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### **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

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.

#### 2019

Eliminatation of late fines for all items. All unpaid fines forgiven.

#### 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 (now the Talking Book & Braille Center) 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.



## *Information:* KDL Improves Kent County 3<sup>rd</sup> Grade Reading Proficiency to help kids succeed in school and beyond.

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

#1 (Informa	tion)		
School Partnership, Literacy	Goal	By 2020, KDL will work with area elementary schools with the lowest 3 <sup>rd</sup> Grade Reading Proficiency (Townline/Kentwood, Bowen/Kentwood, Glenwood/ Kentwood, Meadowlawn/Kentwood and Godfrey-Lee).	
			ces Network and schools to monitor isiting the library or the Bookmobile.
	KDL Impact	Through recreational reading, students will increase their reading at school an at home with a positive impact on their reading scores.	
Activity	Activity #1	By Spring 2020, KDL staff will schedule trainings with KISD schools to understand and use library resources through the Library Card Challenge and, in schools that have Bookmobile visits, to ensure the use of those resources. [Community Engagement/Outreach]	Carried over from 2019
	Activity #2	By December 2019, a Storytime Training model will be created, and initial training of current staff will be completed. [Programming Department/Youth Specialists]	[In Process] A model for storytime training was created by the Youth Specialists. The first training session was at the Youth Summit on December 5 for all youth staff. Additional training for 2020 is being developed.
	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 promote the concept of reading for fun. [Collection Development]	[In Process] Collection Development is working to schedule community feedback meetings to determine the use of book labels indicating authors of color.

School Partnership, Literacy	Activity #4	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] The Bookmobile has a regular schedule visiting 13 area schools monthly throughout the year: Bowen Elementary, Bridgeway (through Bethany Christian Services), Byron Center Charter Schools, Crestwood Middle School, Early Learning Center Preschool, Glenwood Elementary, Godfrey Lee ECC, Godfrey Lee Elementary, La Escuelita Preschool, Pinewood Middle School, Sand Lake Elementary, Townline Elementary and West Michigan Environmental Science Academy.
	Activity #5	By June 2019, KDL summer intern staff will be hired and trained to deliver storytime with an emphasis on early literacy skills. Summer interns will have an active role with Bookmobile and Outreach events. [Community Engagement/Youth Services]	[Completed]
	Activity #6	By February 2019, KDL will host a Harry Potter Festival at the Cascade Twp. Branch. It will feature literacy and the 3rd grade reading initiative by focusing on literacy skills in the choices of games, crafts and activities in the program. [Programming Department/Cascade Branch]	[Completed] The festival was held on December 28, 2018 for 260 patrons. A Star Wars event took place on January 2, with 275 attendees.
	Activity #7	By November 2019, data regarding parents trained to access the school's parent portal and in storytimes through the Bookmobile will be ready for interpretation. It is expected that performance will increase by 30%. Parents will report their child's reading scores and/or grade to measure improvement. [Community Engagement/IT]	[Cancelled] Due to privacy, schools have not granted access to the Parent Portal. As a result, the team is collecting anecdotal stories to measure impact. There has also been an intentional shift toward the Bookmobile team being present for more parent/teacher conferences and Family Literacy Nights during the 2019/2020 school year in order to foster parent engagement and build rapport with the students' families.

#2 (Informa	tion)		
School Partnership, Student Engagement	Goal	on a path where reading is enjoyable with positive impacts on their reading scores leading up to third grade.	
	Success Metrics		
	KDL Impact		
	Activity #1		
	Activity #2	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 Manager of Community Engagement]	Carried over from 2019
	Activity #3	By December 2019, KDL staff will work with Grand Rapids Public Library and Kent Intermediate School District staff to create a countywide reading program designed to encourage new readers, replacing/revamping the existing KDLand reading program. [Youth Specialists]	[Completed] Mission: Read launched in January 2019 and over 2,800 kids in grades K-3 have registered. This program includes staff training on reading skill areas, tagging the collection to specific reading skills, offering booster packs and conducting programs that foster a love of reading while addressing teacher-issued Individualized Reading Improvement Plans.

School Partnership, Student Engagement	Activity #4	By November 2019, KDL will update booklists already created for promoting the collection to new readers [Collection Development and Early Literacy Workgroup]	[Completed] Mission: Read booklist recommendations were created and updated for phonemic awareness, phonics, fluency, vocabulary and comprehension. Success Basics booklists were created and updated on the Success Basics KDL website landing page.
	Activity #5	By Spring 2019, KDL will expand the pilot at Comstock Park to all KDL branches to provide KDL Booster Packs to support students' Individual Reading Plans by age and literacy skill needed by parents and caregivers. [Director of Innovation, Collection Development Dept., and Comstock Park Youth Staff]	[Completed] Booster Packs are now available at all KDL branches and are extremely popular with patrons. More than 5,000 checkouts of Booster Packs took place between June and December 2019.

Strateg	,	2020			
#3 (Inform	ation)				
School Partnership, Student	Goal	By 2020, KDL will give student library cards to 80% of the students in public school in the KDL service area.			
Success	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, in order to increase reading scores.			
	Activity #1	By October 2019, a campaign regarding the Library Card Challenge will be launched to get students to sign up for library cards in our service area. [Community Engagement/Marketing Communications]	[Rescheduled to October 2020] The Library Card Challenge is shifting from individual student cards to teacher/classroom cards. Students registering for regular library cards is still a goal.		
	Activity #2	By March 2019, implement an option to extend use of the KDL digital collection to student library cards included in the Library Card Challenge project. [Director of Innovation]	[Completed] Students were given regular access to cloudLibrary to test the usage and ensure an increase could be accommodated. The test will go through Fall 2019.		
	Activity #3	By April 2019, a newsletter will be sent to all LCC participating schools and teachers to promote the use of the student library card, connecting students to library materials and database resources. [Community Engagement]	[On Hold] This activity will be reassessed in conjunction with #1 above.		

School Partnership, Student Success	Activity #4	By March 2019, student library cards will be issued to Kenowa Hills Public Schools as part of the Library Card Challenge project. [Community Engagement]	[On Hold] This activity will be reassessed in conjunction with #1 above.
	Activity #5	By November 2019, student library cards will be issued to participating pre-school programs as part of the Library Card Challenge project. [Community Engagement]	[On Hold] This activity will be reassessed in conjunction with #1 above.

#4 (Informatio	m)		
#4 (Information  Community  Engagement, School	Goal	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.	
School Partnership, Student Success	Success Metrics	<ul> <li>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.</li> <li>D branches: 4+ schools</li> <li>C Branches: 3+ schools</li> <li>B Branches: 2+ schools</li> <li>A Branches: 1+ schools</li> </ul>	
	KDL Impact	KDL gives meaningful volunteer experiences to volunteers to help stu increase their love of reading and their reading scores. Student successhared with volunteers.	
	Activity #1	By December 2020, work with community partners to recruit reading buddies for local literacy programs. Expand KDL's Literary Lunch programs with school partners through volunteer recruitment. [Volunteer Coordinator with Manager of Community Engagement and Youth Specialists]	[Completed] Working with Affinity Mentoring to coordinate KDL reading buddies in local schools.
	Activity #2	By November 2019, pilot a "Reading Buddy" program at the Kentwood Branch in the summer of 2019 with older Teen Volunteers. [Volunteer Coordinator with Kentwood Branch]	[Completed] The Kentwood Branch ran a Mission Read: A Galactic Family Game Night during the month of June. High school volunteers engaged with children over early literacy games and reading with 83 attendees.
	Activity #3	By June 2019, HR will collaborate with stakeholders to establish a program whereby a team of staff will participate in mentoring school-aged students to support those students and experience first-hand the impact of their efforts to make a difference with at-risk students. [Human Resources Dept]	[Completed] Orientation of six KDL mentors was completed in August. Staff are mentoring through the remainder of the school year at Burton Elementary, Southwest Community Campus and Godfrey Lee in partnership with Affinity Mentoring.

Community Engagement, School Partnership, Student Success Activity #4

By November 2019, work to develop a library card for tutors to offer to volunteers of community partners. [Volunteer Coordinator with Circulation Managers] [Cancelled] One of the primary goals of this activity was to provide library cards for tutors without late fees. Becoming a fine-free library made it unnecessary to create another library card type.



## *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)

#1 (Ideas)				
Underserved Population, Community Engagement	Goal	· · · · · · · · · · · · · · · · · · ·	Increase opportunities for residents to experience community engagement that exposes them to a new part of their community.	
	Success Metrics	<ul> <li>KDL will offer opportunities at area branches which increase each year.</li> <li>2018: 6 opportunities</li> <li>2019: 10+ opportunities</li> <li>2020: 14+ opportunities</li> <li>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.</li> </ul>		
	KDL Impact	Residents will have the opportunity to learn or share about other groups and people in their community.		
	Activity #1	By December 2020, provide displays at programs with relevant library materials and track how many of these are checked out by patrons. [Programming Department and Adult Programming Work Group]	[In Process] Completed one in Fall 2019 and will be repeated in Fall 2020.	
	Activity #2	Launch the new SPARK collection (formerly known as Hi-Lo or ABE) for adults with low reading skills. Collaborate with the Literacy Center of West Michigan in this launch by March 2020. [Collection Development]	[In Process] The SPARK collection will be added to the collection in 2020.	

Underserved Population, Community Engagement	Activity #3	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]	[Completed] For 2019, new and renewed partnerships include Peninsula Writers, GrandCon Gaming Convention, the Grand Rapids African American Museum and Archives, Lions and Rabbits art collective, Coders4Tomorrow and Frederik Meijer Gardens. In 2020, PNC Bank, Senior Neighbors and Wild Ones will all provide programming. We will also participate at Grand Rapids Festival of the Arts in a "build a puppet" project.
	Activity #4	By December 2019, KDL will host a Human Library Project program featuring different community groups at the Kentwood Branch. Evaluate the program for potential expansion to additional branches. [Programming Department]	[Completed] On November 2, the Kentwood Branch hosted this program, titled Ask Me Anything, with multiple representatives from the area. 125 patrons interacted with community members at the program. Opportunities to repeat this successful program are being explored.
	Activity #5	By September 2019, host Let's Talk About A Reading Group at the Wyoming and Kentwood Branches focusing on social justice topics for ages 4 through 11 and their caregivers. Evaluate the program and consider options for hosting at other KDL branches [Programming Department]	[Completed] The Wyoming and Kentwood Branches held eight programs for 60 patrons throughout Winter and Spring 2019. The Cascade Twp. and East Grand Rapids Branches will host these in January 2020.
	Activity #6	By August 2019, offer a second year of Sip and Sit programs during the summer where patrons are invited to sit outside on lawn chairs and have conversations with people they don't already know. Add at least two new branches to the program. [Programming Department]	[Completed] Five branches held Sip and Sit programs during summer 2019. Total number of programs: 14. Total Attendance: 400 This will be repeated in 2020 because it's been highly successful.

#2 (Ideas)				
Lifelong Learning, Community Engagement	Goal	Increase opportunities to learn someth community experts.	hing new on a variety of topics through	
	Success Metrics	KDL will offer lecture opportunities on a wide range of topics with a growing series each year.		
		2018: 10+ opportunities		
		2019: 14+ opportunities		
		• 2020: 20+ opportunities		
		D Branches: 40+ people in atte	endance	
		C Branches: 30+ people in atte	ndance	
		A/B Branches: 25+ people in at	tendance	
		Patrons will travel to new branches to	have these learning opportunities.	
	KDL Impact	Residents will have access to experts t	o encourage lifelong learning.	
	Activity #1	By December 2019, use findings from a 2018 pilot at the Byron Twp. Branch to create a speaker series (similar to the Comstock Park Branch's Live and Learn Fall series) at another branch featuring free, interesting lectures on relevant topics. Survey patrons to see if the lectures compel them to learn more about that topic. [Programming Department]	[Completed] The Plainfield Twp. Branch hosted KDL Grooves programs in November. Two music experts provided talks on music genres and history. We'll continue to explore opportunities for speaker events on popular, trending topics.	
	Activity #2	By December 2019, host program on Cybersecurity for parents. [Programming Department]	[Completed] The Cascade Twp. Branch hosted Internet Safety for Your Family on October 22, 2019.	

