variety of topics through community experts.
	Success Metrics	KDL will offer lecture opportunities on a wide range of topics with a growing series each year. • 2018: 10+ opportunities • D Branches: 40+ people in attendance. • 2019: 14+ opportunities • C Branches: 30+ people in attendance. • 2020: 20+ opportunities • A/B Branches: 25+ people in attendance. Patrons will travel to new branches to experience these learning opportunities.
	KDL Impact	Residents will have access to experts to encourage lifelong learning.

Activity #1	*By June 2018, host speaker series on civil discourse in partnership with the World Affairs Council at the Wyoming branch. [Programming Department / Director of Innovation]*	**Completed.** Programs took place in April 2018. Program attendance: 85, 135, 65.
Activity #2	*By August 2018, host Ethics Book Clubs at East Grand Rapids branch and evaluate the program for potentially adding more of these book clubs at other branches. [Programming Department, East Grand Rapids branch]*	**Completed**. Ethics Book Club is meeting monthly at EGR. Evaluation needs to take place. Attendance for January through June: 6 programs, 55 attendance.
Activity #3	*By November 2018, expand KDL speaker series to include a series of programs where patrons have a chance to attend free, interesting lectures on relevant topics, building on the success of the Comstock Park branch's Live and Learn Fall series. [Programming Department, Comstock Park Branch]*	**In Progress.** Best practices and advice were garnered from the experiences of the Comstock Park branch. The Byron Township branch held lectures this fall including *Off to the Great War*, *Vote Michigan* and three programs on *Celebrating 40 Years with the Byron Township Museum*. Number of Programs: 5 Total Attendance: 103
Activity #4	*By December 2018, offer two speakers to branches for consideration to offer each quarter that focus on learning opportunities such as home improvement and financial literacy. Provide these for 2018 Summer, Fall and Winter seasonal programming. [Programming Department and Adult Programming Work Group]*	**Completed for Summer.** Home Repair Services hosted DIY Electrical programs at ALT, PFD, and ROC. Program numbers: 3 programs, 29 attendance. **Completed for Spring.** Money Smart Week programs were held in April 2018 at COM, ROC, PFD. Program numbers: 3 programs, 8 attendance. **Completed for Fall.** Home Repair Services hosted DIY Plumbing classes at ROC, PFD, NEL and CAS. Program numbers: 4 programs, 39 attendance. The MI Department of Attorney General Consumer Protection Division presented on hiring contractors for home repair. Program numbers: 2 programs, 9 attendance.
Activity #5	*By December 2018, create connections with local universities and organizations to facilitate the procurement of lecturers that would be of interest to KDL patrons. [Programming Department]*	**Completed.** New connections made with GRCC M-TEC, GRCC's Secchia Institute for Culinary Arts, GRCC English Department and GVSU's Educational Foundations.

Strategic Plan | 2018-2020

Underserved Populations, Community Engagement	Goal #3	Increase opportunities to do activities that normally cost money to participate.
	Success Metrics	KDL will pay for instructors to come to the branches and offer learning opportunities for community activities that normally aren't free to attend. • 2018: 5+ Opportunities • 2019: 10+ Opportunities • 2020: 15+ Opportunities
	KDL Impact	Residents can participate in activities that normally cost money.
	Activity #1	*By August 2018, survey and ask patrons what activities they can't participate in due to cost. Results will inform the 2019 budget and program planning.* **[Programming Department and Adult Programming Work Group]**
	Activity #2	*By November 2018, offer programs with GRCC's Leslie E. Tassell M-TEC instructors in their area of expertise that can be done at our branches, i.e. automotive or construction trades.* **[Programming Department]**
	Activity #3	*By November 2018, offer new home improvement and repair programs with Home Repair Services.* **[Programming Department and Adult Programming Work Group]**
	Activity #4	*By December 2018, investigate the potential for a repair workshop-type program ("repair cafes") to be held at KDL branches, such as jewelry repair workshops.* **[Programming Department and Adult Programming Work Group]**
	Activity #5	*By December 2018, offer an artisan chocolate making class for adults.* **[Programming Department]**

Activity #1 result: **Completed.** Patrons surveyed at CreativiTea programs.

Activity #2 result: **Completed.** In the Summer, the M-TEC Mobile Lab and two GRCC instructors visited WYO and NEL. 2 programs, 69 attendance.

They presented on the manufacturing process for all ages, plus a hands-on activity for kids.

The trailer also visited WAL during their Touch-a-Truck program that had 400 attendees.

Activity #3 result: **Completed for Summer.** Home Repair Services hosted DIY Electrical programs in the summer at ALT, PFD, and ROC.

Program numbers: 3 programs, 29 attendance.

Completed for Fall. Home Repair Services hosted 4 DIY Plumbing classes.

Program numbers: 4 programs, 39 attendance.

Activity #4 result: **Ongoing.** Adult Programming Work Group is researching the topic, talking to other libraries and writing up their recommendation for further steps.

Activity #5 result: **Completed.** 12 branches hosted the program *Chocolatey Treats Made Easy*.

Program numbers: 12 programs, 198 attendance.

Lifelong Learning, Community Engagement	Goal #4	Increase opportunities for residents to learn about the history of their community.	
	Success Metrics	Over the three years, each branch will offer at least one local history program. Branches with more than 30 people in attendance should increase this expectation to an annual amount. New people will attend programs at the library.	
	KDL Impact	Residents will learn something new about their community.	
	Activity #1	*By June 2018, provide a program on tintype photography with a local speaker for multiple branches to host.* **[Programming Department, Adult Programming Work Group and Kentwood Librarian]**	**In progress.** Delayed due to scheduling conflicts with presenters. Other history programs were scheduled to take its place. Programming staff are attempting to schedule this in 2019.
	Activity #2	*By August 2018, create an informational packet of each branch's local history rooms and collections and the historical society that serves each branch's population. Research the best way to have this information available to patrons (website page, flyer, etc.) and available at local history programs.* **[Programming Department and Communications Department]**	**Ongoing.** The initial list of resources has been collected. Staff are now putting the info into easy-to-access formats to be presented to patrons at future history programs.
	Activity #3	*By November 2018, provide a program honoring the anniversary of World War I with at least one speaker on the local connection to the war.* **[Programming Department, Adult Programming Work Group and Kentwood Librarian]**	**Completed.** Fall programs for *WWI* include *Rosie's Mom and Other Stories of the WWI Homefront, America Joins, Michigan in WWI, The Impact of World War I on America, Grand Rapids Airplane Company, WWI at Home* and *Off to the Great War*. Program numbers: 13 programs, 158 attendance.
	Activity #4	*By December 2018, facilitate the hosting of local history programs in connection with local historical societies at 4 or more KDL branches (continuing to add to this number each year until all 19 have hosted a local history program by December 2020) that feature an aspect of that community's history. Branches will offer several ideas for patrons to vote on.* **[Programming Department]**	**Ongoing.** Programs with local emphasis were held including: *Remembering Ottawa Hills High School* (EGR, 80 attendance) *Old Time Trolley* (EGR, 2 programs, 63 attendance) *Life in Native America 400 Years Ago* (ROC, 53 attendance) *Your DNA's Story* (CAS, GDV, NEL, WYO - 4 programs, 18 attendance). Also, the WWI series of programs at additional branches.
	Activity #5	*By December 2018, partner with area genealogy groups to host new genealogy instructional programs for adults. Survey participants to find out what other topics they want to see offered.* **[Programming Department, Adult Programming Work Group and Kentwood Librarian]**	**Completed.** In the fall, the CAS, GDV, NEL, and WYO hosted *Your DNA's Story*. Program numbers: 4 programs, 18 attendance.

Strategic Plan | 2018-2020

Excitement: **KDL enhances children's learning through unique learning opportunities to make reading and learning fun with a positive impact on school achievement.**

<u>Fact</u>: An amalgamated research field called the science of learning has identified four key ingredients of successful learning: learning occurs best when children are mentally active (not passive), engaged (not distracted), socially interactive (with peers or adults) and building meaningful connections to their lives. (From the National Association for the Education of Young Children)

Student Success, Community Engagement	**Goal #1**	Increase STEAM (Science Technology Engineering Art Math) opportunities with community partners and experts.	
	Success Metrics	New experts will present STEAM (Science Technology Engineering Art Math) programs at the library or offsite. Branches will offer these programs as follows: • 2018: 8 opportunities • 2019: 12 opportunities • 2020: 18 opportunities Children will attend more than one STEAM (Science Technology Engineering Art Math) program.	Attendance will be: • D branches: 25+ • C branches: 20+ • A/B branches: 15+
	KDL Impact	Children will have an introductory STEAM (Science Technology Engineering Art Math) experience with access to experts to continue their interests.	
	Activity #1	*By November 2018, partner with Grand Rapids Community College to bring their Mobile Manufacturing Trailer to multiple branches.* **[Programming Department]**	**Completed.** This summer the Mobile Manufacturing Lab was held at NEL, WYO and WAL. Program numbers: 3 programs, 469 attendance.
	Activity #2	*By November 2018, host our own maker fair, the KDL LAB Extravaganza, with new STEAM partners and presenters.* **[Programming Department and KDL LAB Work Group]**	**Completed.** The program was hosted at the KDL Service Center on Friday, November 16 and Saturday, November 17 with attendance of 172.
	Activity #3	*By November 2018, participate in Chemistry at the mall, along with other local maker groups, bringing STEAM KDL LAB activities to Woodland Mall.* **[Community Engagement Department]**	**Not Completed.** The Community Engagement Dept had a conflict with another STEAM KDL Lab activity at the YMCA. New date: November 2019.
	Activity #4	*By December 2018, continue KDL's presence on the Grand Rapids Maker's Fair Planning Committee making connections with local maker groups.* **[KDL LAB Work Group]**	**Completed.**

Student Success, School Partnership	**Goal #2**	Bring STEAM (Science Technology Engineering Art Math) activities into school outreach activities.
	Success Metrics	Staff will bring KDL Lab tubs into school outreach opportunities. Branches will offer these programs as follows: 2018 • D branches: 6+ • C branches: 4+ • A/B branches: 3+ 2019 • D branches: 8+ • C branches: 6+ • A/B branches: 4+ 2020 • D branches: 10+ • C branches: 8+ • A/B branches: 6+ Children will go to the library to use the KDL Lab space in the branches.
	KDL Impact	Children will learn something new (STEAM-related) while having fun.
	Activity #1	By April 2018, KDL staff will bring KDL LAB STEAM activities (Snap Circuits, Paper Circuits and Revved Up) to Sand Lake Elementary. *[NEL Youth Staff]*	**Completed**.
	Activity #2	By May 2018, KDL staff will bring KDL LAB tubs into three different Forest Hills Schools (Northern Trails, Meadow Brook Elementary and Knapp Forest Elementary). *[CAS Youth Staff]*	**Completed**. Youth Staff went to Meadow Brook, Knapp, and Northern Trails as well as Thornapple and Pine Ridge to present KDL Labs to many of the 4th grades, 5th and 6th grades, and also to some Kindergarteners.
	Activity #3	By June 2018, KDL staff will bring KDL LAB to Kent City Elementary Schools as part of their after school programs. *[TYR Youth Staff]*	**Completed**.
	Activity #4	By June 2018, KDL staff will continue to bring KDL LAB to Martin Luther King Jr. Leadership Academy for their after school programs. *[EGR Youth Staff/Outreach Specialist]*	**Completed**.
	Activity #5	By December 2018, KDL staff will bring Da Vinci/catapult activities to Kentwood Public Schools as part of the STEAM for 5th graders events. *[KWD Youth Staff]*	**Completed.**

Strategic Plan | 2018-2020

Student Success, Community Engagement	Goal #3	Offer fun learning opportunities during school breaks.	
	Success Metrics	New experts will present STEAM (Science Technology Engineering Art Math) programs at the library or offsite. Branches will offer these programs as follows: • 2018: 8 opportunities • 2019: 12 opportunities • 2020: 18 opportunities Attendance will be: • D branches: 25+ • C branches: 20+ • A/B branches: 15+ Children will attend more than one STEAM (Science Technology Engineering Art Math) program.	
	KDL Impact	Children will have opportunities to explore STEAM (Science Technology Engineering Art Math) interests that lead to school success and new career interests.	
	Activity #1	*By May 2018, at multiple branches, host Build a Rocket with the Geek Group, hosted by experts from the Geek Group during spring break.* **[Programming Department and KDL LAB Work Group]**	**Completed.** Programs held in Spring 2018 at: ALP, CAS, COM, GDV, KWD, NEL, PFD, SPE, WAL. 9 Branches, 232 Attendance.
	Activity #2	*By May 2018, provide spring break program at GRCC M-Tech for 4th through 8th grade students getting hands-on experience with skills like tilling, virtual welding and more.* **[Programming Department]**	**Completed.** Attendance: 27.
	Activity #3	*By May 2018, during spring break, host Engineering Challenge at the Geek Group, where teams of students will compete, building large-sized bridges.* **[Programming Department and KDL LAB Work Group]**	**Completed.** Attendance: 28.
	Activity #4	*By December 2018, continue to work with community partners such as the Geek Group and M-Tech to plan for future school break programming options for school age children.* **[Programming Department and KDL LAB Work Group]**	**Completed.** Meetings are on-going with M-TEC and the Geek Group. Programs were held during 2018 winter and spring break and programs with these partners are being scheduled for 2019.

Student Success, Community Engagement	Goal #4	Creatively use branch space after hours for fun, educational programs.
	Success Metrics	Branches will offer these programs as follows: • 2018: 4 opportunities • 2019: 8 opportunities • 2020: 12 opportunities Attendance will be: • D branches: 35+ • C branches: 25+ • A/B branches: 15+ Children will bring a friend who is new to the library. Homeschool students will participate in these learning opportunities.
	KDL Impact	Children will make memories at the library and enjoy these learning opportunities.
	Activity #1	*By July 2018, select branches will host KDL CRAM Nights for students, giving them the whole library and a set time to study for exams. [Programming Department]*	**Completed.** In January, held at: CAS, EGR. In May and June held at: EGR (2 times) and CAS. 5 programs, 130 attendance.
	Activity #2	*By November 2018, provide a KDL LAB Maker night after hours at one or more branches highlighting our KDL LAB activities in a multi-station program. [Programming Department and KDL LAB Work Group]*	**Completed.** KDL LAB Experience Maker Day was hosted at ALT on November 16.
	Activity #3	*By November 2018, provide a gaming night for all ages featuring video games, board games and more unique games in an after-hours program. [Programming Department]*	**Completed.** KDL Open: Mini Golf in the Stacks was hosted at SPE, GNS, GDV, EGR, BYR and NEL. 6 programs, 131 attendance.
	Activity #4	*By November 2018, promote CRAM Night and Maker Night to area homeschool students. Complete by December 2018. [Programming Department, KDL LAB Work Group, Communications Department, Community Engagement Department and Youth Services]*	**In progress.** Making connections with homeschool advocates.
	Activity #5	*By August 2018, survey teens at these events as well as summer Teen CREW members to get ideas for the 2019 budget. [Programming Department and Youth Services]*	**Completed**. Teens were surveyed at CRAM Night at the Cascade branch in June and at a variety of teen programs this summer. Over 100 surveys were completed.

Kent District Library Locations

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

ALTO BRANCH
6071 Linfield Ave.
Alto, MI 49302

BOOKMOBILE
Various Kent County Locations

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

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

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

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

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

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

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

GRANDVILLE BRANCH
4055 Maple St. SW
Grandville, MI 49418

KELLOGGSVILLE BRANCH
Kelloggsville High School
4787 Division Ave S
Grand Rapids, MI 49548

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

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

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

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

SPENCER TOWNSHIP BRANCH
14960 Meddler Ave.
Gowen, MI 49326

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

WALKER BRANCH
4293 Remembrance Rd. NW
Walker, MI 49534

**WYOMING BRANCH
AND THE LIBRARY FOR THE BLIND
AND PHYSICALLY HANDICAPPED**
3350 Michael Ave. SW
Wyoming, MI 49509

KDL SERVICE AND MEETING CENTER
814 West River Center Dr. NE
Comstock Park, MI 49321

Service Area

TYRONE Village of KENT CITY Tyrone Township Branch ★	**SOLON** City of CEDAR SPRINGS ●	★ **NELSON** Nelson Township/ Sand Lake Branch	**SPENCER** ★ Spencer Township Branch
SPARTA Village of SPARTA ●	**ALGOMA**	**COURTLAND** City of ROCKFORD ★ Krause Memorial Branch	**OAKFIELD**
ALPINE Alpine ★ Township Branch	**PLAINFIELD** KDL Service and Meeting Comstock Park Center Branch ★ ★	**CANNON** Plainfield Township ★ Branch	**GRATTAN**
City of WALKER Walker Branch ★	City of GRAND RAPIDS	**GRAND RAPIDS**	**ADA** Amy Van Andel Library and Community Center ★ (Opening 2020)	**VERGENNES**

Areas highlighted in gray are outside the KDL service area and include the City of Grand Rapids, City of Cedar Springs, Solon Township, Sparta Township, the Village of Sparta, and the portion of Bowne and Caledonia Townships within the Thornapple Kellogg school district.

Lakeland Library Cooperative Service Area

Kent District Library is a member of the Lakeland Library Cooperative (LLC), a group of 42 libraries serving 1,289,566 residents. LLC customers have access, through reciprocal borrowing privileges, to over 6 million items owned by these libraries. The Lakeland Library Cooperative covers the counties shown below.

Allegan County   **Montcalm County**
Barry County   **Muskegon County**
Ionia County   **Newaygo County**
Kent County   **Ottawa County**

Affiliated counties include Gratiot, Mecosta and Oceana.

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

The state of Michigan is divided into cooperatives for the purpose of the distribution of state aid. The LLC receives a portion of Kent District Library's share of state aid. State aid was appropriated by the state legislature on a basis of $0.3666 per capita in 2018. State aid funds underwrite Cooperative functions such as the inter-loan delivery system and the Cooperative's shared integrated library system. Member libraries also pay additional fees for cooperative services. The Lakeland Library Cooperative's annual budget for FY 2017-18 was $1,308,996.

Governance & Organizational Structure
Board of Trustees

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

Governance Structure and Organization
Leadership Team
(As of June 2019)

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

Lance Werner
Library Director

Kurt Stevens
Director of Information Technology

Lindsey Dorfman
Director of Branch Services

Carrie Wilson
Director of Library Services

Laura Powers
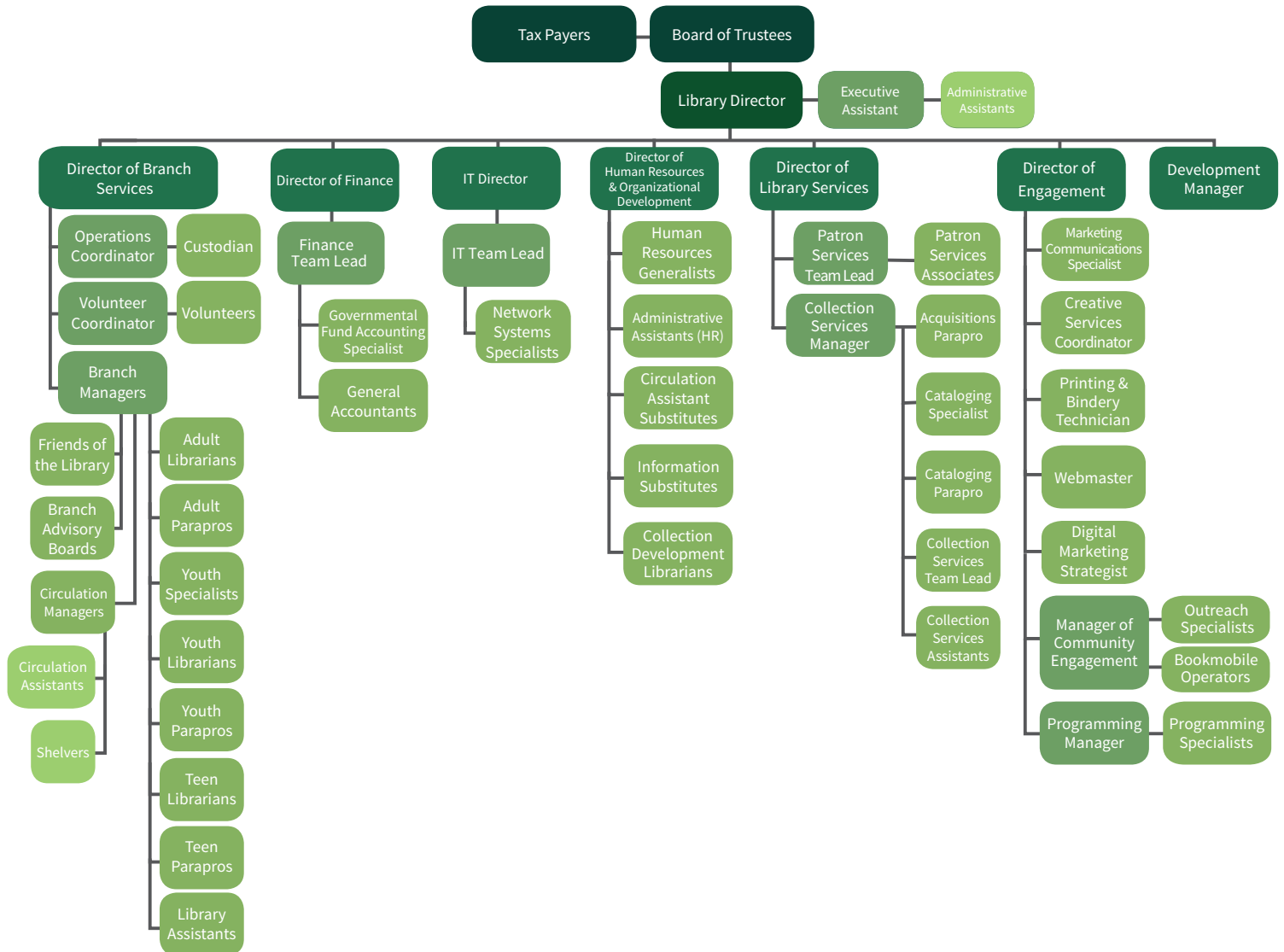**Director of Finance**
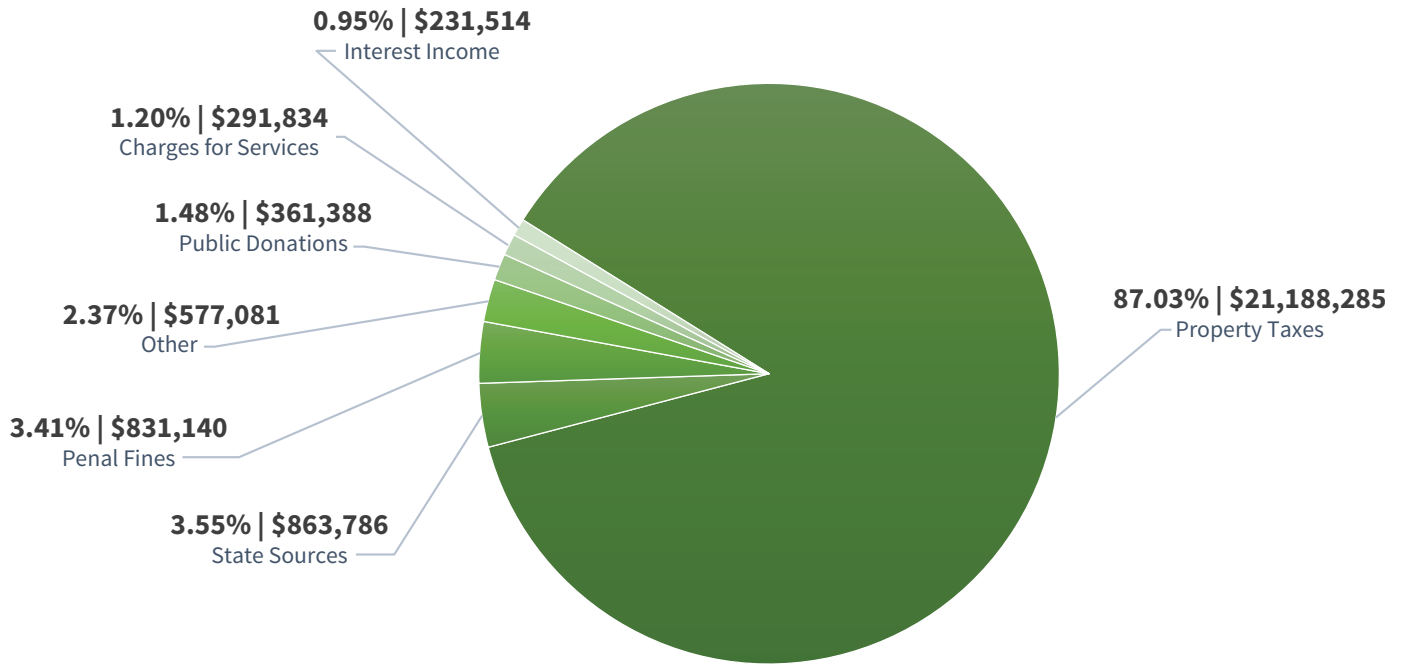
Randall Goble
Director of Engagement

Brian Mortimore
Director of Human Resources & Organizational Development

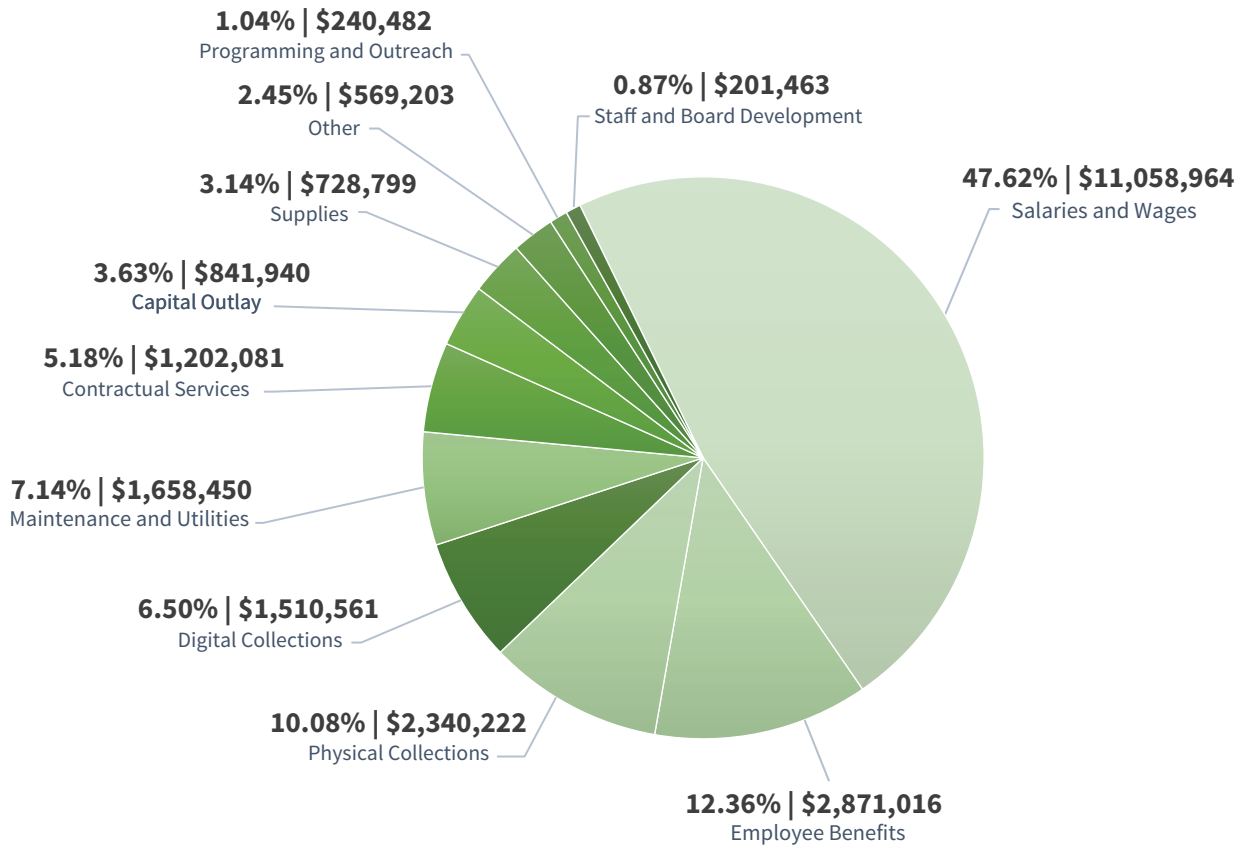# Kent District Library Organizational Chart

(As of June 2019)

