

2020 IMPACT REPORT



Kent
District
Library



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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.	2019 Elimination 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.	2020 Partnered with Godfrey-Lee Public Schools to bring a library collection to the East Lee Campus. Launched curbside service, online programming and online outreach in response to COVID-19 pandemic. New website launched with improved integration of the catalog and other online resources.

Kent District Library Branches and Service Center

Kent District Library is a public library system operating 20 branch libraries and a bookmobile that serve nearly 400,000 residents of 27 different municipalities throughout Kent County. KDL enriches lives by providing information, ideas and excitement. It is an IRS-designated 501(c)(3) nonprofit supported by millage dollars and private donations.

2021-2023 Strategic Plan



PURPOSE:

We exist to further all people.

VISION:

KDL will be an indispensable community resource for enriching lives through access to personal discovery for all.

Equity, Diversity and Inclusion

2021-2023 BUSINESS GOALS

Align all library services, staffing makeup and partnerships to be reflective and inclusive of the diverse communities we serve.

2021 INITIATIVES

Develop a plan to increase staff Cultural Intelligence (CQ) by first determining how to measure it, establishing a baseline and setting a target by May 2021.

Beginning in May 2021, develop a diversity plan for evaluating library materials to ensure offerings are reflective of the community. To be developed by December 2021.



Engagement and Service

Increase the value delivered to the community by focusing on demonstrated needs.

Develop a systematic process for identifying our communities' unmet and emerging needs by March 2021, with surveys completed by September 2021.



Sustainability

Evaluate and streamline operational, environmental and fundraising processes to ensure a sustainable library.

By mid-December 2021, complete a feasibility study to establish a 501(c)(3) foundation to increase private donation funding to supplement tax support.

Map, improve and refine two operational processes by December 2021.

Team Goals

Individual Goals

Kent District Library Locations



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



ALTO BRANCH
6071 Linfield Ave.
Alto, MI 49302



AMY VAN ANDEL LIBRARY
7215 Headley St. SE
Ada, MI 49301



BOOKMOBILE
kdl.org/bookmobile



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



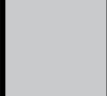
**WYOMING BRANCH
AND THE KDL TALKING BOOK &
BRAILLE CENTER**
3350 Michael Ave. SW
Wyoming, MI 49509



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

Service Area

TYRONE Village of KENT CITY Tyrone Township Branch ★	SOLON City of CEDAR SPRINGS ●	★ NELSON Nelson Township Branch	SPENCER ★ Spencer Township Branch
SPARTA Village of SPARTA ●	ALGOMA ★ City of ROCKFORD Krause Memorial Branch	COURTLAND City of ROCKFORD Krause Memorial Branch	OAKFIELD
ALPINE Alpine Township Branch ★	PLAINFIELD Comstock Park Branch ★ KDL Service & Meeting Center ★ Plainfield Township Branch ★	CANNON	GRATTAN
City of WALKER Walker Branch ★	GRAND RAPIDS City of GRAND RAPIDS East Grand Rapids Branch ★	ADA Amy Van Andel - Ada Community Center ★ City of EAST GRAND RAPIDS East Grand Rapids Branch	VERGENNES City of LOWELL
City of WYOMING Wyoming Branch ★ and the KDL Talking Book & Braille Center ★ City of GRANDVILLE Grandville Branch ★	★ City of KENTWOOD Kentwood Branch	CASCADE ★ Cascade Township Branch	★ Englehardt Branch LOWELL
Kelloggsville Branch ★ Byron Township Branch	★ Gaines Township Branch	★ Caledonia Township Branch	★ Alto Branch
BYRON	GAINES	CALEDONIA	BOWNE


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.

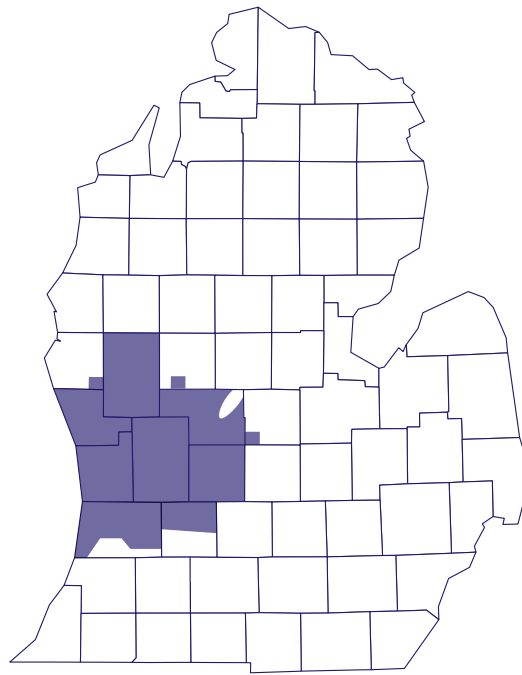
Lakeland Library Cooperative Service Area

Kent District Library is a member of the Lakeland Library Cooperative (LLC), a group of 42 libraries serving 1,289,504 Michigan residents. LLC customers have access, through reciprocal borrowing privileges, to over 10 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 \$0.39708 per capita in 2020. 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 fiscal year 2019-20 was \$1,256,641.

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



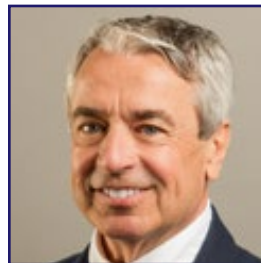
Caitie Searfoss Oliver
Trustee

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



Peter Dykhuis
Trustee

Region 7: City of Grandville and Byron Township

Governance & Organizational Structure

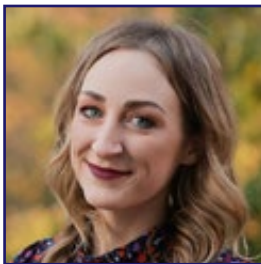
Leadership Team

(As of February 2021)

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
Executive Director



Jaci Cooper
Director of Projects
and Planning



Randall Goble
Director of
Engagement



Brian Mortimore
Director of Human
Resources &
Organizational
Development



Christine Mwangi
Director of Fund
Development



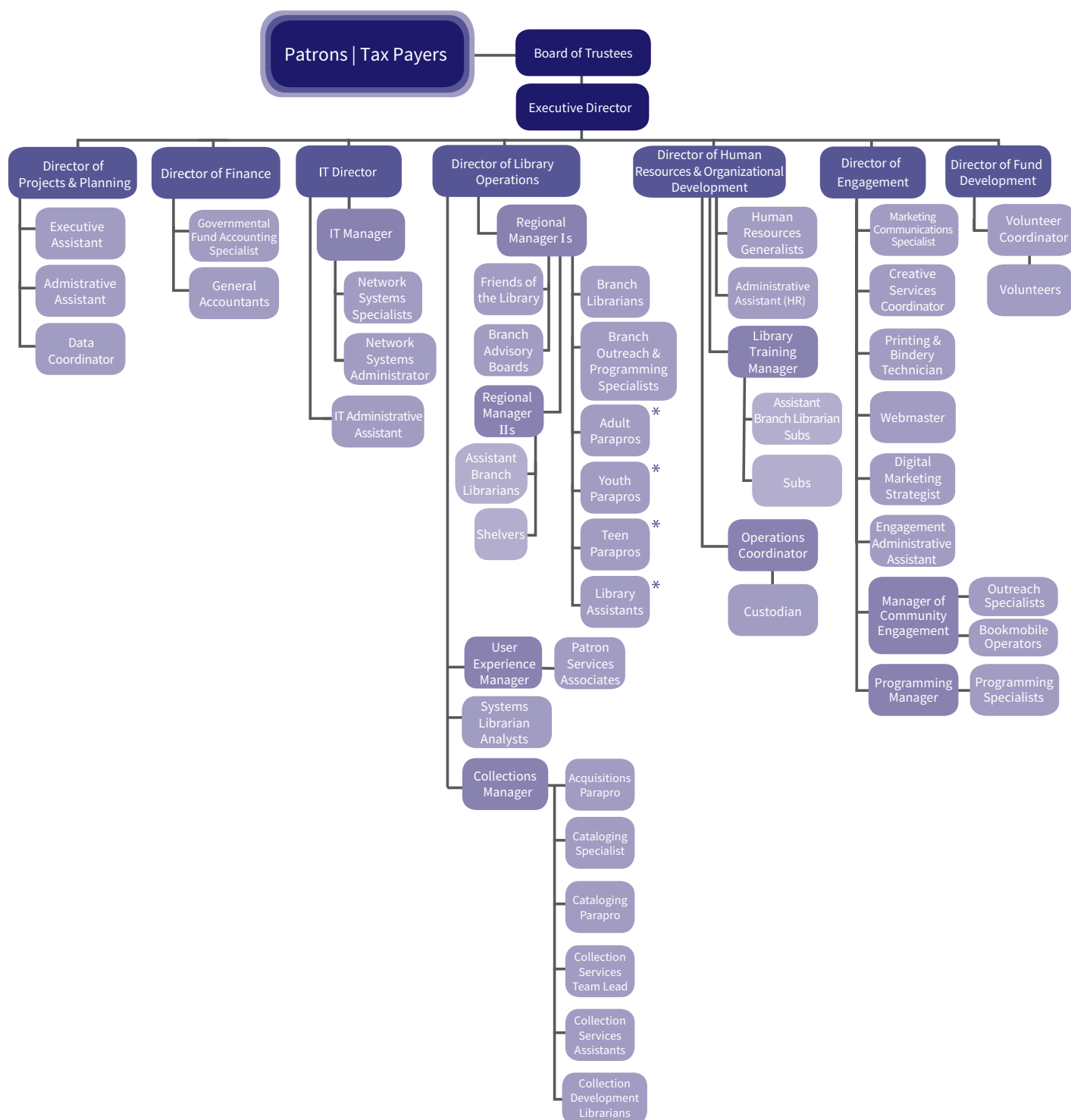
Kurt Stevens
Director of Information
Technology



Carrie Wilson
Director of
Library Operations

Kent District Library Organizational Chart

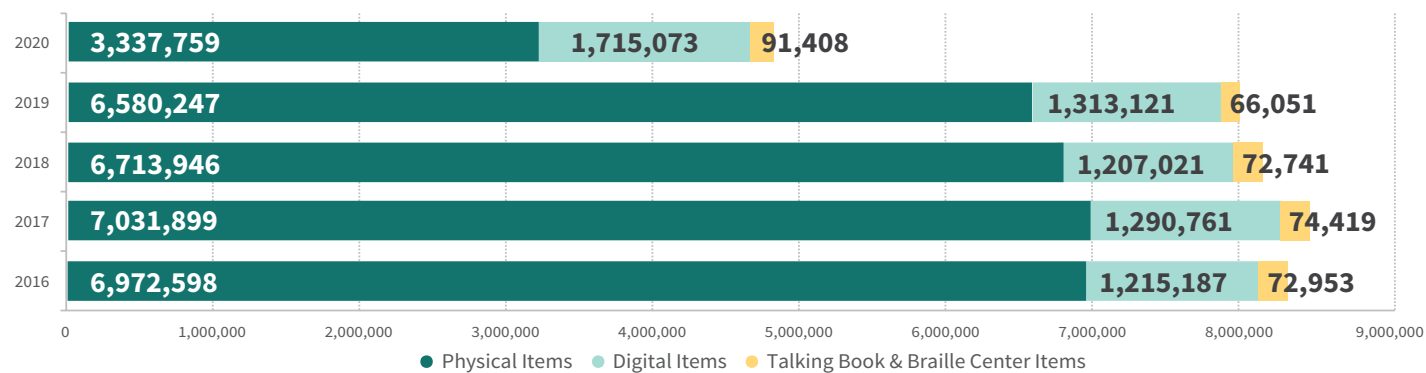
(As of February 2021)



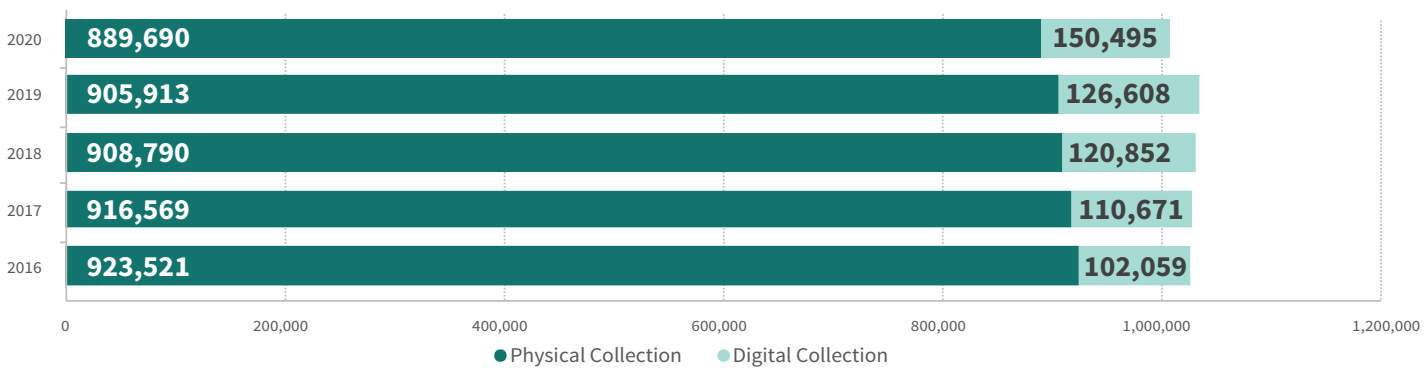
*Position is phasing out and transitioning to Branch Librarian per the 2020-2024 labor agreement

Statistical Trends | 2020

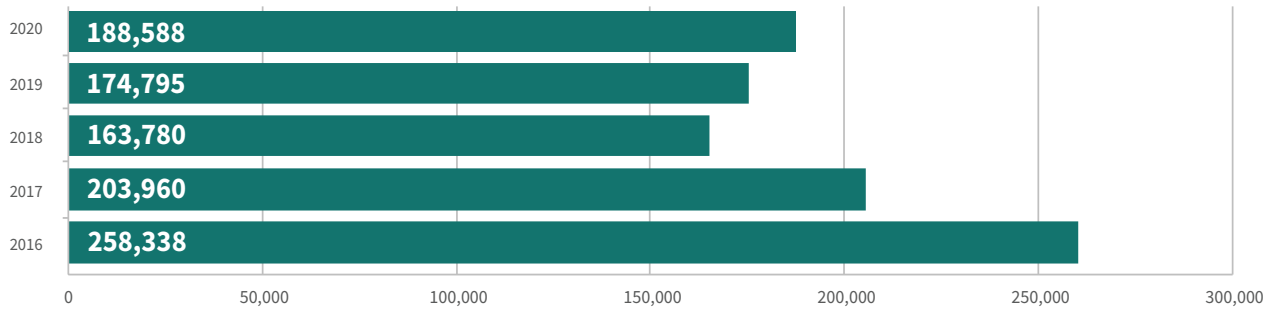
KDL Total Physical and Digital Circulation