Lifelong Learning, Community Engagement	Activity #3	By December 2019, 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 2019 Spring, Summer, Fall and Winter seasonal programming. [Programming Department and Adult Programming Work Group]	[Completed] In the Spring, Food and Finance classes were presented by Edward Jones agents at three branches, with a total attendance of 31. The Art of Life presented painting classes at 13 classes with total attendance of 215.  In the Summer, Knitting Basics was hosted at 12 branches with total attendance of 71. Bullet Journaling classes were hosted at nine branches for 114 patrons.  These programs have proven to be very popular and will continue.
	Activity #4	By December 2019, continue to create connections with local universities and organizations to facilitate the procurement of lecturers that would be of interest to KDL's patrons.  [Programming Department]	[Completed] The Programming Department made connections throughout 2019 to help facilitate the scheduling of university professors for future programs.
	Activity #5	By June 2019, host a speaker series in partnership with the World Affairs Council at the Kentwood Branch on water issues. [Programming Department / Director of Innovation]	[Completed] Four programs were hosted at the Kentwood Branch for a series on Oceans, Lakes and Streams. 327 patrons attended these four programs.  The schedule will focus on The Future of Work in 2020.
	Activity #6	By August 2018, host Ethics Book Clubs at the 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] Six book clubs were held at the East Grand Rapids Branch from January through June of 2018. This has taken off as a year-round program.

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#3 (Ideas)				
Underserved Populations, Community Engagement	Goal	Increase opportunities to do activities that normally cost money to participate.		
	Success Metrics	<ul> <li>KDL will pay for instructors to come to the branches and offer learning opportunities for community activities that normally cost money.</li> <li>2018: 5+ opportunities</li> <li>2019: 10+ opportunities</li> <li>2020: 15+ opportunities</li> </ul>		
	KDL Impact	Residents can participate in activities that normally cost money.		
	Activity #1	By December 2019, host a series of concerts in three to five KDL branches and promote them as a series over one season. [Programming Department]	[Completed] The Cascade Twp. Branch has scheduled performers for another season of Sunday Afternoon Live. Pop-up concerts are also being scheduled for Fall and Winter 2020.	
	Activity #2	By December 2019, offer a jewelry making class for adults. Also, survey patrons to see if they were able to attend due to the program being free and what other no-cost programs they would like to attend. [Programming Department and Adult Programming Work Group]	[Completed] Macramé for Beginners, where participants created jewelry, was held at eight branches this Fall for 126 patrons. This Winter, nine branches will host an intermediate-level macramé class.	
	Activity #3	By December 2019, KDL will offer two Estate Planning programs with the Davenport University Paralegal Department at the Kentwood Branch. Will also explore the possibility of expanding this to another branch. [Programming Department]	[Delayed] The program was delayed due to the number of Davenport University students available to help with the program. Two are now scheduled at the Kentwood Branch, with one in February 2020 and one in March 2020	

Underserved Populations, Community Engagement	Activity #4	By December 2019, offer another round of Ladies Night programs with new activities. Also, create and host one Ladies Night without alcohol, at a branch that cannot include alcohol in their program. [Programming Department and Adult Programming Work Group]	[Completed] In the Fall, four branches hosted Ladies Nights with wine tasting, and five branches hosted Ladies Nights with kombucha, along with crafts, cheese tastings and more.
	Activity #5	By December 2019, offer new home improvement and repair programs with Home Repair Services. [Programming Department and Adult Programming Work Group]	[Completed] Drywall and Plaster Repair was taught at three branches this Fall for 38 patrons. Basic Home Maintenance programs were hosted this Spring at six branches for 44 patrons.

#4 (Ideas)				
Lifelong Learning,	Goal	Increase opportunities for residents to learn about the history of their community.		
Community Engagement	Success Metrics	Over 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 December 2020, facilitate the hosting of local history programs in connection with local historical societies with the goal of adding programs each year until all 19 branches have hosted a local history program that features an aspect of that community's history. [Programming Department]	[In Process] A Women's Suffrage program took place in February at the East Grand Rapids Branch and an African American History series was held at the Wyoming Branch.	
	Activity #2	By December 2019, 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 Adam Oster (Kentwood Librarian)]	[In Process] The Library of Michigan presented the program Family History Research through the Library of Michigan on December 9 at the Kentwood Branch. More history programs are being scheduled for 2020.	

Lifelong Learning, Community Engagement	Activity #3	By December 2019, survey patrons at local history programs to see if they feel more connected to their community after the program. [Programming Department and Adult Programming Work Group]	[Completed] Surveys were completed in September and history program suggestions were compiled.
	Activity #4	By September 2019, provide a history program on immigrants to the United States with a local speaker for multiple branches to host. [Programming Department and Adult Programming Work Group]	[Completed] Holocaust survivor Martin Lowenberg spoke at the Wyoming Branch on November 13. He will return in May 2020 for two KDL appearances plus school visits.



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

**Fact:** 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)

#1 (Exciten	nent)				
Student Success, Community	Goal	Increase STEAM (Science Technology Engineering Art Math) opportunities with community partners and experts.			
Engagement	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 an introductory STEAM (Science Technology Engineering Art Math) experience with access to experts to continue their interests.			
	Activity #1	By June 2020, launch a new Summer Wonder program with the goal to increase participation by school-age kids to help fight the summer slide. Provide four STEAM programs at each branch. Include greater Spanish- language support. [Programming]			

Student Success, Community Engagement	Activity #2	Create a small library in Godfrey- Lee's Alternative High School by Fall 2020. [Library Services/Collection Development]	[In Process]
	Activity #3	Create teen passive programming that branches can offer at any time. [Programming]	[In Process]
	Activity #4	By the end of 2020, participate in Chemistry at the Mall, along with other local maker groups, bringing STEAM KDL LAB activities to Woodland Mall. [Community Engagement]	Carried over from 2019
	Activity #5	By December 2020, KDL will partner with the Grand Rapids Children's Museum to create a pilot play space at the Wyoming Branch. [Director of Branch Services and Wyoming Branch Youth Staff]	Carried over from 2019

#2 (Exciter	ment)					
Student Success, School	Goal	Bring STEAM (Science Technology Engineering Art Math) activities into school outreach activities.				
Partnership	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 December 2019, KDL staff will bring LittleBits and other KDL LAB activities to three East Grand Rapids schools including Breton Downs, Wealthy Elementary and Lakeside Elementary. [EGR Youth Staff]	[Completed] STEAM Lunch Club and After- School STEAM Club activities were provided for approximately 120 4th and 5th graders. Additionally, three sessions of STEAM activities were provided at Woodcliff Preschool.			

Student Success, School Partnership	Activity #2	By November 2019, KDL staff will bring LAB activities to the Kentwood Public Schools elementary schools as part of four fall school events. [Kentwood Youth Staff]	[Completed] The Kentwood Branch youth staff brought KDL Labs to four separate events at the Kentwood Public Schools during the months of September, October and November. Fifth graders from all 10 of the elementary schools participated in these events.
	Activity #3	By May 2019, staff will provide a KDL Lab experience to students after school weekly for six weeks at Central Elementary for Kenowa Hills Public Schools. [Walker Youth Staff]	[Completed] There were six KDL LAB programs at Kenowa Hills Central Elementary in April 2019, reaching 150 students.
	Activity #4	By April 2019, KDL staff will bring KDL LAB STEAM activities to Caledonia Public Schools for 4th and 5th grade students at Kettle Lake Elementary School and 3rd, 4th and 5th grade students at Paris Ridge Elementary School. [Caledonia Youth Staff]	[Completed] There were four KDL LAB programs at Caledonia's Paris Ridge Elementary School in February and April, reaching 263 students.
	Activity #5	By June 2018, KDL staff will bring KDL Lab to Sand Lake Elementary, Forest Hills Elementary Schools, Kent City Elementary Schools, and Martin Luther King, Jr. Leadership Academy. [Branch Youth Staff]	[Completed]

#3 (Excitem	Goal	Offer fun learning opportunities during school breaks.		
Student Success, Community Engagement	Success Metrics			
	KDL Impact	Math) program.  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 December 2019, continue to work with community partners such as the National Science Institute (formerly named the Geek Group) and M-TEC to plan for future school break programming options for school-age children. [Programming Department and KDL LAB Workgroup]	[Completed] NSI has closed, but KDL continues to partner with GRCC M-TEC and has created partnerships with organizations including Coders4Tomorrow and Loop Coding Center to provide programs for school-age children. KDL has also begun using performers for schoolbreak programs and in 2019 hosted Kevin Kammeraad's puppet show, Wimee's Words, at seven branches during spring break week.	
	Activity #2	By June 2019, create two new KDL LAB tubs for branches to use during Summer Reading. These tubs will focus on programs that are easy to set up and use. Staff will be surveyed to evaluate the effectiveness of these tubs and the quality of the programs. [KDL LAB Workgroup]	[Completed] Two new tubs were created: Let's Make Slime and a building-related one. The Programming Department surveyed over 30 staff members about the effectiveness of these programs.	

#### Student Success, Community Engagement

#### **Activity #3**

By May 2019, provide spring break programs at the National Science Institute (formerly named the Geek Group) featuring STEAM activities. [Programming Department and KDL LAB Workgroup] [Completed] The NSI closed, so branches replaced these STEAM programs with KDL LAB programs at the following branches: Alto, Cascade Township, East Grand Rapids, Englehardt, Grandville, Kentwood, Nelson Township and Walker.

Total number of programs: 17 Total attendance: 452

#### **Activity #4**

By February 2019, host two days of STEAM programs at the National Science Institute (formerly called the Geek Group) during Winter break. One program will feature the organization's laser cutter, along with activities based on light science. The other will be a repeat of last year's very popular computer take-apart and put-back-together program. [Programming Department and KDL LAB Workgroup]

[Completed] The NSI closed, so branches replaced these STEAM programs with KDL LAB programs at the following branches: Comstock Park, East Grand Rapids, Englehardt, Nelson Township, Spencer Township and Walker.

Total number of programs: 17 Total attendance: 341

	_			
#4 (Exciter	nent)			
Student Success, Community	Goal	Creatively use branch space after hour	s 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 December 2019, create a multi- station program based on the NASA @ My Library workshop. Provide the branches with the option of hosting during closed hours. [Programming Department, KDL LAB Workgroup and Sandy Graham]	[Completed] The program debuted at the Nelson Township Branch on September 28. The Walker and Byron Township Branches also hosted the program this fall. The program was hosted again at multiple branches for Winter 2019-2020.	
	Activity #2	By July 2019, 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] The Cascade Twp. Branch hosted a Teen Exam Cram program on January 13 for 36 students and on June 2 for 18 students. In December 2019, the Cascade Township and Kelloggsville Branches hosted this program, with additional dates scheduled for spring and summer.	

Student Success, Community Engagement

### Activity #3

By February 2019, host a Family Arcade and Mini Golf program at the Kentwood Branch. Evaluate the program and the new arcade game vendor to potentially host at another branch in 2019. [Programming Department and Kentwood Branch] [Completed] 636 patrons attended these programs at the Kentwood Branch on January 4 and 5. Patrons experienced classic arcade games, mini golf in the stacks and silent disco. Reviews were overwhelmingly positive and KDL will work with new partner, 616 Amusements, again. This has been very successful and has become an annual program.