- Tax Payers
- Board of Trustees
  - Library Director
    - Executive Assistant
    - Administrative Assistants
    - **Director of Branch Services**
      - Operations Coordinator
      - Custodian
      - Volunteer Coordinator
      - Volunteers
      - Branch Managers
        - Friends of the Library
        - Branch Advisory Boards
        - Circulation Managers
          - Circulation Assistants
          - Shelvers
        - Adult Librarians
        - Adult Parapros
        - Youth Specialists
        - Youth Librarians
        - Youth Parapros
        - Teen Librarians
        - Teen Parapros
        - Library Assistants
    - **Director of Finance**
      - Finance Team Lead
        - Governmental Fund Accounting Specialist
        - General Accountants
    - **IT Director**
      - IT Team Lead
        - Network Systems Specialists
    - **Director of Human Resources & Organizational Development**
      - Human Resources Generalists
      - Administrative Assistants (HR)
      - Circulation Assistant Substitutes
      - Information Substitutes
      - Collection Development Librarians
    - **Director of Library Services**
      - Patron Services Team Lead
        - Patron Services Associates
      - Collection Services Manager
        - Acquisitions Parapro
        - Cataloging Specialist
        - Cataloging Parapro
        - Collection Services Team Lead
        - Collection Services Assistants
    - **Director of Engagement**
      - Marketing Communications Specialist
      - Creative Services Coordinator
      - Printing & Bindery Technician
      - Webmaster
      - Digital Marketing Strategist
      - Manager of Community Engagement
        - Outreach Specialists
        - Bookmobile Operators
      - Programming Manager
        - Programming Specialists
    - **Development Manager**

Summary of Financial Information (Operating Fund) | 2018

REVENUE

0.95% | $231,514
Interest Income

1.20% | $291,834
Charges for Services

1.48% | $361,388
Public Donations

2.37% | $577,081
Other

3.41% | $831,140
Penal Fines

3.55% | $863,786
State Sources

87.03% | $21,188,285
Property Taxes

REVENUE	
Property Taxes	**$21,188,285**
State Sources	**$863,786**
Penal Fines	**$831,140**
Other	**$577,081**
Public Donations	**$361,388**
Charges for Services	**$291,834**
Interest Income	**$231,514**
TOTAL REVENUE	**$24,345,028**

EXPENDITURES

1.04% | $240,482
Programming and Outreach

2.45% | $569,203
Other

3.14% | $728,799
Supplies

3.63% | $841,940
Capital Outlay

5.18% | $1,202,081
Contractual Services

7.14% | $1,658,450
Maintenance and Utilities

6.50% | $1,510,561
Digital Collections

10.08% | $2,340,222
Physical Collections

0.87% | $201,463
Staff and Board Development

47.62% | $11,058,964
Salaries and Wages

12.36% | $2,871,016
Employee Benefits

EXPENDITURES	
Salaries and Wages	$11,058,964
Employee Benefits	$2,871,016
Physical Collections	$2,340,222
Digital Collections	$1,510,561
Maintenance and Utilities	$1,658,450
Contractual Services	$1,202,081
Capital Outlay	$841,940
Supplies	$728,799
Other	$569,203
Programming and Outreach	$240,482
Staff and Board Development	$201,463
TOTAL EXPENDITURES	$23,223,181

Statistical Trends | 2018

KDL Total Expenditures ($)

Year	Amount
2018	23,223,181
2017	20,920,042
2016	20,921,640
2015	20,837,506
2014	14,760,553
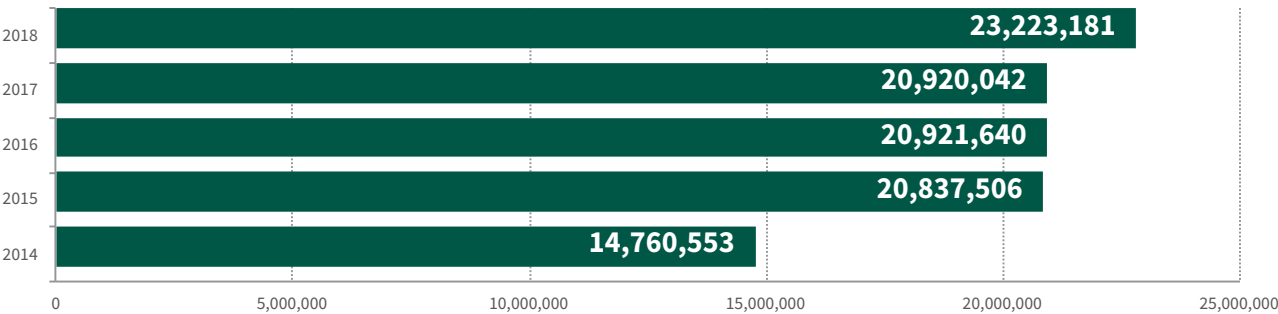
KDL Total Physical and Digital Circulation

Year	Physical	Digital
2018	6,786,687	1,207,021
2017	7,106,317	1,290,761
2016	7,075,976	1,215,187
2015	5,119,121	1,097,359
2014	5,155,161	569,039

■ Physical　■ Digital

KDL Collection Items

Year	Physical Collection	Digital Collection
2018	908,790	120,852
2017	916,569	110,671
2016	923,521	102,059
2015	926,280	88,891
2014	908,008	58,772

■ Physical Collection　■ Digital Collection

KDL Cardholders

Year	Cardholders
2018	163,780
2017*	203,960
2016	258,338
2015	240,291
2014	245,899

0   50,000   100,000   150,000   200,000   250,000   300,000

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

People Served

Year	Library Visits	Outreach
2018	2,702,377	122,698
2017	2,663,220	114,286
2016	2,656,958	112,122
2015	2,805,556	108,927
2014	2,667,808	

0   1,000,000   2,000,000   3,000,000   4,000,000

■ Library Visits   ■ Outreach

KDL Online Visits

Year	kdl.org	KDL Catalog	What's Next (Books in Series)
2018	1,394,544	1,090,877	721,236
2017	1,406,910	1,118,861	719,114
2016	1,610,795	1,192,379	777,532
2015	1,616,201	313,113	835,505
2014	1,692,912		872,253

0   500,000   1,000,000   1,500,000   2,000,000   2,500,000   3,000,000   3,500,000   4,000,000

■ kdl.org   ■ KDL Catalog   ■ What's Next (Books in Series)

Statistical Trends | 2018 (cont'd)

Public PC vs. Wireless Log-ins

Year	Public PC	Wireless
2018	375,297	846,525
2017	362,668	739,337
2016	378,268	650,833
2015	289,939	477,587
2014	308,188	412,665

■ Public PC ■ Wireless

KDL Program Attendees

Year	Attendees
2018	295,921
2017	264,291
2016	253,899
2015	259,560
2014	181,935

Programs

Year	Programs
2018	7,005
2017	6,556
2016	6,824
2015	6,619
2014	5,132

KDL Reference Questions

Year	Value
2018*	491,332
2017	739,999
2016	760,160
2015	799,799
2014	776,376
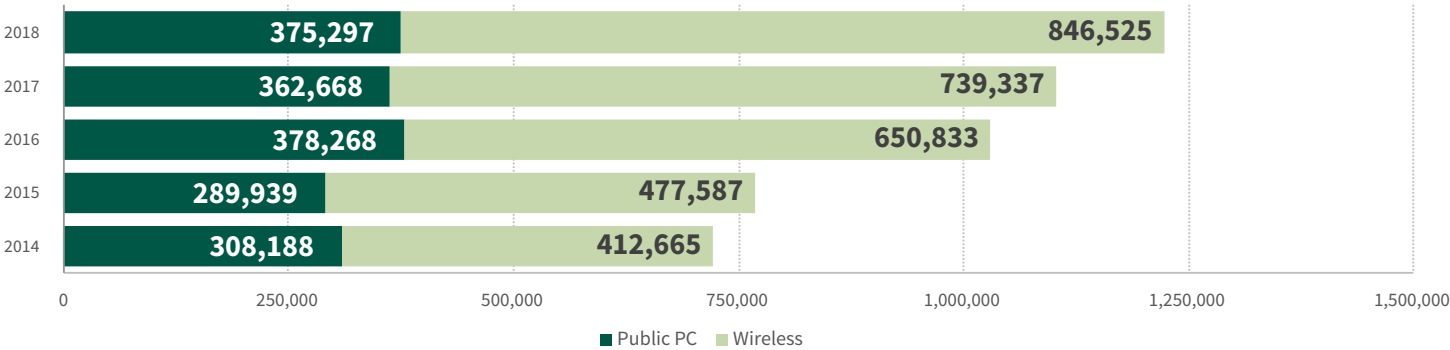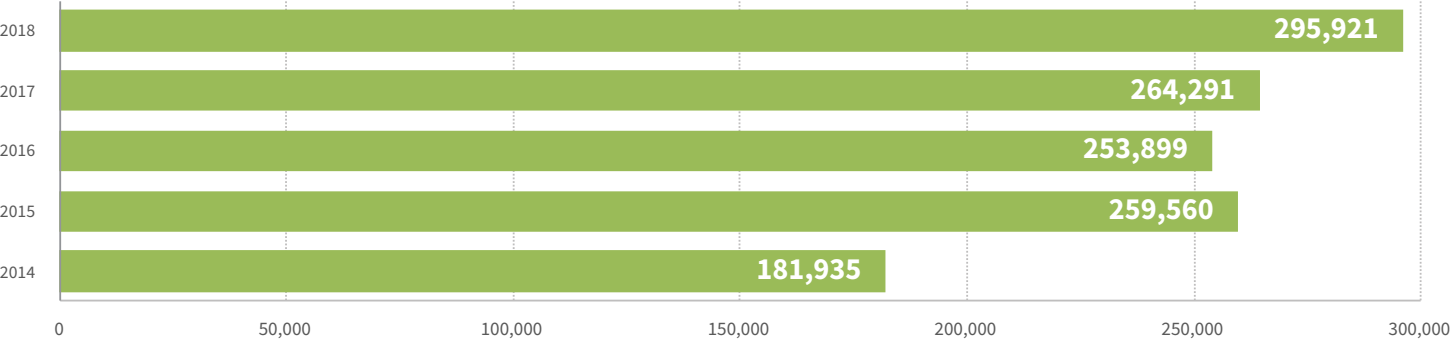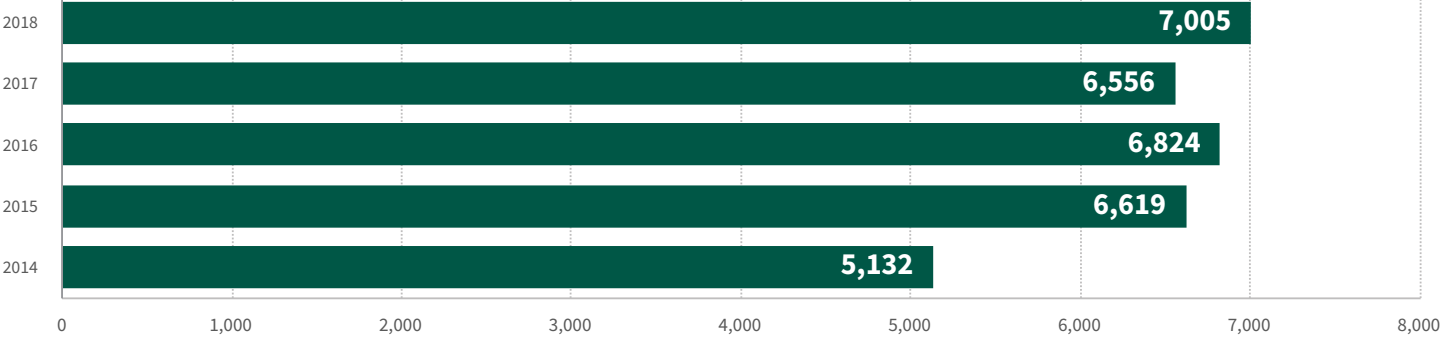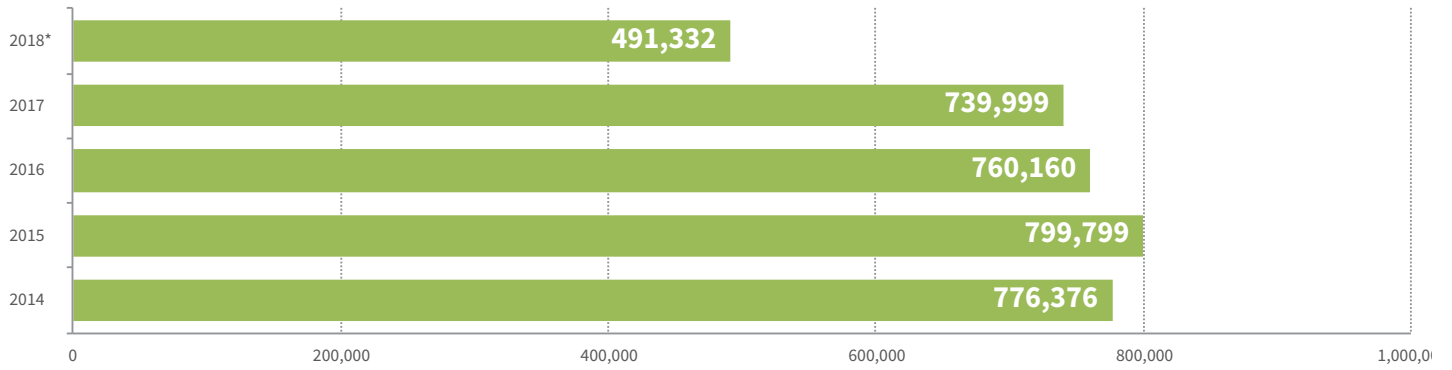
* In 2018, the way reference questions were recorded and tracked was changed.

KDL Staff Positions (FTEs)

Year	Value
2018	229
2017	225
2016	221
2015	212
2014	199
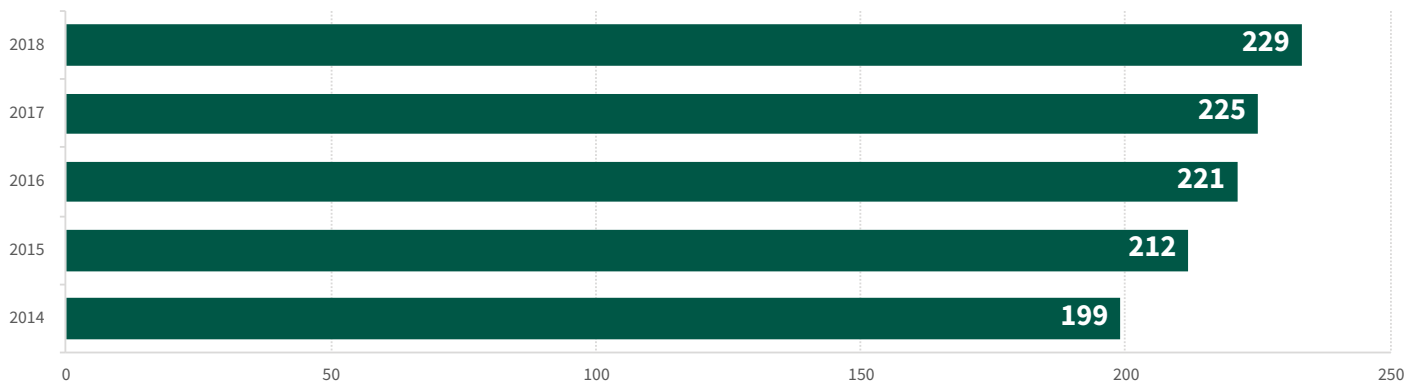
Statistical Information | 2018

Circulation	2018	2017
Adult Fiction	895,909	923,322
Adult Non-Fiction	559,540	566,807
Audiobooks	207,881	234,749
Book Club in a Bag	960	868
DVDs and Blu-ray	1,579,591	1,799,696
International Language	28,014	26,969
Juvenile Fiction	2,168,046	2,183,267
Juvenile Non-Fiction	384,063	375,711
Large Print	80,179	78,173
LBPH (Library for the Blind and Physically Handicapped)	72,741	74,419
Local Indie	1,785	2,735
MeLCat (Inter-Library Loan)	45,509	34,097
Miscellaneous	25,863	19,386
Music CDs	155,476	193,109
Periodicals	143,824	158,524
Reference	6,588	9,474
Rotating Display Items	52,036	47,531
Teen Fiction	272,565	276,933
Teen Non-Fiction	11,521	11,236
Video Games	94,596	89,311
Total Physical Circulation	**6,786,687**	**7,106,317**

Digital Downloads		
eAudiobooks	339,944	301,592
eBooks	553,114	639,538
eMagazines	37,668	31,531
eMovies	19,138	16,316
eMusic	257,078	301,358
eVideogames	79	426
Total Digital Circulation	**1,207,021**	**1,290,761**
Total Circulation	**7,993,708**	**8,397,078**

Collection	2018	2017
Audio (Audiobooks and Music CDs)	74,113	76,401
Books	720,091	724,625
Braille Items	338	334
Kits	357	322
Miscellaneous Items	1,541	1,131
Periodicals	24,601	29,821
Videos (DVDs and Blu-ray)	78,422	75,221
Video Games	9,327	8,714
Total physical items in the library collection at year-end	**908,790**	**916,569**
Digital Collection		
Electronic Audiobooks (eAudiobooks)	29,246	23,580
Electronic Books (eBooks)	91,606	87,091
Total digital items in the library collection at year-end	**120,852**	**110,671**
Periodical Subscriptions	1,905	1,776
Licensed Databases – Local	25	34
Licensed Databases – State	61	40
Licensed Databases – Total	86	74
MeLCat (Inter-Library Loan)		
MeLCat Items Borrowed by KDL from Other Libraries	32,562	30,170
MeLCat Items Loaned by KDL to Other Libraries	31,407	28,967
Human Resources		
Number of MLS Librarians	71	70
Full-time Equivalent of MLS Librarians	64	62
Number of Non-MLS Librarians	1	3
Full-time Equivalent of Non-MLS Librarians	1	3
Number of Other Paid Staff	243	238
Full-time Equivalent of Other Paid Staff	165	157
Total Number of Staff	315	311
Total Full-Time Equivalents (FTEs)	229	225
Total Hours Per Week Worked by MLS Librarians	2,552	2,494
Total Hours Per Week Worked by All Staff	9,177	8,907
Staff Training Hours	3,854	5,331

Patron Services: Centralized Phone Center			**2018**		**2017**
Phone Calls	Type	Quantity	% of Total	Quantity	% of Total
	Branch Hours/Hang Up/Other	34,715	46%	32,143	40%
	Circulation	17,512	23%	23,014	28%
	Reference	9,818	13%	12,318	15%
	Transfers to Branch Staff	6,181	8%	7,375	9%
	General Information	3,937	5%	2,195	3%
	Programming	1,859	2%	2,376	3%
	eResources	1,727	2%	1,109	1%
	Staff Support	223	1%	578	1%
	Total	**75,972**		**81,108**	
	Percentage of Calls Handled (i.e., Not Transferred to Branch Staff)	**92%**			**91%**

	Type	Quantity	% of Total	Quantity	% of Total
AskKDL (Online Forms and Email Inquiries)	Circulation	12,124	80%	2,682	51%
	Reference	1,312	8%	547	10%
	eResources	1,211	8%	221	4%
	Staff Assistance	226	2%	36	1%
	General Information	129	1%	1,491	29%
	User Feedback	73	1%	239	5%
	Total	**15,075**		**5,216**	
LibChat		**1,142**		1,078	
Online Reference	**Total**	**16,217**		6,294	

Library for the Blind and Physically Handicapped (LBPH)			
Number of Registered Patrons	**1,077**		977
Total Circulation	**72,741**		74,419

Programs	2018		2017	
Type	Events	Participants	Events	Participants
Outreach (Tours, Workshops, etc.)	**1,948**	**122,698**	1,947	114,286
Programs for Young Children	**2,673**	**80,672**	2,507	79,456
Programs for School-Age Children	**588**	**20,821**	539	18,618
Programs for Teens	**398**	**7,807**	317	6,899
Programs for Adults	**984**	**11,624**	856	10,873
Programs for All Ages	**414**	**52,299**	390	34,159
Total	**7,005**	**295,921**	**6,556**	**264,291**

Summer Reading Program Completers	2018	2017
Babies (Ages 0 – 24 mo)	**875**	793
Youth (Ages 2 – 10 yrs)	**10,353**	9,042
Teen (Ages 11 – 17 yrs)	**3,211**	2,620
Adult (Ages 18 and Older)	**3,698**	3,014
Total	**18,137**	**15,469**

Technology		
Computers for Staff	**260**	230
Computers for Public	**275**	249
Patron Log-ins to Public Computers	**375,297**	362,668
Patron Log-ins to Wireless Network	**846,525**	739,337
Self Check-Out Units	**45**	41
Self Check-In Units	**15**	14
Most Concurrent Patrons Using the Wireless Network	**2,156**	2,942

Volunteers		
Adults	**296**	170
Teens	**356**	401
Hours, Adults	**5,277**	650
Hours, Teens	**5,794**	5,774

Statistical Information (cont'd) | 2018

Website	2018	2017
Visits to KDL.org	1,394,544	1,406,910
Visits to KDL Catalog (catalog.kdl.org)	1,090,877	1,118,861
Visits to What's Next?: Books in Series Site	721,218	719,114
Visits to KDL Databases	62,883	78,539
Ask KDL (Online Form and Email Inquiries Handled)	15,075	5,216
LibChat (Online Chat Sessions)	1,142	1,078
Personalized Picks Lists Created	415	615
Blog Posts	153	144
Percentage of Visits from Mobile Devices	50%	44%
eNewsletter Subscribers	93,299	82,263

Annual Counts		
Library Visits	2,702,377	2,663,220
Outreach Attendance	122,698	114,286
Population of Service Area (2010 U.S. Census)	395,660	395,660
Cardholders (Library Registrations)	163,780	203,960
Information Requests/Computer Assistance	491,332	739,999
Total Annual Open Hours	51,287	49,851
Total Weekly Public Service Hours	1,044.5	996

Per Capita Measures		
Circulation Per Capita	20.20	21.22
Circulation Per Registered Borrower	48.81	36.50
Collection Turnover Rate (i.e., Circulation/Collection)	7.76	8.17
Expenditure Per Capita	$58.69	$52.87
Holdings Per Capita	2.60	2.59
Program Attendance Per Capita	.75	.67
Public Internet Use Per Capita (PC & Wireless Log-ins)	3.09	2.78
Reference Transactions Per Capita	1.24	1.87
Registration as a Percentage of Population	41.39%	51.55%
Visits Per Capita (In Person)	6.83	6.73
Visits Per Capita (Virtual / Website)	8.10	8.73

Systemwide Overview | 2018 Statistical Information

Kent District Library Facts:

Library Director:	**Lance Werner**
Population of Service Area:	**395,660**
Physical Collection Size:	**908,790**
Digital Collection Size:	**120,852**
Public Computers:	**275**
Staff:	**229 FTEs**
Open Hours:	**1,045 hrs/wk**

Population with Library Card
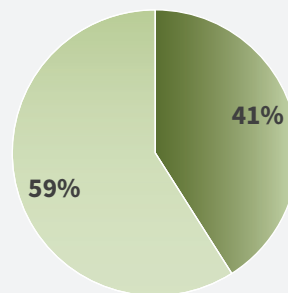
- 41% KDL Cardholders
- 59% Non-Cardholders

Total Items Checked Out
(5% decrease from 2017-2018)

- 2018: 6,786,687 | 1,207,018
- 2017: 7,106,317 | 1,290,761
- 2016: 7,075,976 | 1,215,187

■ Physical Items ■ Digital

Branch Checkouts by Resident

- 84% KDL
- 9% GRPL
- 7% LLC

Total People Served
(2% increase from 2017-2018)

- 2018: Program Attendance 173,923 | Outreach Attendance 122,698 | Library Visits 2,702,377
- 2017: Program Attendance 150,005 | Outreach Attendance 114,286 | Library Visits 2,663,220
- 2016: Program Attendance 141,777 | Outreach Attendance 112,122 | Library Visits 2,656,958

■ Program Attendance ■ Outreach Attendance ■ Library Visits
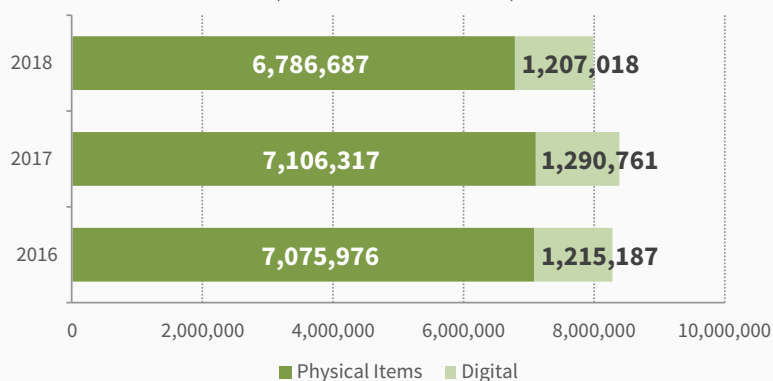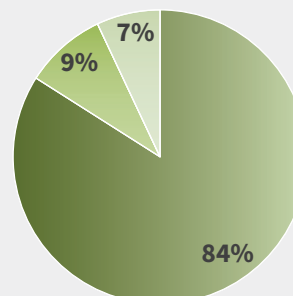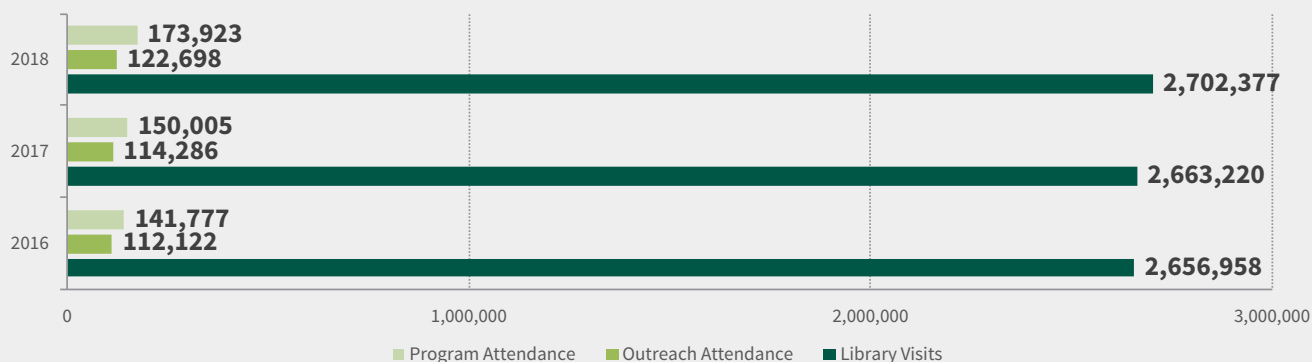
Total Branch Computer Log-Ins
(11% increase in total log-ins from 2017-2018)

- 2018: 375,297 | 846,525
- 2017: 362,668 | 739,337
- 2016: 378,268 | 650,833

■ Public Computer Log-ins ■ Wireless Log-ins
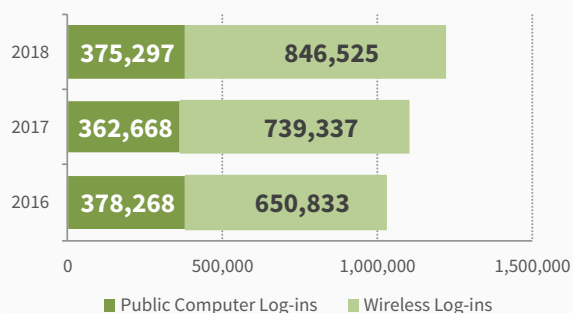
Total Summer Reading Completers
(17% increase from 2017-2018)

- 2018: 18,137
- 2017: 15,469
- 2016: 12,874
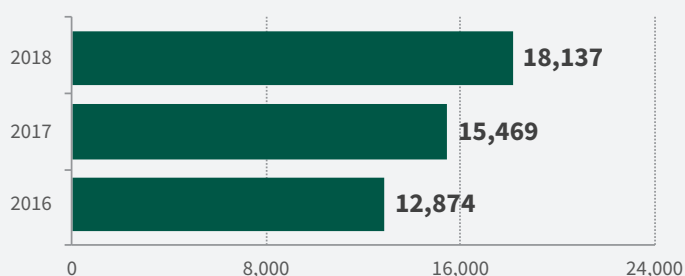
Alpine Twp. Branch | 2018 Statistical Information

Branch Facts:

Branch Manager:	**Shaunna Martz**
Population of Service Area:	**13,336**
Building Size:	**4,862 square feet**
Public Computers:	**8**
Staff:	**3.075 FTEs**
Open Hours:	**40 hrs/wk**

Population with Library Card

- 36% KDL Cardholders
- 64% Non-Cardholders
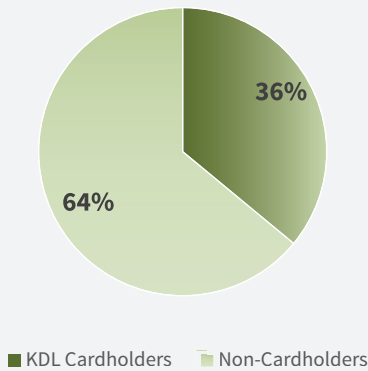
Total Items Checked Out
(25% percent decrease from 2017-2018)