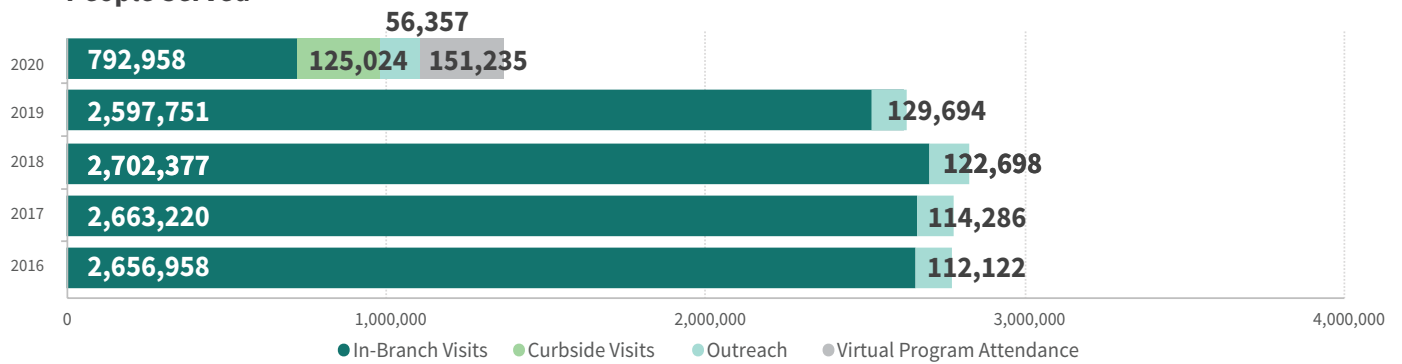
KDL Collection Items



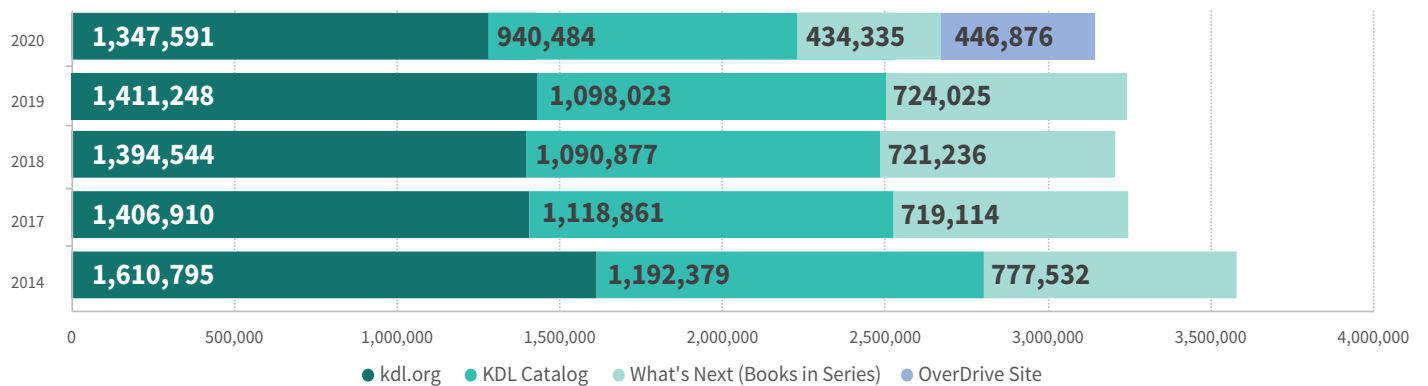
KDL Cardholders



People Served

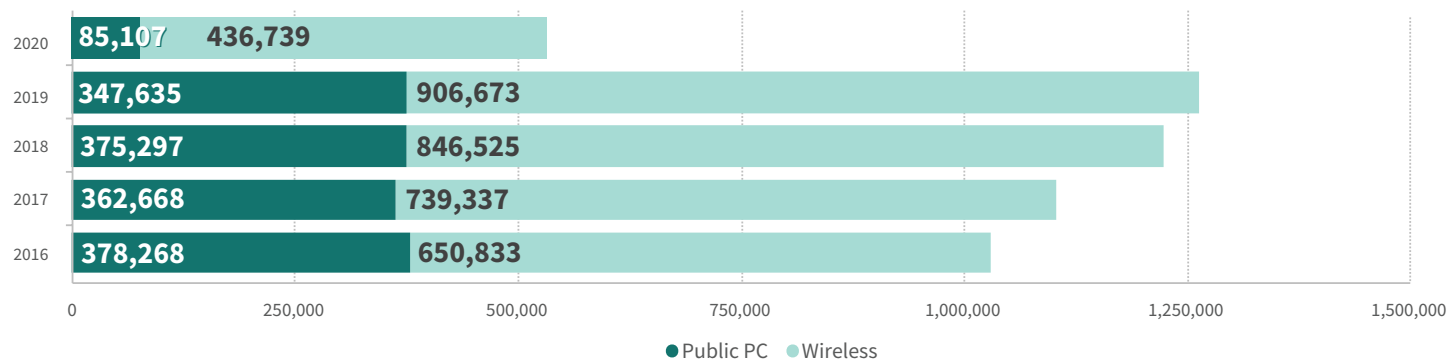


KDL Online Visits

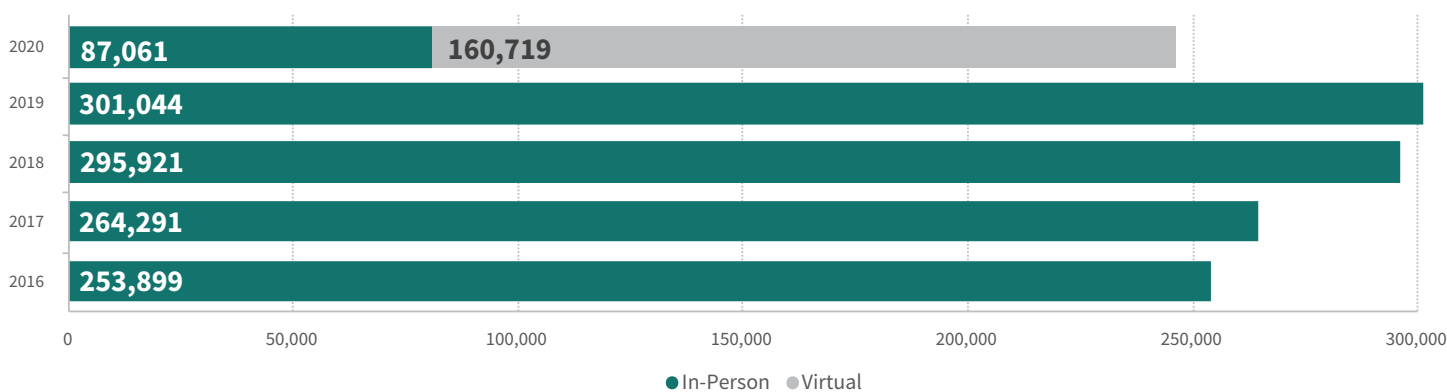


Statistical Trends | 2020 (cont'd)

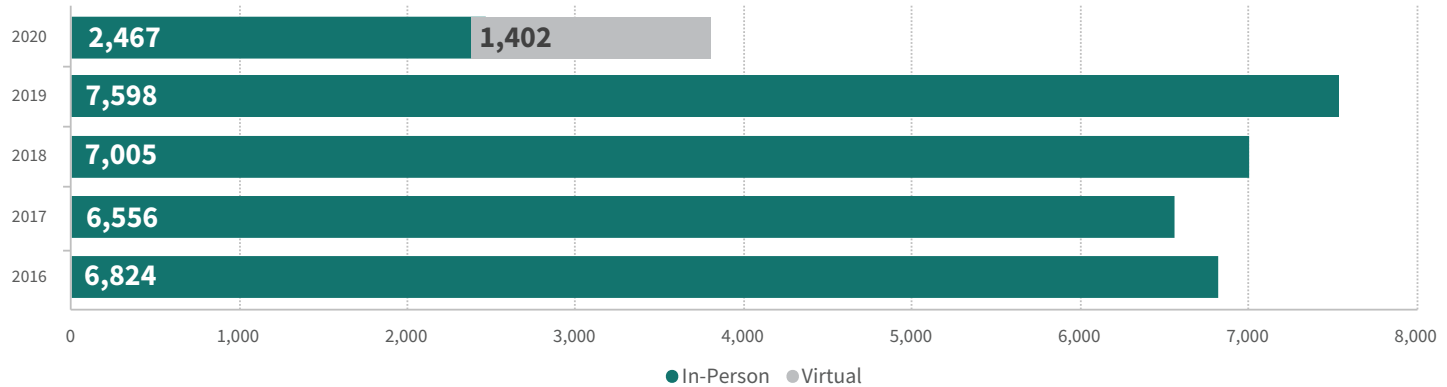
Public PC vs. Wireless Log-ins



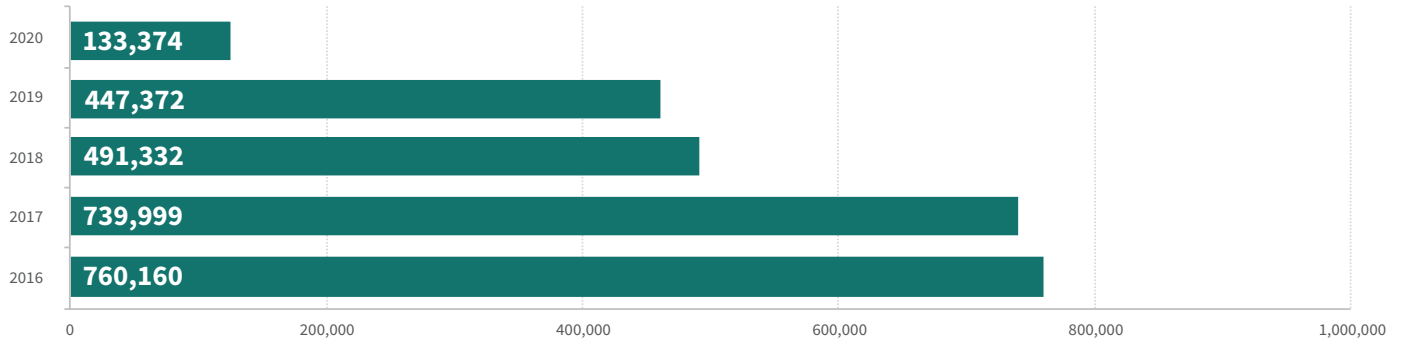
KDL Program Attendees



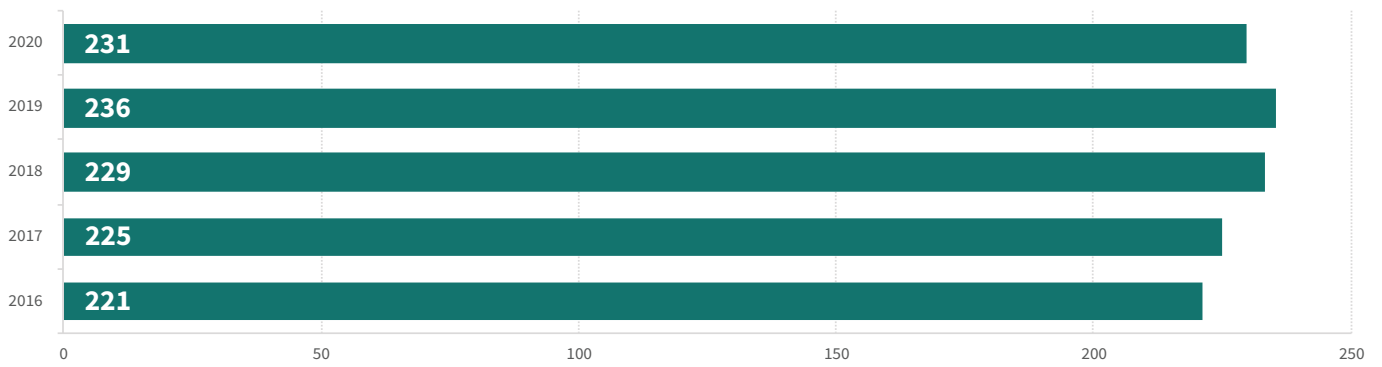
Programs



KDL Reference Questions



KDL Staff Positions (FTEs)



Statistical Information | 2020

Physical Circulation	2020	2019
Adult Fiction	483,020	870,057
Adult Non-Fiction	306,343	551,721
Audiobooks	95,557	188,456
Book Club in a Bag	594	1,041
DVDs and Blu-ray	558,948	1,453,040
International Language	17,770	29,747
Juvenile Fiction	1,202,430	2,222,716
Juvenile Non-Fiction	229,222	390,845
Large Print	48,059	80,381
Local Indie	943	1,914
MeLCat (Inter-Library Loan)	33,009	62,089
Miscellaneous	15,636	35,501
Music CDs	60,799	138,372
Periodicals	58,832	129,901
Reference	54	96
Rotating Display Items	29,735	51,702
Teen Fiction	141,095	263,382
Teen Non-Fiction	6,712	11,229
Video Games	49,001	98,057
Total Physical Circulation	3,337,759	6,580,247
Digital Downloads	2020	2019
eAudiobooks	498,095	400,502
eBooks	836,475	586,701
eMagazines	73,087	56,151
eMovies	33,917	16,121
eMusic	273,499	253,646
Total Digital Circulation	1,715,073	1,313,121
Talking Book & Braille Center	2020	2019
Talking Book & Braille Center Items	91,408	66,051
Total Circulation	5,144,240	7,959,419

Collection	2020	2019
Audio (Audiobooks and Music CDs)	70,122	72,640
Books	710,212	719,569
Braille Items	322	329
Kits	1,147	1,201
Miscellaneous Items	2,372	1,469
Periodicals	19,310	22,955
Videos (DVDs and Blu-ray)	75,900	78,134
Video Games	10,305	9,616
Total physical items in the library collection at year-end	899,690	905,913
Digital Collection	2020	2019
Electronic Audiobooks (eAudiobooks)	39,403	33,265
Electronic Books (eBooks)	111,092	93,343
Total digital items in the library collection at year-end	150,495	126,608
Periodical Subscriptions	1,680	1,666
Licensed Databases – Local	29	25
Licensed Databases – State	62	65
Licensed Databases – Total	91	90
MeLCat (Inter-Library Loan)	2020	2019
MeLCat Items Borrowed by KDL from Other Libraries	20,660	36,570
MeLCat Items Loaned by KDL to Other Libraries	16,878	32,962
Human Resources	2020	2019
Number of MLS Librarians	75	71
Full-time Equivalent of MLS Librarians	67.8	65.2
Number of Non-MLS Librarians	28	2
Full-time Equivalent of Non-MLS Librarians	23.425	2
Number of Other Paid Staff	206	249
Full-time Equivalent of Other Paid Staff	139.3	169.2
Total Number of Staff	309	322
Total Full-Time Equivalents (FTEs)	230.525	236.4
Total Hours Per Week Worked by MLS Librarians	2,712	2,608
Total Hours Per Week Worked by All Staff	9,221	9,455
Staff Training Hours	18,000	3,752

Statistical Information | 2020 (cont'd)

Patron Services: Centralized Phone Center				2020		2019	
Phone Calls	Type	Quantity	% of Total	Quantity	% of Total		
	Branch Hours / Hang Up / Other	44,352	47%	38,430	45%		
	Circulation	20,739	22%	18,422	22%		
	General Information	11,422	12%	7,939	9%		
	Reference	10,157	11%	9,694	12%		
	eResources	2,419	3%	1,164	1%		
	Transfers to Branch Staff	2,283	2%	4,736	6%		
	Staff Support	1,473	2%	2,023	2%		
	Programming	690	< 1%	2,146	3%		
	TBBC	261	< 1%	NA	NA		
	Total	93,796		84,554			
	Percentage of Calls Handled (i.e., Not Transferred to Branch Staff)			98%	94%		
	AskKDL (Online Forms and Email Inquiries)	Type	Quantity	% of Total	Quantity	% of Total	
Circulation		14,486	53%	18,592	78%		
Curbside Printing Requests		4,987	18%	NA	NA		
eResources		2,684	10%	782	3%		
Reference		2,376	9%	1,098	5%		
ILL Communication		1,613	6%	2,861	12%		
General Information		730	3%	223	1%		
TBBC		309	1%	NA	NA		
Staff Assistance		275	< 1%	203	< 1%		
User Feedback		108	< 1%	40	< 1%		
Total		27,568		23,799			
LibChat	2,730		982				
Online Reference	Total	30,298		24,781			
Talking Book & Braille Center (TBBC)				2020		2019	
Number of Registered Patrons				1,305		980	
Total Circulation				91,408		66,051	

Programs		2020		2019	
Type	Events	Participants	Events	Participants	
Outreach (Tours, Workshops, etc.)	919	56,357	2,097	129,694	
Programs for Young Children	954	49,857	2,841	79,458	
Programs for School-Age Children	191	9,731	523	17,311	
Programs for Teens	246	10,730	480	7,723	
Programs for Adults	549	25,177	1,165	13,797	
Programs for All Ages	1,010	95,928	492	53,061	
Total	3,869	247,780	7,598	301,044	

*2020 totals include both in-person and virtual events

Summer Reading Program Completers		2020	2019
Babies (Ages 0 – 24 mo)		944	899
Youth (Ages 2 – 10 yrs)		2,264	10,328
Teen (Ages 11 – 17 yrs)		1,037	3,196
Adult (Ages 18 and Older)		2,128	4,732
Total		6,373	19,155

Technology		2020	2019
Computers for Staff		280	258
Computers for Public		257	270
Patron Log-ins to Public Computers		85,107	347,635
Patron Log-ins to Wireless Network		436,739	906,673
Self Check-Out Units		51	45
Self Check-In Units		20	15

Volunteers		2020	2019
Adults		87	233
Teens		15	406
Hours, Adults		134	2,634
Hours, Teens		205	5,429

Statistical Information | 2020 (cont'd)