### **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 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 TALKING BOOK & BRAILLE CENTER 3350 Michael Ave. SW Wyoming, MI 49509

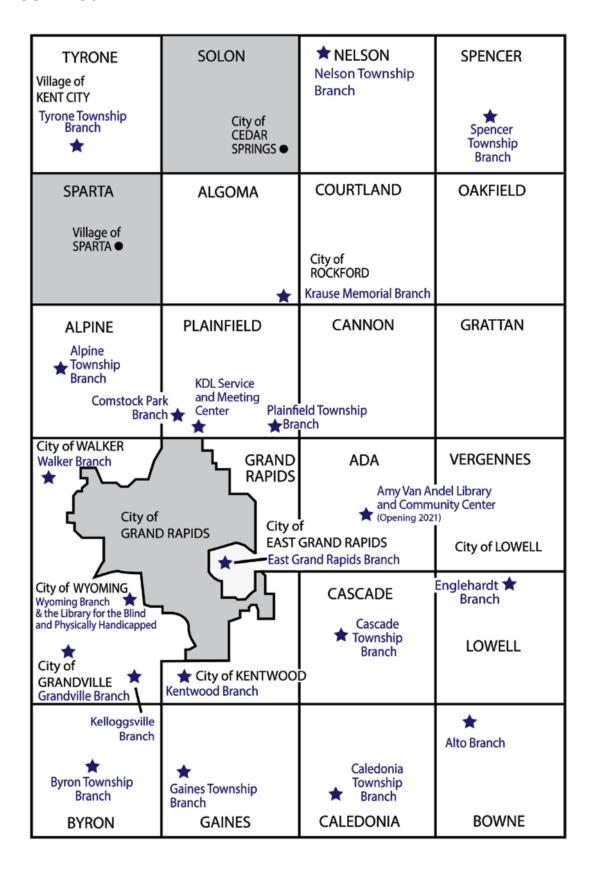


**KDL SERVICE AND MEETING CENTER** 814 West River Center Dr. NE Comstock Park, MI 49321



COMING IN 2021: AMY VAN ANDEL LIBRARY AND COMMUNITY CENTER 7215 Headley St. SE Ada, MI 49301

#### **Service Area**



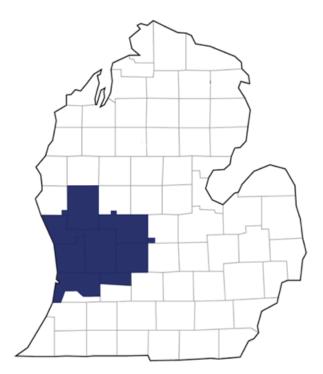
Areas highlighted in gray are outside the KDL service area and include the City of Grand Rapids, City of Cedar Springs, Solon Township, Sparta Township, the Village of Sparta, and the portion of Bowne and Caledonia Townships within the Thornapple Kellogg school district.

### **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 Michigan 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 Barry County Ionia County Kent County Montcalm County Muskegon County Newaygo County Ottawa County

Affiliated counties include Gratiot, Mecosta and Oceana.



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

The state of Michigan is divided into cooperatives for the purpose of the distribution of state aid. The LLC receives a portion of Kent District Library's share of state aid. State aid was appropriated by the state legislature on a basis of \$0.39689 per capita in 2019. 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 2018-19 was \$1,251,498.

### **Governance & Organizational Structure**

#### **Board of Trustees**

The Kent District Library Board of Trustees is comprised 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.



Shirley Bruursema Chair Region 6: City of Kentwood, and Caledonia and Gaines Townships



Penny Weller Trustee Region 3: City of Walker, and Alpine and Plainfield Townships



Tom Noreen Vice-Chair Region 1: Nelson, Oakfield, Spencer, and Tyrone Townships



Caitie Searfoss Oliver Trustee Region 4: City of Lowell, and Bowne, Lowell and Vergennes Townships



Andrew Erlewein
Treasurer
Region 2: City of Rockford,
and Algoma, Cannon,
Courtland and Grattan
Townships



Charles Myers
Trustee
Region 5: City of East
Grand Rapids, and Ada,
Cascade, and Grand Rapids
Townships



Sheri Gilreath-Watts Secretary Region 8: City of Wyoming



Allie Bush Idema
Trustee
Region 7: City of
Grandville and Byron
Township

### **Governance Structure and Organization**

Leadership Team

(As of June 2020)

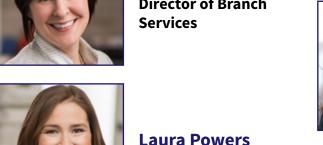
The Kent District Library Leadership Team leads the staff in support of KDL's strategic plan, coordinates organizational functions and facilitates communication. Members of the Leadership Team are:



**Lance Werner Library Director** 



**Lindsey Dorfman Director of Branch Services** 



**Laura Powers Director of Finance** 



Brian Mortimore
Director of Human
Resources &
Organizational
Development



Kurt Stevens Director of Information Technology



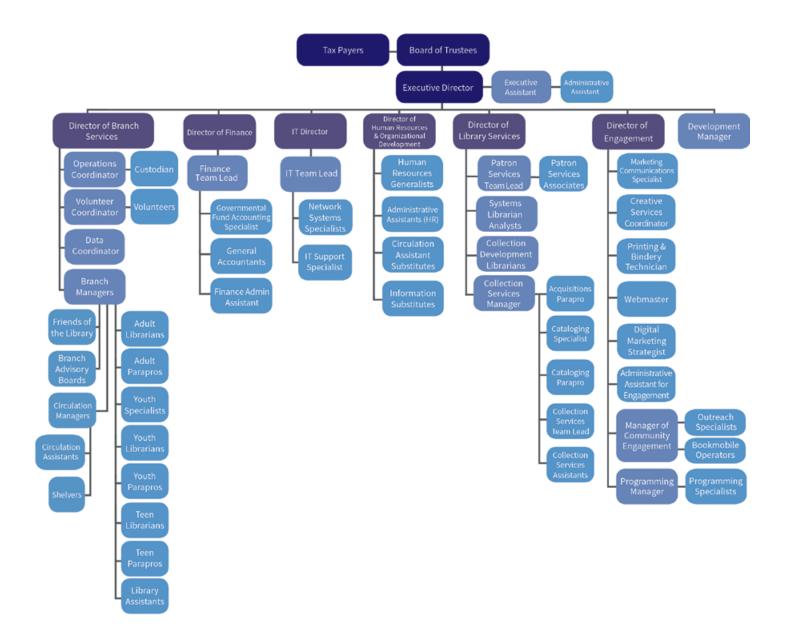
Carrie Wilson Director of Library Services



Randall Goble
Director of
Engagement

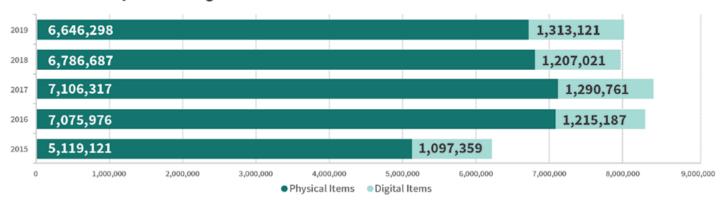
### Kent District Library Organizational Chart

(As of December 31, 2019)

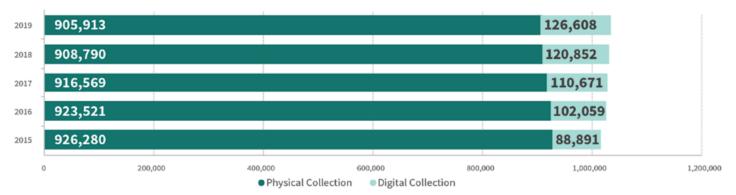


### **Statistical Trends** | 2019

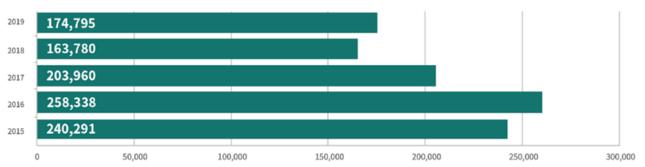
#### **KDL Total Physical and Digital Circulation**



#### **KDL Collection Items**

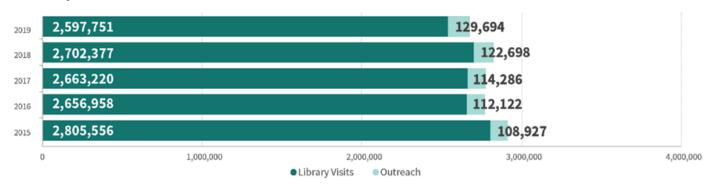


#### **KDL Cardholders\***

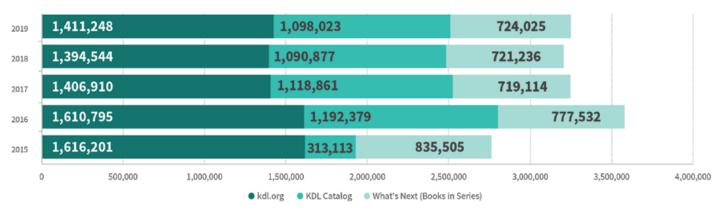


 $<sup>^*</sup>$ In 2017, a new policy was implemented to deactivate cards that have been inactive in the systm for three years or more.

#### **People Served**

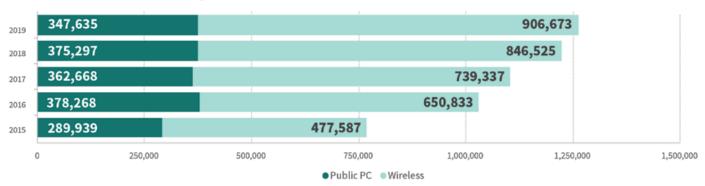


#### **KDL Online Visits**

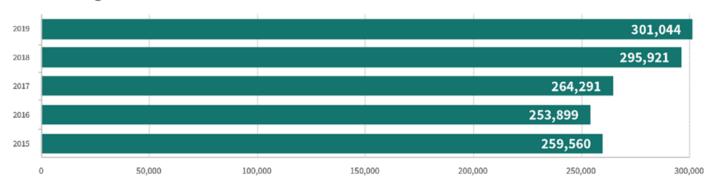


### **Statistical Trends** | 2019 (cont'd)

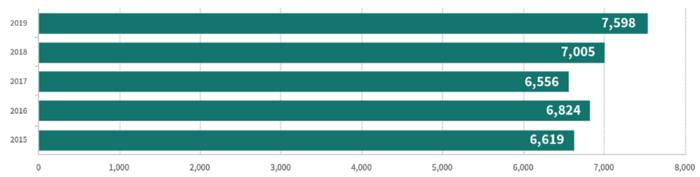
#### Public PC vs. Wireless Log-ins



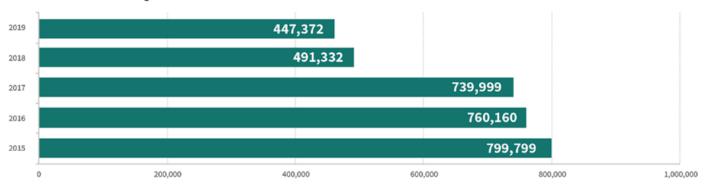
#### **KDL Program Attendees**



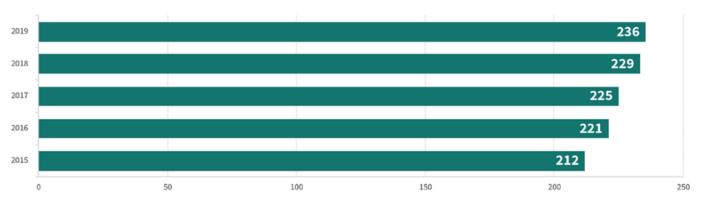
#### **Programs**



#### **KDL Reference Questions**



#### **KDL Staff Positions (FTEs)**



# **Statistical Information** $\mid 2019$

Circulation	2019	2018
Adult Fiction	870,057	895,909
Adult Non-Fiction	551,721	559,540
Audiobooks	188,456	207,881
Book Club in a Bag	1,041	960
DVDs and Blu-ray	1,453,040	1,579,591
International Language	29,747	28,014
Juvenile Fiction	2,222,716	2,168,046
Juvenile Non-Fiction	390,845	384,063
Large Print	80,381	80,179
Local Indie	1,914	1,785
MeLCat (Inter-Library Loan)	62,089	45,509
Miscellaneous	35,501	25,863
Music CDs	138,372	155,476
Periodicals	129,901	143,824
Reference	96	6,588
Rotating Display Items	51,702	52,036
TBBC (Talking Book & Braille Center)	66,051	72,741
Teen Fiction	263,382	272,565
Teen Non-Fiction	11,229	11,521
Video Games	98,057	94,596
Total Physical Circulation	6,646,298	6,786,687
Digital Downloads		
eAudiobooks	400,502	339,944
eBooks	586,701	553,114
eMagazines	56,151	37,668
eMovies	16,121	19,138
eMusic	253,646	257,078
Total Digital Circulation	1,313,121	1,290,021
Total Circulation	7,959,419	7,993,708