Year	Physical Items	eBooks/Audiobooks
2018	66,957	10,242
2017	89,840	13,619
2016	110,061	12,728

Branch Checkouts by Resident

- 83% KDL
- 13% GRPL
- 4% LLC
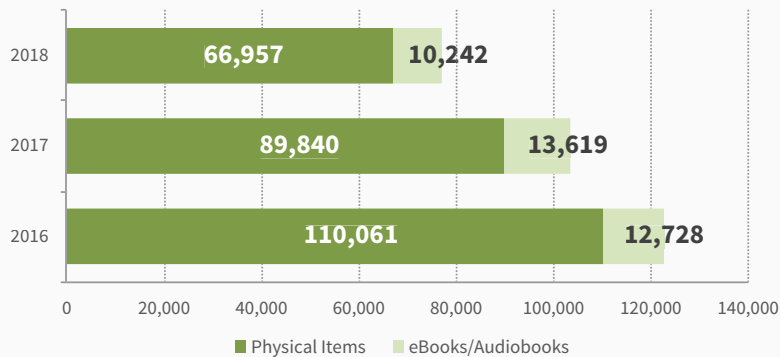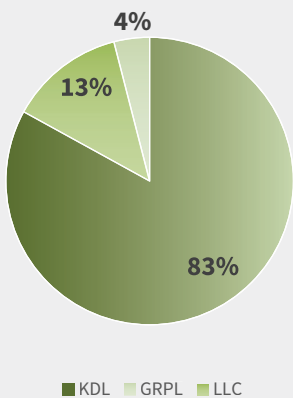
Total People Served
(13% decrease from 2017-2018)

Year	Program Attendance	Outreach Attendance	Library Visits
2018	2,055	1,252	36,507
2017	1,747	942	43,131
2016	1,323	1,486	45,135
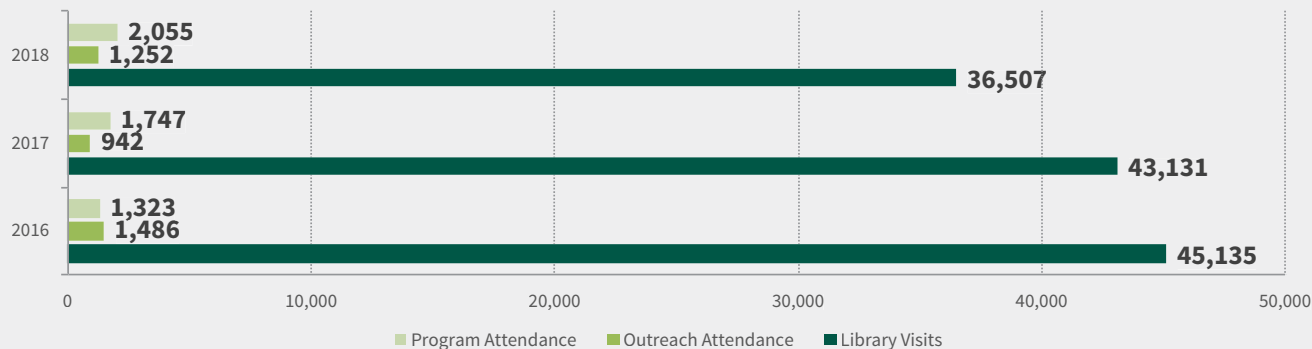
Total Branch Computer Log-Ins
(31% increase in total log-ins from 2017-2018)

Year	Public Computer Log-ins	Wireless Log-ins
2018	4,917	17,268
2017	5,161	11,746
2016	5,471	9,124

Total Summer Reading Completers
(16% increase from 2017-2018)
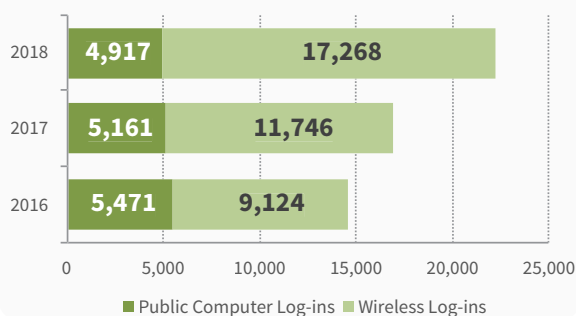
Year	Completers
2018	241
2017	208
2016	183
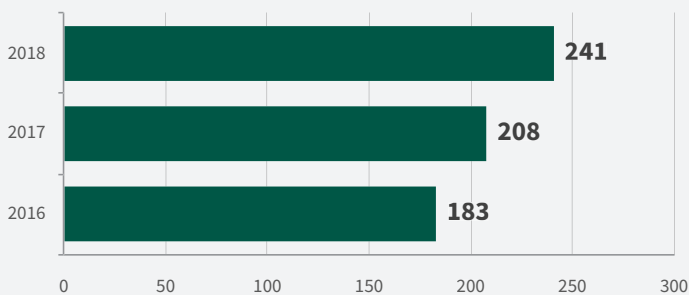
Alto Branch | 2018 Statistical Information

Branch Facts:

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

Population with Library Card
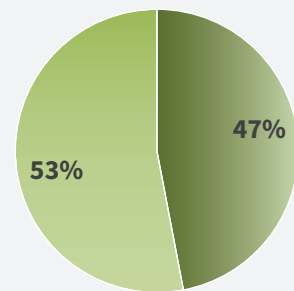
- 47% KDL Cardholders
- 53% Non-Cardholders
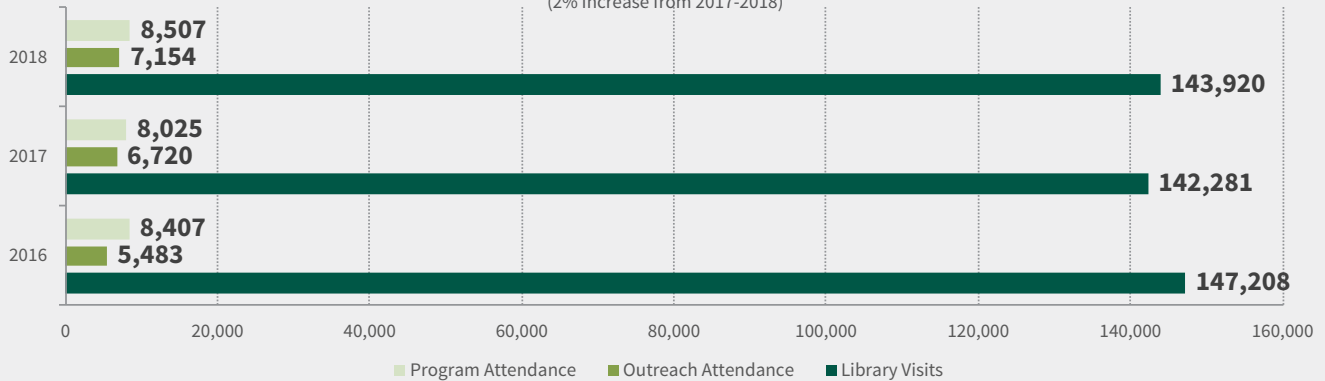
Total Items Checked Out
(3% decrease from 2017-2018)

Year	Physical Items	eBooks/Audiobooks
2018	42,966	5,479
2017	43,678	6,339
2016	46,401	6,462

Branch Checkouts by Resident

- 89% KDL
- 10% GRPL
- 1% LLC

Total People Served
(7% increase from 2017-2018)

Year	Program Attendance	Outreach Attendance	Library Visits
2018	2,531	2,310	18,707
2017	2,304	1,580	18,044
2016	1,823	1,406	18,583
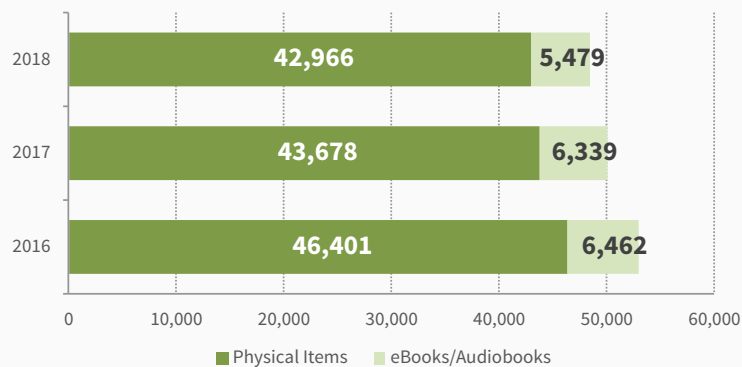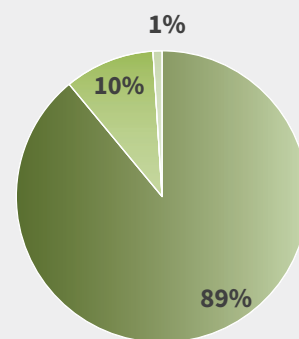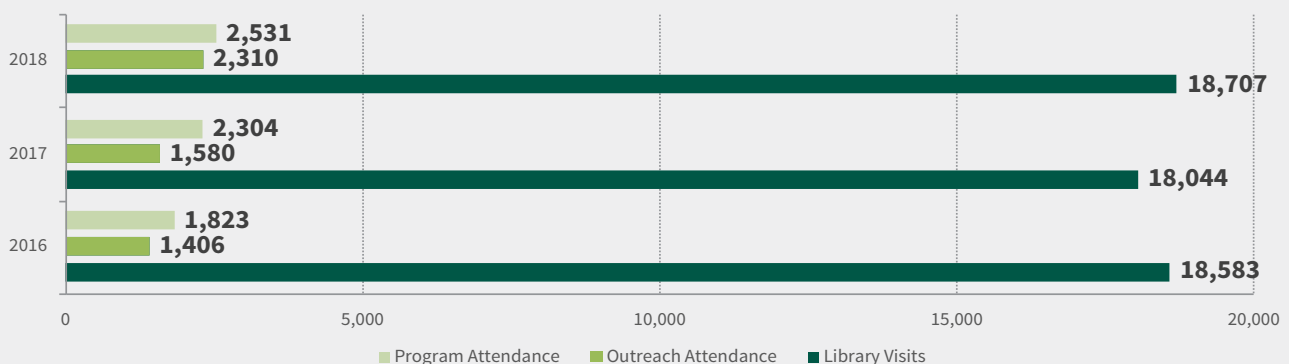
Total Branch Computer Log-Ins
(12% increase from 2017-2018)

Year	Public Computer Log-ins	Wireless Log-ins
2018	1,095	7,592
2017	1,018	6,706
2016	1,152	5,918
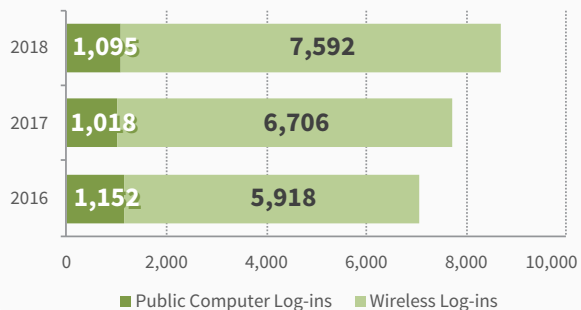
Total Summer Reading Completers
(32% increase from 2017-2018)

Year	Completers
2018	143
2017	108
2016	123
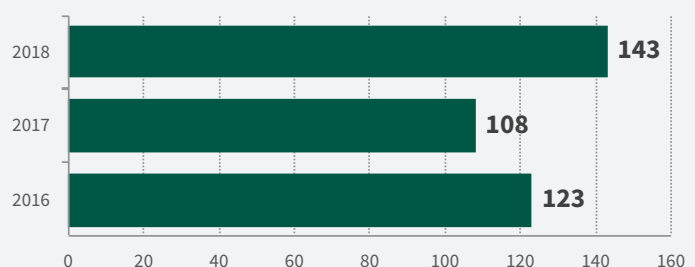
Bookmobile | 2018 Statistical Information

Bookmobile Facts:

Community Engagement Manager:	**Sara Proano**
Population of Service Area:	**395,660** (Kent County)
Vehicle Size:	**306 square feet**
Public Computers:	**0**
Staff:	**1.475 FTEs**
Open Hours:	**Varies**

Note: The KDL Bookmobile began service in October 2018.

Population with Library Card
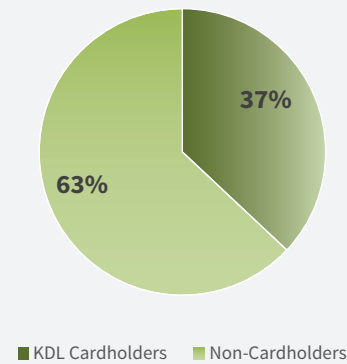
37%

63%

- KDL Cardholders
- Non-Cardholders

Total Items Checked Out

2018: **3,585**

(axis: 0, 1,000, 2,000, 3,000, 4,000)

Branch Checkouts by Resident

9%

13%

78%

- KDL
- GRPL
- LLC

Total People Served 2018

Outreach Attendance: **245**

Bookmobile Visitors: **2,989**

(axis: 0, 500, 1,000, 1,500, 2,000, 2,500, 3,000, 3,500)
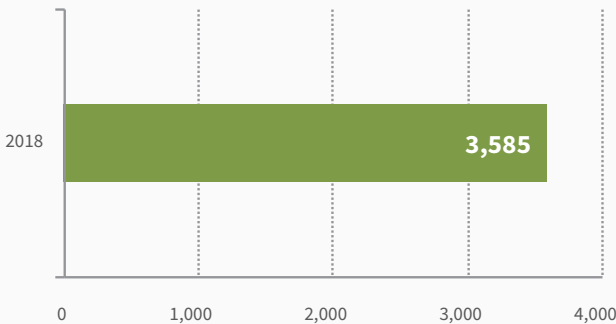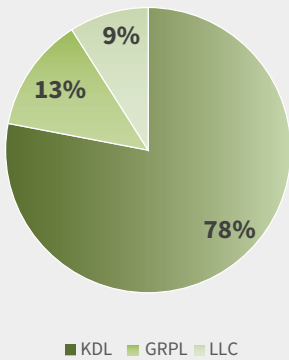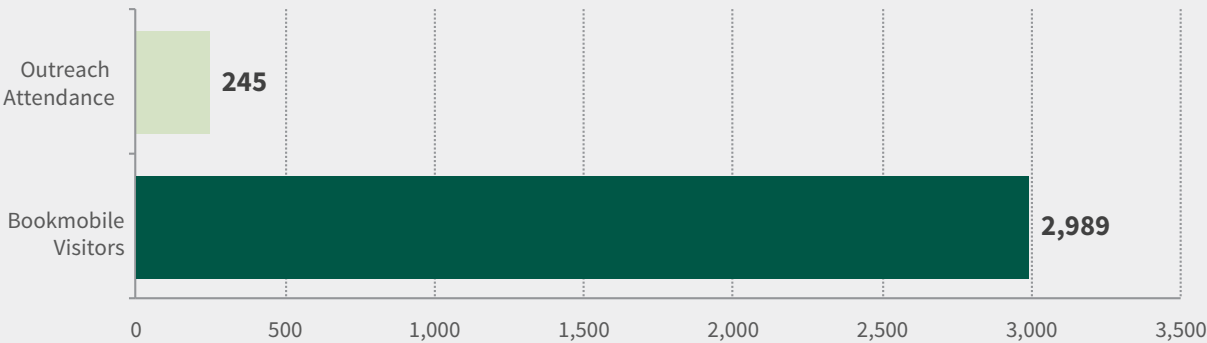
Byron Twp. Branch | 2018 Statistical Information

Branch Facts:

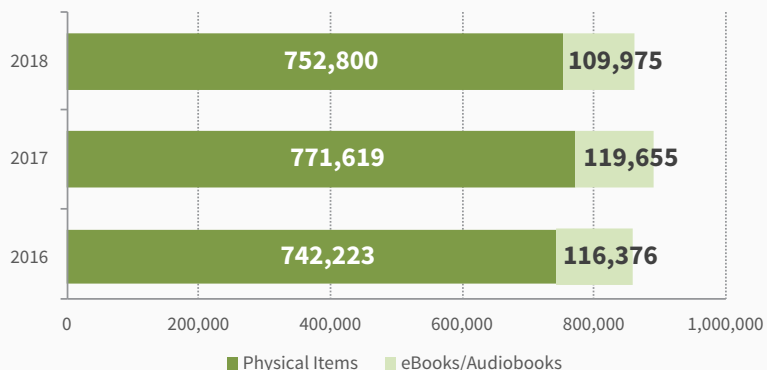|	
Branch Manager:	**Eric DeHaan**
Population of Service Area:	**20,317**
Building Size:	**13,600 square feet**
Public Computers:	**9**
Staff:	**7.95 FTEs**
Open Hours:	**54.5 hrs/wk**

Population with Library Card
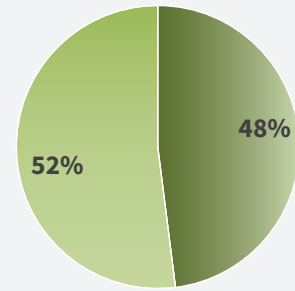
- 48% KDL Cardholders
- 52% Non-Cardholders
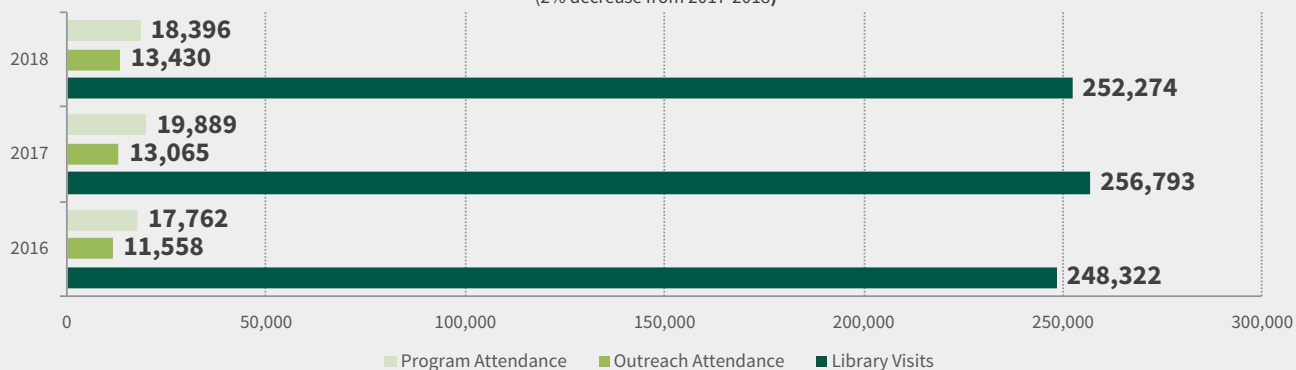
Total Items Checked Out
(1% decrease from 2017-2018)
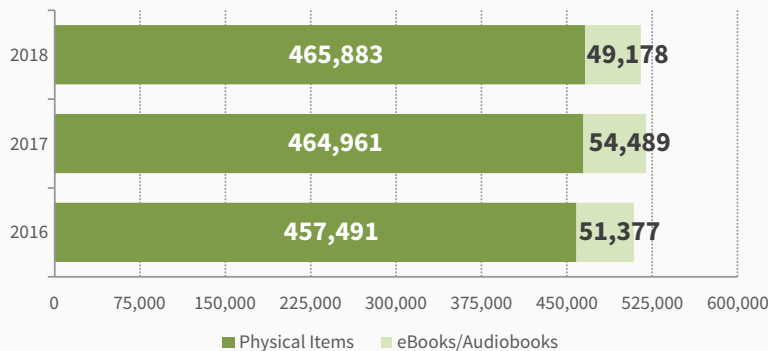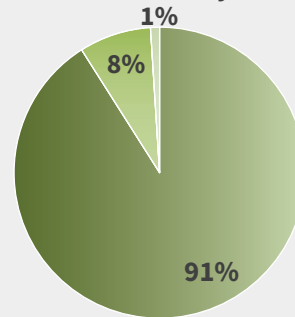
Year	Physical Items	eBooks/Audiobooks
2018	465,883	49,178
2017	464,961	54,489
2016	457,491	51,377

■ Physical Items ■ eBooks/Audiobooks

Branch Checkouts by Resident

- 91% KDL
- 8% GRPL
- 1% LLC

Total People Served
(2% increase from 2017-2018)

| Year	Program Attendance	Outreach Attendance	Library Visits
2018	8,507	7,154	143,920
2017	8,025	6,720	142,281
2016	8,407	5,483	147,208

■ Program Attendance ■ Outreach Attendance ■ Library Visits

Total Branch Computer Log-Ins
(8% increase from 2017-2018)

Year	Public Computer Log-ins	Wireless Log-ins
2018	7,646	32,690
2017	8,929	28,446
2016	10,276	25,284

■ Public Computer Log-ins ■ Wireless Log-ins
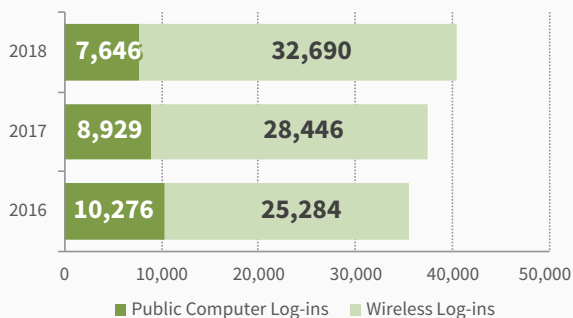
Total Summer Reading Completers
(6% increase from 2017-2018)

Year	
2018	1,778
2017	1,674
2016	1,594
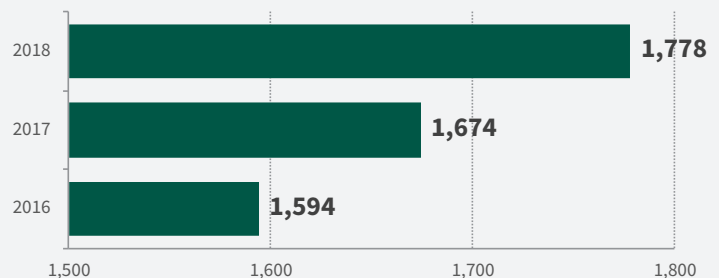
Caledonia Twp. Branch | 2018 Statistical Information

Branch Facts:

Branch Manager:	**Liz Guarino-Kozlowicz**
Population of Service Area:	**12,294**
Building Size:	**15,464 square feet**
Public Computers:	**14**
Staff:	**6.0 FTEs**
Open Hours:	**49 hrs/wk**

Population with Library Card
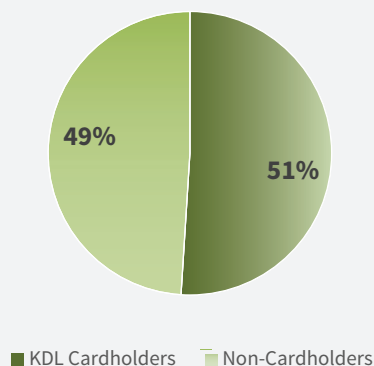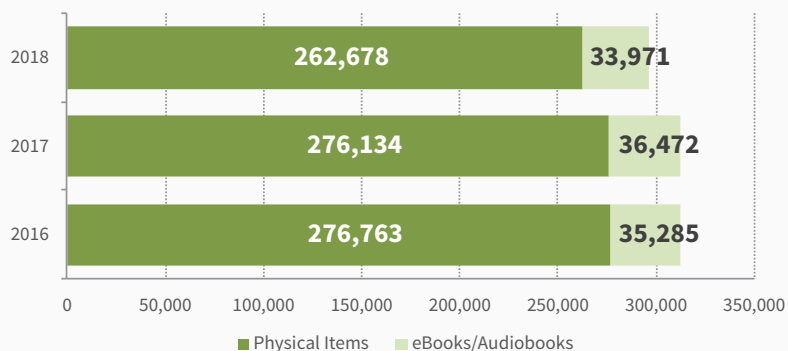
- 49% Non-Cardholders
- 51% KDL Cardholders

Legend: KDL Cardholders | Non-Cardholders

Total Items Checked Out
(5% decrease from 2017-2018)

Year	Physical Items	eBooks/Audiobooks
2018	262,678	33,971
2017	276,134	36,472
2016	276,763	35,285

Legend: Physical Items | eBooks/Audiobooks

Branch Checkouts by Resident

- 1% LLC
- 20% GRPL
- 79% KDL

Legend: KDL | GRPL | LLC

Total People Served
(4% decrease from 2017-2018)

Year	Program Attendance	Outreach Attendance	Library Visits
2018	7,678	4,817	82,349
2017	7,615	4,131	87,065
2016	6,775	2,692	87,838

Legend: Program Attendance | Outreach Attendance | Library Visits
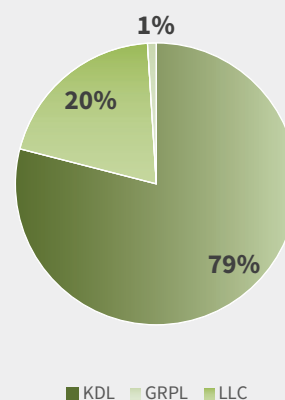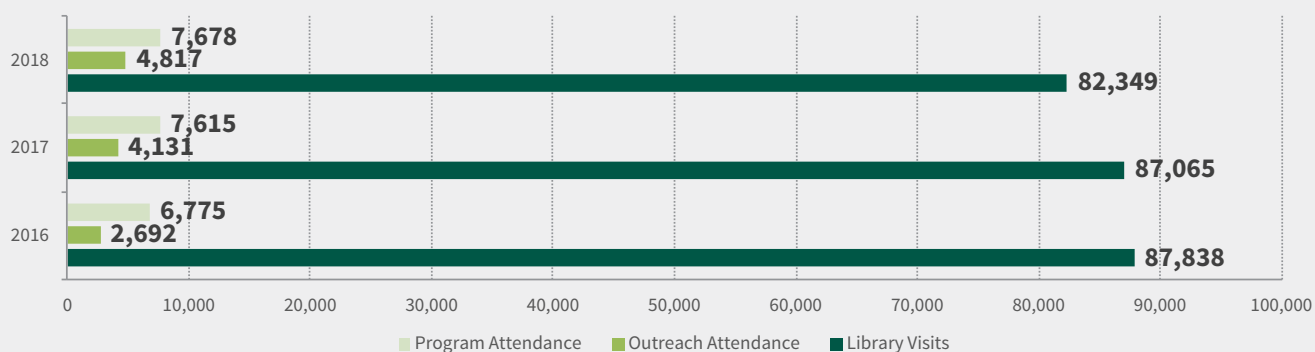
Total Branch Computer Log-Ins
(10% increase from 2017-2018)

Year	Public Computer Log-ins	Wireless Log-ins
2018	11,342	40,562
2017	9,802	37,517
2016	10,817	32,541

Legend: Public Computer Log-ins | Wireless Log-ins
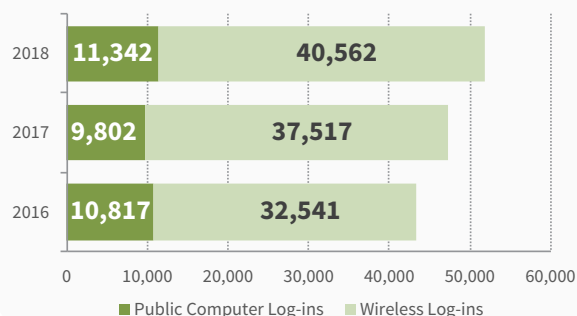
Total Summer Reading Completers
(22% increase from 2017-2018)

Year	Completers
2018	965
2017	792
2016	778
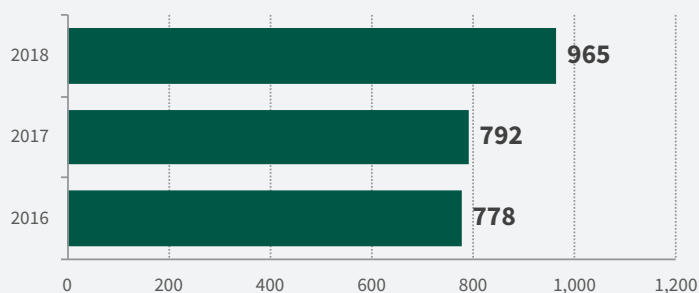
Cascade Twp. Branch | 2018 Statistical Information

Branch Facts:

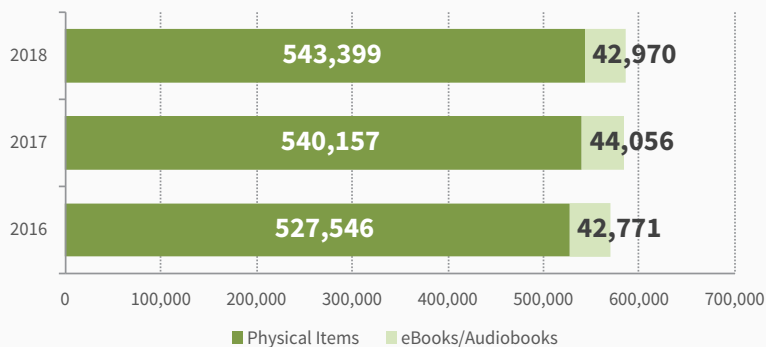|	
Branch Manager:	**Vanessa Walstra**
Population of Service Area:	**17,134**
Building Size:	**21,913 square feet**
Public Computers:	**14**
Staff:	**16.2 FTEs**
Open Hours:	**62 hrs/wk**
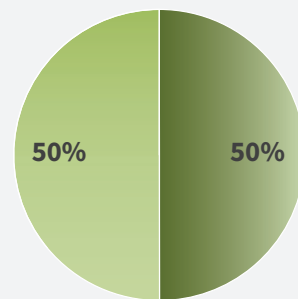
Population with Library Card

50% 50%

■ KDL Cardholders ■ Non-Cardholders
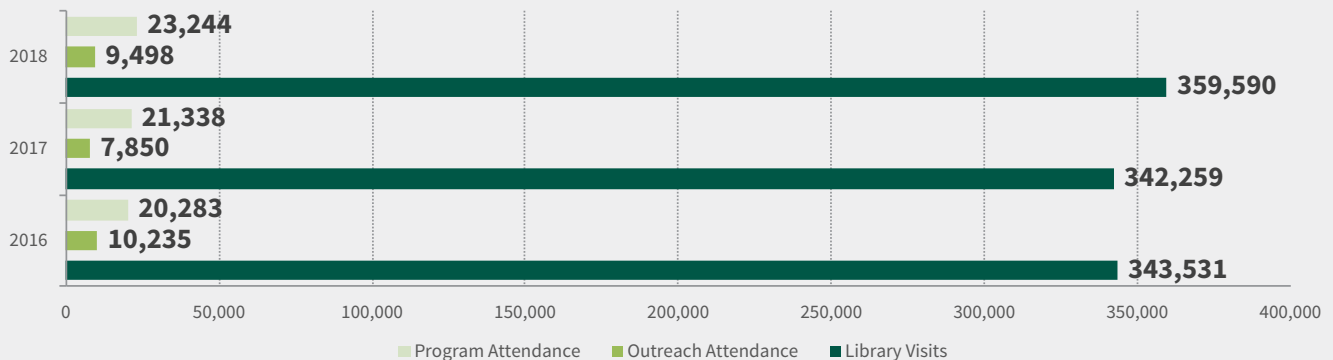
Total Items Checked Out
(3% decrease from 2017-2018)

2018: 752,800 | 109,975
2017: 771,619 | 119,655
2016: 742,223 | 116,376

■ Physical Items ■ eBooks/Audiobooks

Branch Checkouts by Resident

5% 2%
93%

■ KDL ■ GRPL ■ LLC

Total People Served
(2% decrease from 2017-2018)

2018: 18,396 | 13,430 | 252,274
2017: 19,889 | 13,065 | 256,793
2016: 17,762 | 11,558 | 248,322

■ Program Attendance ■ Outreach Attendance ■ Library Visits

Total Branch Computer Log-Ins
(7% increase from 2017-2018)

2018: 20,619 | 70,180
2017: 21,423 | 63,456
2016: 21,522 | 53,268
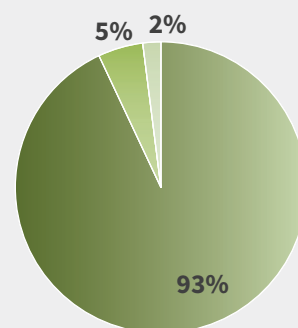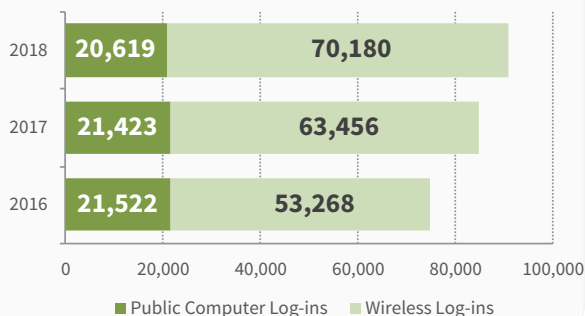
■ Public Computer Log-ins ■ Wireless Log-ins

Total Summer Reading Completers
(19% increase from 2017-2018)

2018: 1,714
2017: 1,440
2016: 971
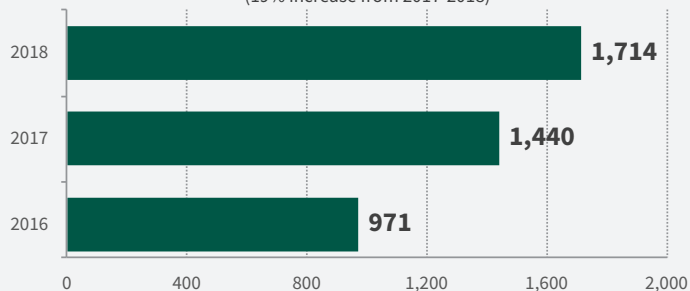
Comstock Park Branch | 2018 Statistical Information

Branch Facts:

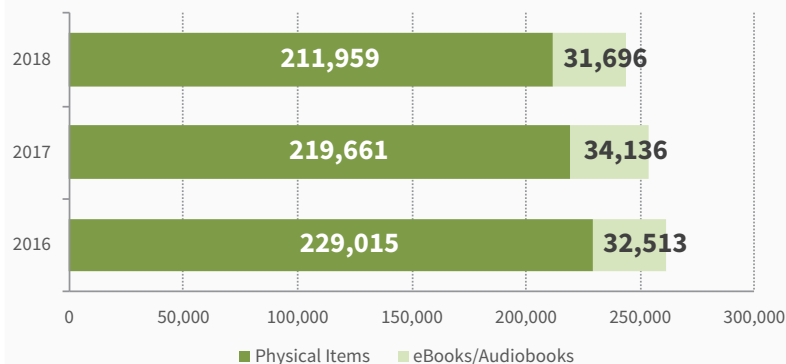|	
Branch Manager:	**Liz Knapp**
Population of Service Area:	**30,952** (Plainfield Twp.)
Building Size:	**4,095 square feet**
Public Computers:	**6**
Staff:	**4.95 FTEs**
Open Hours:	**45.5 hrs/wk**

Population with Library Card
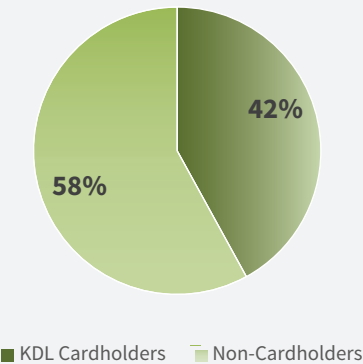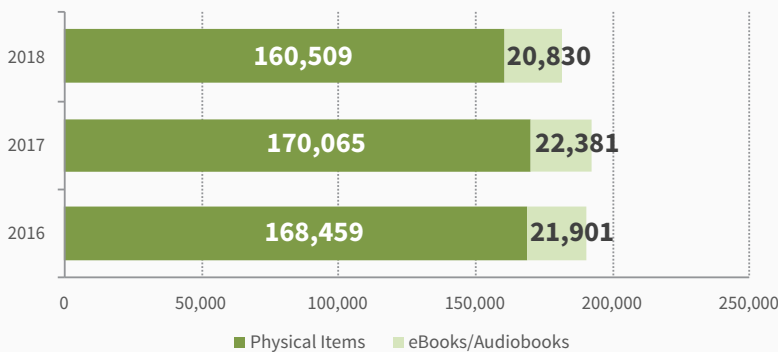
- 42% KDL Cardholders
- 58% Non-Cardholders

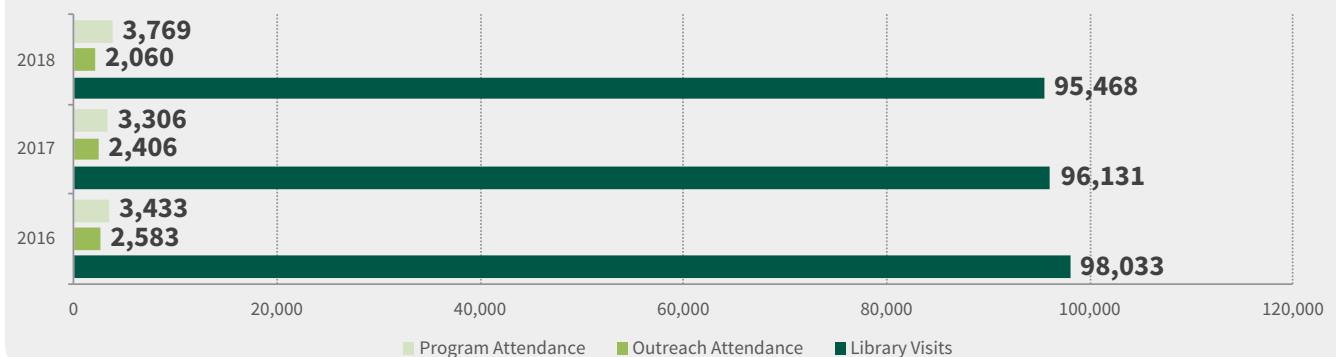### Total Items Checked Out
(6% decrease from 2017-2018)

Year	Physical Items	eBooks/Audiobooks
2018	160,509	20,830
2017	170,065	22,381
2016	168,459	21,901

Branch Checkouts by Resident

- 85% KDL
- 13% GRPL
- 2% LLC

Total People Served
(2% decrease from 2017-2018)

Year	Program Attendance	Outreach Attendance	Library Visits
2018	7,902	5,006	78,549
2017	5,516	4,933	82,720
2016	4,330	5,236	84,129
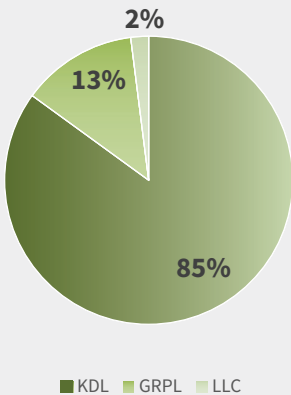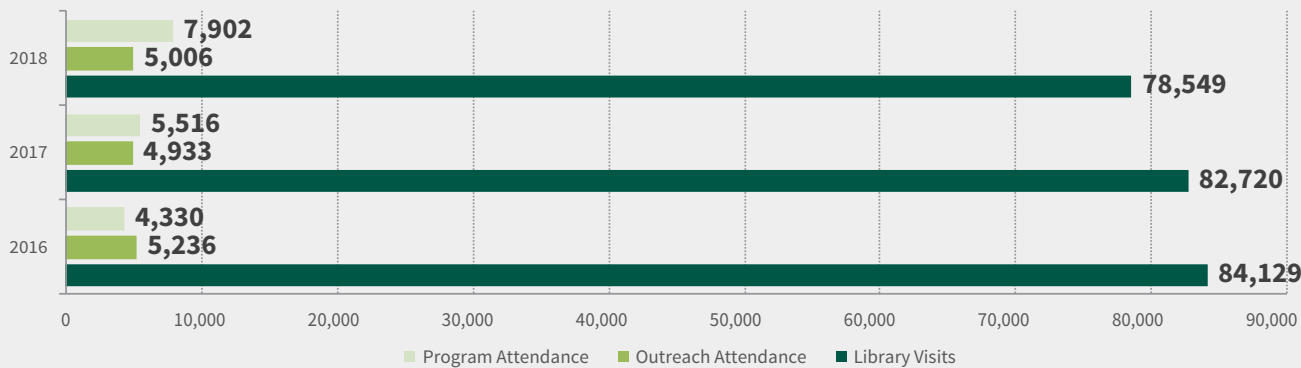
Total Branch Computer Log-Ins
(41% increase from 2017-2018)

Year	Public Computer Log-ins	Wireless Log-ins
2018	8,915	26,386
2017	7,625	17,495
2016	8,928	18,003
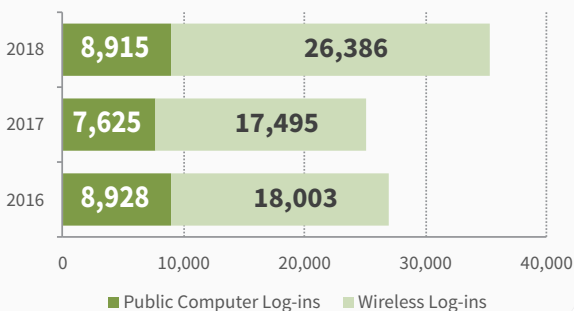
Total Summer Reading Completers
(24% increase from 2017-2018)

Year	Completers
2018	415
2017	335
2016	221
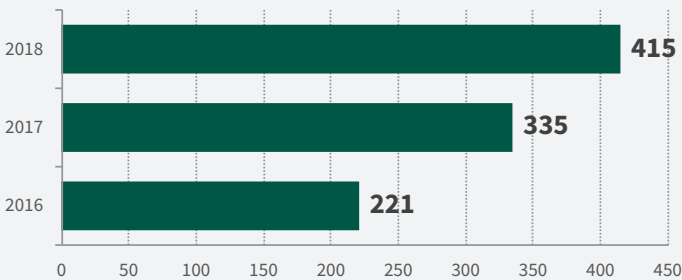
East Grand Rapids Branch | 2018 Statistical Information

Branch Facts:

Branch Manager:	**Dawn Lewis**
Population of Service Area:	**10,694**
Building Size:	**26,950 square feet**
Public Computers:	**15**
Staff:	**13.65 FTEs**
Open Hours:	**62 hrs/wk**

Population with Library Card

41% Non-Cardholders
59% KDL Cardholders
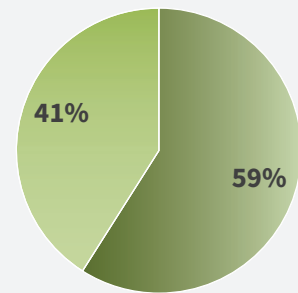
- KDL Cardholders
- Non-Cardholders

Total Items Checked Out
(0.4% increase from 2017-2018)

Year	Physical Items	eBooks/Audiobooks
2018	543,399	42,970
2017	540,157	44,056
2016	527,546	42,771

- Physical Items
- eBooks/Audiobooks

Branch Checkouts by Resident

1%
37% GRPL
62% KDL

- KDL
- GRPL
- LLC

Total People Served
(6% increase from 2017-2018)

Year	Program Attendance	Outreach Attendance	Library Visits
2018	23,244	9,498	359,590
2017	21,338	7,850	342,259
2016	20,283	10,235	343,531

- Program Attendance
- Outreach Attendance
- Library Visits
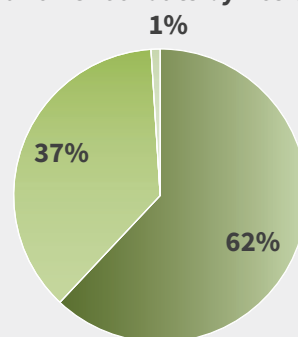
Total Branch Computer Log-Ins
(20% increase from 2017-2018)

Year	Public Computer Log-ins	Wireless Log-ins
2018	35,759	130,214
2017	29,201	108,681
2016	26,302	97,434

- Public Computer Log-ins
- Wireless Log-ins
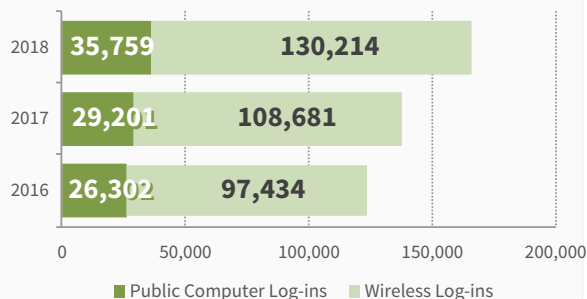
Total Summer Reading Completers
(29% increase from 2017-2018)

Year	Completers
2018	1,356
2017	1,051
2016	778
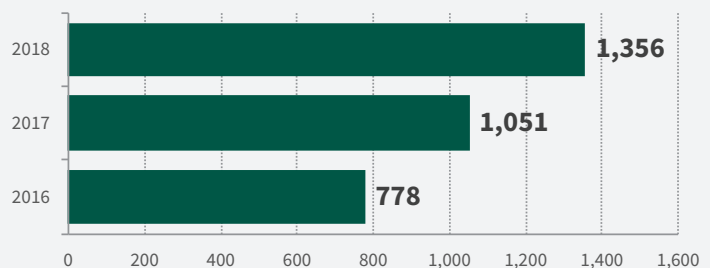
Englehardt Branch | 2018 Statistical Information

Branch Facts:

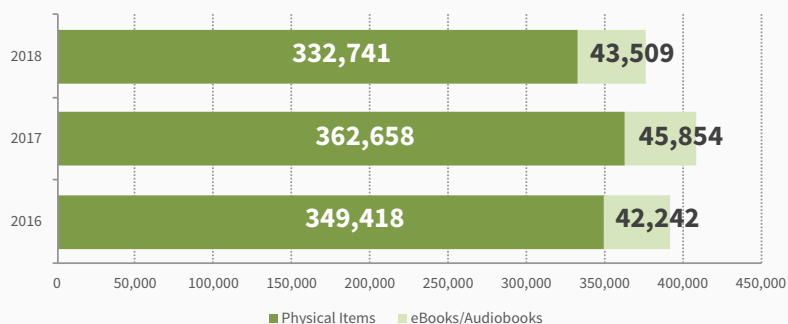|	
Branch Manager:	**Sandra Graham**
Population of Service Area:	**3,783** (City of Lowell)
Building Size:	**8,771 square feet**
Public Computers:	**8**
Staff:	**6.325 FTEs**
Open Hours:	**46.5 hrs/wk**

Population with Library Card
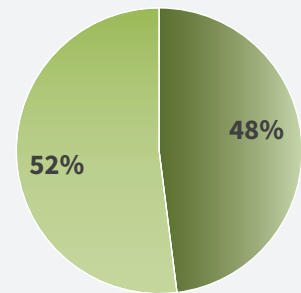
- 48% KDL Cardholders
- 52% Non-Cardholders
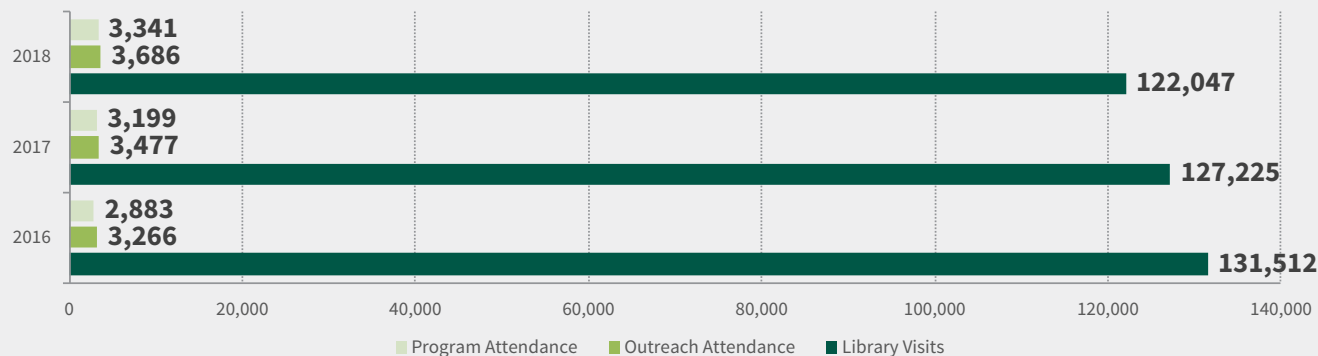
Total Items Checked Out
(4% decrease from 2017-2018)

Year	Physical Items	eBooks/Audiobooks
2018	211,959	31,696
2017	219,661	34,136
2016	229,015	32,513

Branch Checkouts by Resident

- 89% KDL
- 10% GRPL
- 1% LLC

Total People Served
(1% decrease from 2017-2018)

Year	Program Attendance	Outreach Attendance	Library Visits
2018	3,769	2,060	95,468
2017	3,306	2,406	96,131
2016	3,433	2,583	98,033

Total Branch Computer Log-Ins
(28% increase from 2017-2018)

Year	Public Computer Log-ins	Wireless Log-ins
2018	11,760	40,730
2017	11,093	29,870
2016	12,652	25,044
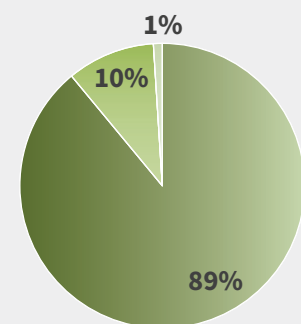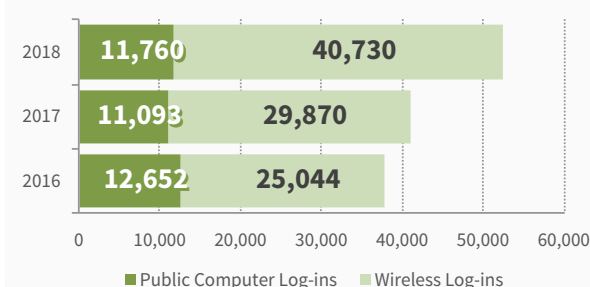
Total Summer Reading Completers
(46% increase from 2017-2018)

Year	
2018	805
2017	553
2016	659
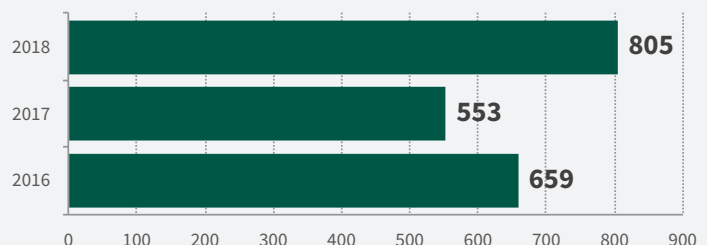
Gaines Twp. Branch | 2018 Statistical Information

Branch Facts:

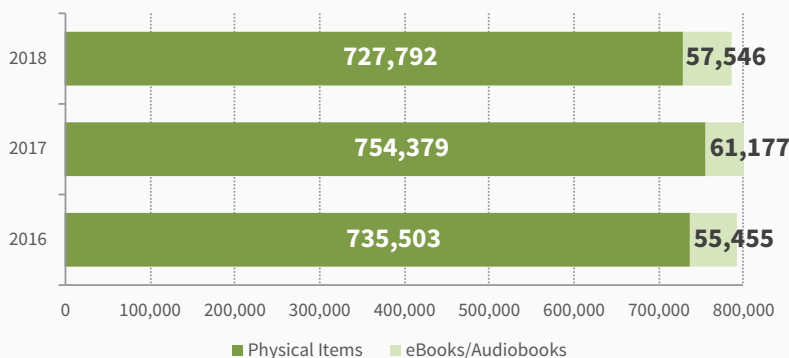|	
Branch Manager:	**Anjie Gleisner**
Population of Service Area:	**25,146**
Building Size:	**10,400 square feet**
Public Computers:	**16**
Staff:	**8.4 FTEs**
Open Hours:	**54 hrs/wk**

Population with Library Card
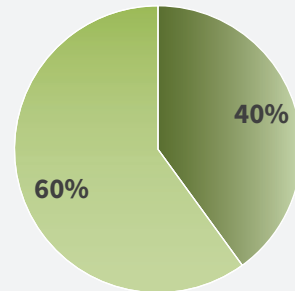
- 40% KDL Cardholders
- 60% Non-Cardholders
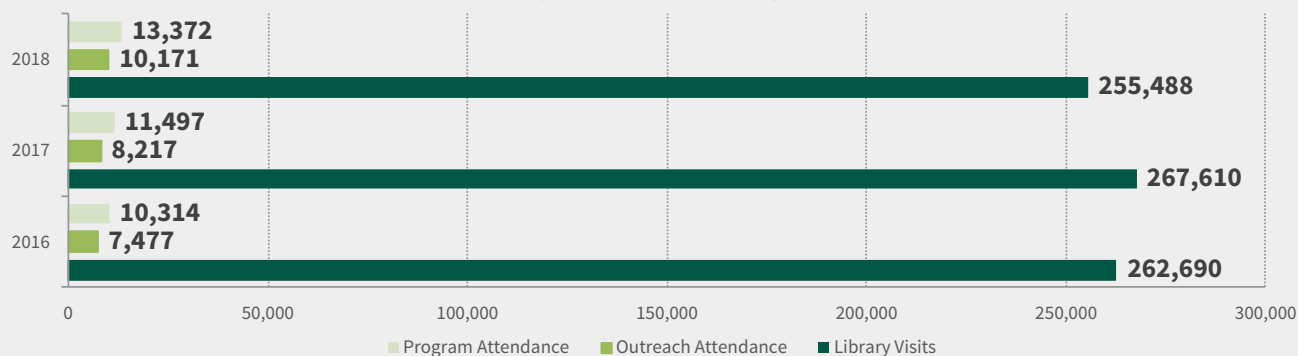
Total Items Checked Out
(8% decrease from 2017-2018)

Year	Physical Items	eBooks/Audiobooks
2018	332,741	43,509
2017	362,658	45,854
2016	349,418	42,242

Branch Checkouts by Resident

- 96% KDL
- 2% GRPL
- 2% LLC

Total People Served
(4% decrease from 2017-2018)

Year	Program Attendance	Outreach Attendance	Library Visits
2018	3,341	3,686	122,047
2017	3,199	3,477	127,225
2016	2,883	3,266	131,512
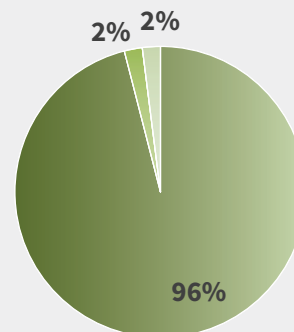
Total Branch Computer Log-Ins
(6% increase from 2017-2018)

Year	Public Computer Log-ins	Wireless Log-ins
2018	20,523	49,383
2017	22,945	42,859
2016	22,564	35,060
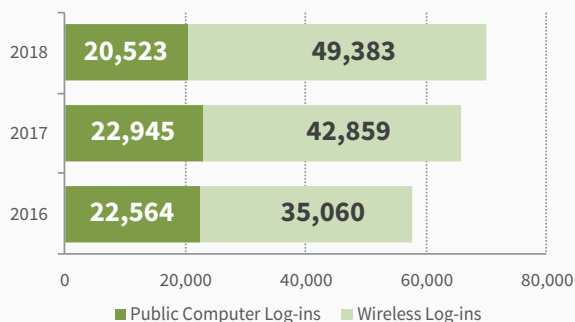
Total Summer Reading Completers
(14% increase from 2017-2018)

Year	Completers
2018	783
2017	686
2016	574
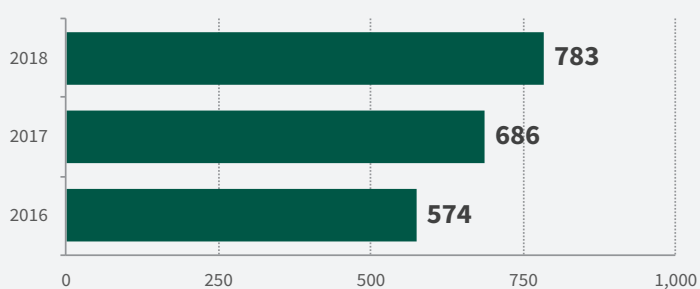
Grandville Branch | 2018 Statistical Information

Branch Facts:

Branch Manager:	**Josh Bernstein**
Population of Service Area:	**15,378**
Building Size:	**18,672 square feet**
Public Computers:	**19**
Staff:	**14.9 FTEs**
Open Hours:	**62 hrs/wk**
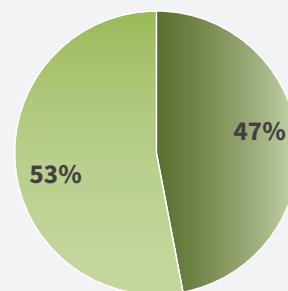
Population with Library Card

47% KDL Cardholders
53% Non-Cardholders

- KDL Cardholders
- Non-Cardholders

Total Items Checked Out
(4% decrease from 2017-2018)

Year	Physical Items	eBooks/Audiobooks
2018	727,792	57,546
2017	754,379	61,177
2016	735,503	55,455

- Physical Items
- eBooks/Audiobooks

Branch Checkouts by Resident

70% KDL
27% GRPL
3% LLC

- KDL
- GRPL
- LLC

Total People Served
(3% decrease from 2017-2018)

Year	Program Attendance	Outreach Attendance	Library Visits
2018	13,372	10,171	255,488
2017	11,497	8,217	267,610
2016	10,314	7,477	262,690
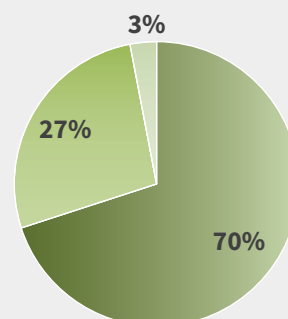
- Program Attendance
- Outreach Attendance
- Library Visits