Website	2020	2019
Visits to KDL.org	1,347,591	1,411,248
Visits to KDL Catalog (catalog.kdl.org)	940,484	1,098,023
Visits to OverDrive Site	446,876	NA
Visits to What's Next?: Books in Series Site	434,335	724,025
Visits to KDL Databases	56,919	54,125
Ask KDL (Online Form and Email Inquiries Handled)	27,568	20,938
LibChat (Online Chat Sessions)	2,730	982
Personalized Picks Lists Created	422	550
Blog Posts	202	182
Percentage of Visits from Mobile Devices	48%	51%
eNewsletter Subscribers	64,409	64,967
Social Media Followers	57,308	51,739

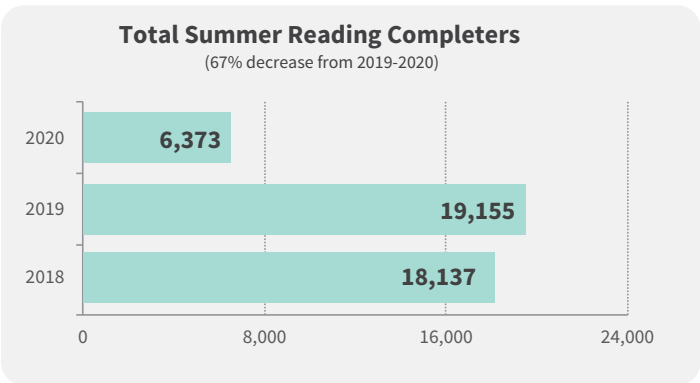
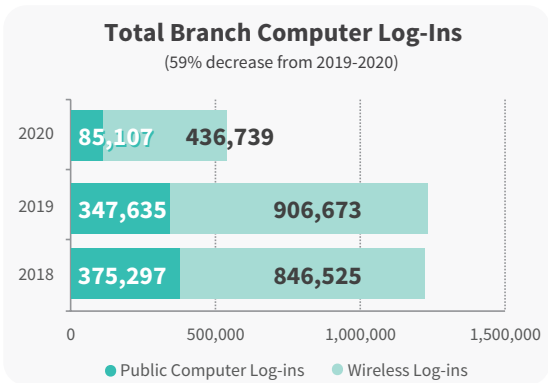
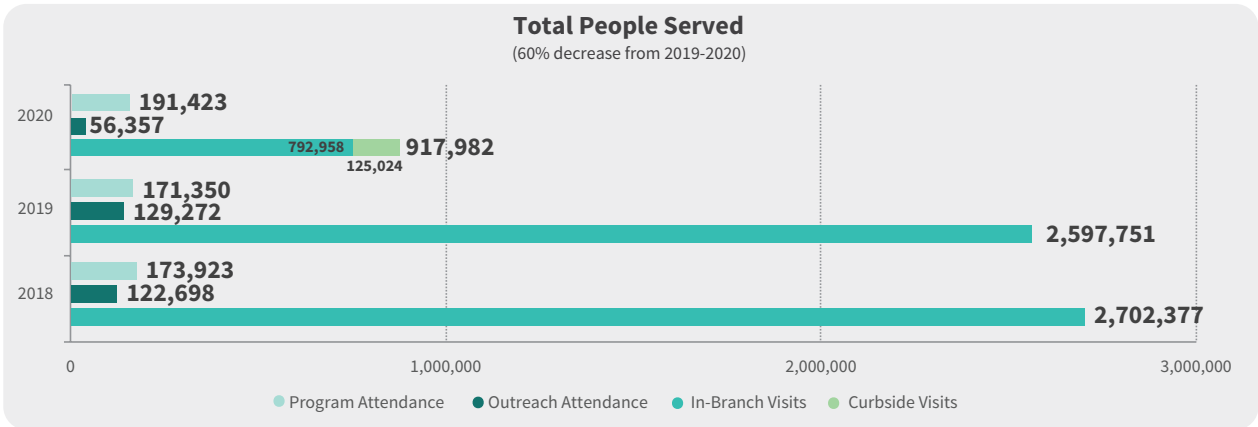
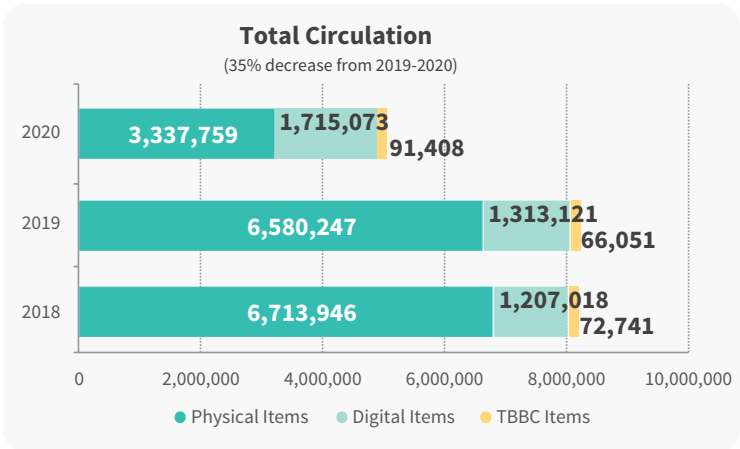
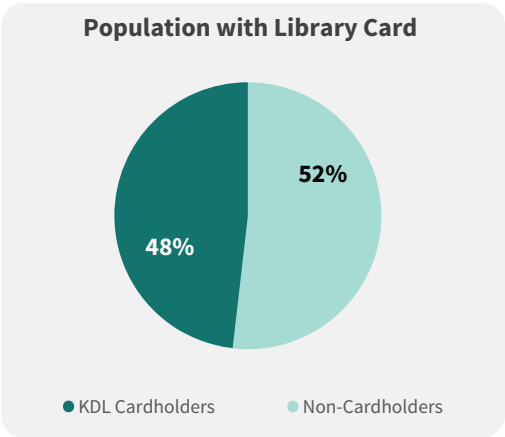
Annual Counts	2020	2019
In-Branch Visits	792,958	2,597,751
Curbside Visits	125,024	NA
Virtual Program Attendance	151,235	
Outreach Attendance	56,357	129,272
Population of Service Area (2010 U.S. Census)	395,660	395,660
Cardholders (Library Registrations)	188,588	174,795
Information Requests / Computer Assistance	133,374	447,372
Total Annual Open Hours	19,553.5	46,312
Total Weekly Public Service Hours	1,016	1,016.5

Per Capita Measures	2020	2019
Circulation Per Capita	13.00	20.12
Circulation Per Registered Borrower	27.28	45.54
Collection Turnover Rate (i.e., Circulation/Collection)	4.90	7.71
Holdings Per Capita	2.65	2.61
Program Attendance Per Capita	0.63	0.76
Public Internet Use Per Capita (PC & Wireless Log-ins)	1.32	3.17
Reference Transactions Per Capita	0.34	1.13
Registration as a Percentage of Population	47.66%	44.18%
Visits Per Capita (In Person)	2.32	6.57
Visits Per Capita (Virtual / Website)	8.01	8.17

Return on Investment	2020	2019
Physical Items Checked Out (Does Not Include Renewals)	1,733,496	3,611,466
Total Estimated Value of Physical Items Checked Out	\$65,314,442	\$73,520,998
Users who Checked Out Physical Items	60,106	93,786
Average Value per User (Physical Items)	\$1,086.65	\$783.93
Digital Items Checked Out	1,715,073	1,313,121
Total Estimated Value of Digital Items Checked Out	\$25,634,264	\$19,307,636
Users who Checked Out Digital Items	41,872	33,203
Average Value per User (Digital Items)	\$612.21	\$581.50

Kent District Library Facts

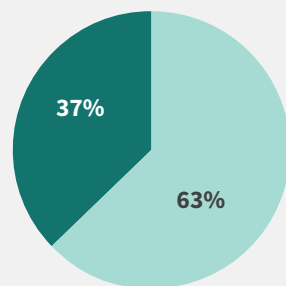
Library Director:	Lance Werner
Population of Service Area:	395,660
Physical Collection Size:	889,690
Digital Collection Size:	150,495
Public Computers:	257
Staff:	230.525 FTEs
Open Hours:	1,016 hrs/wk



Branch Facts

Regional Manager I:	Liz Knapp
Regional Manager II:	Craig Buno
Population of Service Area:	13,336
Physical Collection Size:	12,923 (1.5% of Total Collection)
Building Size:	4,862 sq ft
Public Computers:	7
Staff:	4.05 FTEs
Open Hours:	40 hrs/wk

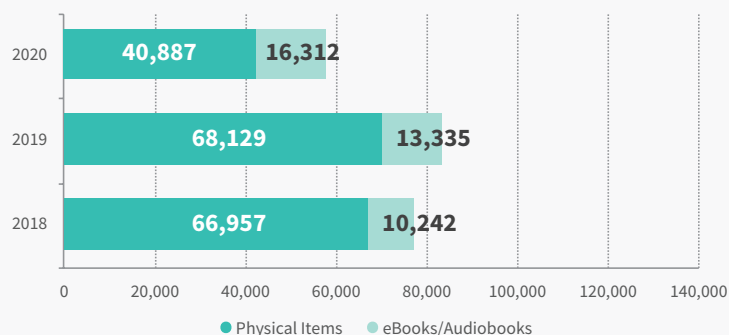
Population with Library Card



● KDL Cardholders ● Non-Cardholders

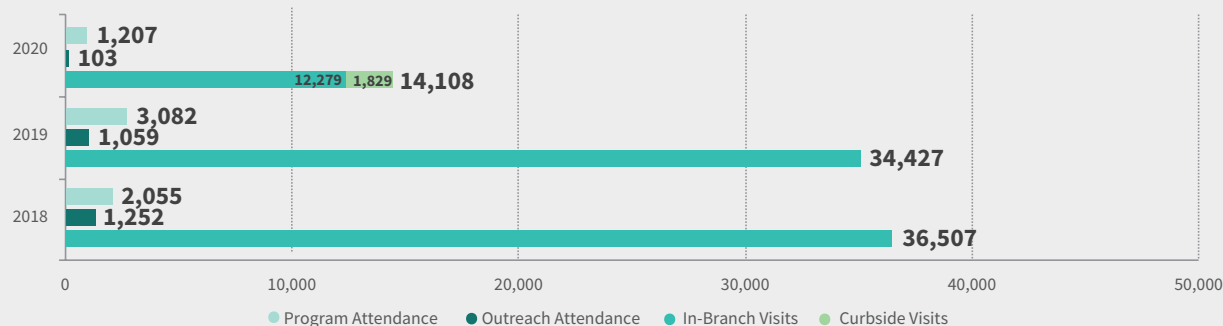
Total Circulation

(30% decrease from 2019-2020)



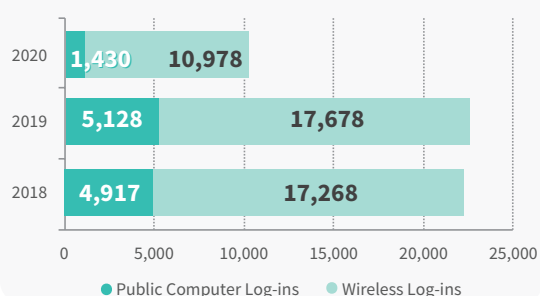
Total People Served

(60% decrease from 2019-2020)



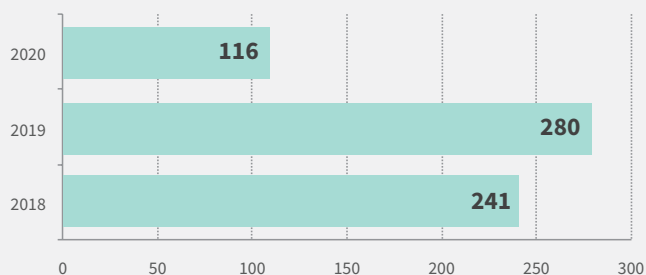
Total Branch Computer Log-Ins

(46% decrease from 2019-2020)



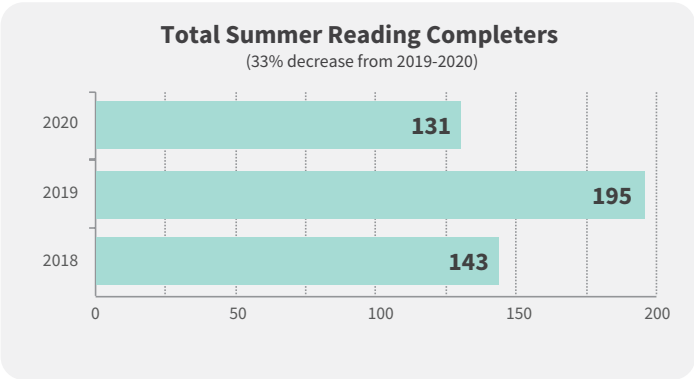
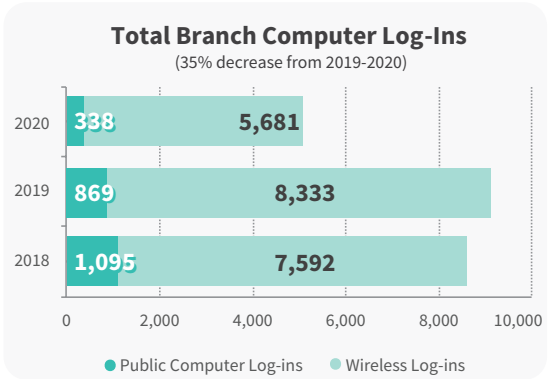
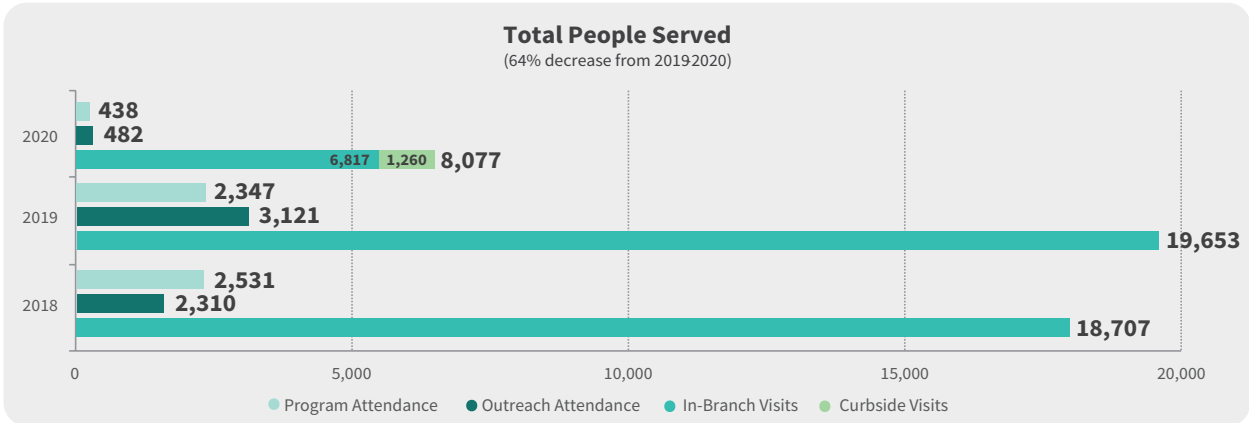
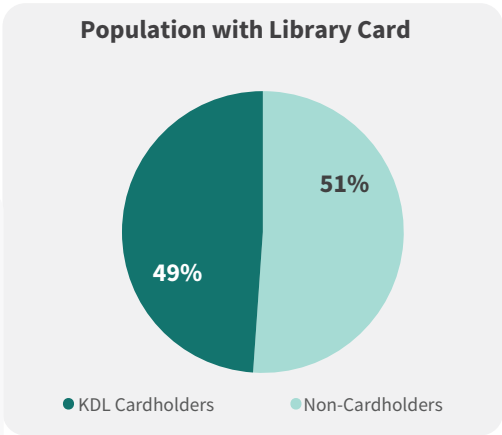
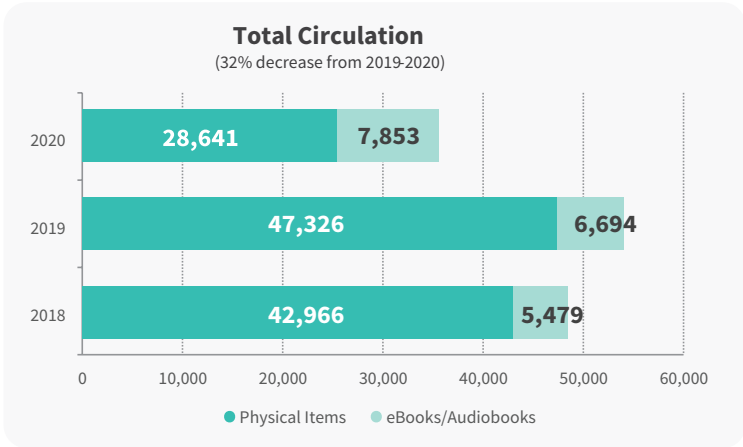
Total Summer Reading Completers