Collection	2019	2018
Audio (Audiobooks and Music CDs)	72,640	74,113
Books	719,569	720,091
Braille Items	329	338
Kits	1,201	357
Miscellaneous Items	1,469	1,541
Periodicals	22,955	24,601
Videos (DVDs and Blu-ray)	78,134	78,422
Video Games	9,616	9,327
Total physical items in the library collection at year-end	905,913	908,790
Digital Collection		
Electronic Audiobooks (eAudiobooks)	33,265	29,246
Electronic Books (eBooks)	93,343	91,606
Total digital items in the library collection at year-end	126,608	120,852
Periodical Subscriptions	1,666	1,905
Licensed Databases – Local	25	25
Licensed Databases – State	65	61
Licensed Databases – Total	90	86
MeLCat (Inter-Library Loan)		
MeLCat Items Borrowed by KDL from Other Libraries	36,570	32,562
MeLCat Items Loaned by KDL to Other Libraries	32,962	31,407
Human Resources		
Number of MLS Librarians	71	71
Full-time Equivalent of MLS Librarians	65.2	64
Number of Non-MLS Librarians	2	1
Full-time Equivalent of Non-MLS Librarians	2	1
Number of Other Paid Staff	249	243
Full-time Equivalent of Other Paid Staff	169.2	165
Total Number of Staff	322	315
Total Full-Time Equivalents (FTEs)	236.4	229
Total Hours Per Week Worked by MLS Librarians	2,608	2,552
Total Hours Per Week Worked by All Staff	9,455	9,177
Staff Training Hours	3,752	3,854

# Statistical Information | 2019 (cont'd)

Patron Services:	: Centralized Phone Center		2019		2018
	Туре	Quantity	% of Total	Quantity	% of Total
	Branch Hours/Hang Up/Other	38,430	45%	34,715	45%
	Circulation	18,422	22%	17,512	22%
	Reference	9,694	12%	9,818	13%
	General Information	7,939	9%	3,937	5%
Phone Calls	Transfers to Branch Staff	4,736	6%	6,181	8%
	Programming	2,146	3%	1,859	2%
	Staff Support	2,023	2%	2,240	3%
	Staff Support	1,164	1%	1,727	2%
	Total	84,554		77,989	
	Percentage of Calls Handled (i.e., Not T	ransferred to Brancl	n Staff) <b>94</b> %		92%
	Туре	Quantity	% of Total	Quantity	% of Total
	Circulation	18,592	89%	12,124	80%
A 1 1/D1	Reference	1,098	5%		
	Reference	1,090	370	1,312	8%
AskKDL (Online Forms	eResources	782	4%	1,312 1,211	
(Online Forms and Email					8%
(Online Forms	eResources	782	4%	1,211	8% 1%
(Online Forms and Email	eResources General Information	782 223	4% 1%	1,211	8% 1% 2%
(Online Forms and Email	eResources General Information Staff Assistance	782 223 203	4% 1% 1%	1,211 129 226	8% 1% 2%
(Online Forms and Email	eResources General Information Staff Assistance User Feedback	782 223 203 40	4% 1% 1%	1,211 129 226 73	8% 1% 2%
(Online Forms and Email Inquiries)	eResources General Information Staff Assistance User Feedback	782 223 203 40 20,938	4% 1% 1%	1,211 129 226 73 15,075	8% 1% 2%
(Online Forms and Email Inquiries)  LibChat Online Reference	eResources General Information Staff Assistance User Feedback Total	782 223 203 40 20,938 982	4% 1% 1%	1,211 129 226 73 15,075 1,142	8% 1% 2%
(Online Forms and Email Inquiries)  LibChat Online Reference	eResources General Information Staff Assistance User Feedback Total  Total  Total  raille Center (TBBC)	782 223 203 40 20,938 982	4% 1% 1%	1,211 129 226 73 15,075 1,142	8% 8% 1% 2% 1%

Programs	201	.9	201	L8
Туре	Events	Participants	Events	Participants
Outreach (Tours, Workshops, etc.)	2,097	129,694	1,948	122,698
Programs for Young Children	2,841	79,458	2,673	80,672
Programs for School-Age Children	523	17,311	588	20,821
Programs for Teens	480	7,723	398	7,807
Programs for Adults	1,165	13,797	984	11,624
Programs for All Ages	492	53,061	414	52,299
Total	7,598	301,044	7,005	295,921
Summer Reading Program Com	pleters		2019	2018
Babies (Ages 0 – 24 mo)			899	875
Youth (Ages 2 – 10 yrs)			10,328	10,353
Teen (Ages 11 – 17 yrs)			3,196	3,211
Adult (Ages 18 and Older)			4,732	3,698
Total			19,155	18,137
Technology				
Computers for Staff			258	260
Computers for Public			270	275
Patron Log-ins to Public Computers			347,635	375,297
Patron Log-ins to Wireless Network			906,673	846,525
Self Check-Out Units			45	45
Self Check-In Units			15	15
Volunteers				
Adults			233	296
Teens			406	356
Hours, Adults			2,634	5,277
Hours, Teens			5,429	5,794

# $\textbf{Statistical Information} \ | \ 2019$

Website	2019	2018
Visits to KDL.org	1,411,248	1,394,544
Visits to KDL Catalog (catalog.kdl.org)	1,098,023	1,090,877
Visits to What's Next?: Books in Series Site	724,025	721,218
Visits to KDL Databases	54,125	62,883
Ask KDL (Online Form and Email Inquiries Handled)	20,938	15,075
LibChat (Online Chat Sessions)	982	1,142
Personalized Picks Lists Created	550	415
Blog Posts	182	153
Percentage of Visits from Mobile Devices	51%	50%
eNewsletter Subscribers	64,967	93,299
Social Media Followers	51,739	not measured

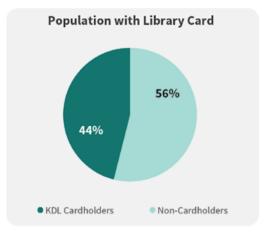
Annual Counts		
Library Visits	2,597,751	2,702,377
Outreach Attendance	129,272	122,698
Population of Service Area (2010 U.S. Census)	395,660	395,660
Cardholders (Library Registrations)	174,795	163,780
Information Requests/Computer Assistance	447,372	491,332
Total Annual Open Hours	46,312	51,287
Total Weekly Public Service Hours	1,016.5	1,016.5

Per Capita Measures		
Circulation Per Capita	20.12	20.20
Circulation Per Registered Borrower	45.54	48.81
Collection Turnover Rate (i.e., Circulation/Collection)	7.71	7.76
Holdings Per Capita	2.61	2.60
Program Attendance Per Capita	0.76	0.75
Public Internet Use Per Capita (PC & Wireless Log-ins)	3.17	3.09
Reference Transactions Per Capita	1.13	1.24
Registration as a Percentage of Population	44.18%	41.39%
Visits Per Capita (In Person)	6.57	6.83
Visits Per Capita (Virtual / Website)	8.17	8.10

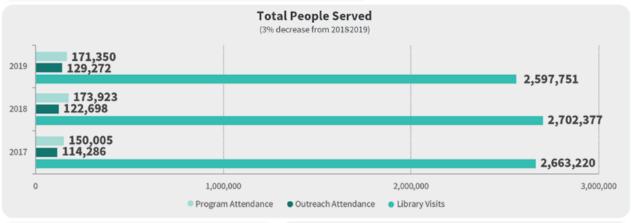
## **Systemwide Overview** | 2019 Statistical Information

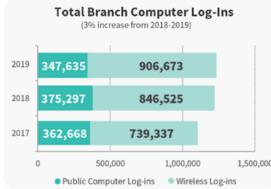
## **Kent District Library Facts**

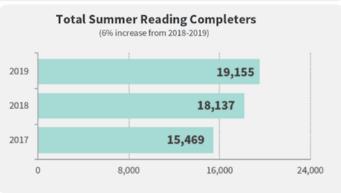




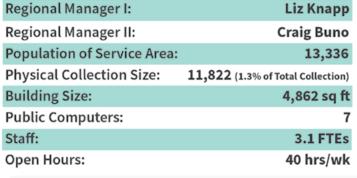


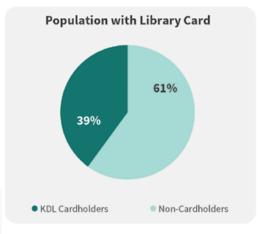




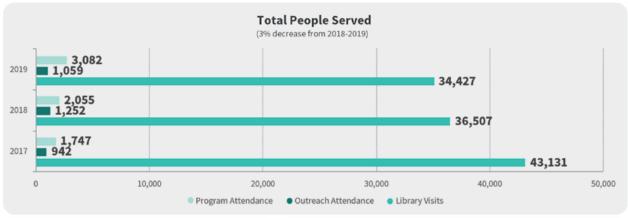


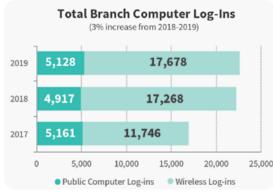
## Alpine Twp. Branch | 2019 Statistical Information

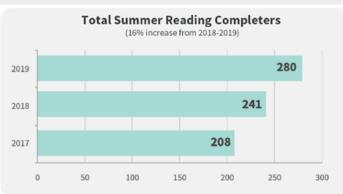






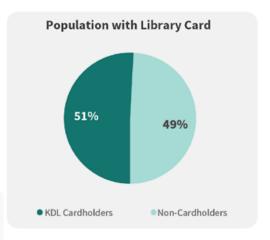




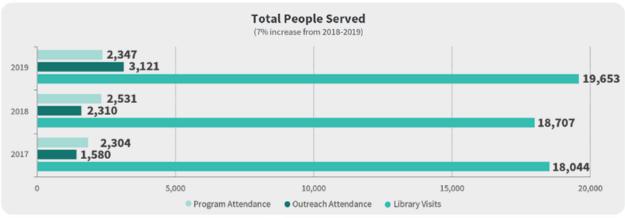


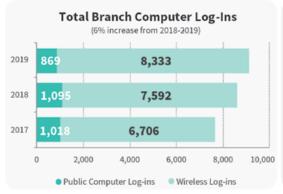
## **Alto Branch** | 2019 Statistical Information

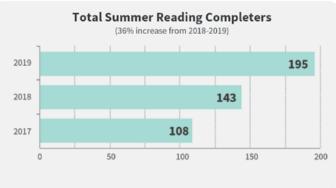
Regional Manager I:	Sandra Graham
Regional Manager II:	Barbara Jingles
Population of Service Area:	2,793
Physical Collection Size:	14,243 (1.6% of Total Collection)
Building Size:	5,795 sq ft
Public Computers:	4
Staff:	2.4 FTEs
Open Hours:	37.5 hrs/wk







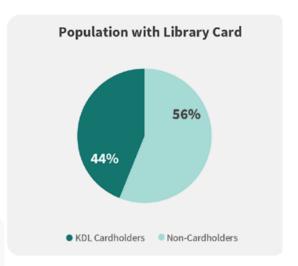




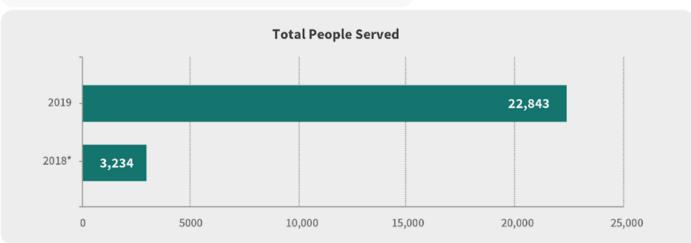
## **Bookmobile** | 2019 Statistical Information

#### **Bookmobile Facts**

<b>Community Engagement Ma</b>	nager: Sara Proaño
Population of Service Area:	395,660 (Kent County)
Physical Collection Size:	6,073 (0.7% of Total Collection)
Vehicle Size:	306 sq ft
Public Computers:	0
Staff:	1.8 FTEs
Open Hours:	varies



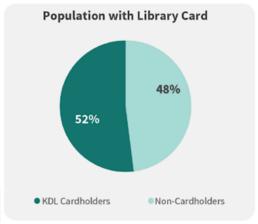


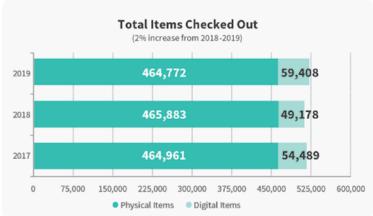


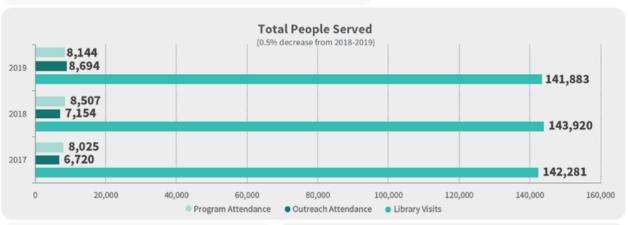
<sup>\*</sup>The Bookmobile was in service for only three months in 2018.