Total Branch Computer Log-Ins
(0.2% increase from 2017-2018)

Year	Public Computer Log-ins	Wireless Log-ins
2018	38,622	60,007
2017	41,002	57,477
2016	40,221	47,122
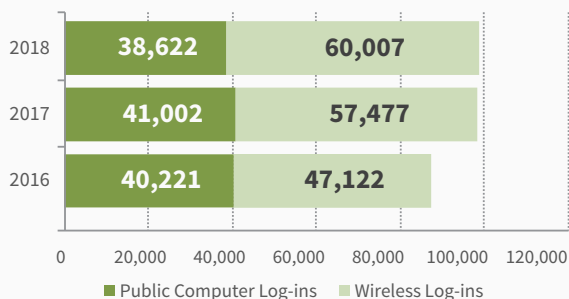
- Public Computer Log-ins
- Wireless Log-ins

Total Summer Reading Completers
(7% increase from 2017-2018)

Year	
2018	2,230
2017	2,077
2016	1,920
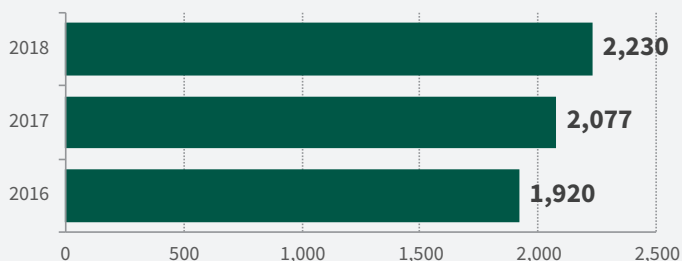
Kelloggsville Branch | 2018 Statistical Information

Branch Facts:

Branch Manager:	**Lori Holland**
Population of Service Area:	**72,125** (City of Wyoming)
Building Size:	**6,500 square feet**
Public Computers:	**8**
Staff:	**2.7 FTEs**
Open Hours:	**19 hrs/wk** (school year)
	28 hrs/wk (summer)

Population with Library Card
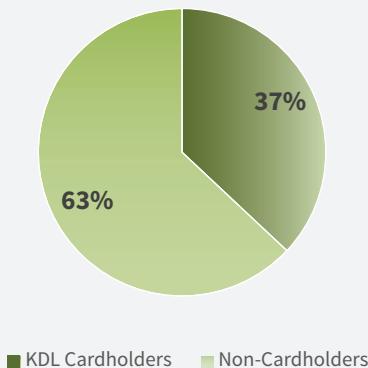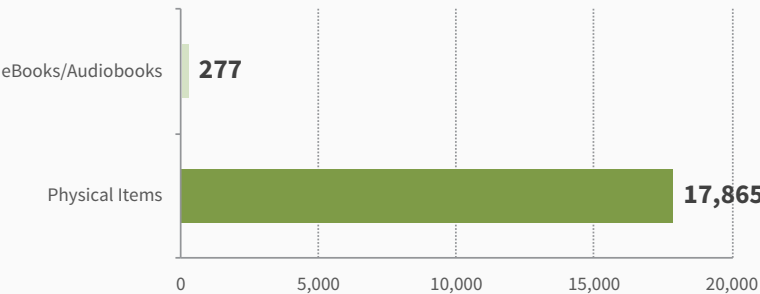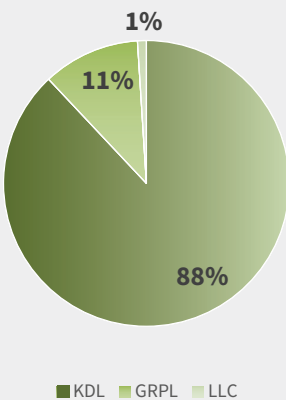
- 37% KDL Cardholders
- 63% Non-Cardholders

Total Items Checked Out 2018

- eBooks/Audiobooks: **277**
- Physical Items: **17,865**

Branch Checkouts by Resident

- 88% KDL
- 11% GRPL
- 1% LLC

Total People Served 2018

- Program Attendance: **2,192**
- Outreach Attendance: **1,926**
- Library Visits: **53,649**

Total Branch Computer Log-Ins 2018

- Wireless Log-ins: **4,621**
- Public Computer Log-ins: **4,495**
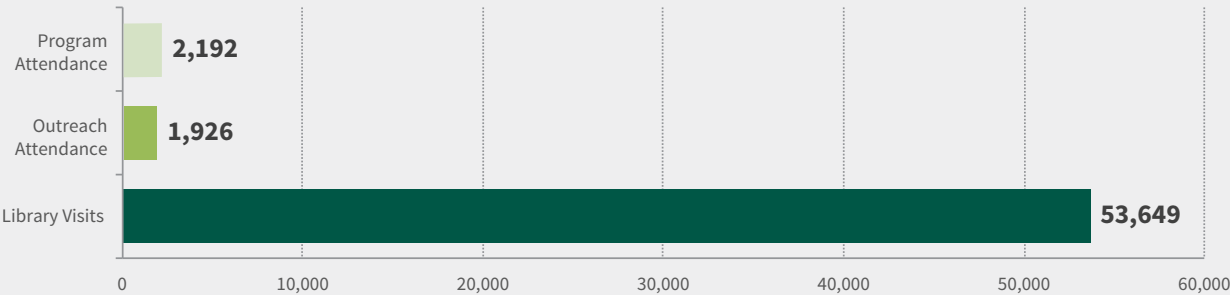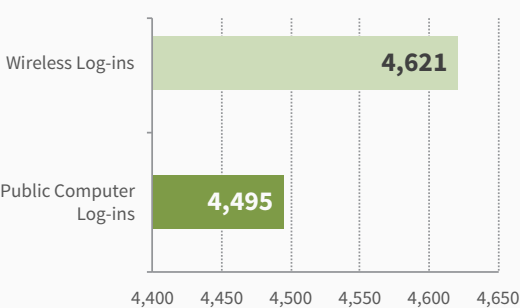
Total Summer Reading Completers 2018

- **89**
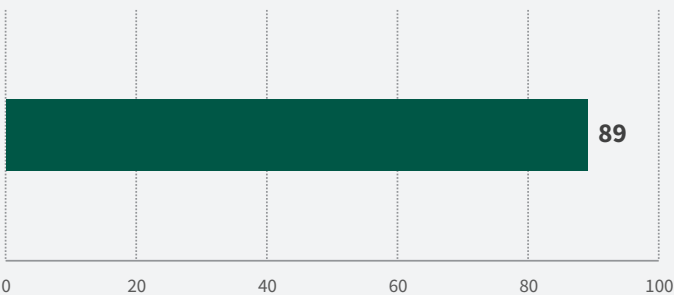
Kentwood (Richard L. Root) Branch | 2018 Statistical Info.

Branch Facts:

Branch Manager:	**Cheryl Cammenga**
Population of Service Area:	**48,707**
Building Size:	**45,489 square feet**
Public Computers:	**35**
Staff:	**15.475 FTEs**
Open Hours:	**62 hrs/wk**
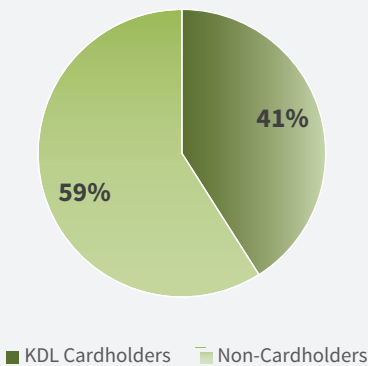
Population with Library Card

- 41% KDL Cardholders
- 59% Non-Cardholders

Total Items Checked Out
(8% decrease from 2017-2018)

Year	Physical Items	eBooks/Audiobooks
2018	621,183	67,439
2017	671,852	75,324
2016	697,385	70,535

Branch Checkouts by Resident

- 1% LLC
- 16% GRPL
- 83% KDL
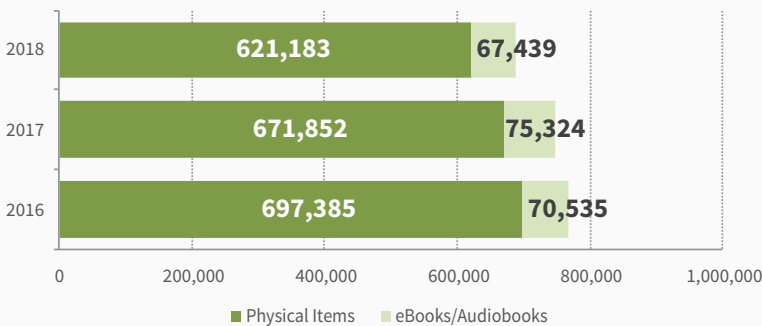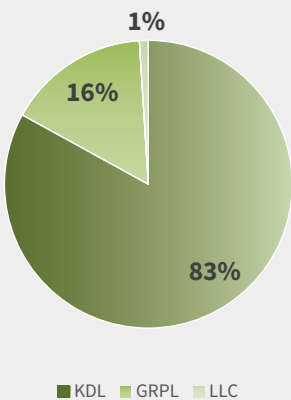
Total People Served
(1% increase from 2017-2018)
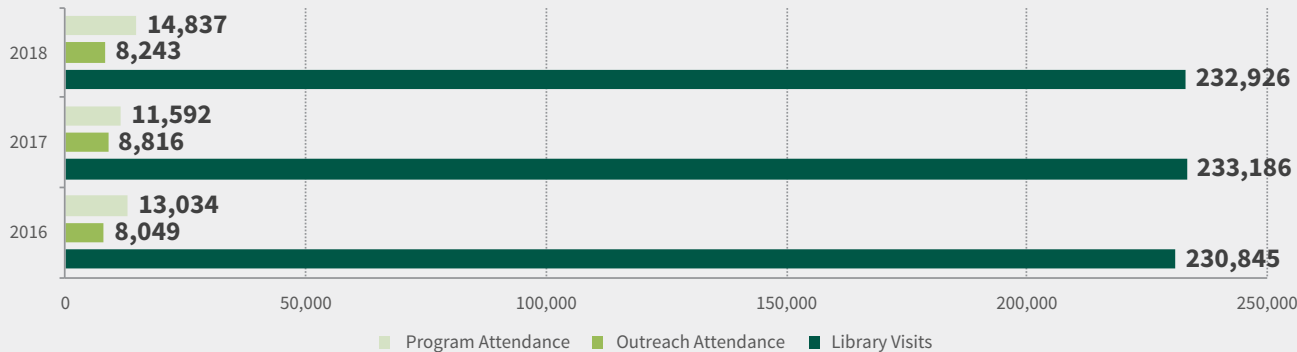
Year	Program Attendance	Outreach Attendance	Library Visits
2018	14,837	8,243	232,926
2017	11,592	8,816	233,186
2016	13,034	8,049	230,845

Total Branch Computer Log-Ins
(6% increase from 2017-2018)

Year	Public Computer Log-ins	Wireless Log-ins
2018	67,537	87,949
2017	63,908	83,209
2016	64,079	73,520

Total Summer Reading Completers
(16% increase from 2017-2018)
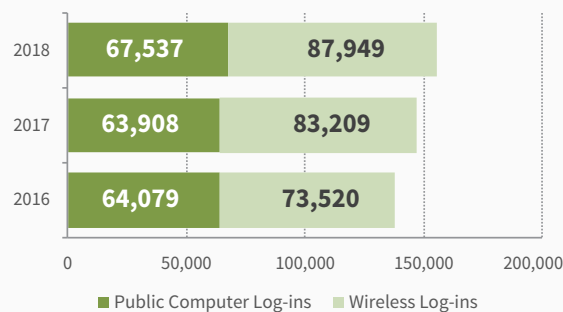
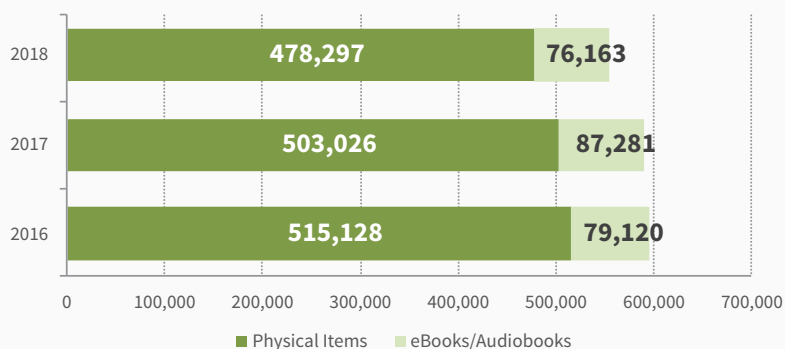| Year	Completers
2018	1,468
2017	1,268
2016	977
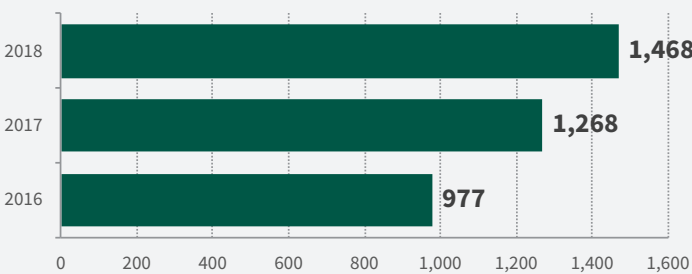
Krause Memorial Branch | 2018 Statistical Information

Branch Facts:

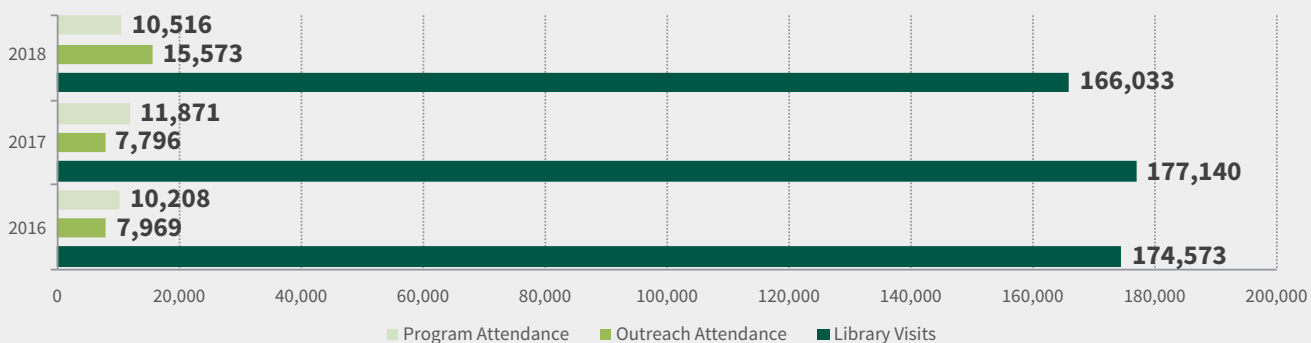|	
Branch Manager:	**Jennifer German**
Population of Service Area:	**5,719** (City of Rockford)
Building Size:	**9,500 square feet**
Public Computers:	**8**
Staff:	**9.3 FTEs**
Open Hours:	**54.5 hrs/wk**
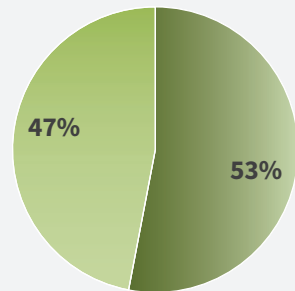
Population with Library Card

47% — 53%

- KDL Cardholders
- Non-Cardholders

Total Items Checked Out
(6% decrease from 2017-2018)

Year	Physical Items	eBooks/Audiobooks
2018	478,297	76,163
2017	503,026	87,281
2016	515,128	79,120

- Physical Items
- eBooks/Audiobooks

Branch Checkouts by Resident

2% 1%
97%

- KDL
- GRPL
- LLC

Total People Served
(2% decrease from 2017-2018)

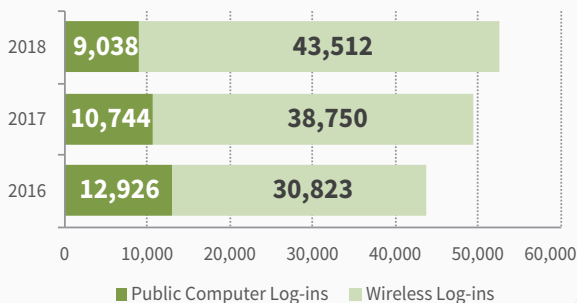| Year	Program Attendance	Outreach Attendance	Library Visits
2018	10,516	15,573	166,033
2017	11,871	7,796	177,140
2016	10,208	7,969	174,573

- Program Attendance
- Outreach Attendance
- Library Visits
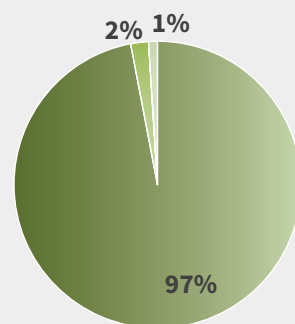
Total Branch Computer Log-Ins
(6% increase from 2017-2018)

Year	Public Computer Log-ins	Wireless Log-ins
2018	9,038	43,512
2017	10,744	38,750
2016	12,926	30,823

- Public Computer Log-ins
- Wireless Log-ins

Total Summer Reading Completers
(2% increase from 2017-2018)

Year	
2018	1,345
2017	1,319
2016	826

Nelson Twp. / Sand Lake Branch | 2018 Statistical Info.

Branch Facts:

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

Population with Library Card

- KDL Cardholders: 33%
- Non-Cardholders: 67%
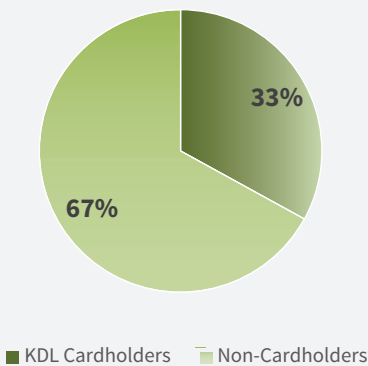
Total Items Checked Out
(14% decrease from 2017-2018)

Year	Physical Items	eBooks/Audiobooks
2018	102,787	6,343
2017	119,274	8,230
2016	123,629	8,034

Branch Checkouts by Resident

- KDL: 62%
- GRPL: 1%
- LLC: 37%
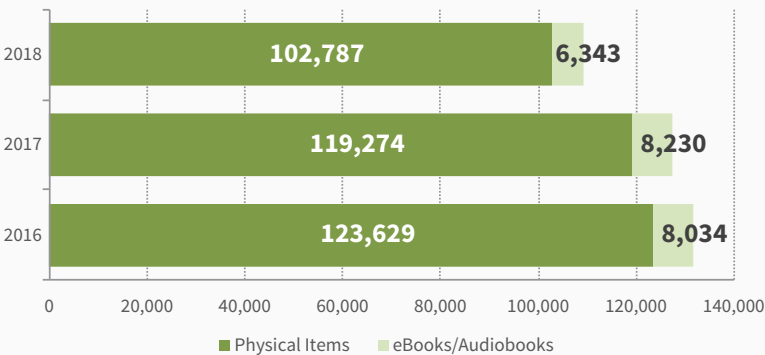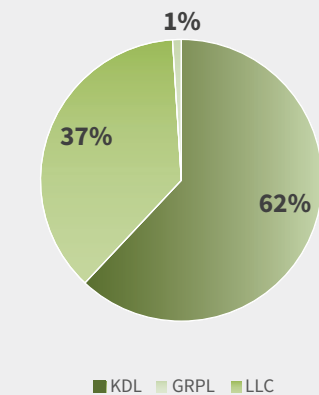
Total People Served
(3% increase from 2017-2018)

Year	Program Attendance	Outreach Attendance	Library Visits
2018	3,986	4,555	46,137
2017	3,429	4,085	45,562
2016	4,156	4,546	51,213
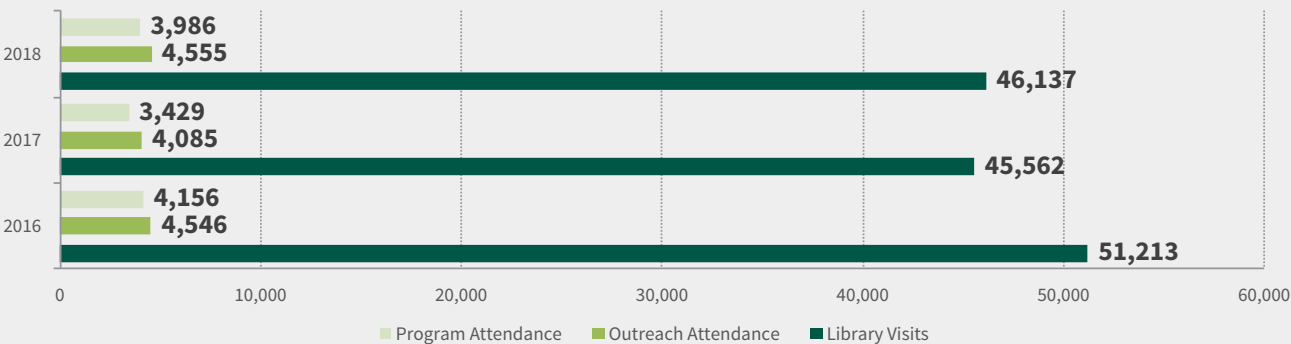
Total Branch Computer Log-Ins
(10% decrease from 2017-2018)

Year	Public Computer Log-ins	Wireless Log-ins
2018	5,987	12,921
2017	7,587	13,357
2016	8,890	13,718

Total Summer Reading Completers
(16% increase from 2017-2018)

Year	
2018	372
2017	322
2016	336
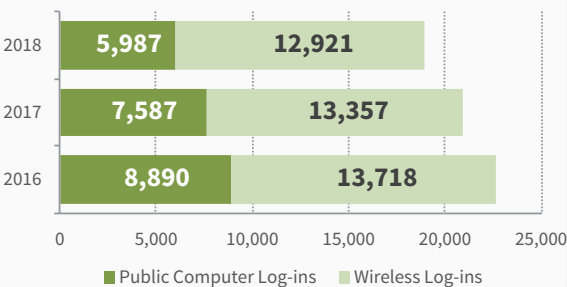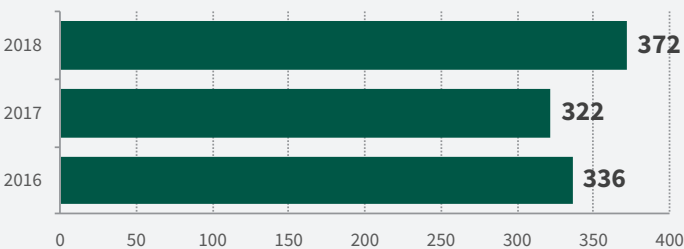
Plainfield Twp. Branch | 2018 Statistical Information

Branch Facts:

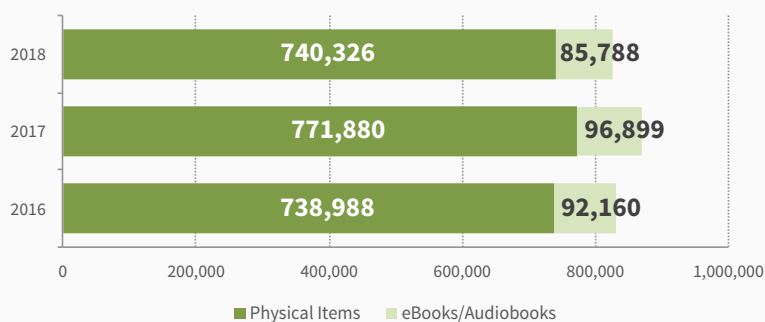|	
Branch Manager:	**Kaitlin Tang**
Population of Service Area:	**30,952**
Building Size:	**26,420 square feet**
Public Computers:	**18**
Staff:	**15.325 FTEs**
Open Hours:	**62 hrs/wk**

Population with Library Card

- 42% KDL Cardholders
- 58% Non-Cardholders

Total Items Checked Out
(5% decrease from 2017-2018)

- 2018: 740,326 | 85,788
- 2017: 771,880 | 96,899
- 2016: 738,988 | 92,160

■ Physical Items ■ eBooks/Audiobooks

Branch Checkouts by Resident

- 1%
- 14% GRPL
- 85% KDL
- LLC

■ KDL ■ GRPL ■ LLC

Total People Served
(3% decrease from 2017-2018)

- 2018: 12,012 / 8,283 / 237,924
- 2017: 10,826 / 12,723 / 243,400
- 2016: 9,687 / 14,964 / 236,251
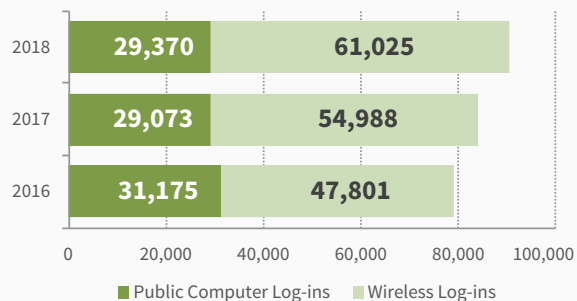
■ Program Attendance ■ Outreach Attendance ■ Library Visits

Total Branch Computer Log-Ins
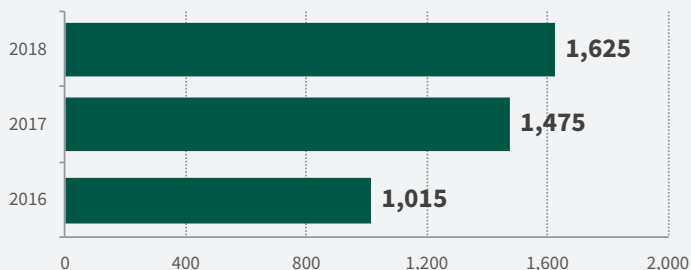(8% increase from 2017-2018)

- 2018: 29,370 | 61,025
- 2017: 29,073 | 54,988
- 2016: 31,175 | 47,801

■ Public Computer Log-ins ■ Wireless Log-ins

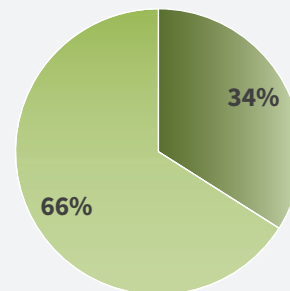### Total Summer Reading Completers
(10% increase from 2017-2018)

- 2018: 1,625
- 2017: 1,475
- 2016: 1,015

Spencer Twp. Branch | 2018 Statistical Information

Branch Facts:

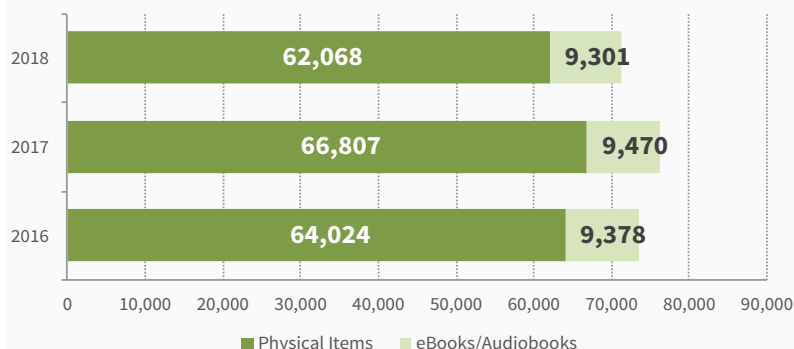|	
Branch Manager:	**Kaitlin Tang**
Population of Service Area:	**3,960**
Building Size:	**2,000 square feet**
Public Computers:	**7**
Staff:	**3.125 FTEs**
Open Hours:	**40 hrs/wk**

Population with Library Card

- KDL Cardholders: 34%
- Non-Cardholders: 66%

Total Items Checked Out
(6% decrease from 2017-2018)

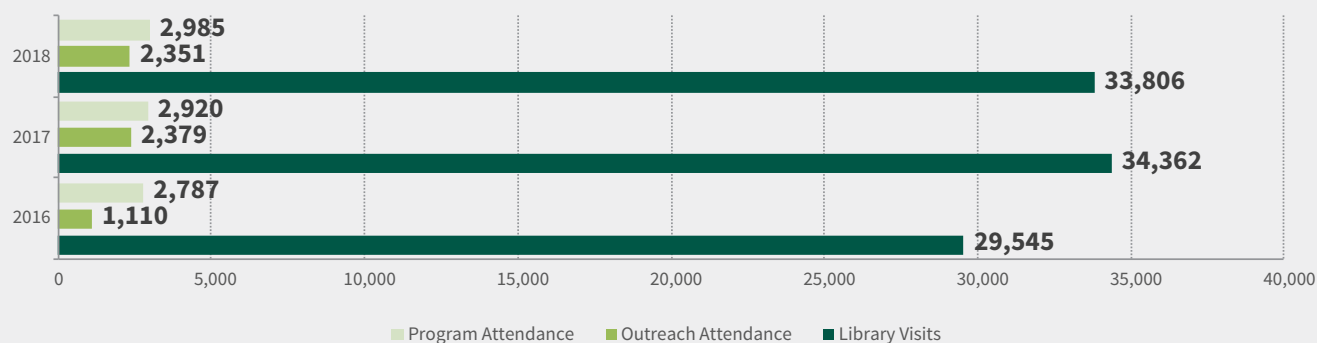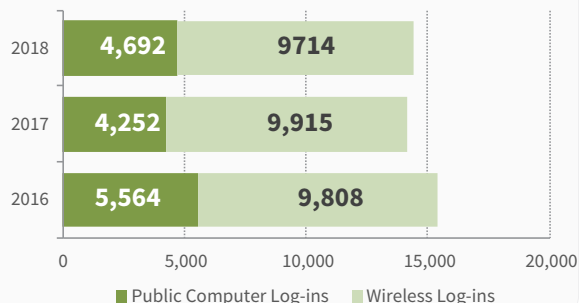|	Physical Items	eBooks/Audiobooks
2018	62,068	9,301
2017	66,807	9,470
2016	64,024	9,378