(59% decrease from 2019-2020)



Branch Facts

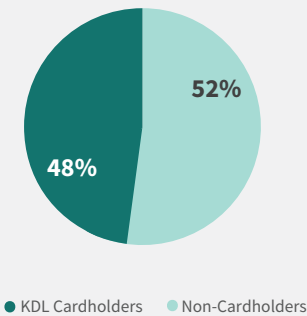
Regional Manager I:	Sandra Graham
Regional Manager II:	Barbara Jingles
Population of Service Area:	2,793
Physical Collection Size:	13,996 (1.6% of Total Collection)
Building Size:	5,795 sq ft
Public Computers:	3
Staff:	2.75 FTEs
Open Hours:	37.5 hrs/wk



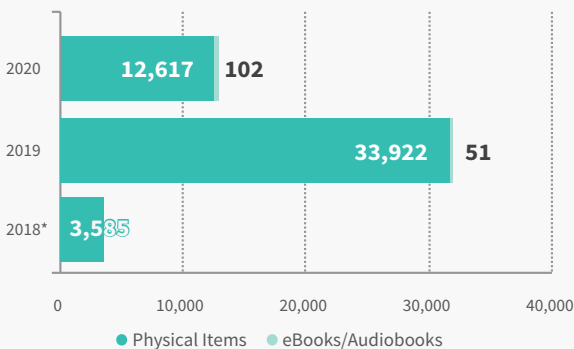
Bookmobile Facts

Community Engagement Manager:	Sara Proaño
Population of Service Area:	395,660 (Kent County)
Physical Collection Size:	6,036 (0.7% of Total Collection)
Vehicle Size:	306 sq ft
Public Computers:	0
Staff:	2.8 FTEs
Open Hours:	Varies

Population with Library Card

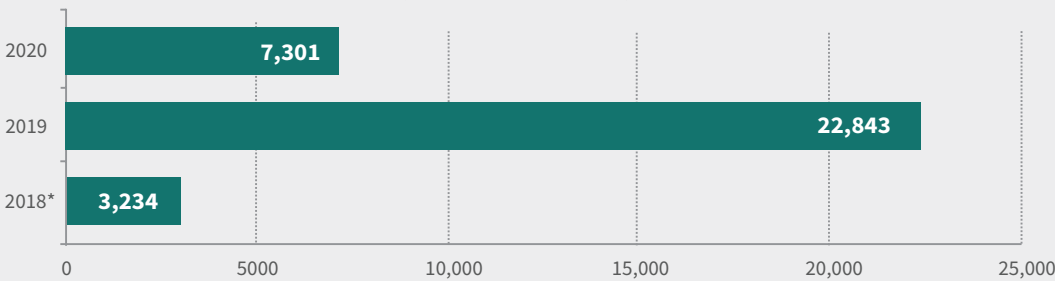


Total Circulation



Total People Served

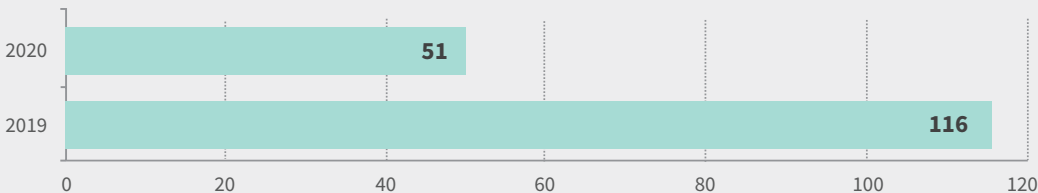
(68% decrease from 2019-2020)



*The Bookmobile was in service for only three months in 2018.

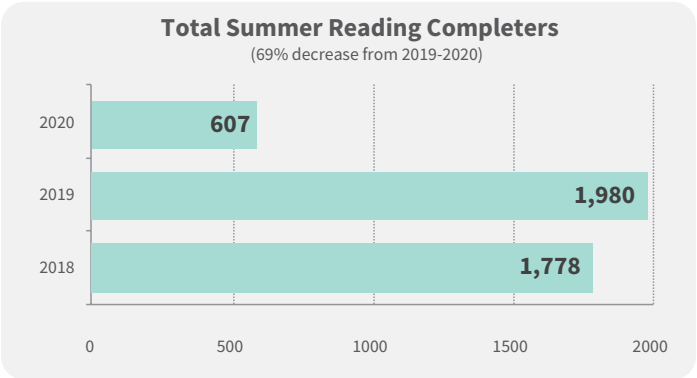
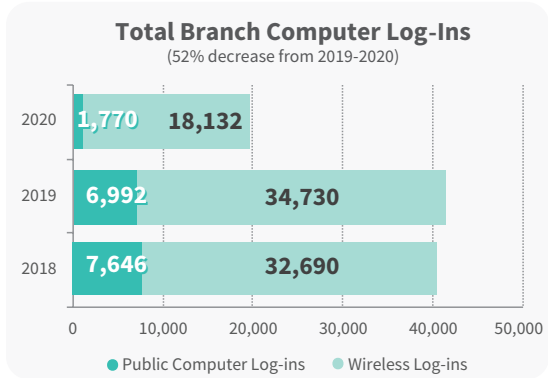
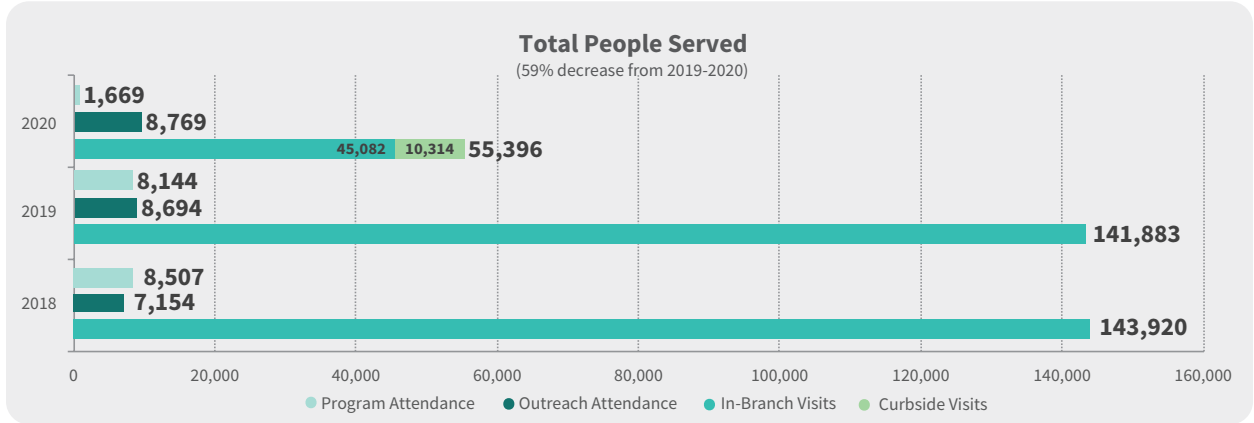
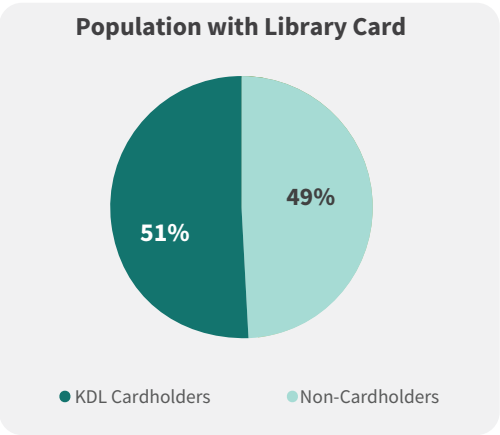
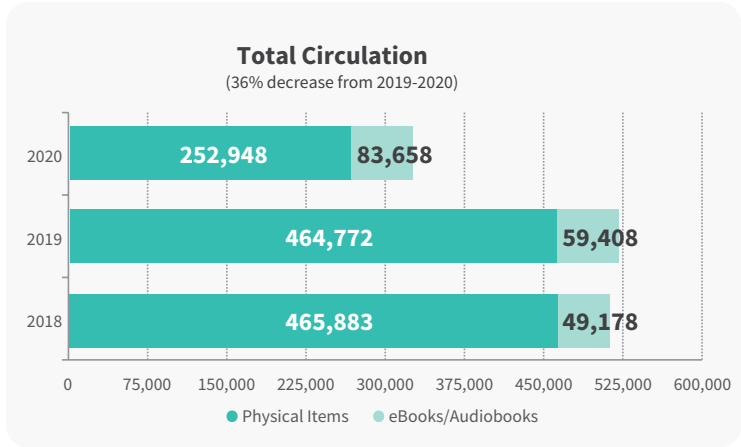
Total Summer Reading Completers

(56% decrease from 2019-2020)



Branch Facts

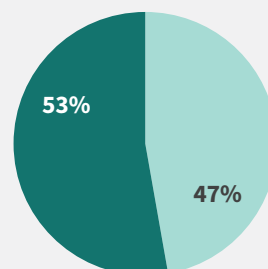
Regional Manager I:	Josh Bernstein
Regional Manager II:	Eric DeHaan
Population of Service Area:	20,317
Physical Collection Size:	54,787 (6.2% of Total Collection)
Building Size:	13,600 sq ft
Public Computers:	8
Staff:	8.775 FTEs
Open Hours:	54.5 hrs/wk



Branch Facts

Regional Manager I:	Vanessa Walstra
Regional Manager II:	Pat Rosloniec
Population of Service Area:	12,294
Physical Collection Size:	35,310 (4.0% of Total Collection)
Building Size:	15,464 sq ft
Public Computers:	14
Staff:	6.9 FTEs
Open Hours:	49 hrs/wk

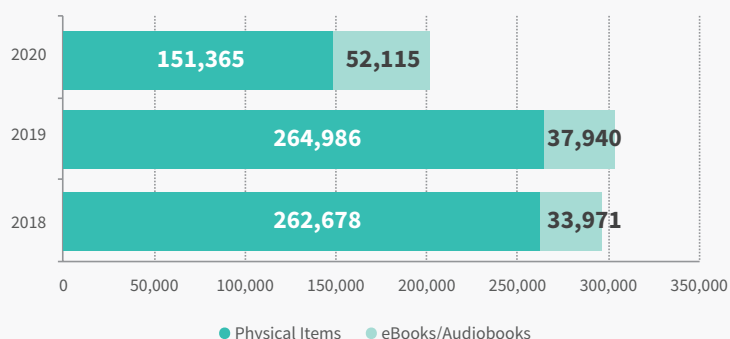
Population with Library Card



● KDL Cardholders ● Non-Cardholders

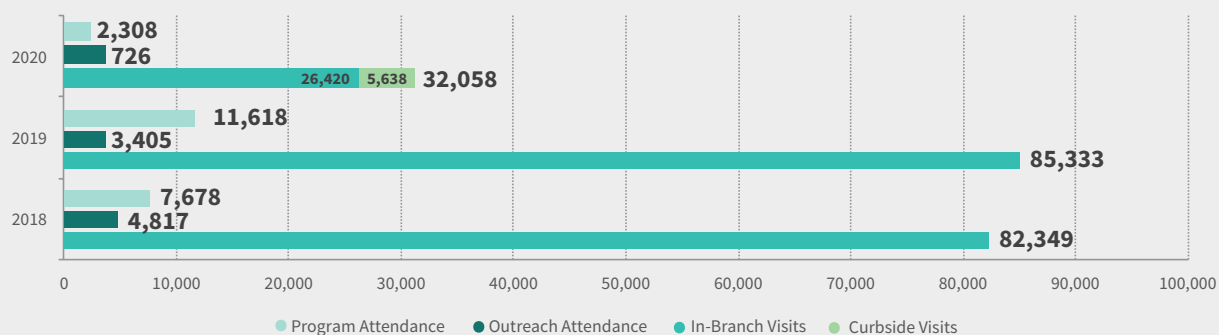
Total Circulation

(33% decrease from 2019-2020)



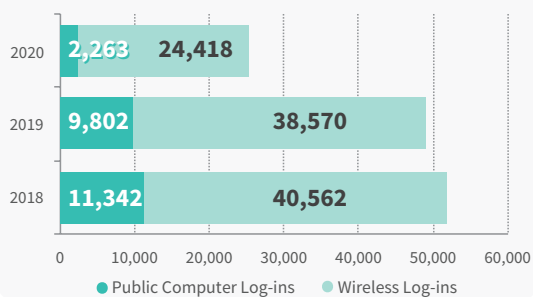
Total People Served

(65% decrease from 2019-2020)



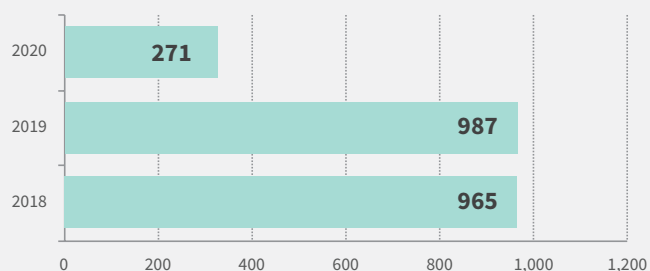
Total Branch Computer Log-Ins

(45% decrease from 2019-2020)



Total Summer Reading Completers

(73% decrease from 2019-2020)

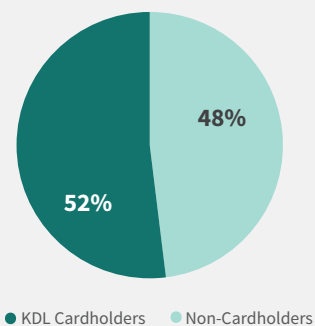


Cascade Twp. Branch | 2020 Statistical Information

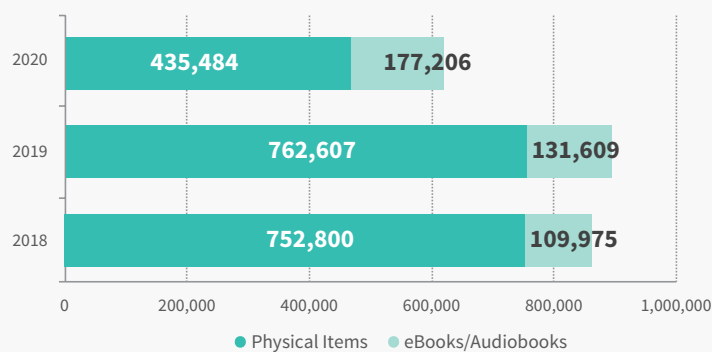
Branch Facts

Regional Manager I:	Vanessa Walstra
Regional Manager II:	Pat Rosloniec
Population of Service Area:	17,134
Physical Collection Size:	106,773 (12.0% of Total Collection)
Building Size:	30,400 sq ft
Public Computers:	12
Staff:	15.475 FTEs
Open Hours:	62 hrs/wk

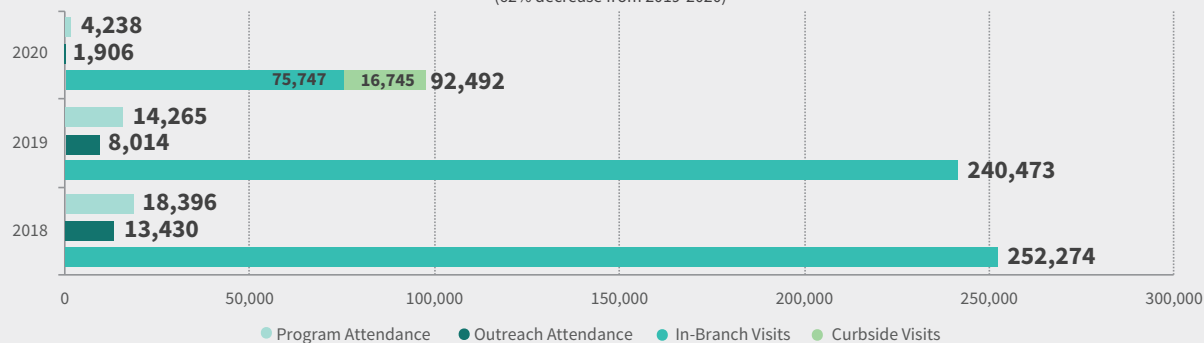
Population with Library Card



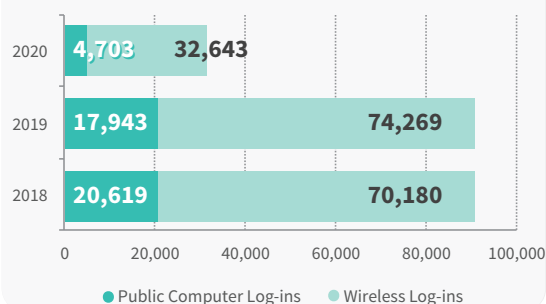
Total Circulation
(31% decrease from 2019-2020)