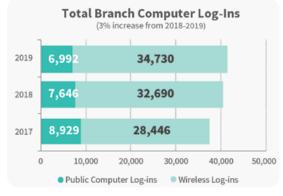
## Byron Twp. Branch | 2019 Statistical Information

Regional Manager I:	Josh Bernstein
Regional Manager II:	Eric DeHaan
Population of Service Area:	20,317
<b>Physical Collection Size:</b>	55,469 (6.1% of Total Collection)
Building Size:	13,600 sq ft
Public Computers:	8
Staff:	7.9 FTEs
Open Hours:	54.5 hrs/wk



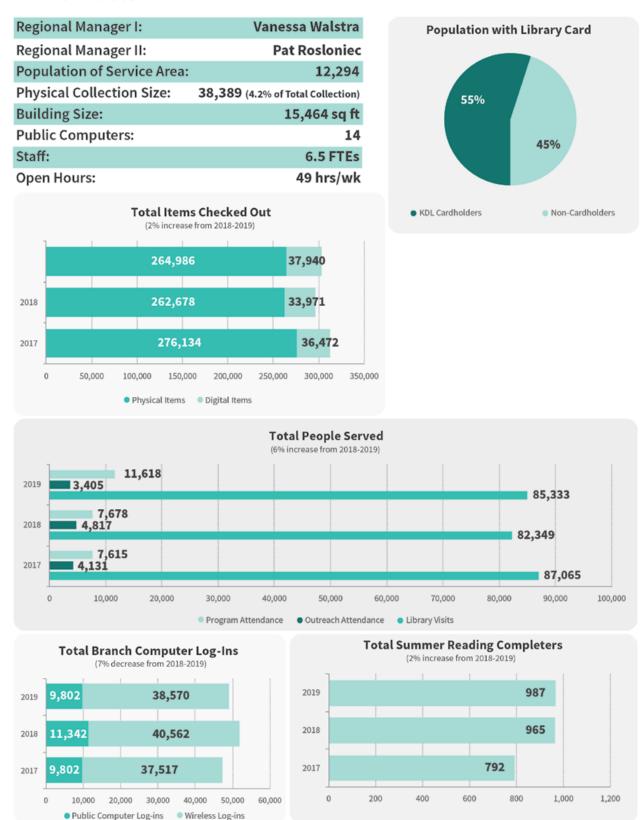




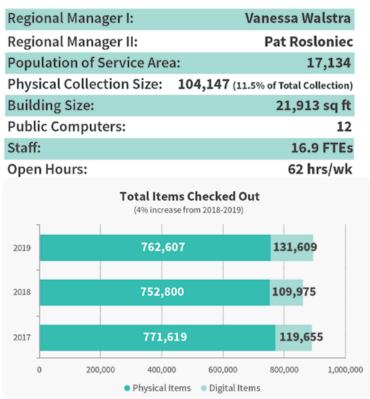


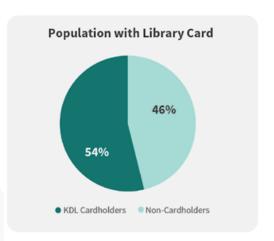


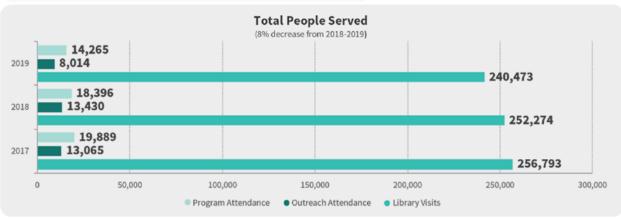
## Caledonia Twp. Branch | 2019 Statistical Information

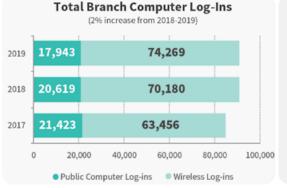


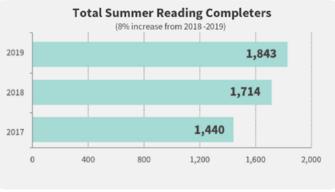
## Cascade Twp. Branch | 2019 Statistical Information











## **Comstock Park Branch** | 2019 Statistical Information

#### **Branch Facts**

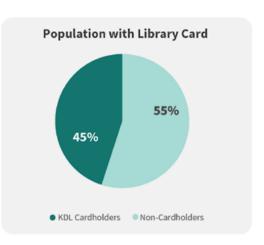
2017

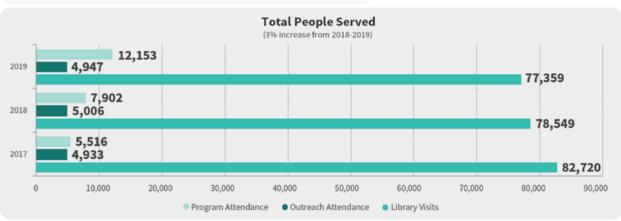


170,065

100,000

50,000





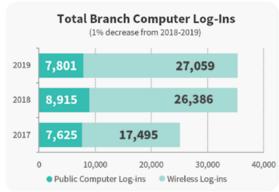
22,381

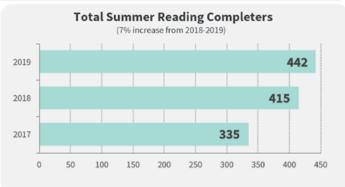
200,000

250.000

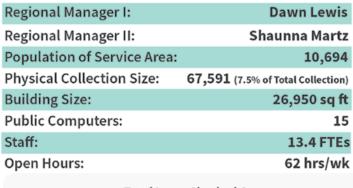
150.000

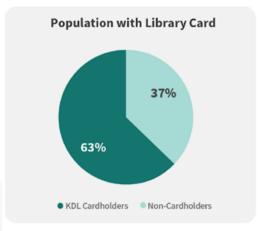
Physical Items
 Digital Items

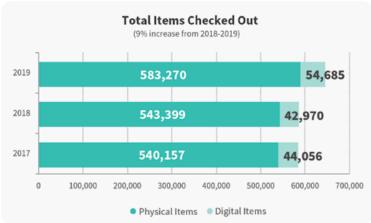


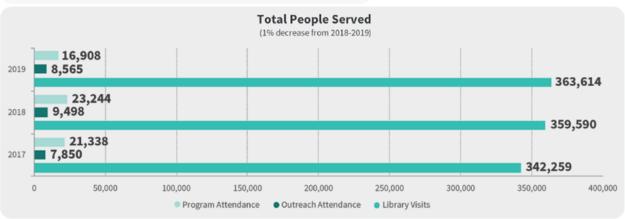


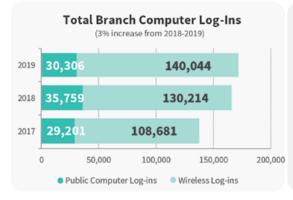
## **East Grand Rapids Branch** | 2019 Statistical Information

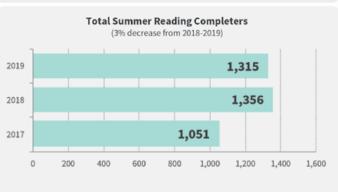






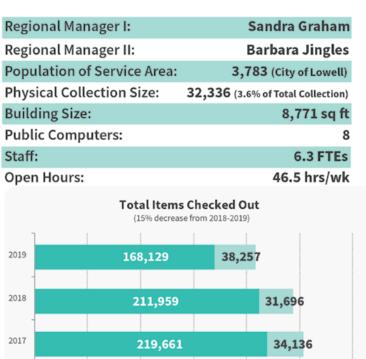




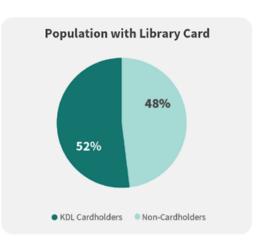


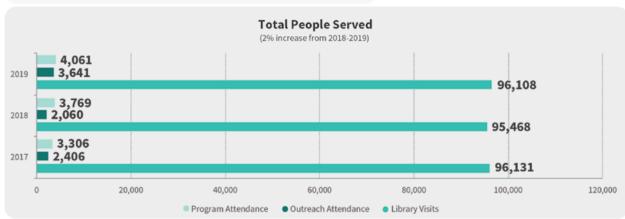
## **Englehardt Branch** | 2019 Statistical Information

#### **Branch Facts**



Physical Items
 Digital Items

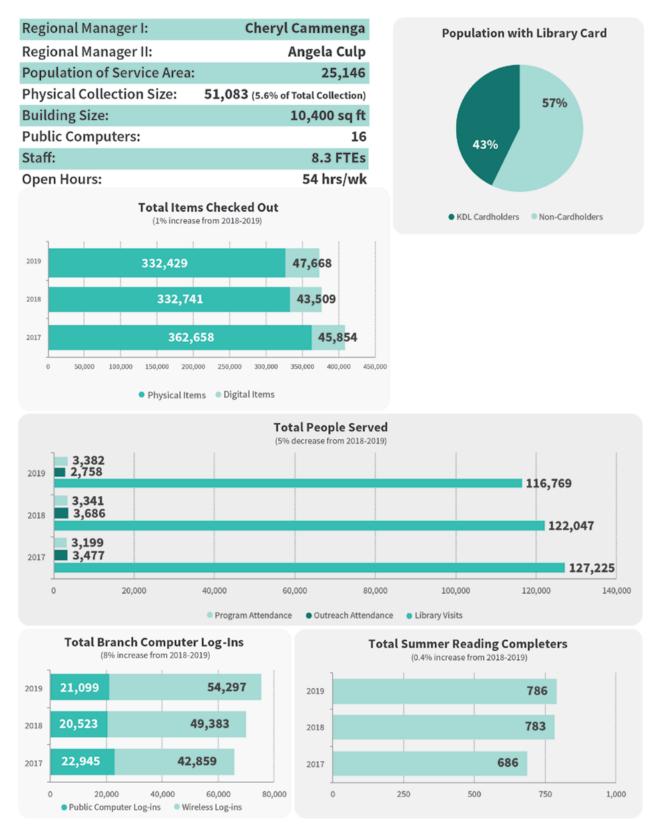




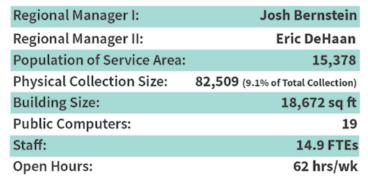
250,000

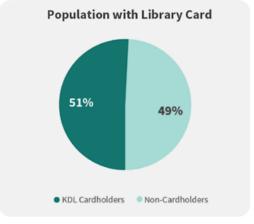


## **Gaines Twp. Branch** | 2019 Statistical Information

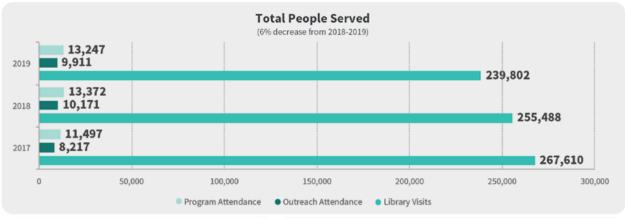


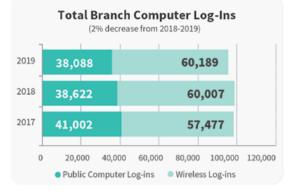
## **Grandville Branch** | 2019 Statistical Information