Branch Checkouts by Resident

- KDL: 94%
- LLC: 6%
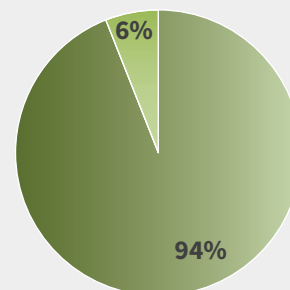
Total People Served
(1% decrease from 2017-2018)

	Program Attendance	Outreach Attendance	Library Visits
2018	2,985	2,351	33,806
2017	2,920	2,379	34,362
2016	2,787	1,110	29,545

Total Branch Computer Log-Ins
(2% increase from 2017-2018)

	Public Computer Log-ins	Wireless Log-ins
2018	4,692	9714
2017	4,252	9,915
2016	5,564	9,808

Total Summer Reading Completers
(13% increase from 2017-2018)

2018	231
2017	205
2016	92
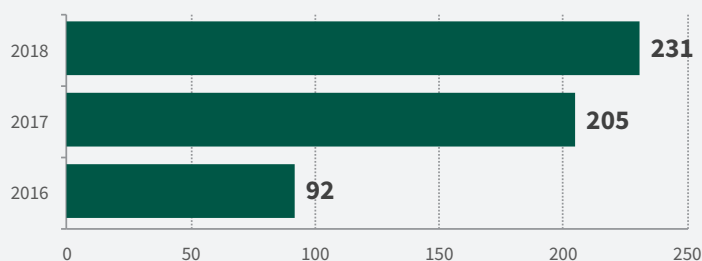
Tyrone Twp. Branch | 2018 Statistical Information

Branch Facts:

Branch Manager:	**Liz Knapp**
Population of Service Area:	**4,731**
Building Size:	**4,239 square feet**
Public Computers:	**10**
Staff:	**3.325 FTEs**
Open Hours:	**35.5 hrs/wk**

Population with Library Card

- 35% KDL Cardholders
- 65% Non-Cardholders

Total Items Checked Out
(5% decrease from 2017-2018)

Year	Physical Items	eBooks/Audiobooks
2018	69,253	6,982
2017	72,162	8,332
2016	69,697	7,159

Branch Checkouts by Resident

- 14% LLC
- 86% KDL

Total People Served
(14% decrease from 2017-2018)
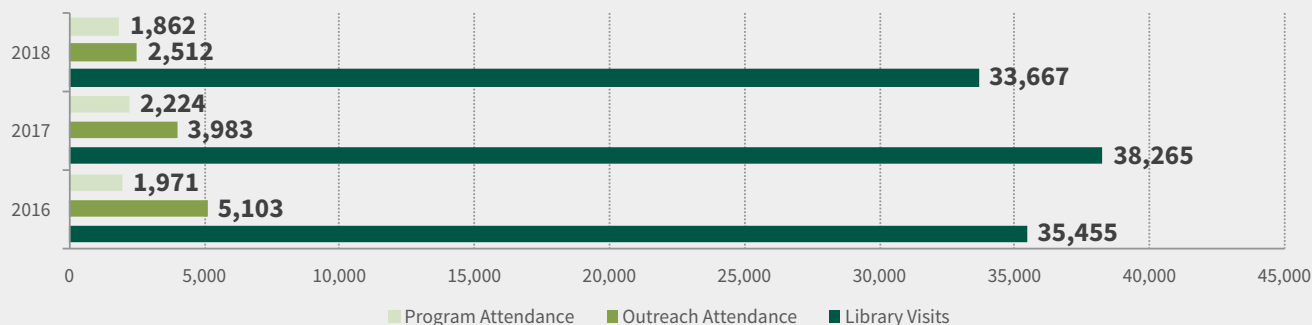
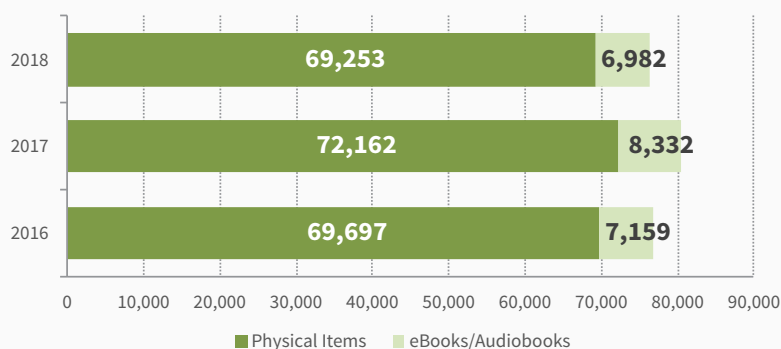| Year	Program Attendance	Outreach Attendance	Library Visits
2018	1,862	2,512	33,667
2017	2,224	3,983	38,265
2016	1,971	5,103	35,455

Total Branch Computer Log-Ins
(11% increase from 2017-2018)

Year	Public Computer Log-ins	Wireless Log-ins
2018	9,346	21,096
2017	7,813	19,671
2016	8,342	15,792
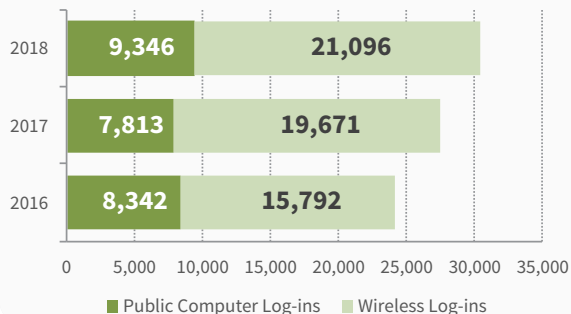
Total Summer Reading Completers
(53% increase from 2017-2018)

Year	
2018	412
2017	269
2016	138
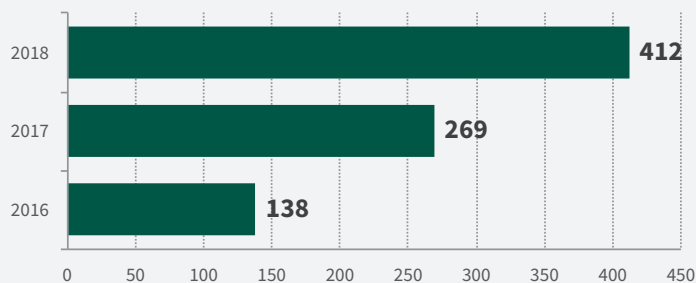
Walker Branch | 2018 Statistical Information

Branch Facts:

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

Population with Library Card
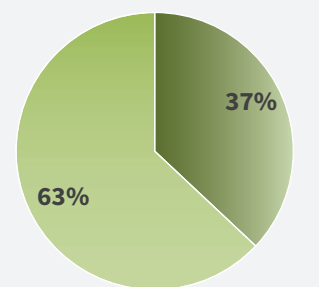
37% — KDL Cardholders
63% — Non-Cardholders

### Total Items Checked Out
(4% decrease from 2017-2018)

Year	Physical Items	eBooks/Audiobooks
2018	329,424	34,174
2017	342,857	36,271
2016	329,460	37,154

Branch Checkouts by Resident

68% — KDL
18% — GRPL
14% — LLC

Total People Served
(7% increase from 2017-2018)

Year	Program Attendance	Outreach Attendance	Library Visits
2018	14,626	4,982	149,839
2017	9,483	4,644	144,127
2016	8,649	2,956	135,205

Total Branch Computer Log-Ins
(12% increase from 2017-2018)

Year	Public Computer Log-ins	Wireless Log-ins
2018	12,652	27,341
2017	13,777	24,337
2016	14,759	24,224
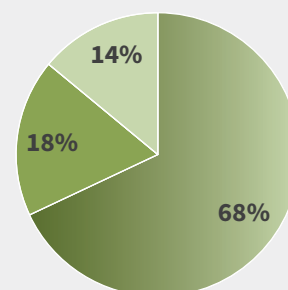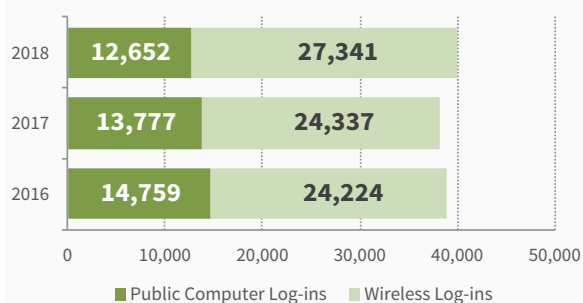
Total Summer Reading Completers
(31% increase from 2017-2018)

Year	
2018	1,095
2017	833
2016	698
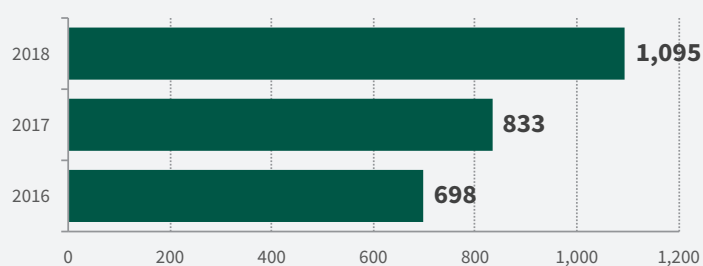
Wyoming Branch | 2018 Statistical Information

Branch Facts:

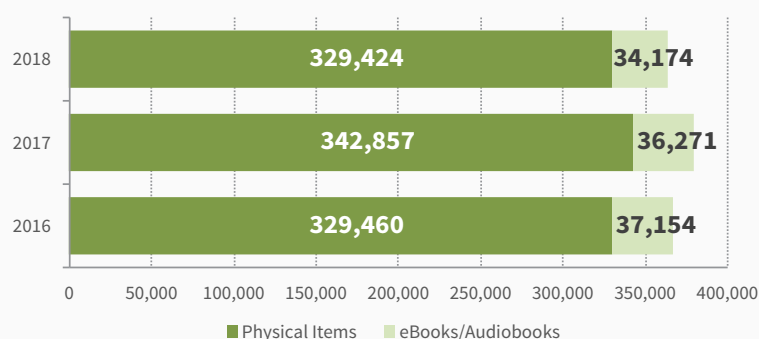|	
Branch Manager:	**Lori Holland**
Population of Service Area:	**72,125**
Building Size:	**48,950 square feet**
Public Computers:	**39**
Staff:	**19.4 FTEs**
Open Hours:	**62 hrs/wk**

Population with Library Card
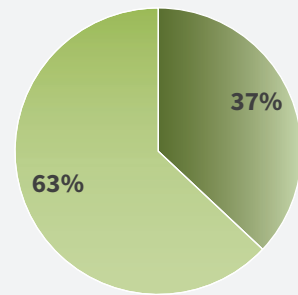
- 37% KDL Cardholders
- 63% Non-Cardholders

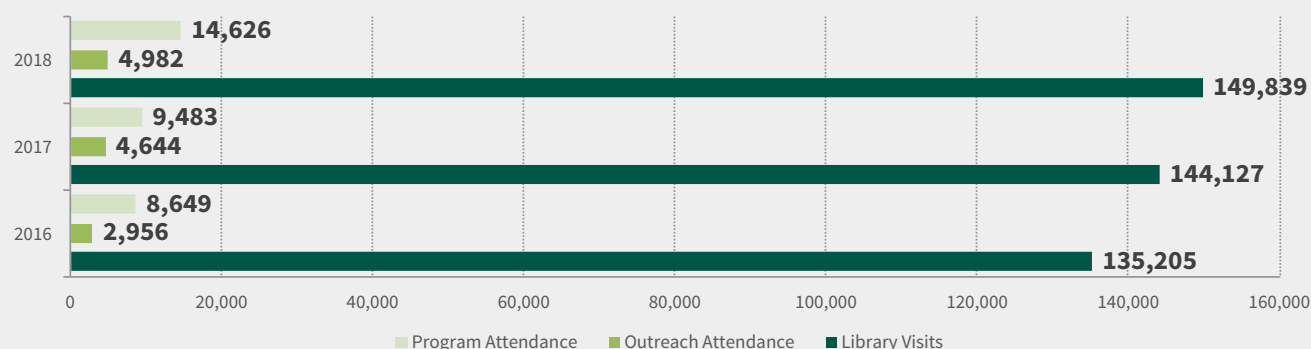### Total Items Checked Out
(11% decrease from 2017-2018)

Year	Physical Items	eBooks/Audiobooks
2018	667,043	73,980
2017	744,023	91,634
2016	755,876	84,979
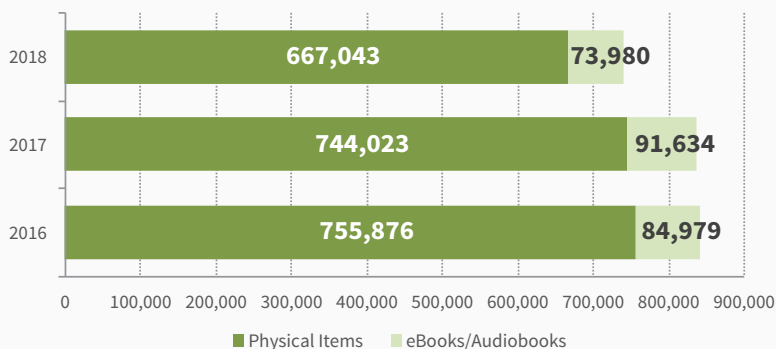
Branch Checkouts by Resident
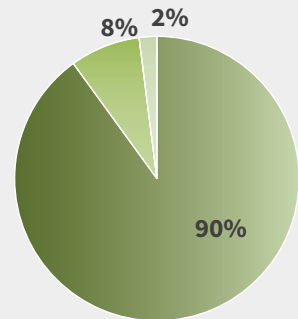
- 90% KDL
- 8%
- 2%
- KDL
- LLC
- GRPL

Total People Served
(6% increase from 2017-2018)
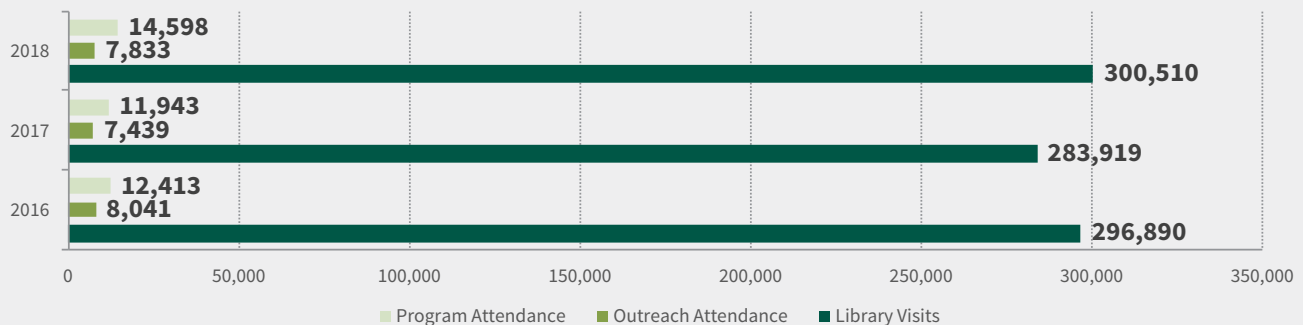
Year	Program Attendance	Outreach Attendance	Library Visits
2018	14,598	7,833	300,510
2017	11,943	7,439	283,919
2016	12,413	8,041	296,890

Total Branch Computer Log-Ins
(7% increase from 2017-2018)

Year	Public Computer Log-ins	Wireless Log-ins
2018	70,982	79,227
2017	67,191	73,185
2016	72,628	70,145
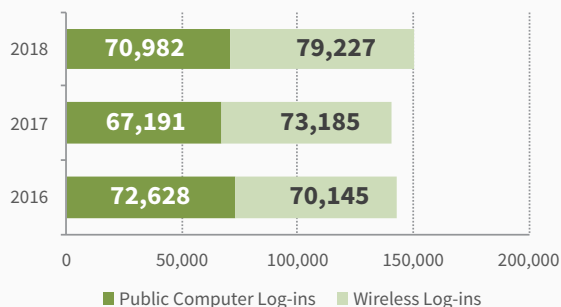
Total Summer Reading Completers
(26% increase from 2017-2018)

Year	
2018	1,059
2017	842
2016	963
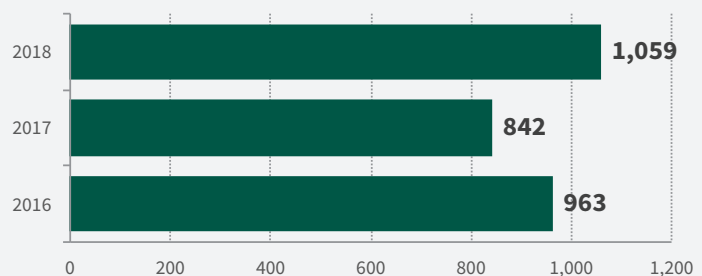
Library for the Blind & Physically Handicapped
2018 Statistical Information

Overview

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

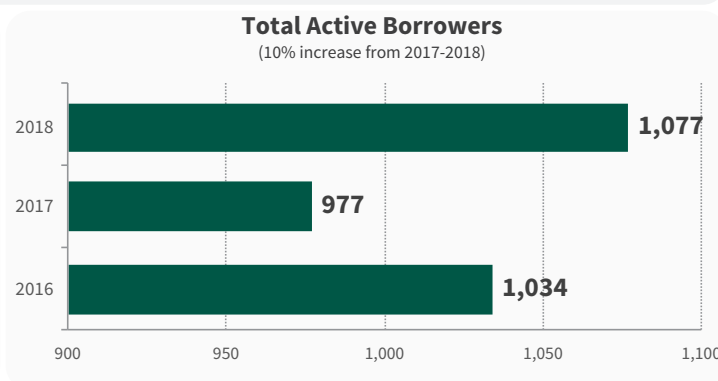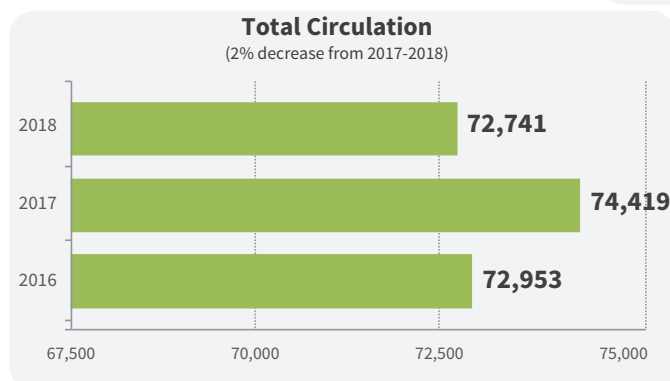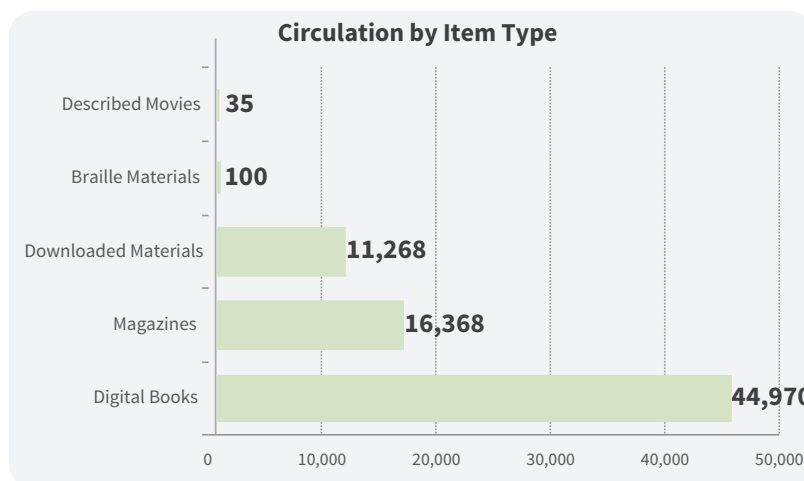|	
Branch Manager:	**Lori Holland**
LBPH Specialist:	**Shelley Roossien**
Address:	**3350 Michael Ave. SW, Wyoming, MI 49509**
Phone:	**616-647-3988**
Email:	**lbphstaff@kdl.org**
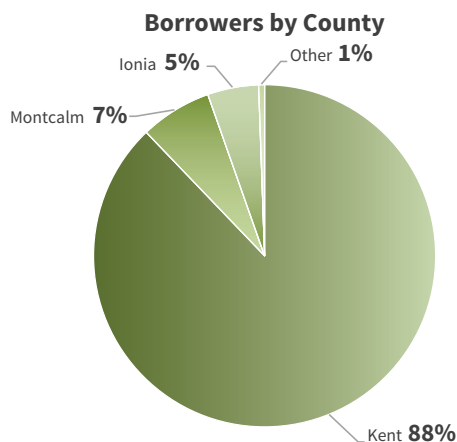
Borrowers by County

Ionia **5%** · Other **1%**
Montcalm **7%**
Kent **88%**

Circulation by Item Type

Item Type	Count
Described Movies	35
Braille Materials	100
Downloaded Materials	11,268
Magazines	16,368
Digital Books	44,970

Total Circulation
(2% decrease from 2017-2018)

Year	Circulation
2018	72,741
2017	74,419
2016	72,953

Total Active Borrowers
(10% increase from 2017-2018)

Year	Borrowers
2018	1,077
2017	977
2016	1,034

Ada Township | 2018 Annual Report

A Municipality in the Kent District Library Service Area

Population with Library Card

- KDL Cardholders: 40%
- Non-Cardholders: 60%

KDL Cardholders **Non-Cardholders**

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

- Englehardt: 5%
- Other: 4%
- East Grand Rapids: 8%
- Plainfield Twp.: 8%
- Cascade Twp.: 75%

Total Items Checked Out by Ada Twp. Residents
(0.3% decrease from 2017-2018)

Year	Items
2018	195,849
2017	196,460
2016	198,554

Cascade Township Branch Statistics

Total Items Checked Out
(3% decrease from 2017-2018)

Year	Physical Items	eBooks/Audiobooks
2018	752,800	109,975
2017	771,619	119,655
2016	742,223	116,376

Physical Items **eBooks/Audiobooks**

Total Branch Computer Log-Ins
(7% increase from 2017-2018)

Year	Public Computer Log-ins	Wireless Log-ins
2018	20,619	70,180
2017	21,423	63,456
2016	21,522	53,268

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

Total People Served
(2% decrease from 2017-2018)

Year	Program Attendance	Outreach Attendance	Library Visits
2018	18,396	13,430	252,274
2017	19,889	13,065	256,793
2016	17,762	11,558	248,322

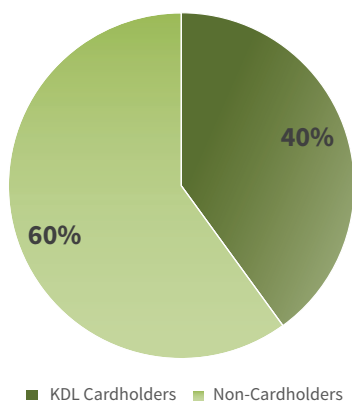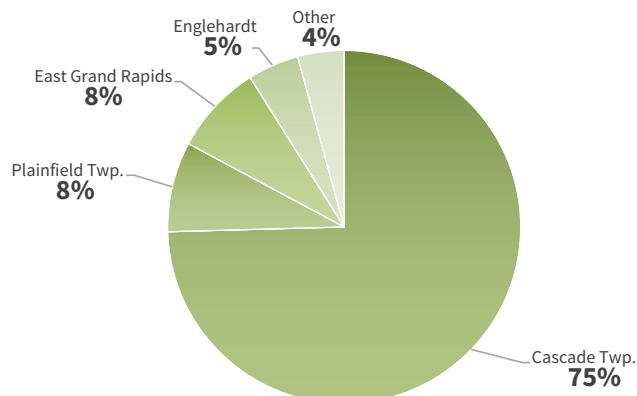**Program Attendance** **Outreach Attendance** **Library Visits**

Algoma Township | 2018 Annual Report

A Municipality in the Kent District Library Service Area

Population with Library Card

- **32%** KDL Cardholders
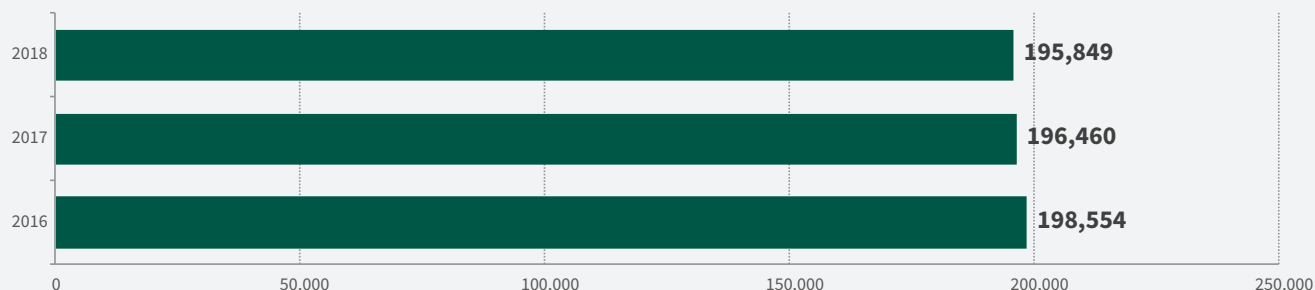- **68%** Non-Cardholders

■ KDL Cardholders ■ Non-Cardholders

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

- Other **13%**
- Plainfield Twp. **10%**
- Krause Memorial **77%**
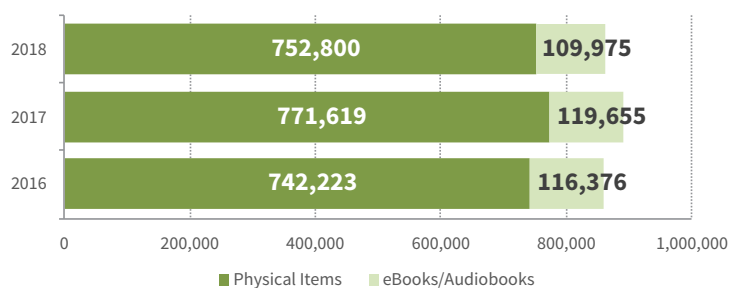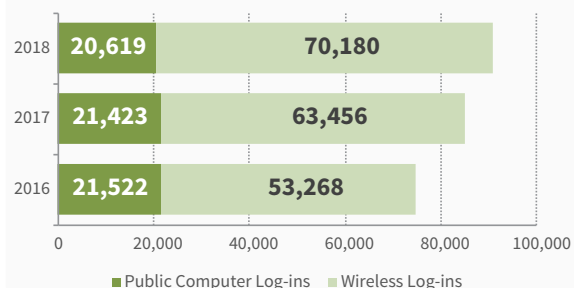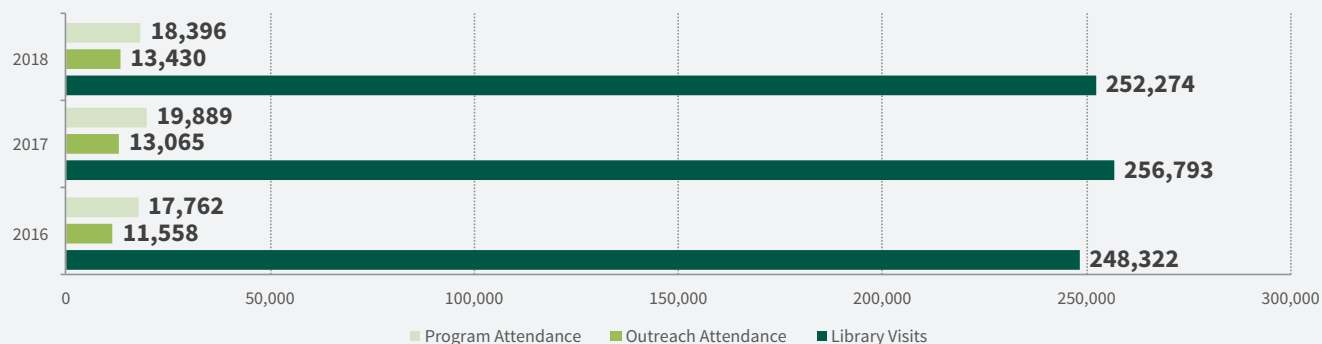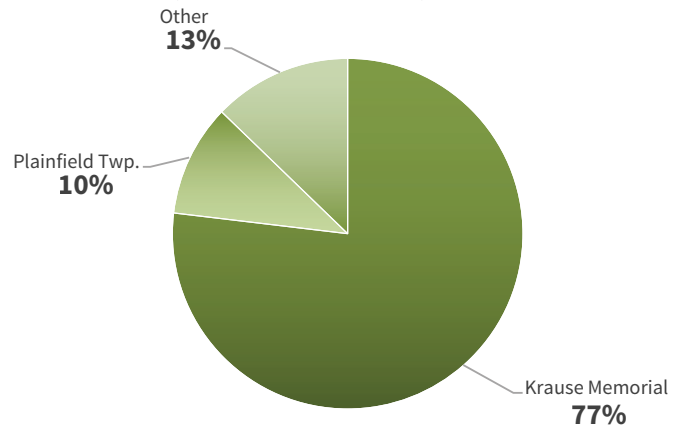
Total Items Checked Out by Algoma Twp. Residents
(3% decrease from 2017-2018)