Total People Served
(62% decrease from 2019-2020)



Total Branch Computer Log-Ins
(59% decrease from 2019-2020)



Total Summer Reading Completers
(68% decrease from 2019-2020)

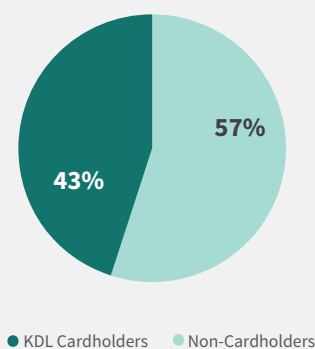


Comstock Park Branch | 2020 Statistical Information

Branch Facts

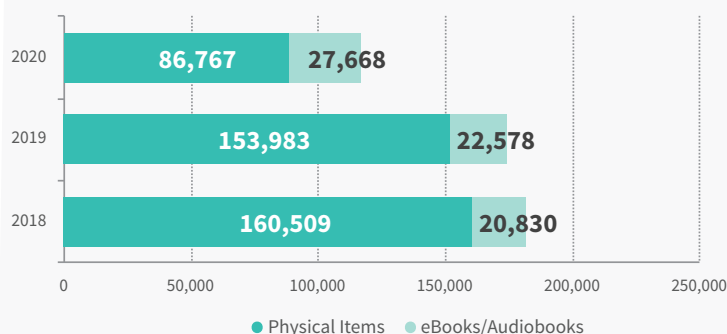
Regional Manager I:	Scott Ninemeier
Regional Manager II in Training:	Abby D'Addario
Population of Service Area:	30,952 (Plainfield Twp.)
Physical Collection Size:	23,852 (2.7% of Total Collection)
Building Size:	4,095 sq ft
Public Computers:	5
Staff:	6.85 FTEs
Open Hours:	45.5 hrs/wk

Population with Library Card



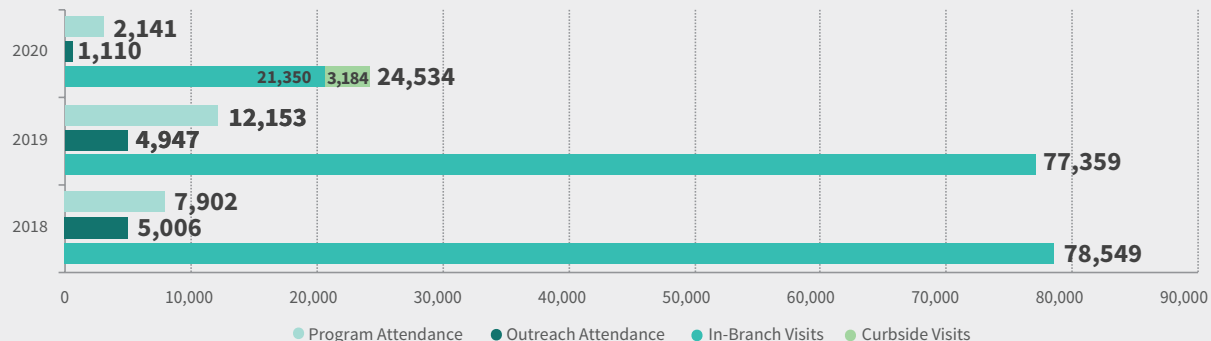
Total Circulation

(35% decrease from 2019-2020)



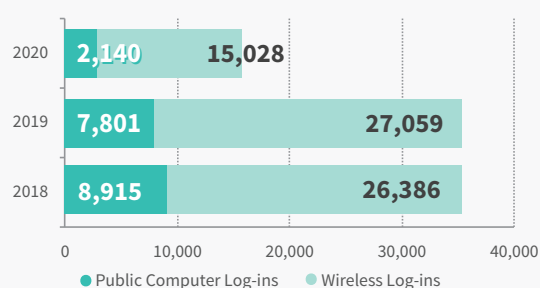
Total People Served

(71% decrease from 2019-2020)



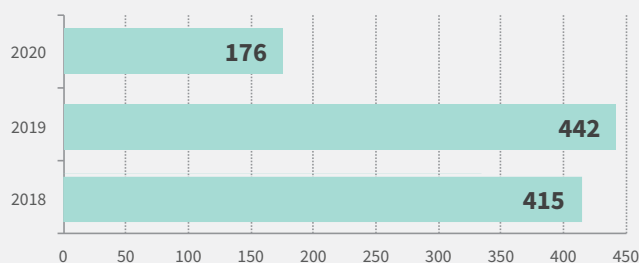
Total Branch Computer Log-Ins

(51% decrease from 2019-2020)



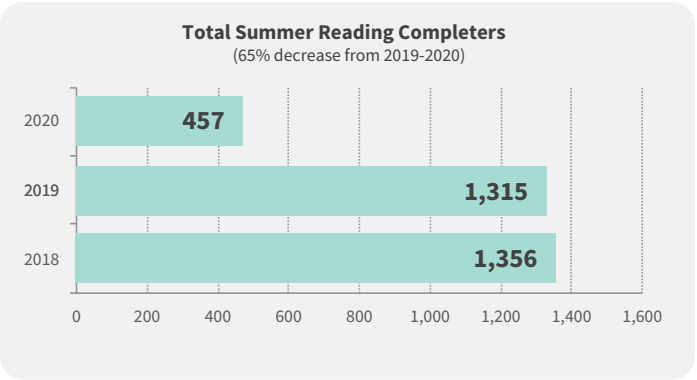
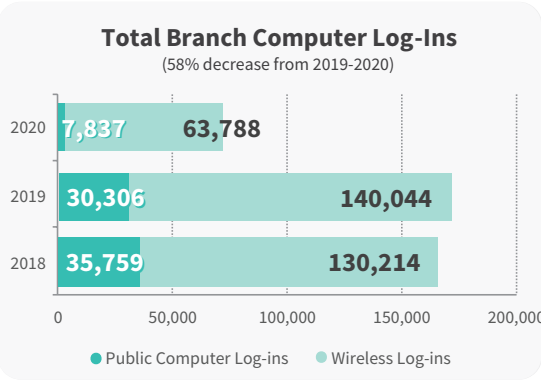
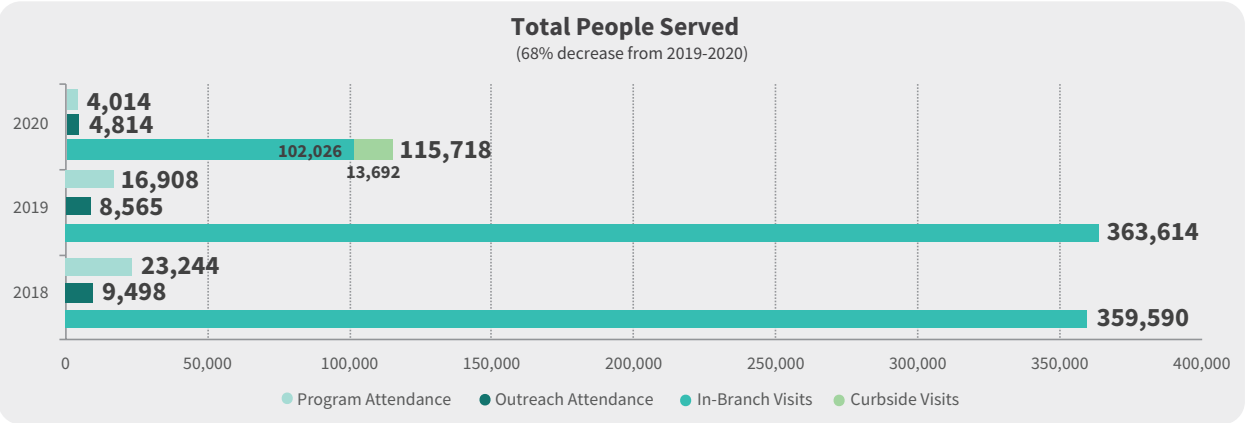
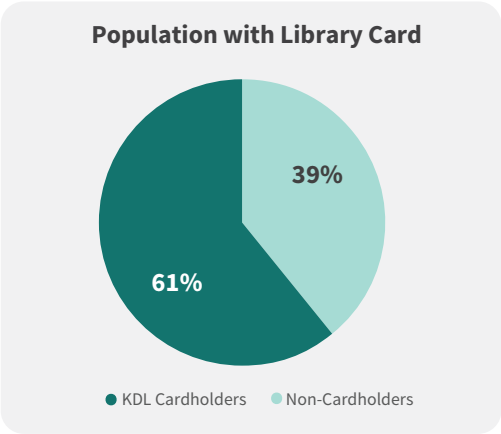
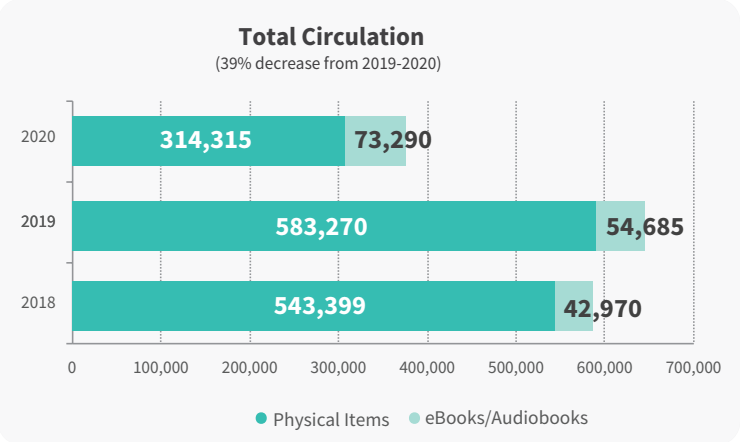
Total Summer Reading Completers

(60% decrease from 2019-2020)



Branch Facts

Regional Manager I:	Dawn Lewis
Regional Manager II:	Shaunna Martz
Population of Service Area:	10,694
Physical Collection Size:	64,228 (7.2% of Total Collection)
Building Size:	26,950 sq ft
Public Computers:	16
Staff:	12.875 FTEs
Open Hours:	62 hrs/wk

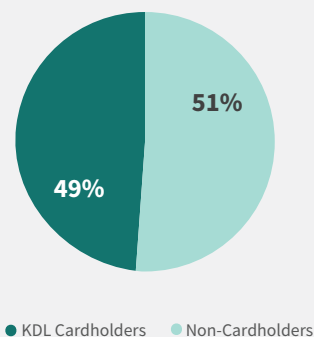


Englehardt Branch | 2020 Statistical Information

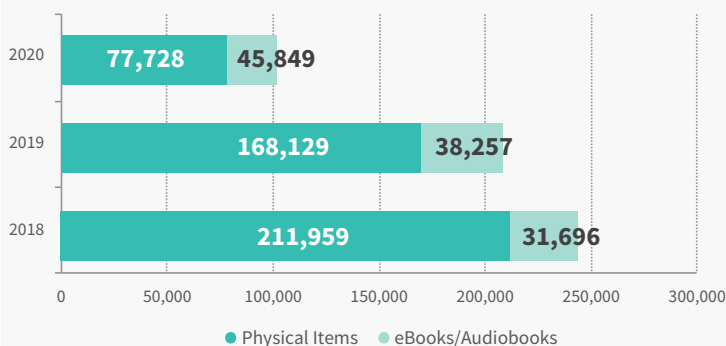
Branch Facts

Regional Manager I:	Sandra Graham
Regional Manager II:	Barbara Jingles
Population of Service Area:	3,783 (City of Lowell)
Physical Collection Size:	31,205 (3.5% of Total Collection)
Building Size:	8,771 sq ft
Public Computers:	8
Staff:	6.5 FTEs
Open Hours:	46.5 hrs/wk

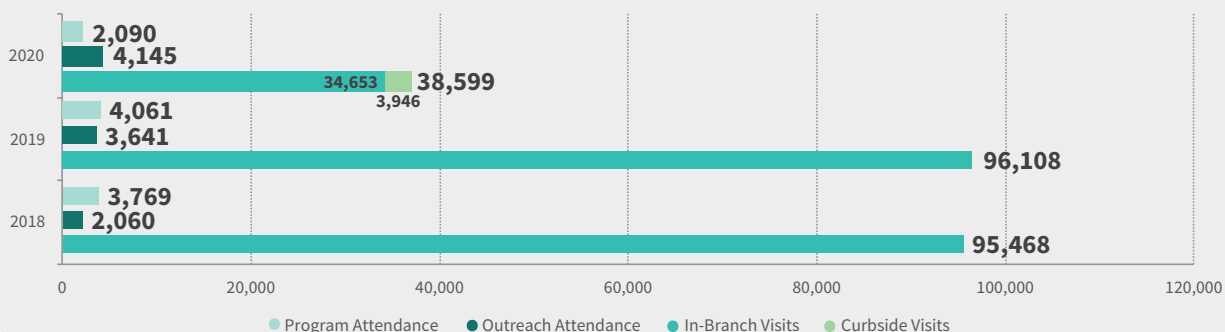
Population with Library Card



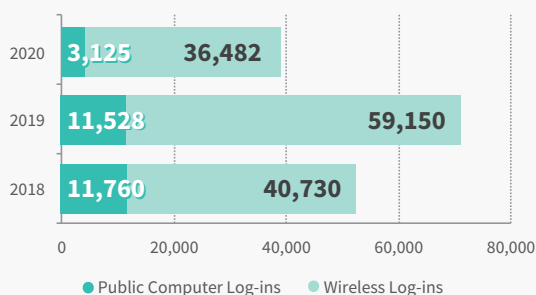
Total Circulation
(40% decrease from 2019-2020)



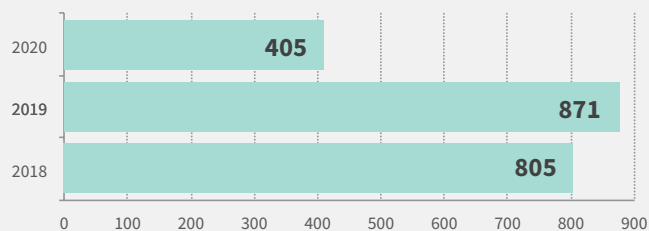
Total People Served
(57% decrease from 2019-2020)



Total Branch Computer Log-Ins
(44% decrease from 2019-2020)