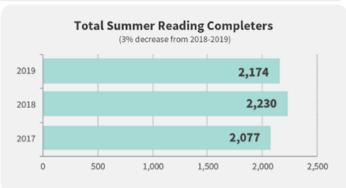




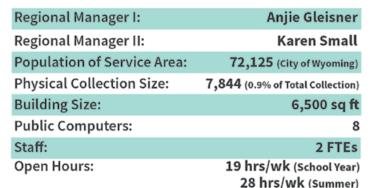


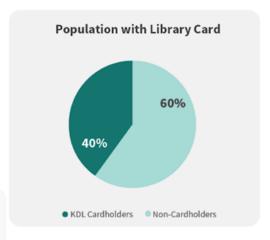




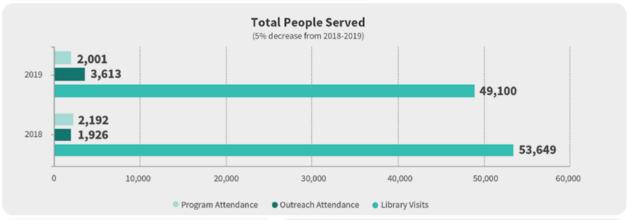


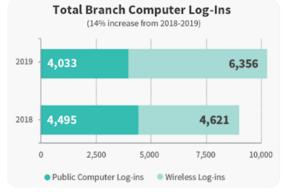
## **Kelloggsville Branch** | 2019 Statistical Information

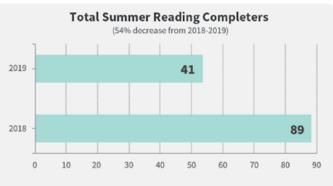




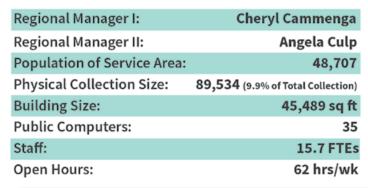


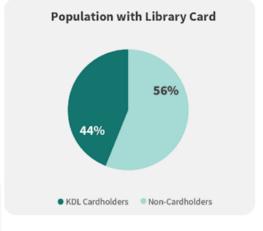




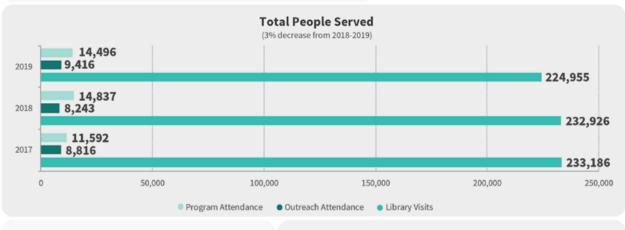


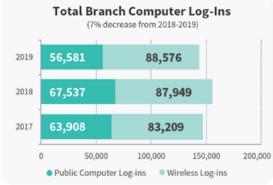
## **Kentwood (Richard L. Root) Branch** | 2019 Statistical Info.

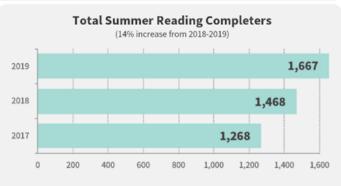




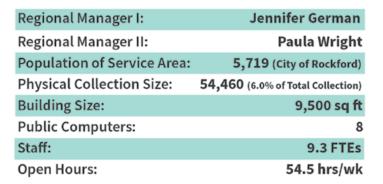


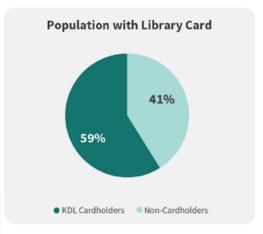




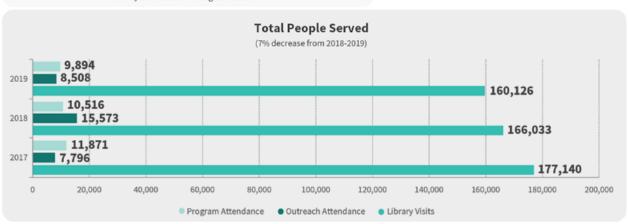


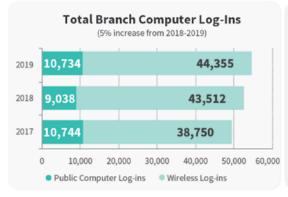
## Krause Memorial Branch | 2019 Statistical Information

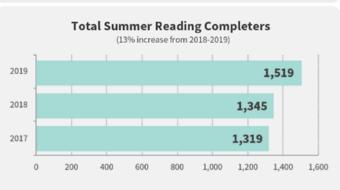




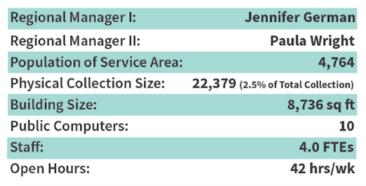


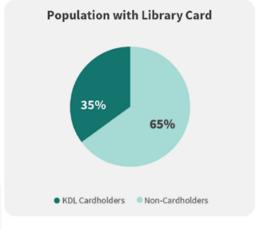




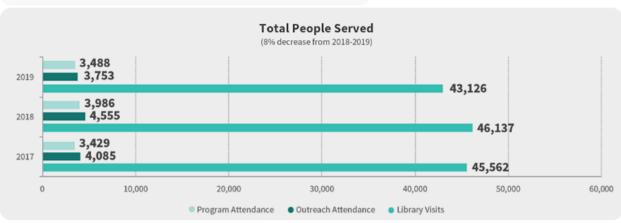


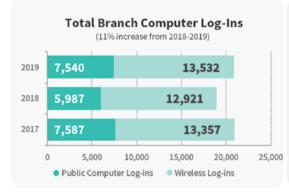
## **Nelson Twp. Branch** | 2019 Statistical Information

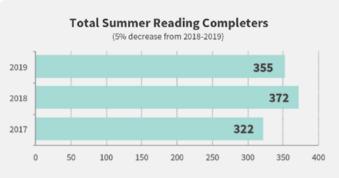




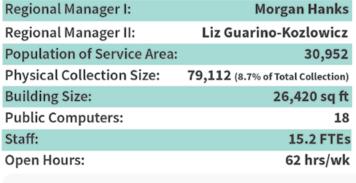


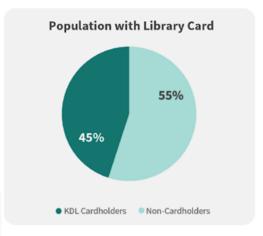


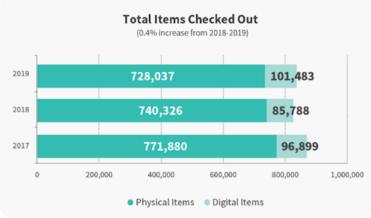


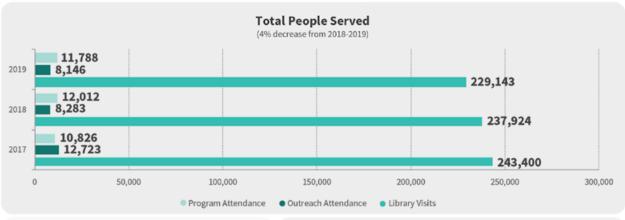


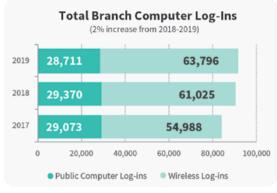
## Plainfield Twp. Branch | 2019 Statistical Information

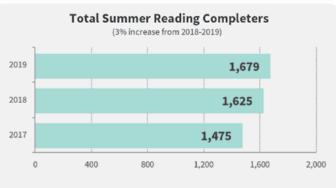




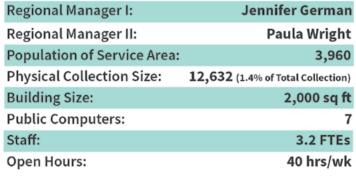


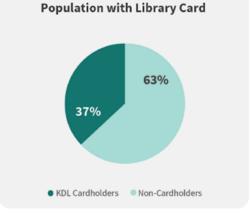


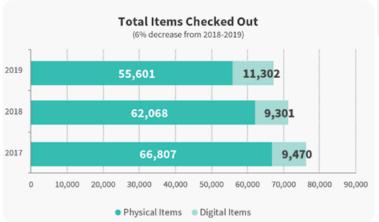


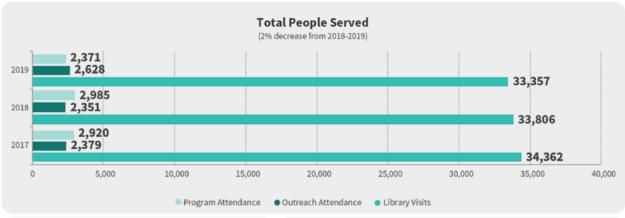


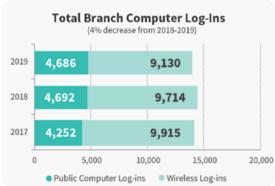
## **Spencer Twp. Branch** | 2019 Statistical Information

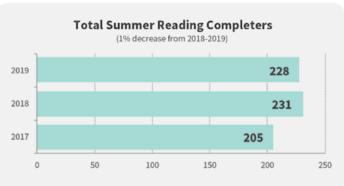






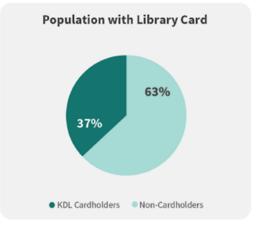




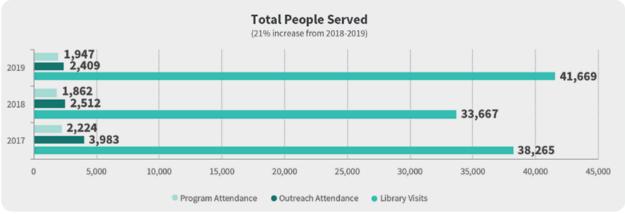


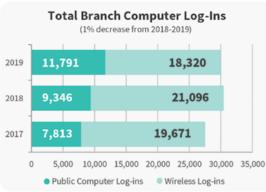
## **Tyrone Twp. Branch** | 2019 Statistical Information

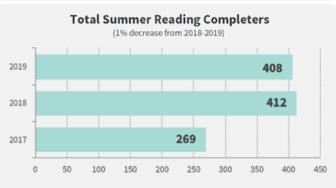
Regional Manager I:	Liz Knapp
Regional Manager II:	Craig Buno
Population of Service Area:	4,731
Physical Collection Size:	$\textbf{14,724} \; \textbf{(1.6\% of Total Collection)}$
Building Size:	4,239 sq ft
Public Computers:	10
Staff:	3.7 FTEs
Open Hours:	35.5 hrs/wk



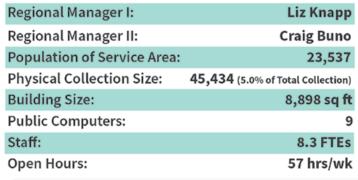


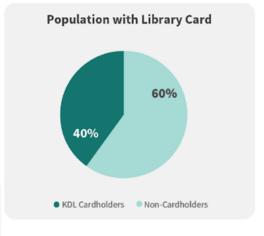




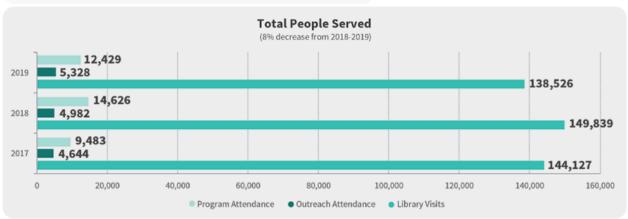


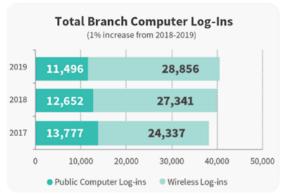
## Walker Branch | 2019 Statistical Information