Year	Items
2018	109,873
2017	113,614
2016	109,056

Krause Memorial Branch Statistics

Total Items Checked Out
(6% decrease from 2017-2018)

Year	Physical Items	eBooks/Audiobooks
2018	478,297	76,163
2017	503,026	87,281
2016	515,128	79,120

■ Physical Items ■ eBooks/Audiobooks

Total Branch Computer Log-Ins
(6% increase from 2017-2018)

Year	Public Computer Log-ins	Wireless Log-ins
2018	9,038	43,512
2017	10,744	38,750
2016	12,926	30,823

■ Public Computer Log-ins ■ Wireless Log-ins

Total People Served
(2% decrease from 2017-2018)

Year	Program Attendance	Outreach Attendance	Library Visits
2018	10,516	15,573	166,033
2017	11,871	7,796	177,140
2016	10,208	7,969	174,573

■ Program Attendance ■ Outreach Attendance ■ Library Visits
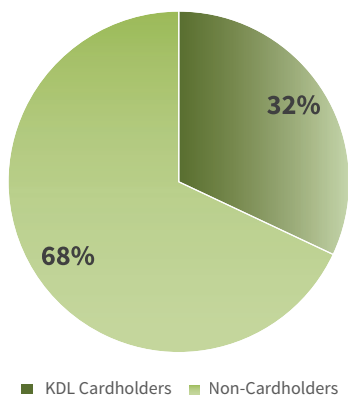
Cannon Township | 2018 Annual Report

A Municipality in the Kent District Library Service Area

Population with Library Card

37%

63%
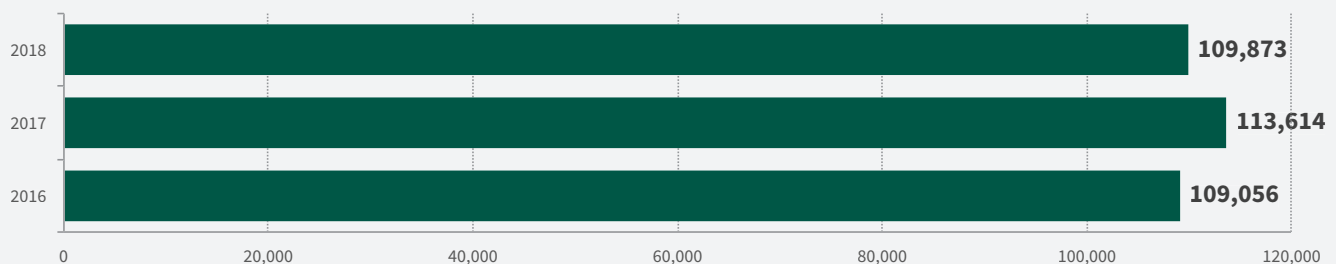
- ■ KDL Cardholders ■ Non-Cardholders

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

Other
10%

Krause Memorial
51%

Plainfield Twp.
39%
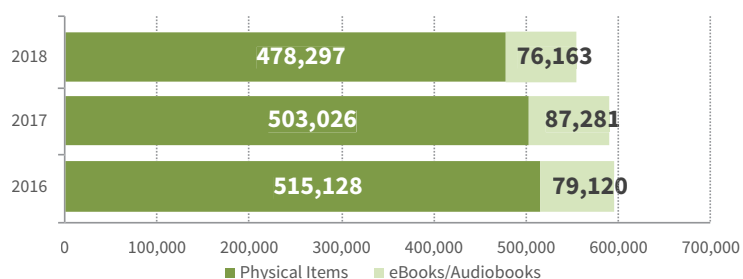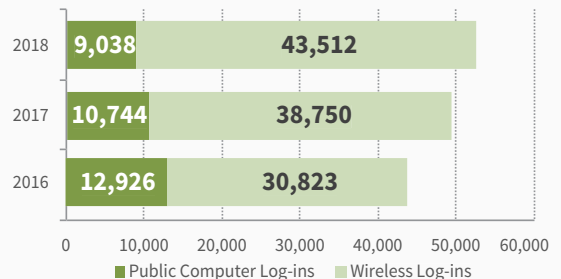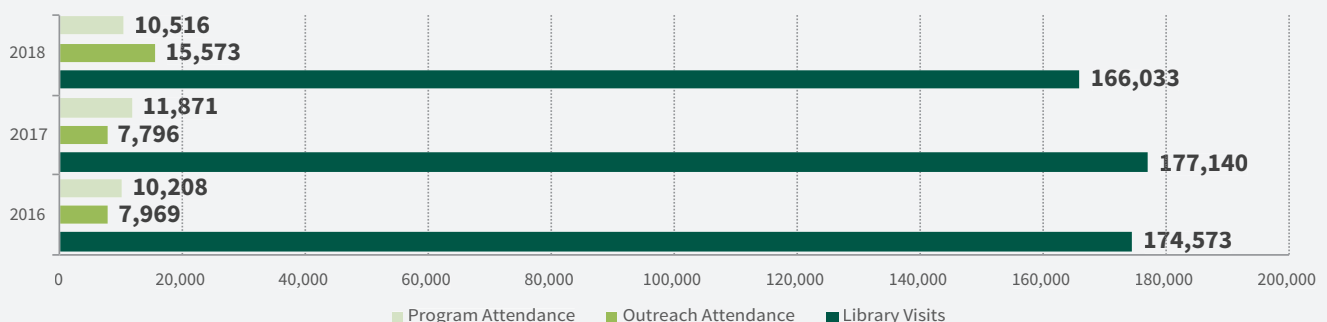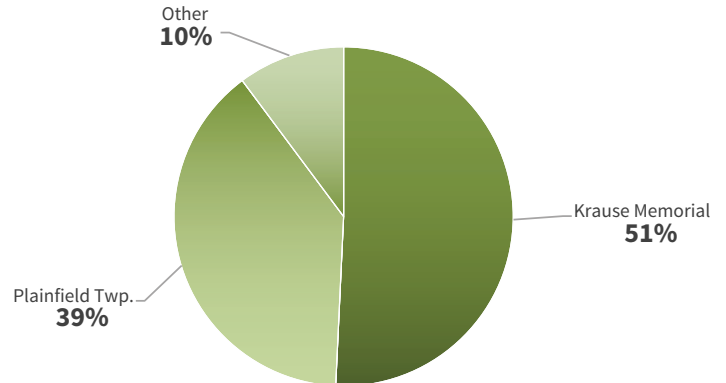
Total Items Checked Out by Cannon Twp. Residents
(3% decrease from 2017-2018)

Year	Items
2018	180,231
2017	186,116
2016	181,169

Cascade Township Branch Statistics

Total Items Checked Out
(6% decrease from 2017-2018)

Year	Physical Items	eBooks/Audiobooks
2018	478,297	76,163
2017	503,026	87,281
2016	515,128	79,120

- ■ Physical Items ■ eBooks/Audiobooks

Total Branch Computer Log-Ins
(6% increase from 2017-2018)

Year	Public Computer Log-ins	Wireless Log-ins
2018	9,038	43,512
2017	10,744	38,750
2016	12,926	30,823

- ■ Public Computer Log-ins ■ Wireless Log-ins

Total People Served
(2% decrease from 2017-2018)

Year	Program Attendance	Outreach Attendance	Library Visits
2018	10,516	15,573	166,033
2017	11,871	7,796	177,140
2016	10,208	7,969	174,573

- ■ Program Attendance ■ Outreach Attendance ■ Library Visits
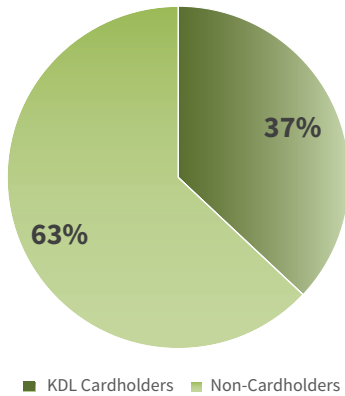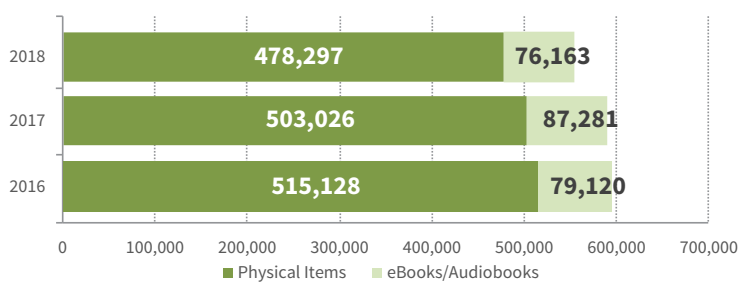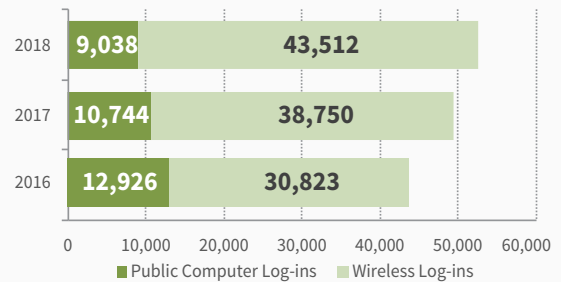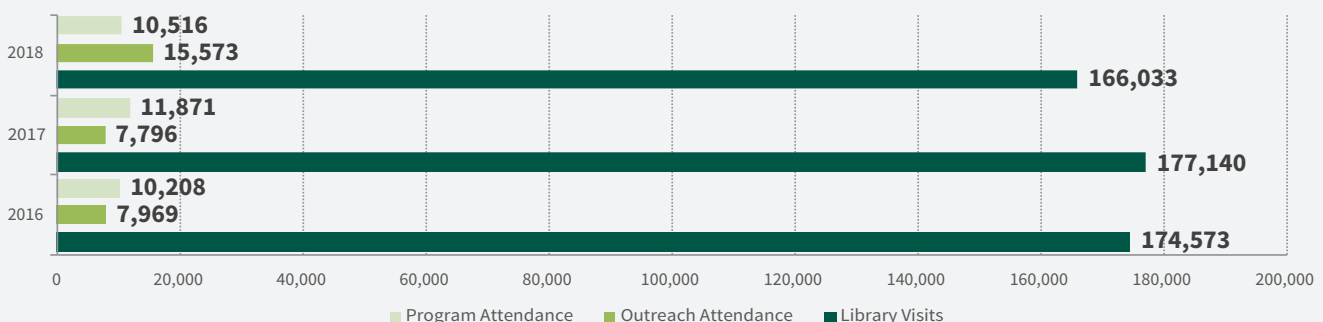
Courtland Township | 2018 Annual Report

A Municipality in the Kent District Library Service Area
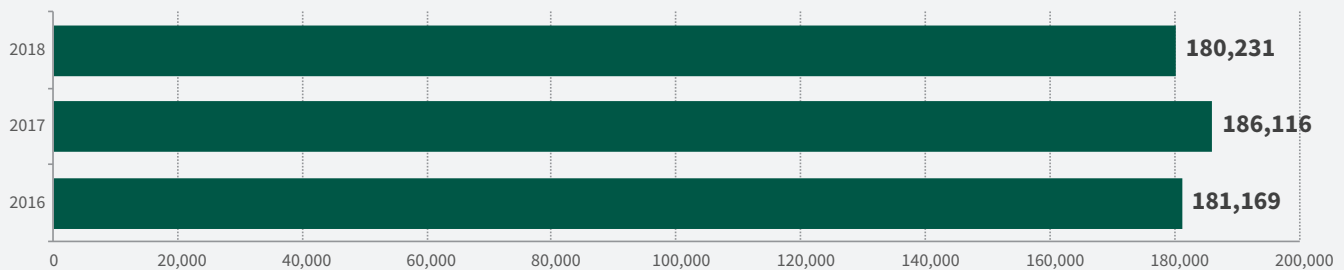
Population with Library Card

- 37% KDL Cardholders
- 63% Non-Cardholders

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

- Other **10%**
- Plainfield Twp. **11%**
- Krause Memorial **79%**
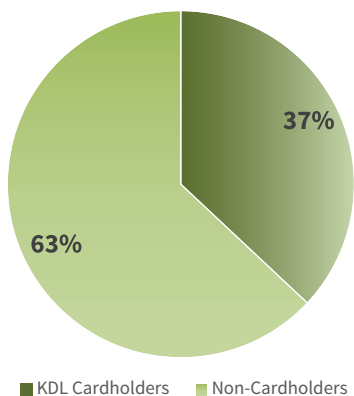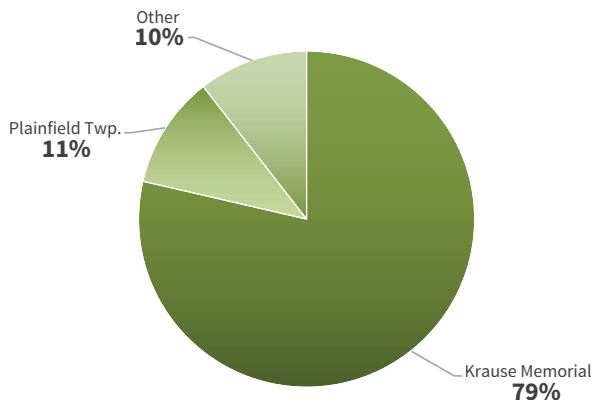
Total Items Checked out by Courtland Twp. Residents
(4% decrease from 2017-2018)

Year	Items
2018	109,243
2017	114,082
2016	121,176

Krause Memorial Branch Statistics

Total Items Checked Out
(6% decrease from 2017-2018)

Year	Physical Items	eBooks/Audiobooks
2018	478,297	76,163
2017	503,026	87,281
2016	515,128	79,120

Total Branch Computer Log-Ins
(6% increase from 2017-2018)

Year	Public Computer Log-ins	Wireless Log-ins
2018	9,038	43,512
2017	10,744	38,750
2016	12,926	30,823

Total People Served
(2% decrease from 2017-2018)

Year	Program Attendance	Outreach Attendance	Library Visits
2018	10,516	15,573	166,033
2017	11,871	7,796	177,140
2016	10,208	7,969	174,573
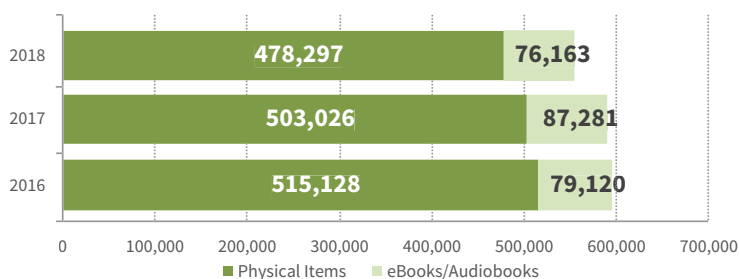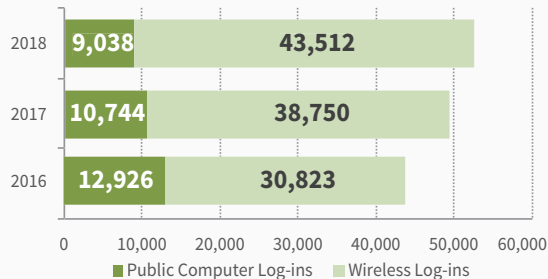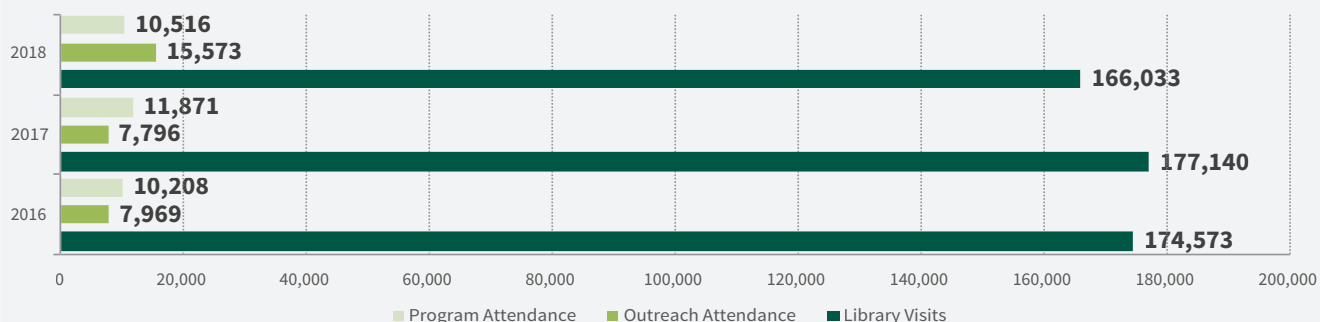
Grand Rapids Township | 2018 Annual Report

A Municipality in the Kent District Library Service Area

Population with Library Card

37%

63%
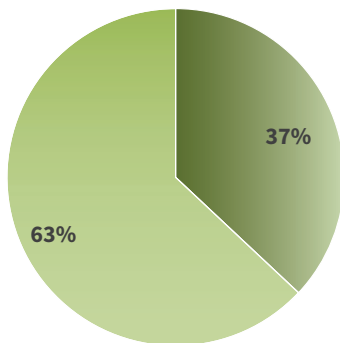
■ KDL Cardholders   ■ Non-Cardholders

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

Other
7%

East Grand Rapids
20%

Plainfield Twp.
49%

Cascade Twp.
24%

Total Items Checked Out by Grand Rapids Twp. Residents
(3% decrease from 2017-2018)

Year	Items
2018	265,920
2017	273,116
2016	257,451

Plainfield Township Branch Statistics

Total Items Checked Out
(5% decrease from 2017-2018)

Year	Physical Items	eBooks/Audiobooks
2018	740,326	85,788
2017	771,880	96,899
2016	738,988	92,160

■ Physical Items   ■ eBooks/Audiobooks

Total Branch Computer Log-Ins
(8% increase from 2017-2018)

Year	Public Computer Log-ins	Wireless Log-ins
2018	29,370	61,025
2017	29,073	54,988
2016	31,175	47,801

■ Public Computer Log-ins   ■ Wireless Log-ins

Total People Served
(3% decrease from 2017-2018)

Year	Program Attendance	Outreach Attendance	Library Visits
2018	12,012	8,283	237,924
2017	10,826	12,723	243,400
2016	9,687	14,964	236,251

■ Program Attendance   ■ Outreach Attendance   ■ Library Visits
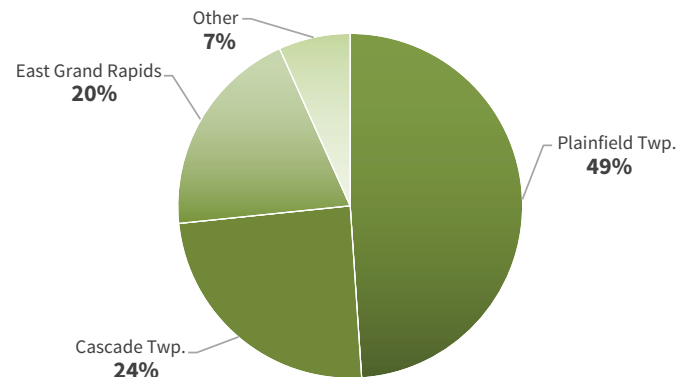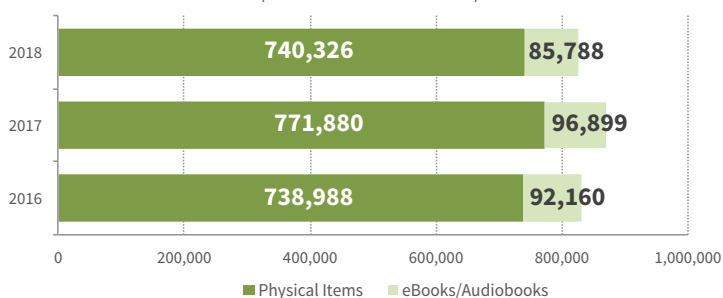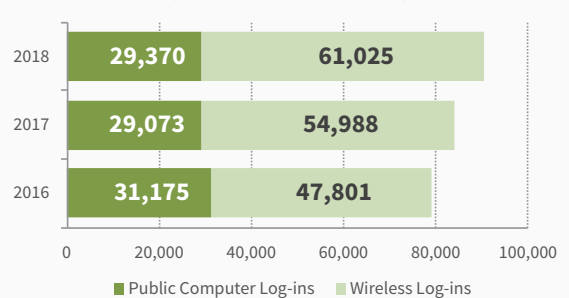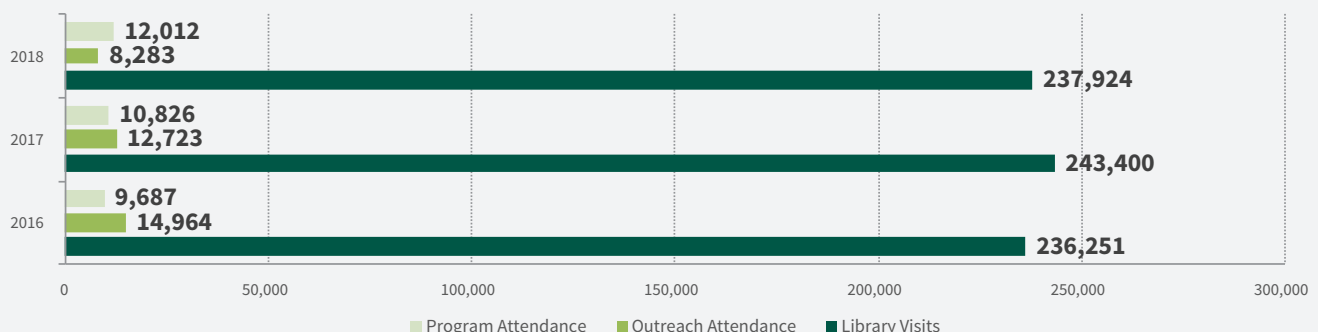
Grattan Township | 2018 Annual Report

A Municipality in the Kent District Library Service Area

Population with Library Card

27%

73%
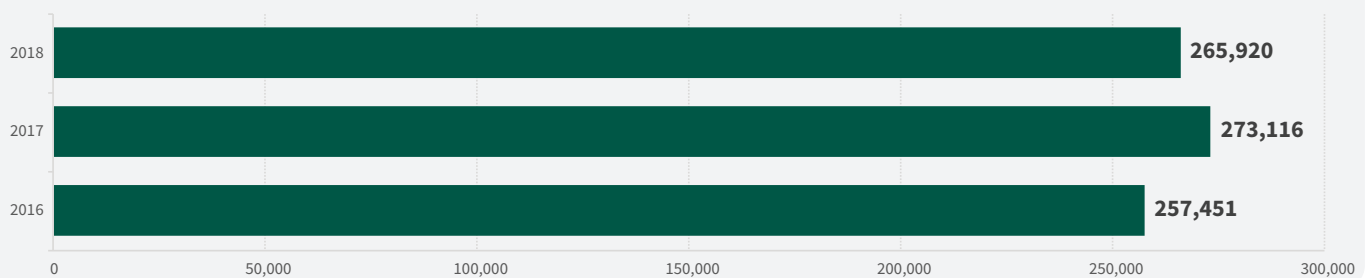
- KDL Cardholders
- Non-Cardholders

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

Other
8%

Cascade Twp.
11%

Englehardt
36%

Plainfield Twp.
22%

Krause Memorial
23%

Total Items Checked Out by Grattan Twp. Residents
(6% decrease from 2017-2018)

Year	Items
2018	32,630
2017	34,663
2016	33,914

Englehardt Branch Statistics

Total Items Checked Out
(4% decrease from 2017-2018)

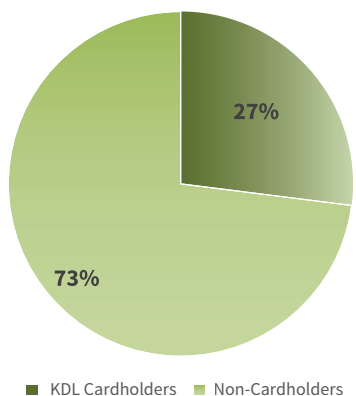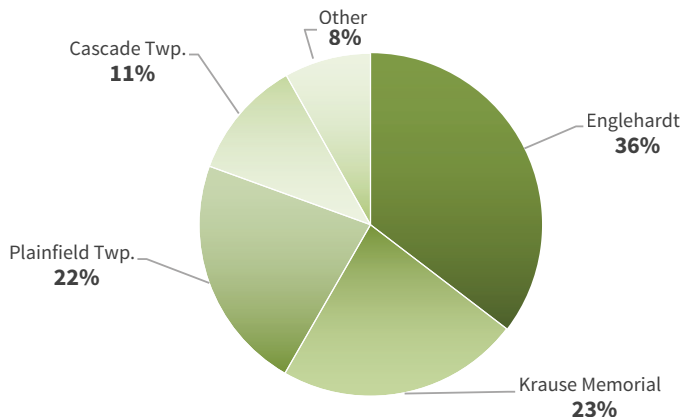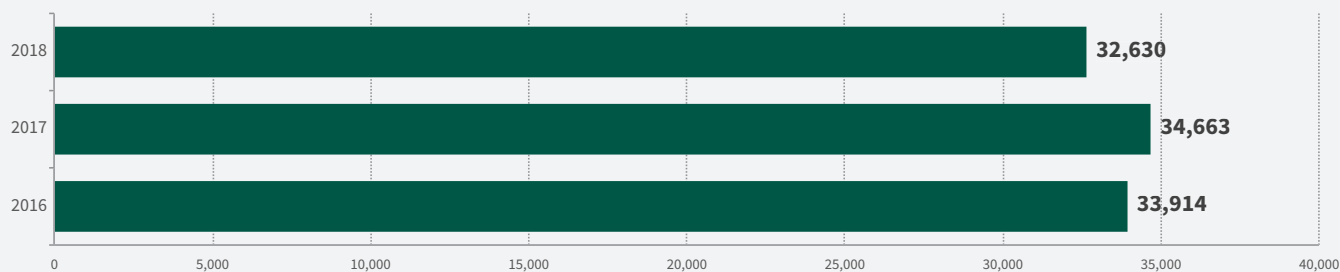| Year	Physical Items	eBooks/Audiobooks
2018	211,959	31,696
2017	219,661	34,136
2016	229,015	32,513

- Physical Items
- eBooks/Audiobooks

Total Branch Computer Log-Ins
(28% increase from 2017-2018)

Year	Public Computer Log-ins	Wireless Log-ins
2018	11,760	40,730
2017	11,093	29,870
2016	12,652	25,044

- Public Computer Log-ins
- Wireless Log-ins

Total People Served
(1% decrease from 2017-2018)

Year	Program Attendance	Outreach Attendance	Library Visits
2018	3,769	2,060	95,468
2017	3,306	2,406	96,131
2016	3,433	2,583	98,033