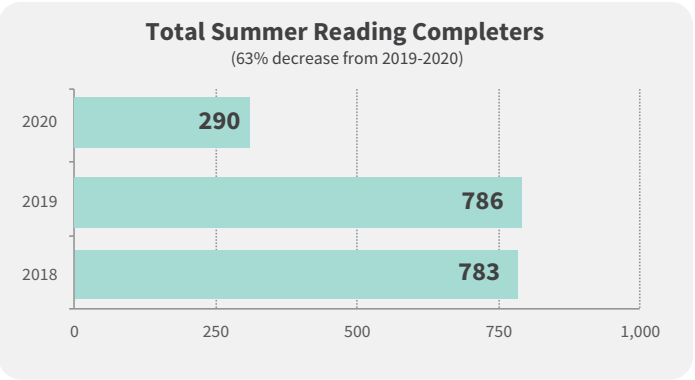
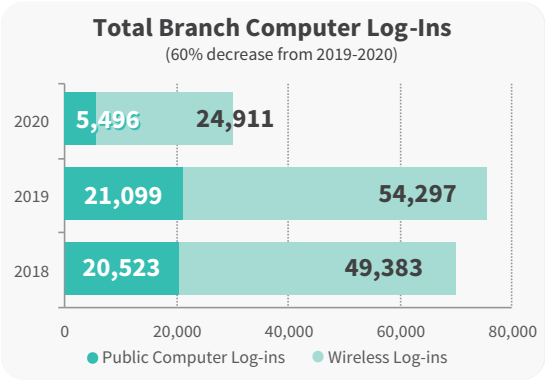
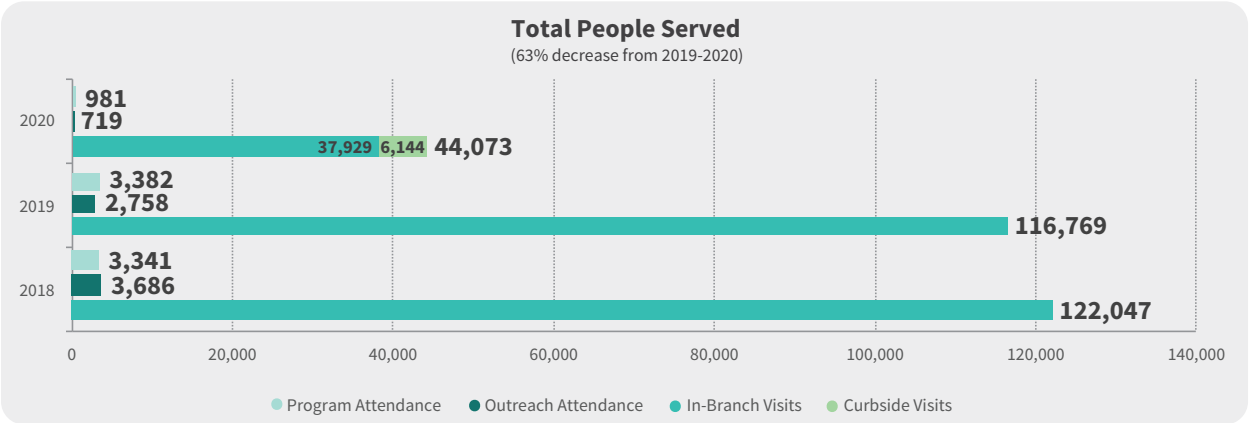
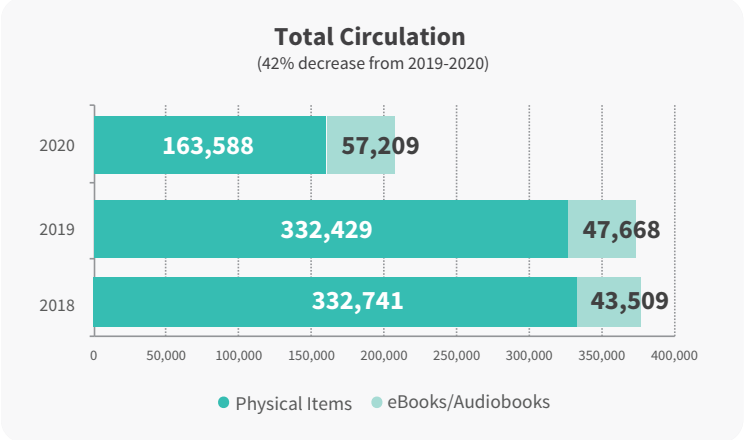
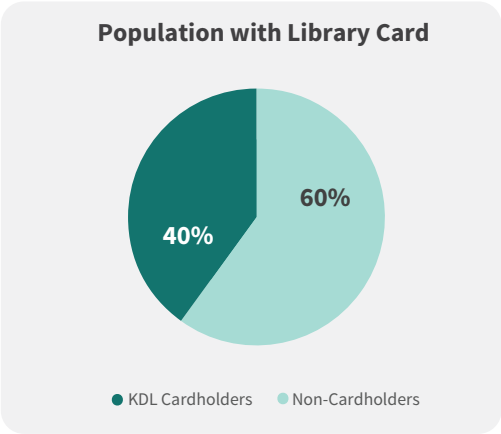


Total Summer Reading Completers
(54% decrease from 2019-2020)



Branch Facts

Regional Manager I:	Cheryl Cammenga
Regional Manager II:	Angela Culp
Population of Service Area:	25,146
Physical Collection Size:	47,026 (5.3% of Total Collection)
Building Size:	10,400 sq ft
Public Computers:	16
Staff:	8.8 FTEs
Open Hours:	54 hrs/wk



Grandville Branch | 2020 Statistical Information

Branch Facts

Regional Manager I: **Josh Bernstein**

Regional Manager II: **Eric DeHaan**

Population of Service Area: **15,378**

Physical Collection Size: **74,107** (8.3% of Total Collection)

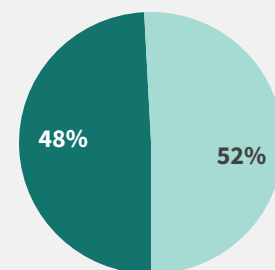
Building Size: **18,672 sq ft**

Public Computers: **19**

Staff: **12.775 FTEs**

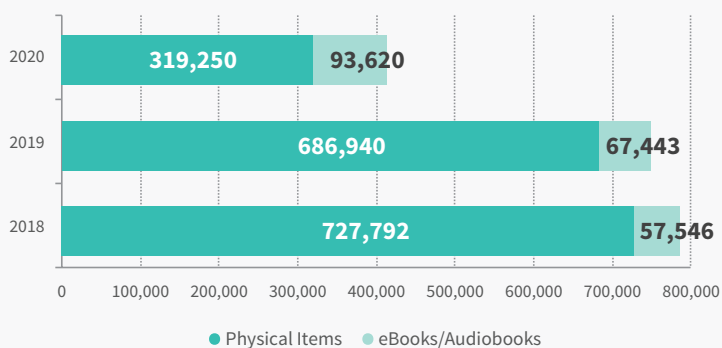
Open Hours: **62 hrs/wk**

Population with Library Card

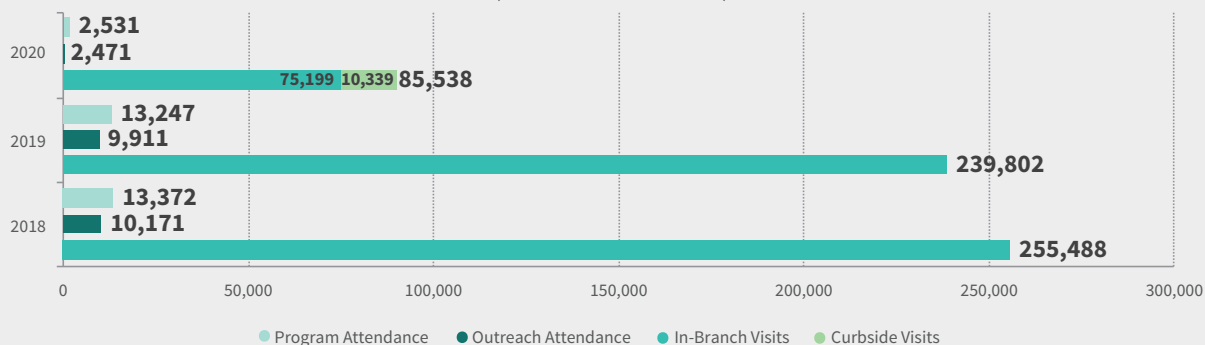


● KDL Cardholders ● Non-Cardholders

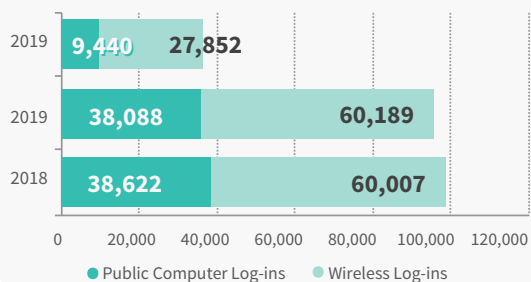
Total Circulation
(45% decrease from 2019-2020)



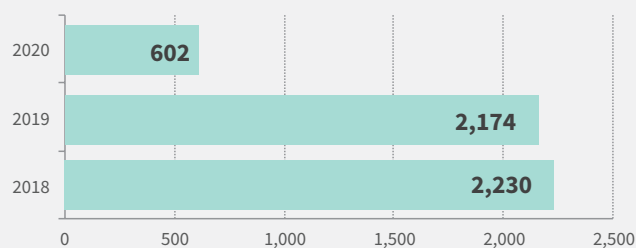
Total People Served
(66% decrease from 2019-2020)



Total Branch Computer Log-Ins
(61% decrease from 2019-2020)



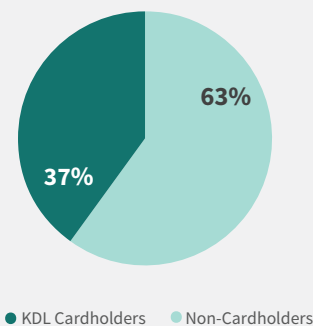
Total Summer Reading Completers
(72% decrease from 2019-2020)



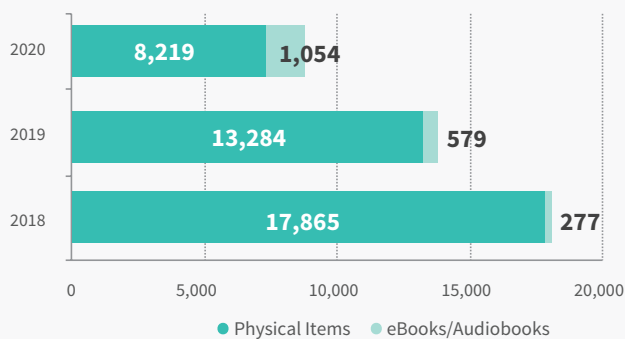
Branch Facts

Regional Manager I:	Anjie Gleisner
Regional Manager II:	Karen Small
Population of Service Area:	72,125 (City of Wyoming)
Physical Collection Size:	8,226 (0.9% of Total Collection)
Building Size:	6,500 sq ft
Public Computers:	8
Staff:	3 FTEs
Open Hours:	14 hrs/wk (School Year) 31 hrs/wk (Summer)

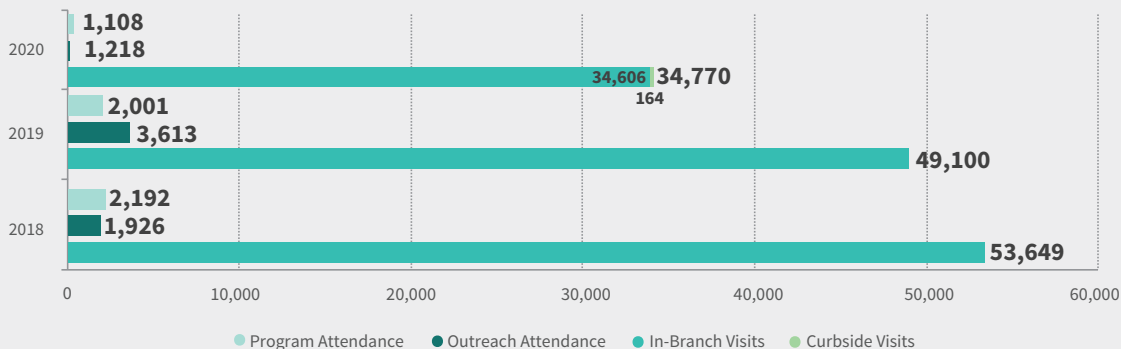
Population with Library Card



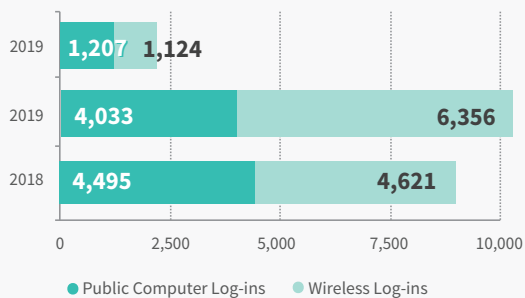
Total Circulation
(33% decrease from 2019-2020)



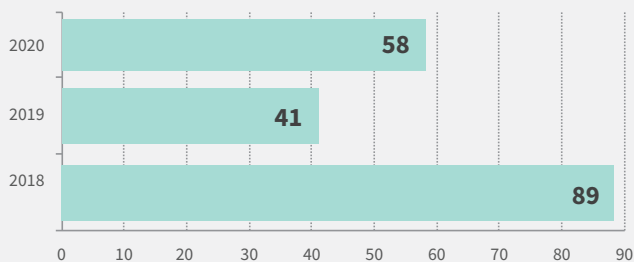
Total People Served
(32% decrease from 2019-2020)



Total Branch Computer Log-Ins
(78% decrease from 2019-2020)



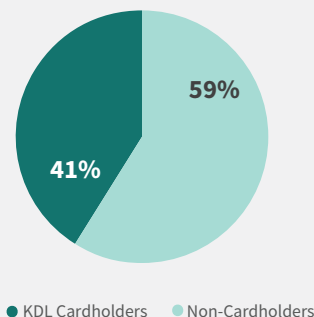
Total Summer Reading Completers
(41% increase from 2019-2020)



Branch Facts

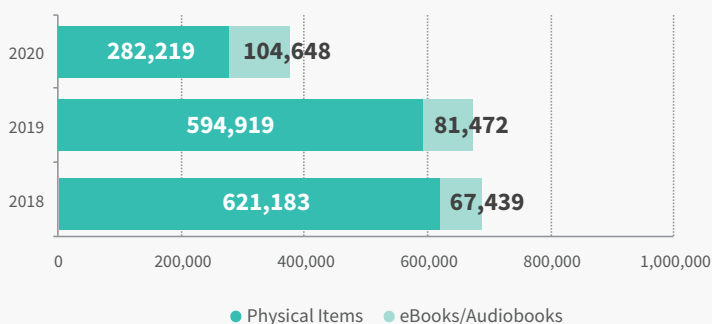
Regional Manager I:	Cheryl Cammenga
Regional Manager II:	Angela Culp
Population of Service Area:	48,707
Physical Collection Size:	85,481 (9.6% of Total Collection)
Building Size:	45,489 sq ft
Public Computers:	37
Staff:	14.175 FTEs
Open Hours:	62 hrs/wk

Population with Library Card



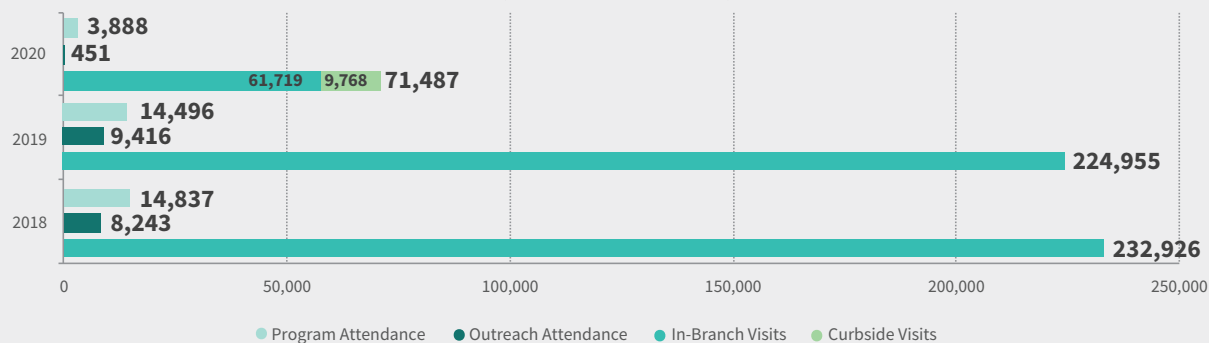
Total Circulation

(43% decrease from 2019-2020)



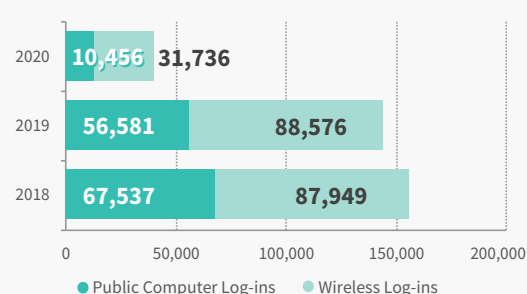
Total People Served

(70% decrease from 2019-2020)



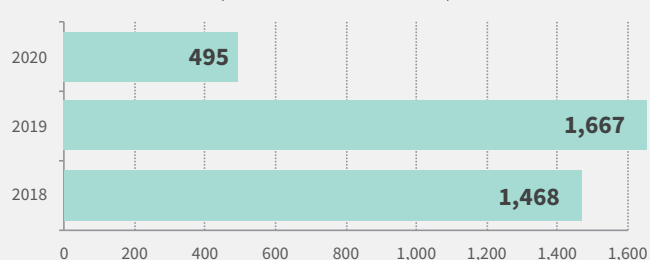
Total Branch Computer Log-Ins

(71% decrease from 2019-2020)



Total Summer Reading Completers

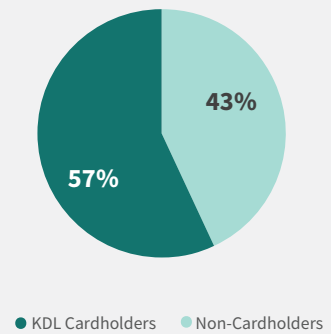
(70% decrease from 2019-2020)