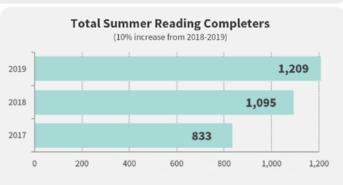




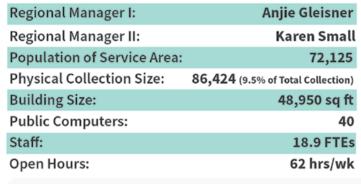


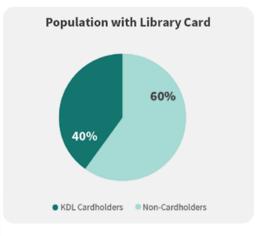


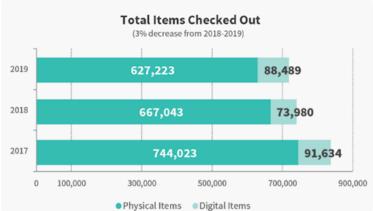


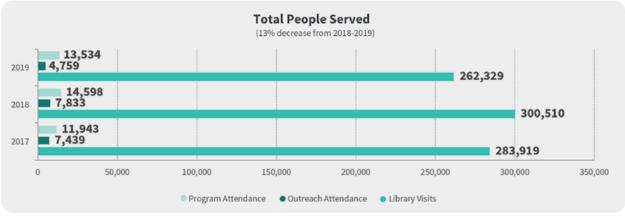


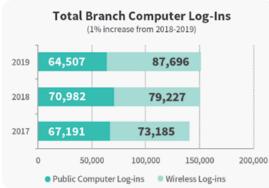
## **Wyoming Branch** | 2019 Statistical Information

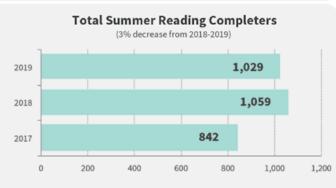












## **Talking Book & Braille Center**

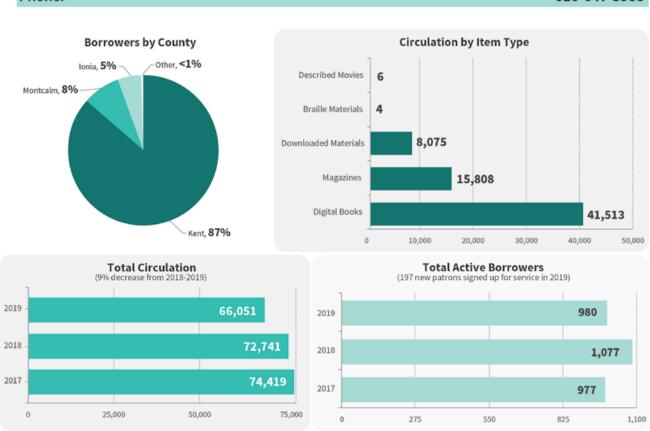
#### 2019 Statistical Information

#### Overview

The Talking Book & Braille Center (TBBC) 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 TBBC 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 TBBC 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.

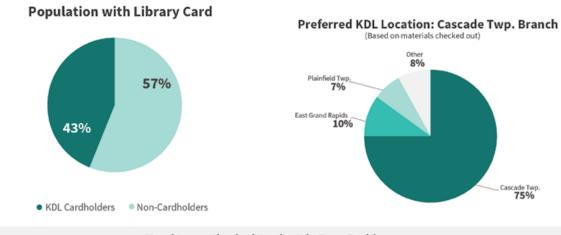
#### **TBBC Facts**

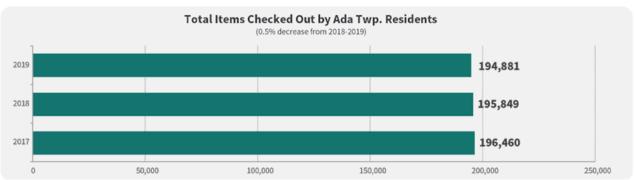




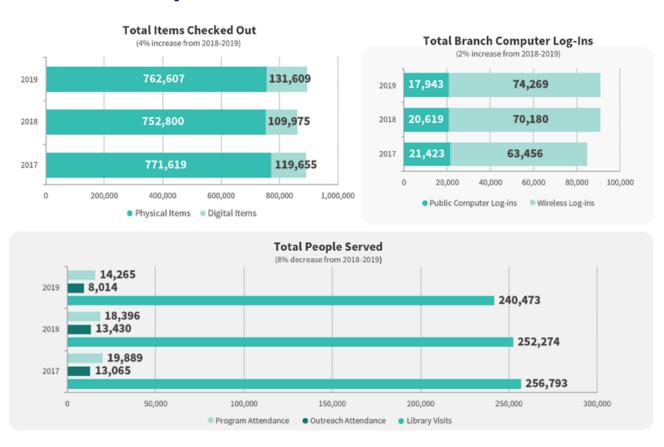
## Ada Township | 2019 Annual Report

A Municipality in the Kent District Library Service Area



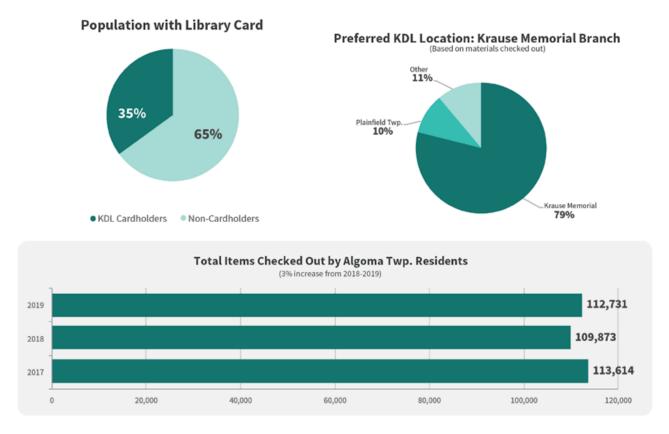


## **Cascade Township Branch Statistics**

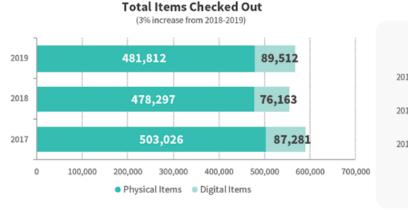


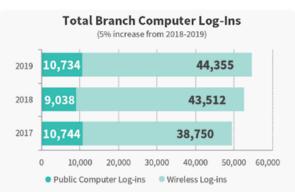
## Algoma Township | 2019 Annual Report

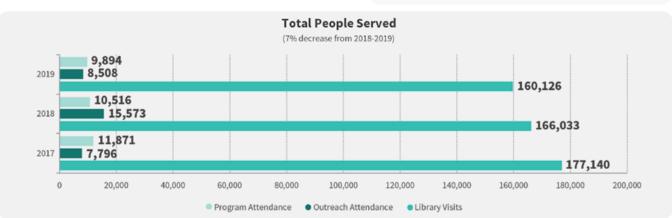
A Municipality in the Kent District Library Service Area



#### **Krause Memorial Branch Statistics**

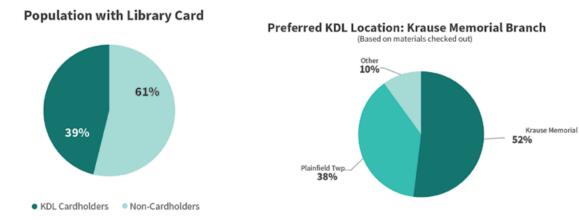


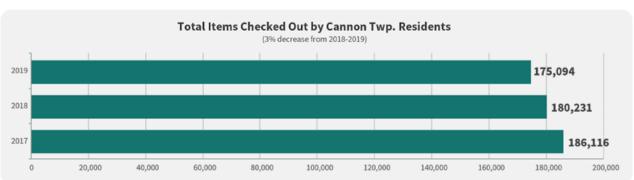




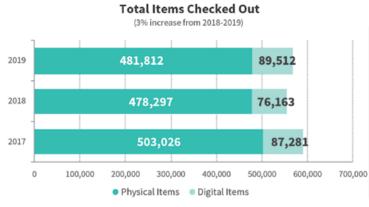
## **Cannon Township** | 2019 Annual Report

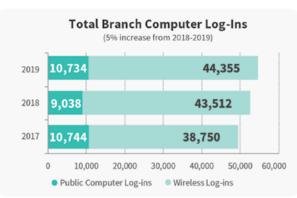
A Municipality in the Kent District Library Service Area

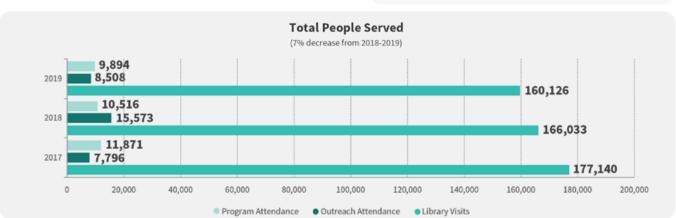




## **Cascade Township Branch Statistics**

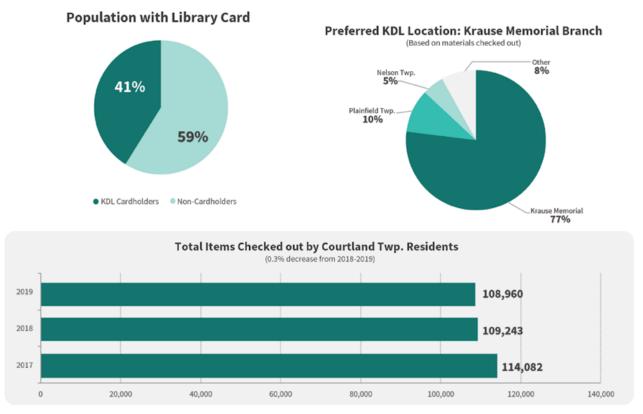






## **Courtland Township** | 2019 Annual Report

A Municipality in the Kent District Library Service Area



#### **Krause Memorial Branch Statistics**

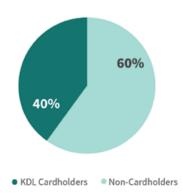


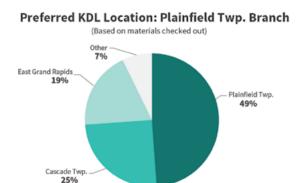
Page 68 | 2019 Kent District Library Impact Report

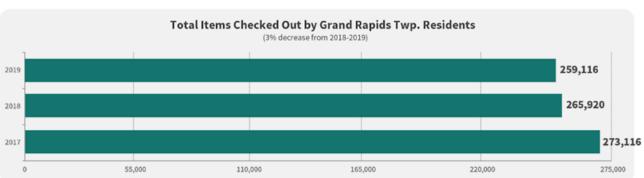
## **Grand Rapids Township** | 2019 Annual Report

A Municipality in the Kent District Library Service Area

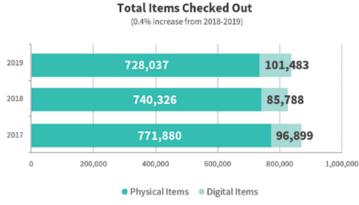
#### **Population with Library Card**

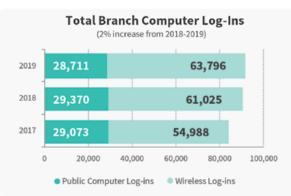


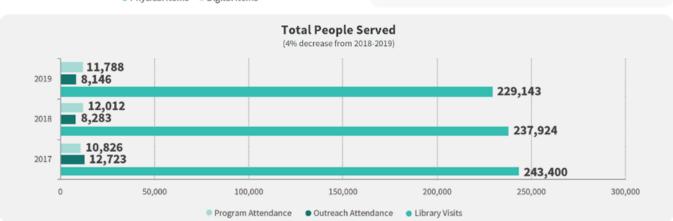




## **Plainfield Township Branch Statistics**

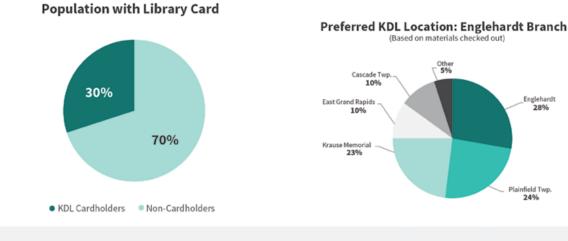


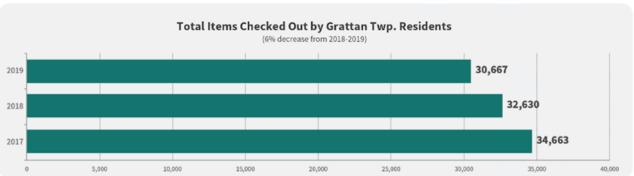




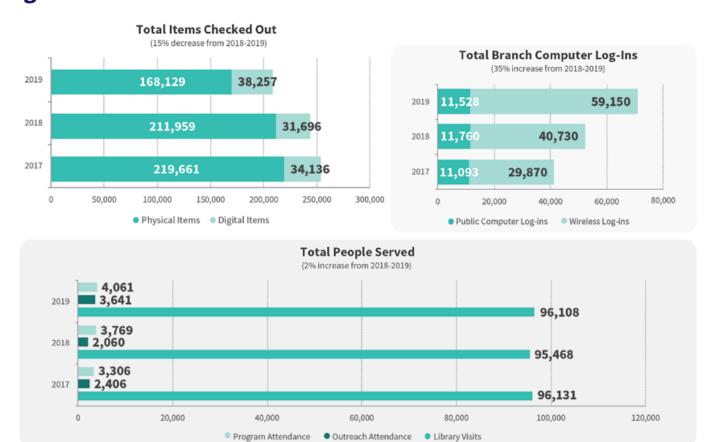
## **Grattan Township** | 2019 Annual Report