- Program Attendance
- Outreach Attendance
- Library Visits
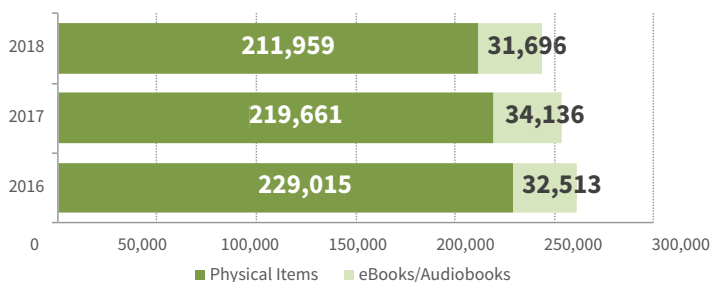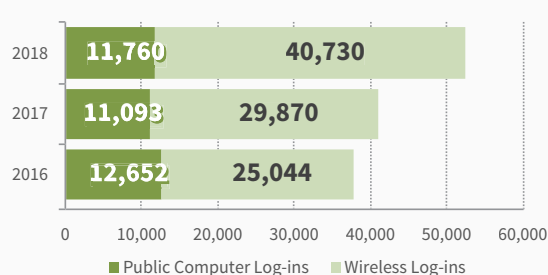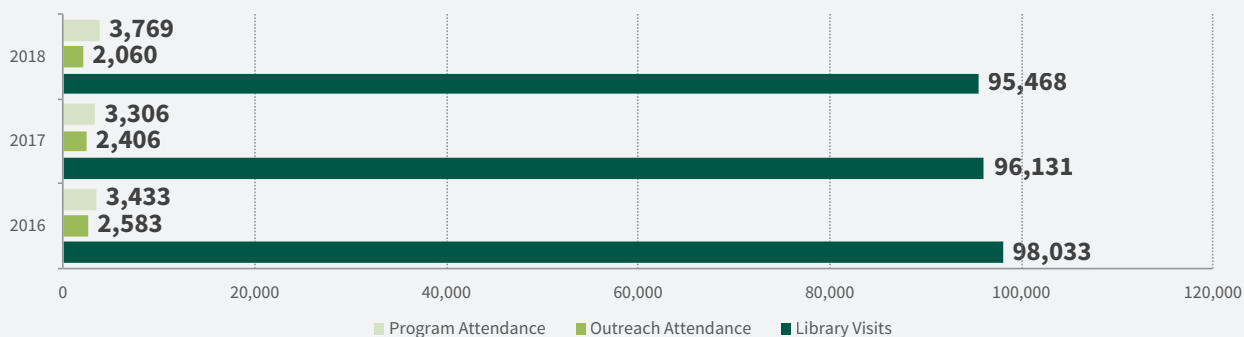
Lowell Township | 2018 Annual Report

A Municipality in the Kent District Library Service Area

Population with Library Card

35%

65%

■ KDL Cardholders ■ Non-Cardholders

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

Other
8%

Alto
12%

Cascade Twp.
16%

Englehardt
64%

Total Items Checked Out by Lowell Twp. Residents
(2% increase from 2017-2018)

Year	Items
2018	88,148
2017	86,488
2016	90,460

0   10,000   20,000   30,000   40,000   50,000   60,000   70,000   80,000   90,000   100,000

Englehardt Branch Statistics

Total Items Checked Out
(4% decrease from 2017-2018)

Year	Physical Items	eBooks/Audiobooks
2018	211,959	31,696
2017	219,661	34,136
2016	229,015	32,513

0   50,000   100,000   150,000   200,000   250,000   300,000

■ Physical Items ■ eBooks/Audiobooks

Total Branch Computer Log-Ins
(28% increase from 2017-2018)

Year	Public Computer Log-ins	Wireless Log-ins
2018	11,760	40,730
2017	11,093	29,870
2016	12,652	25,044

0   10,000   20,000   30,000   40,000   50,000   60,000

■ Public Computer Log-ins ■ Wireless Log-ins

Total People Served
(1% decrease from 2017-2018)

Year	Program Attendance	Outreach Attendance	Library Visits
2018	3,769	2,060	95,468
2017	3,306	2,406	96,131
2016	3,433	2,583	98,033

0   20,000   40,000   60,000   80,000   100,000   120,000
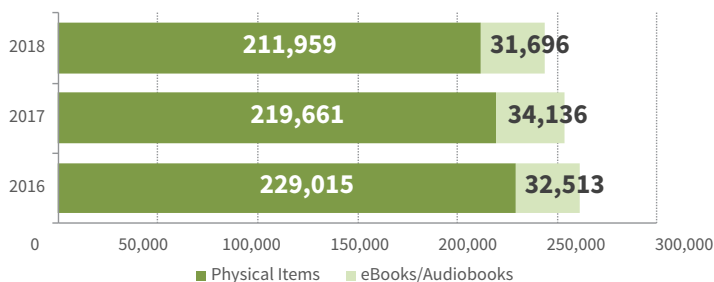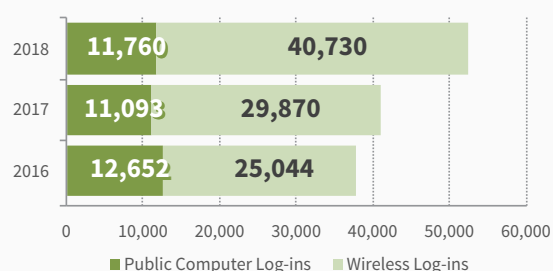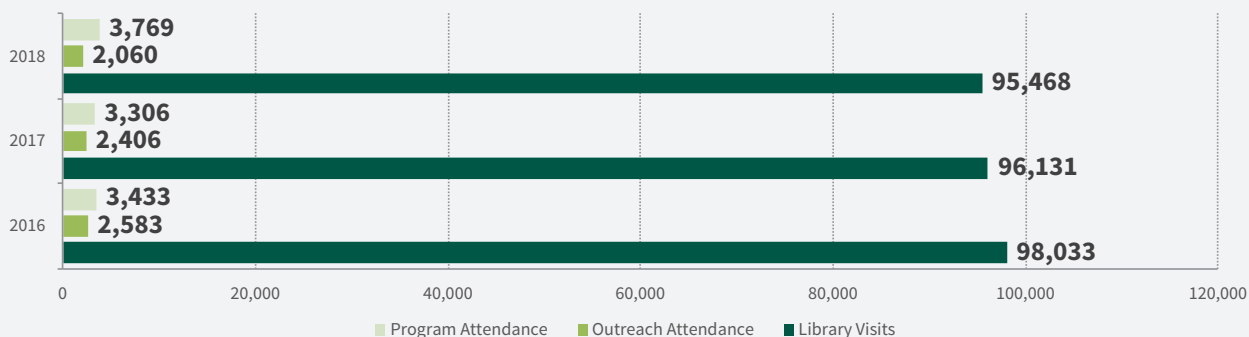
■ Program Attendance ■ Outreach Attendance ■ Library Visits
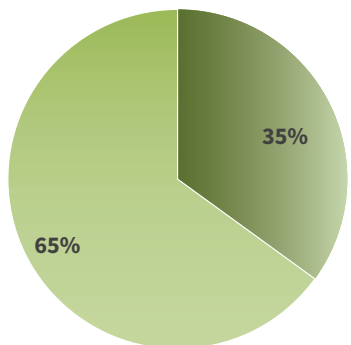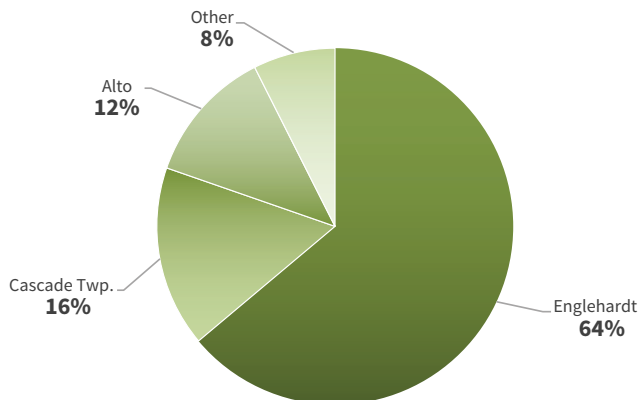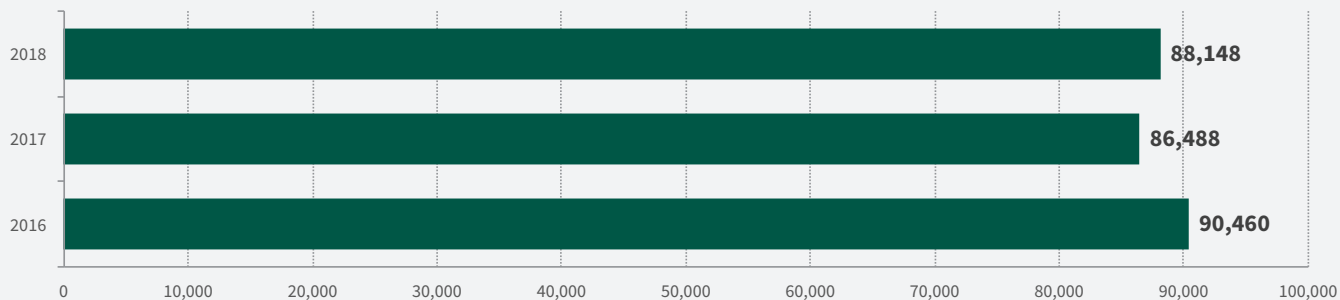
Oakfield Township | 2018 Annual Report

A Municipality in the Kent District Library Service Area

Population with Library Card

- **20%**
- **80%**

■ KDL Cardholders ■ Non-Cardholders

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

- Other **8%**
- Plainfield Twp. **14%**
- Krause Memorial **40%**
- Spencer Twp. **38%**

Total Items Checked Out by Oakfield Twp. Residents
(6% decrease from 2017-2018)

- 2018: **31,802**
- 2017: **33,923**
- 2016: **30,158**

Krause Branch Statistics

Total Items Checked Out
(6% decrease from 2017-2018)

- 2018: **478,297** / **76,163**
- 2017: **503,026** / **87,281**
- 2016: **515,128** / **79,120**

■ Physical Items ■ eBooks/Audiobooks

Total Branch Computer Log-Ins
(6% increase from 2017-2018)
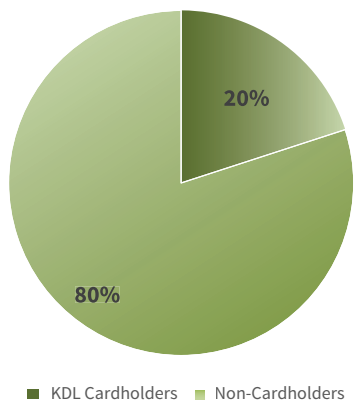

- 2018: **9,038** / **43,512**
- 2017: **10,744** / **38,750**
- 2016: **12,926** / **30,823**

■ Public Computer Log-ins ■ Wireless Log-ins

Total People Served
(2% decrease from 2017-2018)

- 2018: **10,516** / **15,573** / **166,033**
- 2017: **11,871** / **7,796** / **177,140**
- 2016: **10,208** / **7,969** / **174,573**

■ Program Attendance ■ Outreach Attendance ■ Library Visits
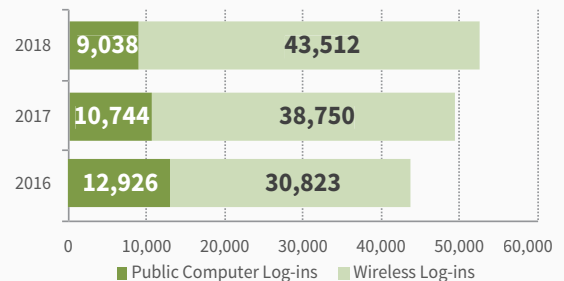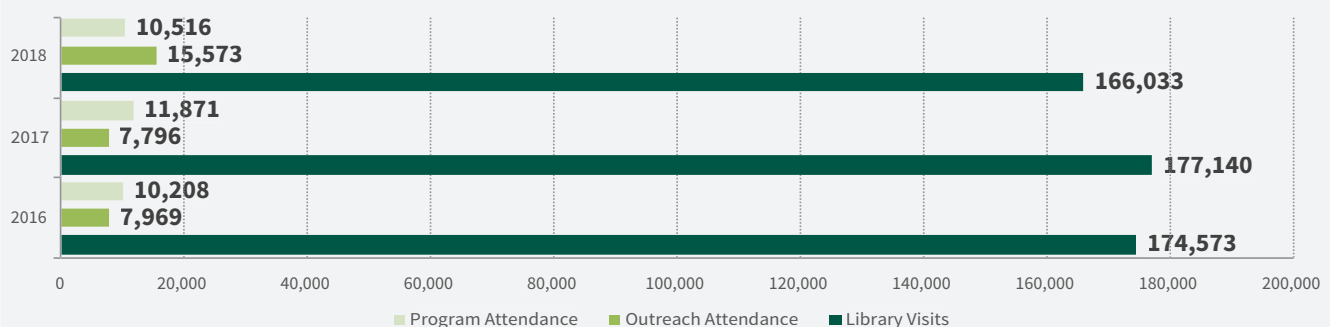
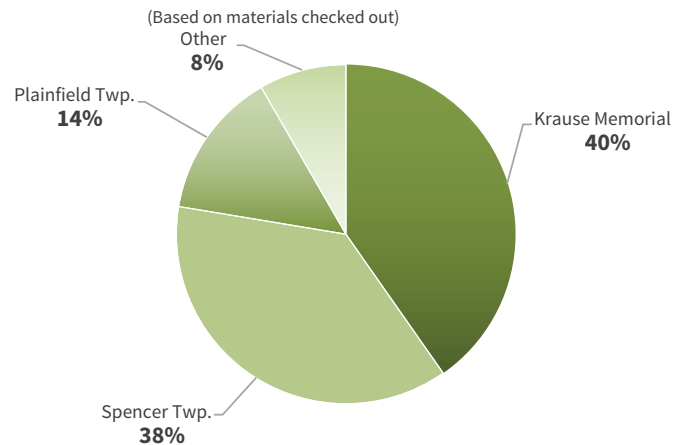# Vergennes Township | 2018 Annual Report

A Municipality in the Kent District Library Service Area
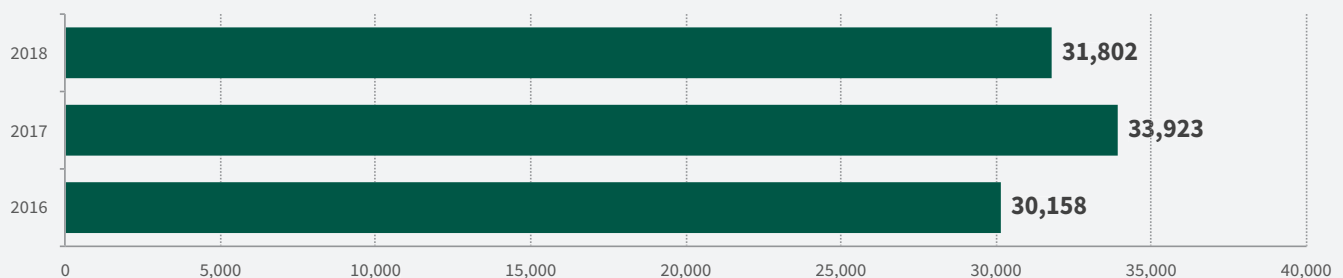
Population with Library Card

41%

59%

- ■ KDL Cardholders ■ Non-Cardholders

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

Other
9%

Cascade Twp.
11%
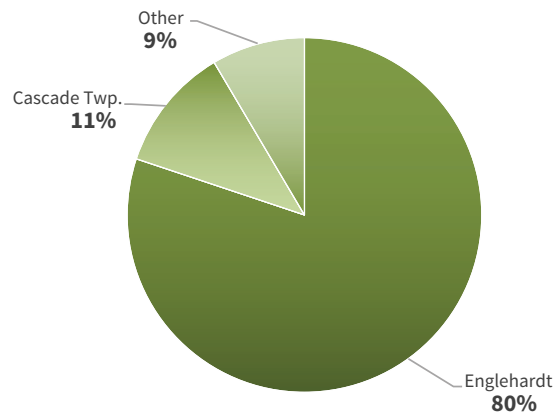
Englehardt
80%

Total Items Checked Out by Vergennes Twp. Residents
(7% decrease from 2017-2018)

Year	Items
2018	57,934
2017	62,449
2016	63,511

Englehardt Branch Statistics

Total Items Checked Out
(4% decrease from 2017-2018)

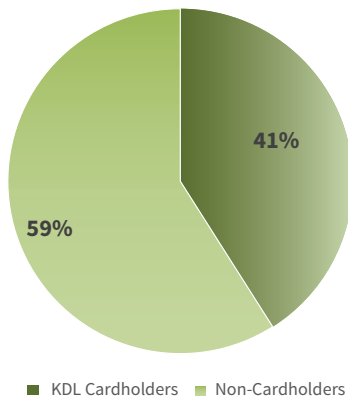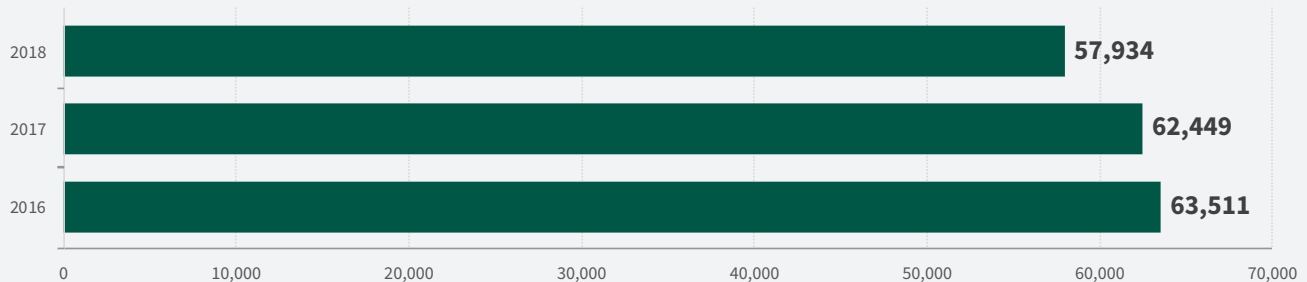| Year	Physical Items	eBooks/Audiobooks
2018	211,959	31,696
2017	219,661	34,136
2016	229,015	32,513

- ■ Physical Items ■ eBooks/Audiobooks

Total Branch Computer Log-Ins
(28% increase from 2017-2018)

Year	Public Computer Log-ins	Wireless Log-ins
2018	11,760	40,730
2017	11,093	29,870
2016	12,652	25,044

- ■ Public Computer Log-ins ■ Wireless Log-ins

Total People Served
(1% decrease from 2017-2018)

Year	Program Attendance	Outreach Attendance	Library Visits
2018	3,769	2,060	95,468
2017	3,306	2,406	96,131
2016	3,433	2,583	98,033

- ■ Program Attendance ■ Outreach Attendance ■ Library Visits
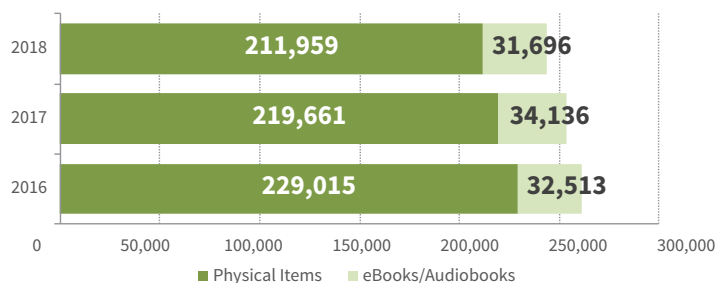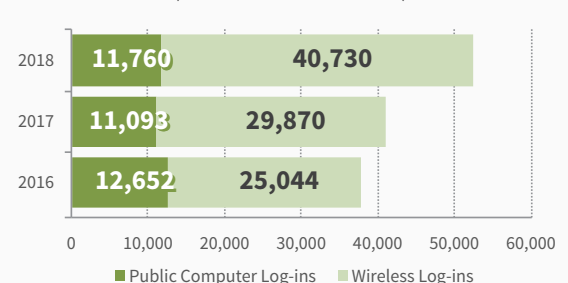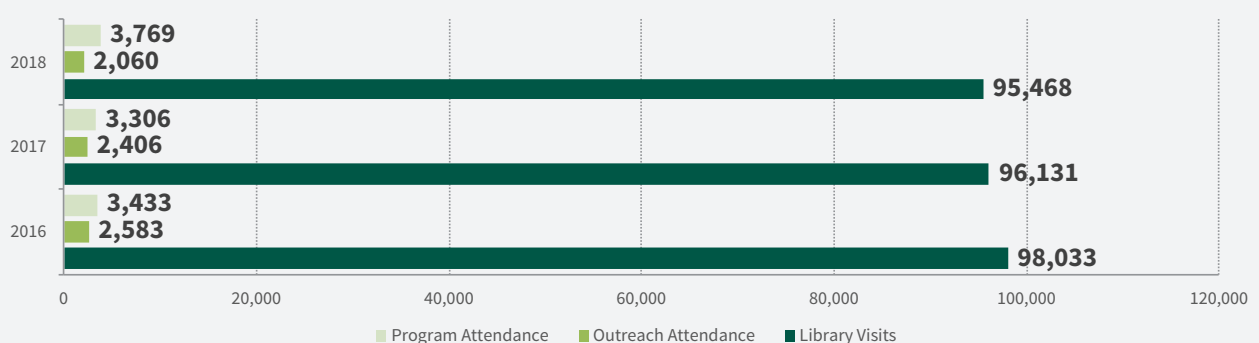
2018 Peer Comparison | Summary of the Rankings

National Comparison

The national comparison included 21 peer libraries that have between 12-20 branch outlets and a service area population ranging from 300,000 to 500,000 people. A full statistical chart showing rankings and peer comparison data follows this summary.

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

Area	KDL 2017 Rank	KDL 2018 Rank
Collection turnover rate*	1st	2nd
Number of registered borrowers	10th	12th
Percentage of operating expenditures on materials	2nd	9th
Total annual visits	4th	3rd
Total circulation (all materials)	2nd	2nd
Total electronic circulation	2nd	2nd
Total operating expenditures	13th	11th
Total operating income	13th	10th
Total program attendance	2nd	3rd

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

2018 Peer Comparison | Summary of the Rankings

State Comparison

The only criteria for entry in the library peer group for the state comparison is that a library must be in the state of Michigan and serve a population of at least 100,000 people (as reported in the Public Library Data Service Statistical Report 2018[1]). This year's state comparison included 19 peer libraries. A full statistical chart showing rankings and peer comparison data follows this summary.

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

Area	KDL **2017** Rank	KDL **2018** Rank
Collection turnover rate*	2nd	2nd
Number of registered borrowers	2nd	2nd
Percentage of operating expenditures on materials	2nd	4th
Total annual visits	1st	1st
Total circulation (all materials)	1st	1st
Total electronic circulation	1st	1st
Total operating expenditures	2nd	2nd
Total operating income	2nd	2nd
Total program attendance	1st	1st

[1]Public Library Data Service Statistical Report 2018, Public Library Association, June 2018 (Based on 2017 fiscal year data)

Library	Collection Turnover	No. of Registered Borrowers	% of Operating Expenditures on Materials	Total Annual Visits	Total Circulation (all materials)	Total Electronic Circulation	Total Operating Expenditures	Total Operating Income	Total Program Attendance
Kent District Library (MI)	8.1744	198,401	14.55%	2,663,220	8,397,078	1,290,761	$20,999,222	$24,113,729	264,291
Akron-Summit County Public Library (OH)	1.8417	303,516	16.03%	2,201,524	4,518,411	418,223	$26,500,452	$27,295,677	222,181
Allen County Public Library (IN)	10.0620	274,990	13.29%	2,372,740	24,658,031	7,058,858	$25,860,698	$27,972,211	188,109
Brazoria County Library System (TX)	1.6160	148,221	17.11%	657,950	1,787,335	123,606	$8,022,728	$8,115,149	61,312
Carnegie Library of Pittsburgh (PA)	2.0281	205,622	14.22%	2,912,976	4,766,143	457,317	$33,618,205	$35,735,948	299,768
Central Arkansas Library System (AR)	2.8426	197,634	10.68%	1,907,292	3,042,246	530,000	$18,736,924	$18,042,271	212,906
Charleston County Public Library System (SC)	5.4364	263,085	14.76%	1,670,712	4,168,738	607,909	$16,198,713	$16,816,303	219,129
Dayton Metro Library (OH)	0.0000	401,356	13.35%	2,508,844	6,622,307	719,017	$30,881,049	$28,872,555	238,917
East Baton Rouge Parish Library (LA)	2.0676	296,417	13.89%	2,131,182	4,770,698	664,825	$42,163,179	$47,210,208	474,185
Fort Vancouver Regional Library District (WA)	6.8482	273,789	18.15%	1,923,135	4,841,670	1,001,586	$22,577,893	$24,183,480	129,572
Genesee District Library (MI)	2.7474	147,070	20.04%	1,107,098	2,082,383	362,186	$7,869,792	$8,748,768	48,727
Huntsville-Madison County Public Library (AL)	6.8883	225,900	11.13%	1,156,932	4,265,729	277,833	$5,877,570	$6,089,825	128,497
Jefferson Parish Library (LA)	1.8130	83,624	8.73%	1,582,896	1,700,659	158,668	$27,390,992	$22,896,099	61,089
Johnson County Library (KS)	5.6979	255,803	9.92%	2,394,178	6,913,104	365,305	$34,274,850	$34,270,296	91,586
Knox County Public Library System (TN)	1.8647	126,196	12.56%	1,418,395	2,593,626	403,553	$13,392,357	$13,679,142	74,835
Monmouth County Library (NJ)	1.7574	146,659	15.19%	1,306,075	3,078,686	305,028	$14,268,298	$15,492,737	128,314
New Orleans Public Library (LA)	2.1037	135,983	15.08%	1,602,571	1,426,949	129,979	$16,985,465	$19,451,435	70,095
Oakland Public Library (CA)	2.4023	307,889	5.99%	2,001,295	2,821,722	213,449	$28,879,158	$28,109,108	209,852
St. Charles City-County Library District (MO)	6.0778	122,803	17.88%	1,884,863	6,995,171	731,573	$17,245,552	$18,737,624	153,701
Toledo-Lucas County Public Library (OH)	3.0738	269,997	9.61%	2,901,236	5,882,449	736,144	$35,445,589	$36,485,345	226,943
Tulare County Free Library (CA)	2.5612	57,751	8.00%	306,592	839,023	39,016	$4,229,902	$4,229,902	32,263
KDL Ranking (out of 21)	2	12	9	3	2	2	11	10	3

Public Library Data Service Statistical Report 2018, Public Library Association, June 2018 (Based on 2017 fiscal year data)

Library	Collection Turnover	No. of Registered Borrowers	% of Operating Expenditures on Materials	Total Annual Visits	Total Circulation (all materials)	Total Electronic Circulation	Total Operating Expenditures	Total Operating Income	Total Program Attendance
Kent District Library	**8.1744**	**198,401**	**14.55%**	**2,663,220**	**8,397,078**	**1,290,761**	**$20,999,222**	**$24,113,729**	**264,291**
Ann Arbor District Library	9.9915	72,200	12.76%	1,835,770	7,481,039	900,485	$14,917,623	$16,098,184	126,406
Bay County Library System	2.5606	63,853	11.83%	350,952	842,089	48,302	$4,877,825	$6,380,421	74,819
Capital Area District Libraries	3.7370	75,830	13.49%	1,180,143	2,705,546	341,172	$10,859,040	$11,169,464	75,223
Clinton-Macomb Public Library	4.6756	94,420	13.25%	687,680	1,837,684	109,275	$6,355,287	$7,701,620	54,759
Detroit Public Library	0.2451	321,568	5.12%	2,433,730	802,984	45,044	$30,152,073	$33,238,585	167,475
Flint Public Library	0.5904	25,424	9.71%	141,417	168,611	68,401	$3,314,166	$4,280,046	25,619
Genesee District Library	2.7474	147,070	20.04%	1,107,098	2,082,383	362,186	$7,869,792	$8,748,768	48,727
Grand Rapids Public Library	1.8906	55,304	11.96%	747,582	1,663,524	194,990	$9,538,195	$9,875,297	23,503
Herrick District Library	1.4496	48,606	14.43%	793,743	1,329,246	183,011	$4,252,409	$5,229,180	43,882
Jackson District Library	1.9050	64,610	14.85%	622,281	1,235,403	209,971	$6,296,484	$6,657,870	92,583
Kalamazoo Public Library	2.0009	81,822	10.68%	649,040	1,668,539	192,037	$11,179,108	$12,022,190	74,542
Monroe County Library System	2.1181	42,906	10.59%	623,601	998,988	110,589	$7,619,611	$7,415,368	113,038
Muskegon Area District Library	1.1004	47,354	8.38%	389,501	477,773	48,546	$3,419,453	$3,940,039	32,906
Public Libraries of Saginaw	1.6591	50,920	7.79%	371,376	583,063	22,546	$4,038,400	$3,792,509	12,477
Rochester Hills Public Library	7.7110	69,271	16.89%	552,380	2,029,887	134,269	$4,464,600	$4,486,900	30,515
Saint Clair County Library System	1.6683	67,513	11.21%	573,456	786,749	53,625	$4,716,417	$4,993,263	34,707
Sterling Heights Public Library	2.2137	46,498	8.93%	314,813	564,615	105,210	$2,530,455	$2,530,455	23,353
Warren Public Library	1.8877	60,033	7.89%	274,235	619,333	85,409	$3,965,285	$5,295,744	16,853
KDL Ranking (out of 19)	2	2	4	1	1	1	2	2	1

Public Library Data Service Statistical Report 2018, Public Library Association, June 2018 (Based on 2017 fiscal year data)

KDL
Kent District Library

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