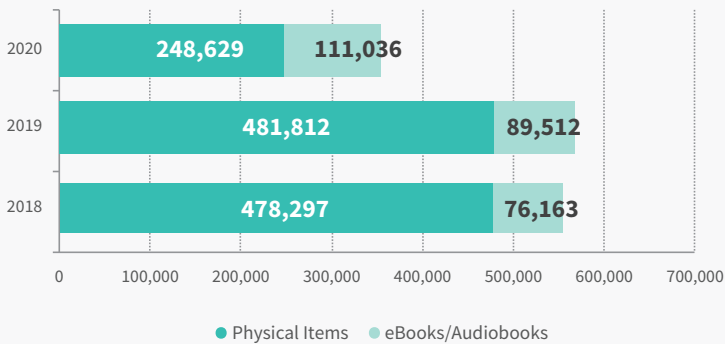
Branch Facts

Regional Manager I:	Jennifer German
Regional Manager II:	Laura Youells
Population of Service Area:	5,719 (City of Rockford)
Physical Collection Size:	55,974 (6.3% of Total Collection)
Building Size:	9,500 sq ft
Public Computers:	9
Staff:	9.775 FTEs
Open Hours:	54.5 hrs/wk

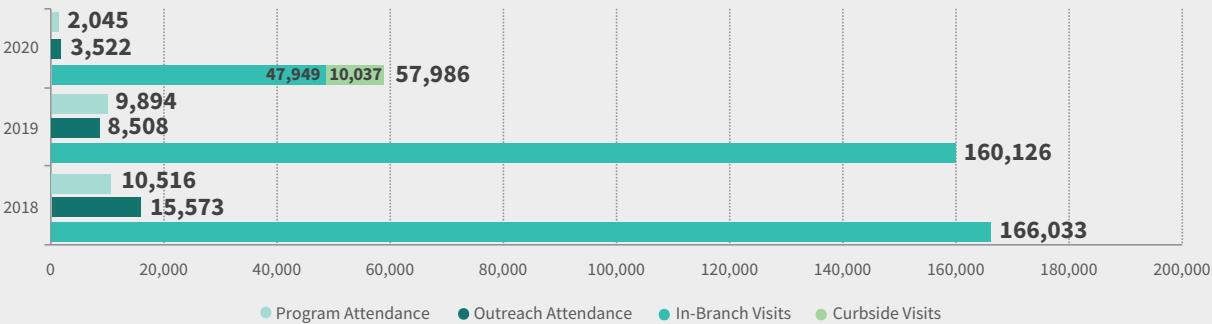
Population with Library Card



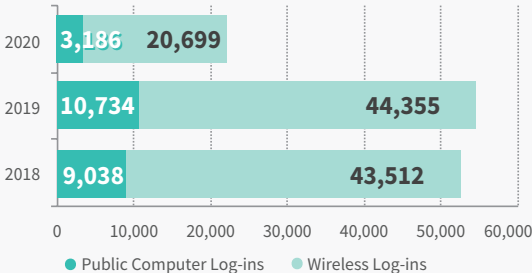
Total Circulation
(37% decrease from 2019-2020)



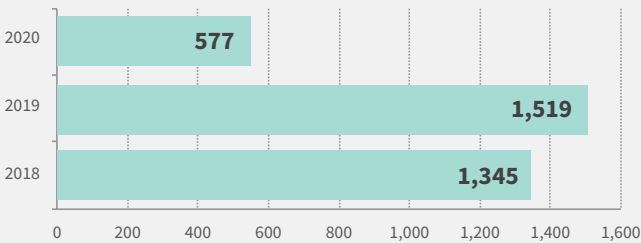
Total People Served
(64% decrease from 2019-2020)



Total Branch Computer Log-Ins
(57% decrease from 2019-2020)



Total Summer Reading Completers
(62% decrease from 2019-2020)

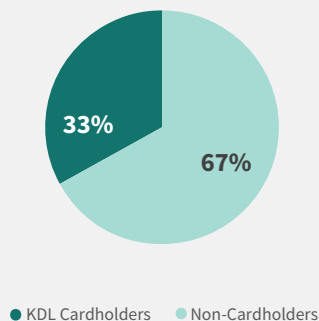


Nelson Twp. Branch | 2020 Statistical Information

Branch Facts

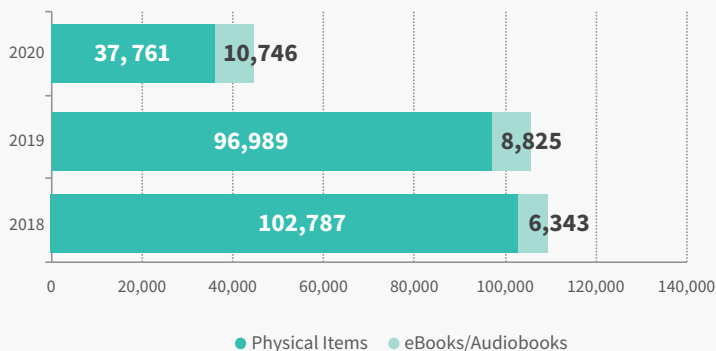
Regional Manager I:	Jennifer German
Regional Manager II:	Laura Youells
Population of Service Area:	4,764
Physical Collection Size:	18,720 (2.1% of Total Collection)
Building Size:	8,736 sq ft
Public Computers:	10
Staff:	3.5 FTEs
Open Hours:	42 hrs/wk

Population with Library Card



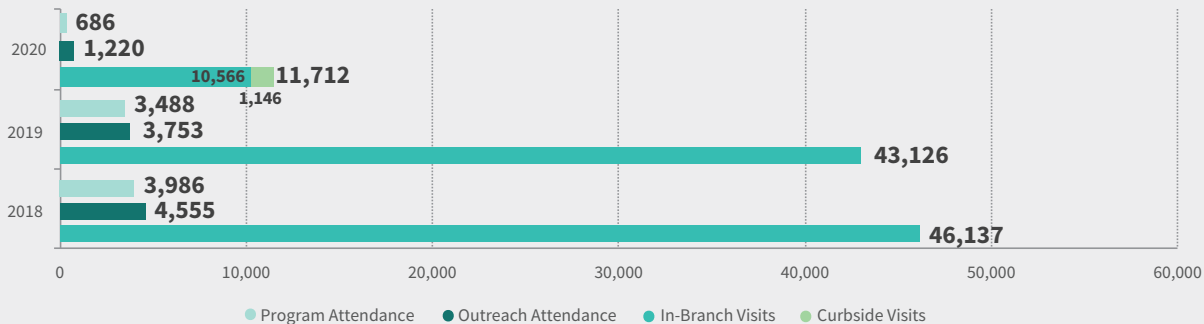
Total Circulation

(54% decrease from 2019-2020)



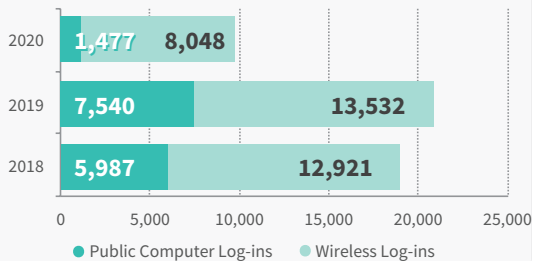
Total People Served

(73% decrease from 2019-2020)



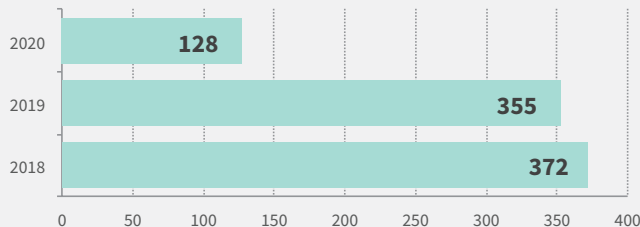
Total Branch Computer Log-Ins

(55% decrease from 2019-2020)



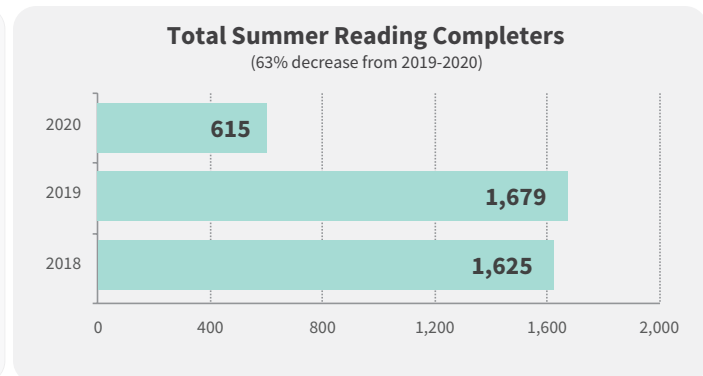
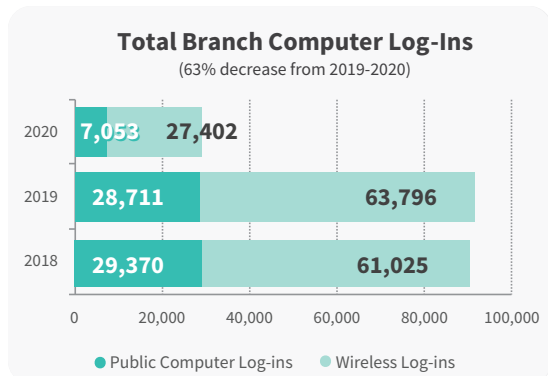
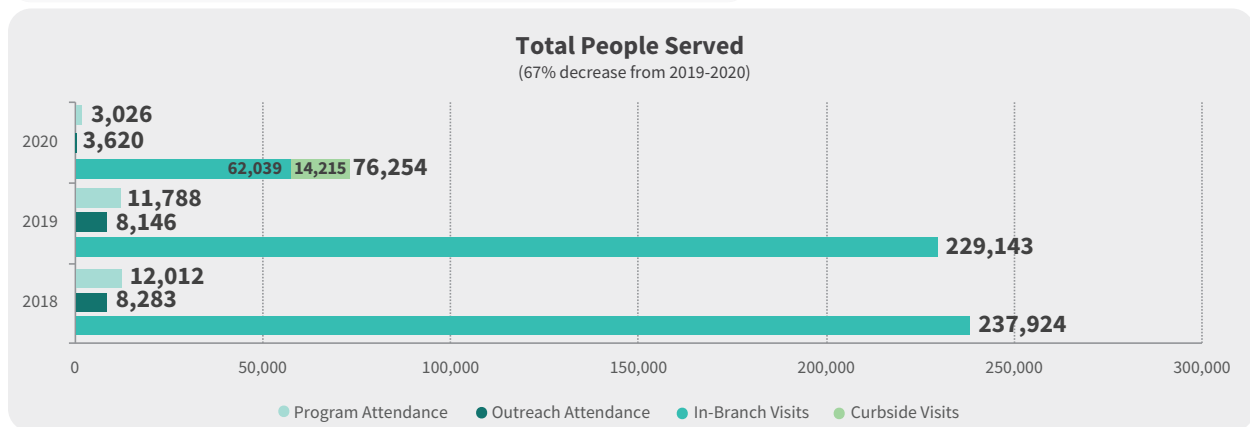
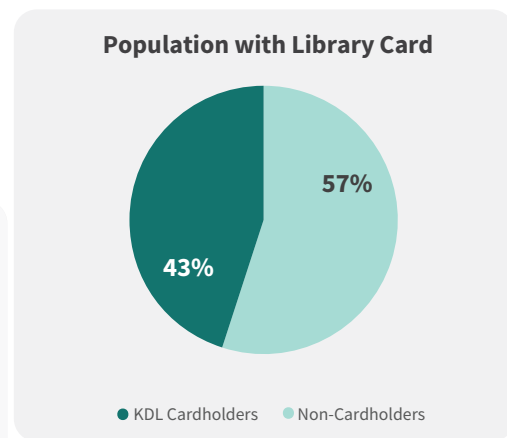
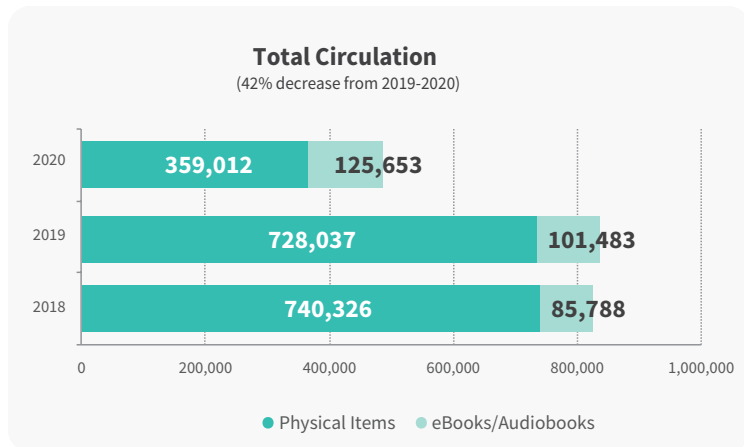
Total Summer Reading Completers

(64% decrease from 2019-2020)



Branch Facts

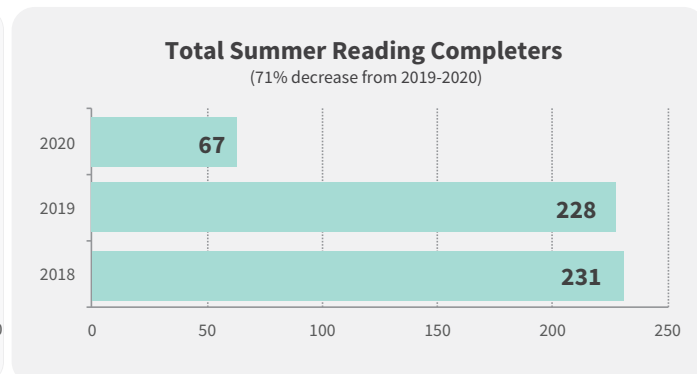
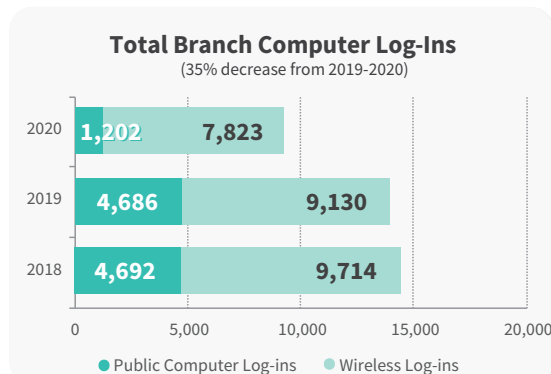
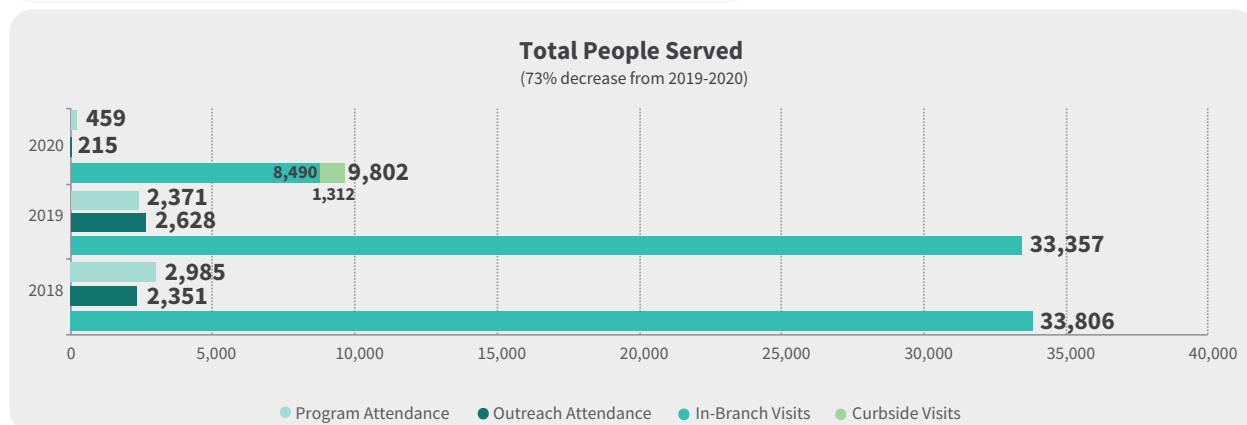
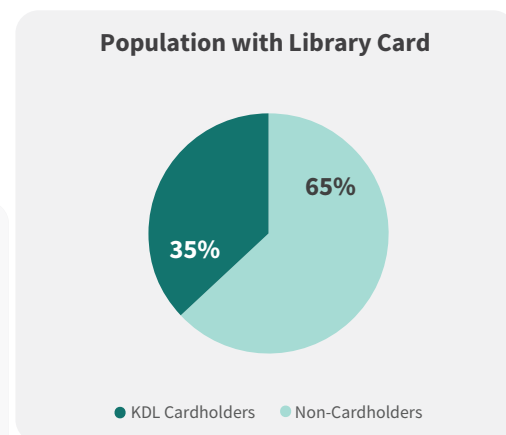
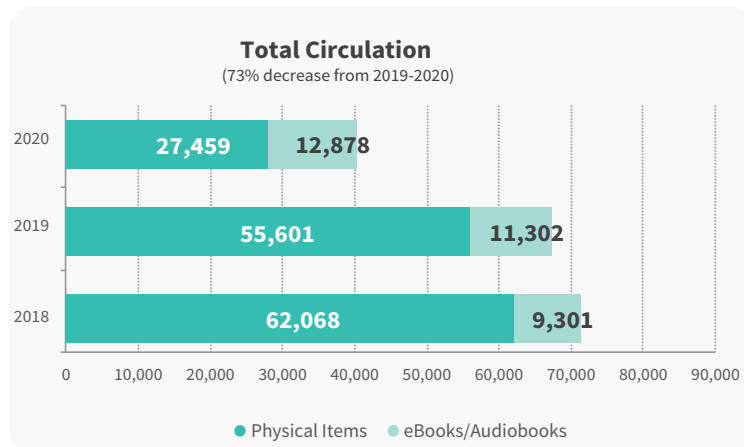
Regional Manager I:	Scott Ninemeier
Regional Manager II in Traning:	Abby D'Addario
Population of Service Area:	30,952
Physical Collection Size:	79,071 (8.9% of Total Collection)
Building Size:	26,420 sq ft
Public Computers:	19
Staff:	12.55 FTEs
Open Hours:	62 hrs/wk