A Municipality in the Kent District Library Service Area





## **Englehardt Branch Statistics**

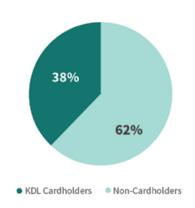


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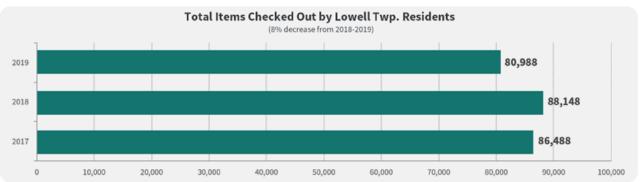
## **Lowell Township** | 2019 Annual Report

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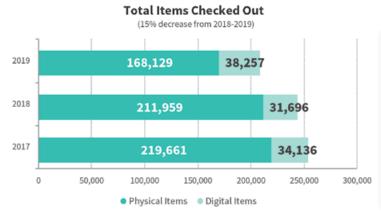
#### Population with Library Card

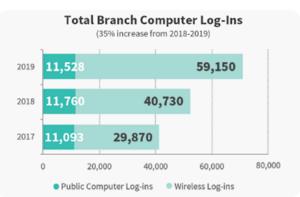


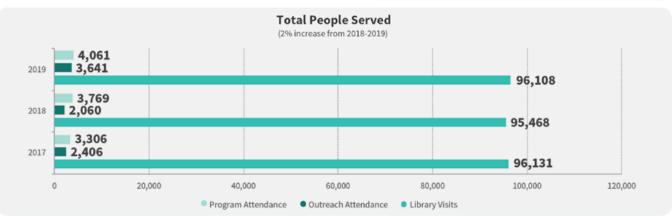
# Preferred KDL Location: Englehardt Branch (Based on materials checked out) Other 5% Alto 13%



## **Englehardt Branch Statistics**

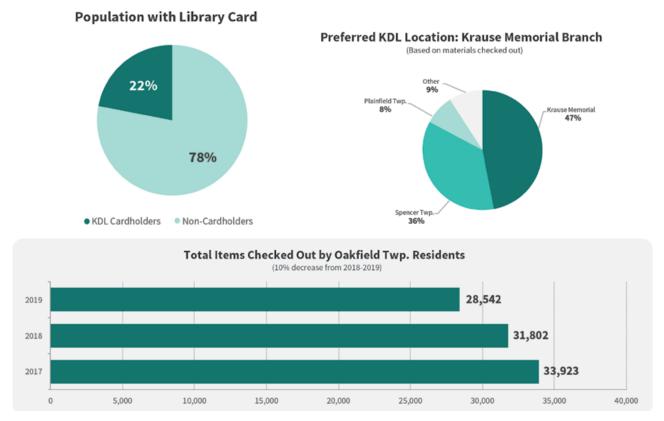






## Oakfield Township | 2019 Annual Report

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#### **Krause Branch Statistics**



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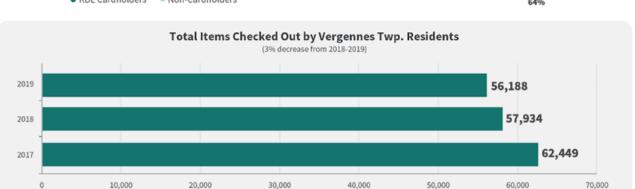
## **Vergennes Township** | 2019 Annual Report

A Municipality in the Kent District Library Service Area

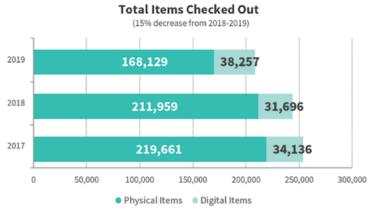


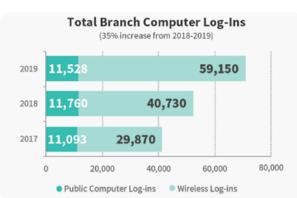
East Grand Rapids

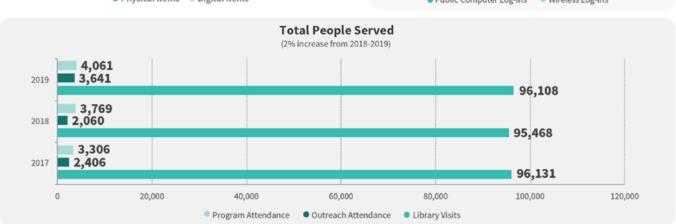




## **Englehardt Branch Statistics**







## **2019 Peer Comparison** | Summary of the Rankings

#### **National Comparison**

The national comparison included 15 peer libraries that have between 12-20 branch outlets and a service area population ranging from 350,000 to 450,000 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 2019 Rank	KDL 2018 Rank
Collection turnover rate*	1 <sup>st</sup>	2 <sup>nd</sup>
Number of registered borrowers	<b>10</b> <sup>th</sup>	10 <sup>th</sup>
Percentage of operating expenditures on materials	3 <sup>rd</sup>	7 <sup>th</sup>
Total annual visits	3 <sup>rd</sup>	3 <sup>rd</sup>
Total circulation (all materials)	3 <sup>rd</sup>	2 <sup>nd</sup>
Total electronic circulation	2 <sup>nd</sup>	2 <sup>nd</sup>
Total operating expenditures	8 <sup>th</sup>	9 <sup>th</sup>
Total operating income	8 <sup>th</sup>	8 <sup>th</sup>
Total program attendance	1 <sup>st</sup>	3 <sup>rd</sup>

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

## **2019 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 125,000 people (as reported in the Public Library Data Service Statistical Report 2019<sup>1</sup>). This year's state comparison included 12 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 2019 Rank	KDL 2018 Rank
Collection turnover rate*	2 <sup>nd</sup>	2 <sup>nd</sup>
Number of registered borrowers	1 <sup>st</sup>	2 <sup>nd</sup>
Percentage of operating expenditures on materials	2 <sup>nd</sup>	3 <sup>rd</sup>
Total annual visits	2 <sup>nd</sup>	<b>1</b> <sup>st</sup>
Total circulation (all materials)	1 <sup>st</sup>	<b>1</b> <sup>st</sup>
Total electronic circulation	1 <sup>st</sup>	<b>1</b> <sup>st</sup>
Total operating expenditures	2 <sup>nd</sup>	2 <sup>nd</sup>
Total operating income	2 <sup>nd</sup>	2 <sup>nd</sup>
Total program attendance	1 <sup>st</sup>	<b>1</b> <sup>st</sup>

<sup>&</sup>lt;sup>1</sup>Public Library Data Service Statistical Report 2019, <u>Public Library Association</u>, June 2019 (Based on 2018 fiscal year data).

# **2019** | National Peer Comparison Chart

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)	7.8	163,780	16.6%	2,702,377	7,993,708	1,207,021	\$23,223,180	\$24,345,026	295,921
Akron-Summit Cnty Public Library (OH)	2.1	318,163	13.8%	2,146,040	5,205,144	491,105	\$27,697,676	\$29,092,566	202,794
Allen County Public Library (IN)	5.2	252,867	13.0%	2,299,177	14,405,450	7,929,025	\$28,147,317	\$30,230,385	144,531
Brazoria County Library System (TX)	1.6	157,198	16.8%	700,427	1,723,896	155,588	\$8,343,757	\$8,501,613	73,690
Carnegie Library of Pittsburgh (PA)	2.5	202,484	13.4%	2,754,516	6,257,299	527,727	\$34,722,918	\$35,405,161	295,715
Charleston County Public Library System (SC)	5.3	206,851	14.7%	1,543,027	4,130,592	588,139	\$17,112,362	\$17,077,597	236,052
East Baton Rouge Parish Library (LA)	2.0	251,578	13.4%	2,438,636	4,864,677	805,670	\$38,630,560	\$35,981,880	207,194
Huntsville-Madison County Public Library (AL)	6.1	197,959	10.7%	1,184,975	3,674,189	225,493	\$6,029,631	\$6,165,346	82,878
Jefferson Parish Library (LA)	1.8	82,331	13.4%	1,296,465	1,728,319	194,236	\$18,021,987	\$22,515,968	54,391
Johnson County Library (KS)	0.9	267,220	10.5%	2,413,738	8,112,406	486,687	\$33,034,367	\$36,357,657	98,066
Monmouth County Library (NJ)	1.8	141,308	14.8%	1,362,105	3,138,554	367,976	\$15,609,610	\$15,859,894	133,466
New Orleans Public Library (LA)	2.1	135,478	14.7%	1,571,661	1,498,834	116,491	\$18,347,852	\$19,913,276	68,753
Oakland Public Library (CA)	2.6	332,141	2.9%	2,136,319	3,076,074	245,442	\$30,699,436	\$29,621,835	214,468
St. Charles City-County Library District (MO)	9.9	122,803	18.0%	1,841,576	6,359,655	746,108	\$17,585,559	\$19,547,847	130,916
Toledo-Lucas County Public Library (OH)	3.0	279,252	9.2%	2,706,496	5,457,371	818,966	\$36,929,721	\$43,053,009	145,159
KDL Ranking (out of 15)	-	10	င	ဗ	ဗ	2	œ	œ	-

Public Library Data Service Statistical Report 2019, Public Library Association, June 2019 (Based on 2018 fiscal year data).

# **2019** | State Peer Comparison Chart

Library	Collection Turnover	No. of Registered Borrowers	% of Operating Expenditures on Materials	Total Annual Visits	Total Circulation (all materials)	Total Circulation Total Electronic (all materials) Circulation	Total Operating Expenditures	Total Operating Income	Total Program Attendance
Kent District Library	7.8	163,780	16.6%	2,702,377	7,993,708	1,207,021	\$23,223,180	\$24,345,026	295,921
Ann Arbor District Library	9.8	60,100	10.8%	1,851,354	6,238,503	456,486	\$14,690,756	\$16,430,551	140,150
Capital Area District Libraries	4.4	74,648	12.8%	1,077,475	2,944,122	400,319	\$11,920,488	\$12,180,465	62,917
Clinton-Macomb Public Library	5.5	126,054	16.1%	682,624	1,895,939	128,416	\$6,087,679	\$7,787,764	74,685
Detroit Public Library	0.2	163,516	4.4%	2,891,755	789,553	62,208	\$31,876,759	\$31,876,759	230,047
Genesee District Library	2.6	129,789	20.0%	1,028,097	1,973,623	387,985	\$8,330,832	\$9,034,159	33,838
Grand Rapids Public Library	1.9	55,286	12.9%	683,544	1,657,038	241,952	\$9,150,685	\$9,701,145	29,262
Jackson District Library	1.8	63,394	13.5%	595,534	1,076,773	145,338	\$7,325,746	\$6,995,839	88,936
Monroe County Library System	2.1	47,322	10.4%	612,918	895,248	110,589	\$7,663,621	\$6,498,947	117,176
Saint Clair County Library System	1.6	61,350	11.5%	526,968	741,240	59,831	\$4,786,277	\$4,931,301	37,239
Sterling Heights Public Library	2.3	66,043	9.5%	241,302	589,167	108,205	\$2,593,041	\$2,593,040	27,721
Warren Public Library	1.5	72,578	8.6%	288,043	482,706	86,264	\$4,111,951	\$4,697,038	18,827
KDL Ranking (out of 12)	2	-	2	2	-	-	2	2	7

Public Library Data Service Statistical Report 2019, Public Library Association, June 2019 (Based on 2018 fiscal year data).