Spencer Twp. Branch | 2020 Statistical Information

Branch Facts

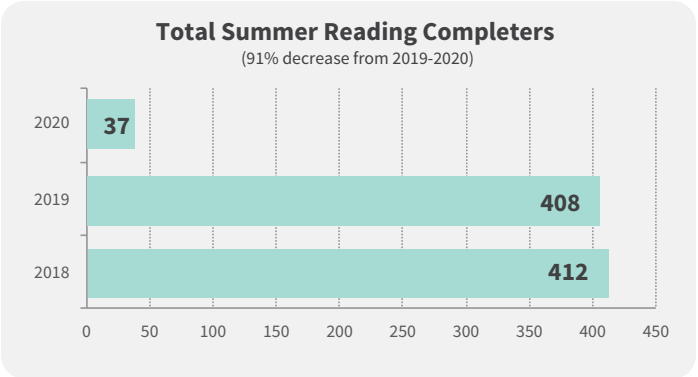
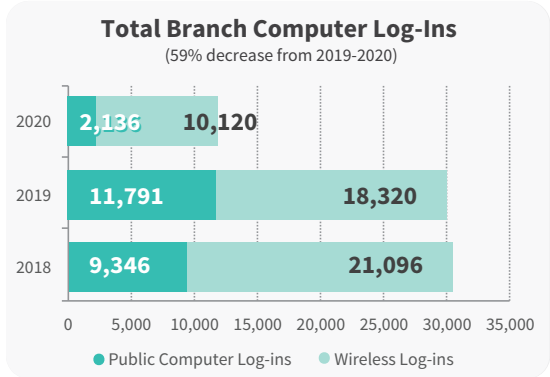
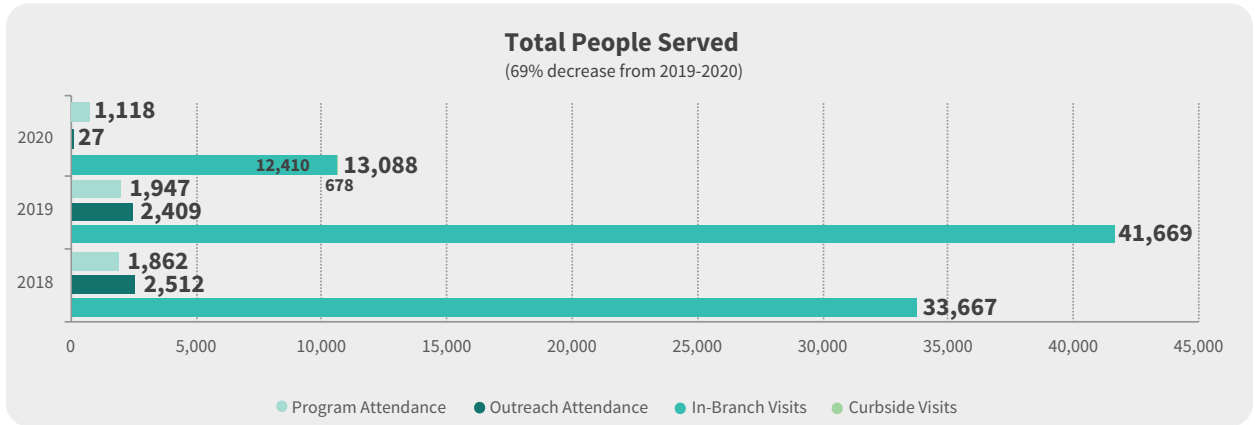
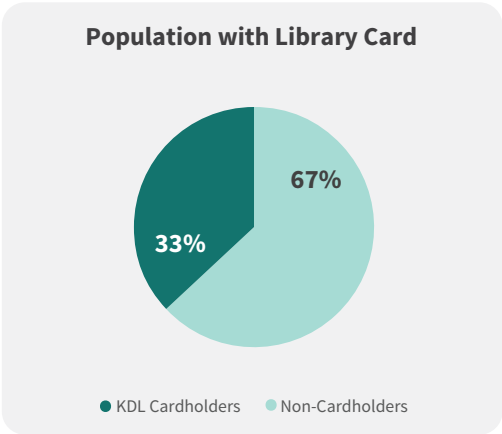
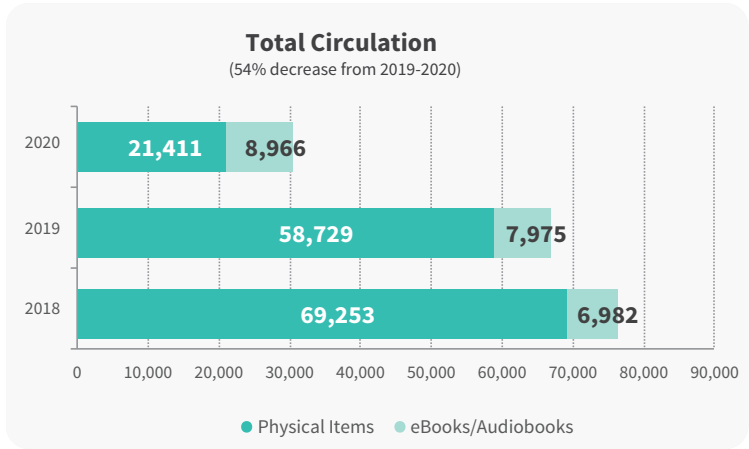
Regional Manager I:	Jennifer German
Regional Manager II:	Laura Youells
Population of Service Area:	3,960
Physical Collection Size:	12,848 (1.4% of Total Collection)
Building Size:	2,000 sq ft
Public Computers:	7
Staff:	3.95 FTEs
Open Hours:	40 hrs/wk



Tyrone Twp. Branch | 2020 Statistical Information

Branch Facts

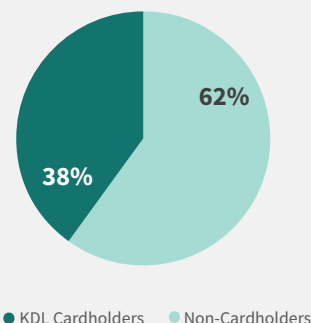
Regional Manager I:	Liz Knapp
Regional Manager II:	Craig Buno
Population of Service Area:	4,731
Physical Collection Size:	12,856 (1.4% of Total Collection)
Building Size:	4,239 sq ft
Public Computers:	10
Staff:	4.175 FTEs
Open Hours:	35.5 hrs/wk



Branch Facts

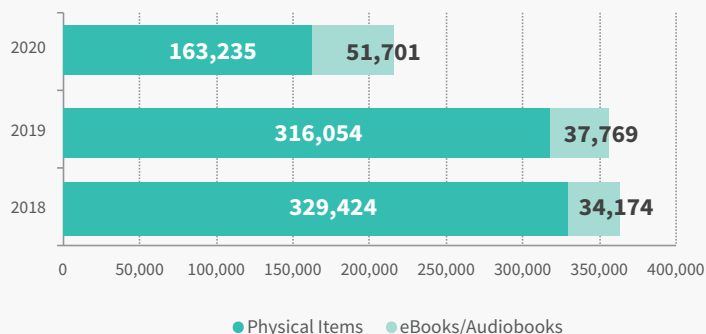
Regional Manager I:	Liz Knapp
Regional Manager II:	Craig Buno
Population of Service Area:	23,537
Physical Collection Size:	45,176 (5.1% of Total Collection)
Building Size:	8,898 sq ft
Public Computers:	9
Staff:	7.375 FTEs
Open Hours:	57 hrs/wk

Population with Library Card



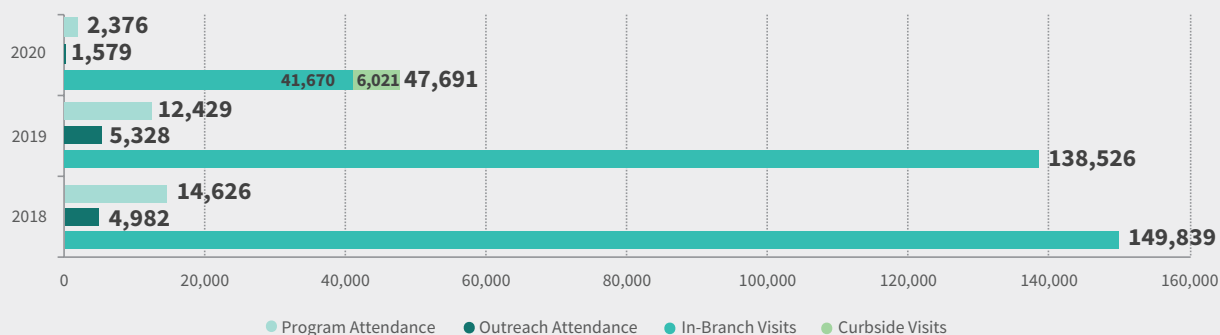
Total Circulation

(39% decrease from 2019-2020)



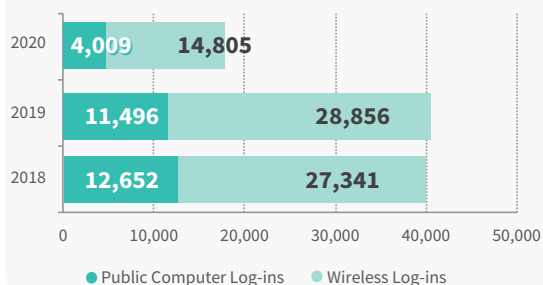
Total People Served

(67% decrease from 2019-2020)



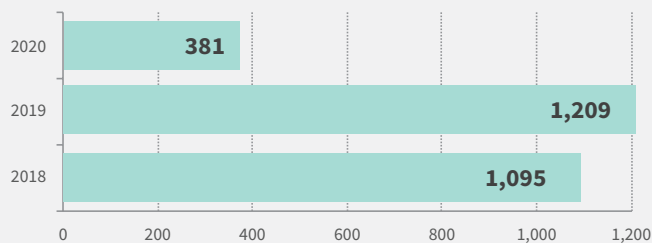
Total Branch Computer Log-Ins

(53% decrease from 2019-2020)



Total Summer Reading Completers

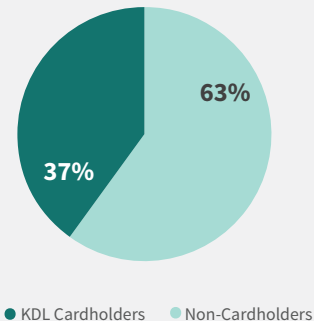
(68% decrease from 2019-2020)



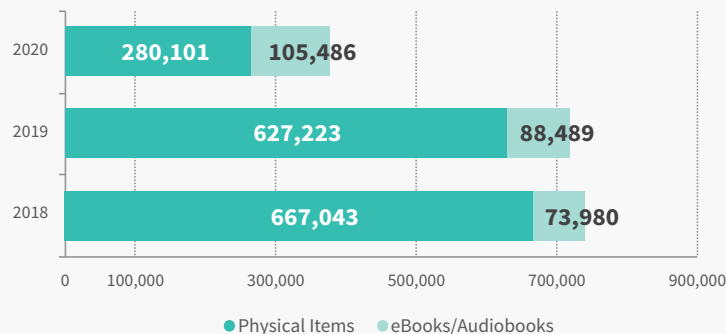
Branch Facts

Regional Manager I:	Anjie Gleisner
Regional Manager II:	Karen Small
Population of Service Area:	72,125
Physical Collection Size:	81,115 (9.1% of Total Collection)
Building Size:	48,950 sq ft
Public Computers:	40
Staff:	15.675 FTEs
Open Hours:	62 hrs/wk

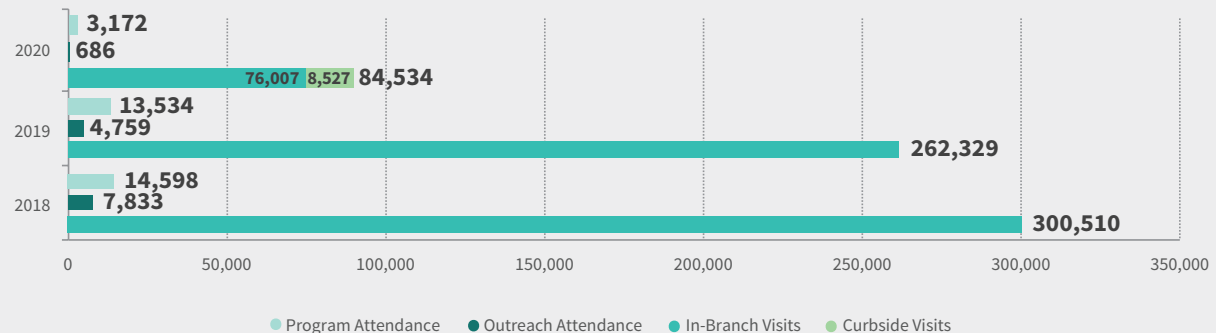
Population with Library Card



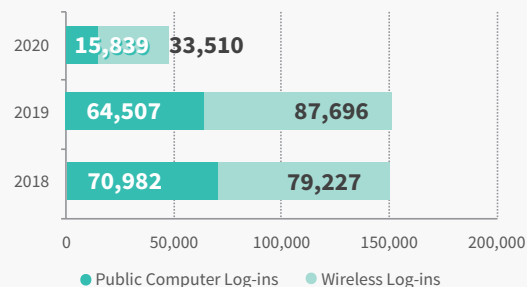
Total Circulation
(46% decrease from 2019-2020)



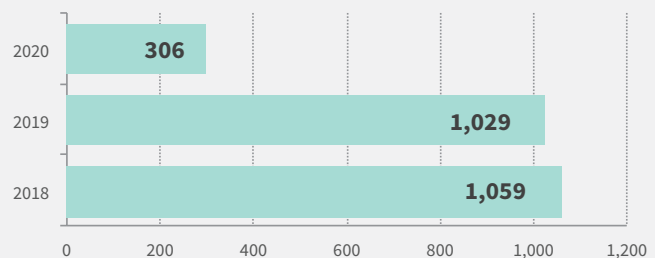
Total People Served
(69% decrease from 2019-2020)



Total Branch Computer Log-Ins
(68% decrease from 2019-2020)



Total Summer Reading Completers
(70% decrease from 2019-2020)



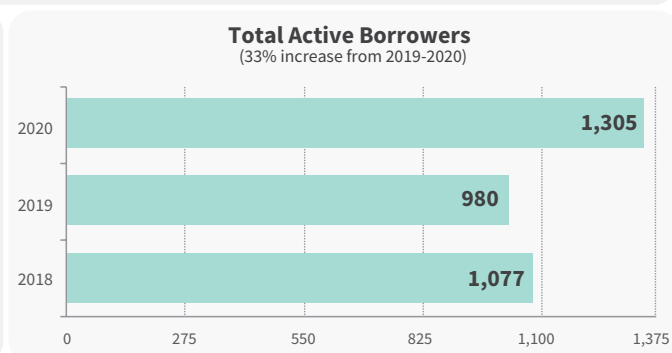
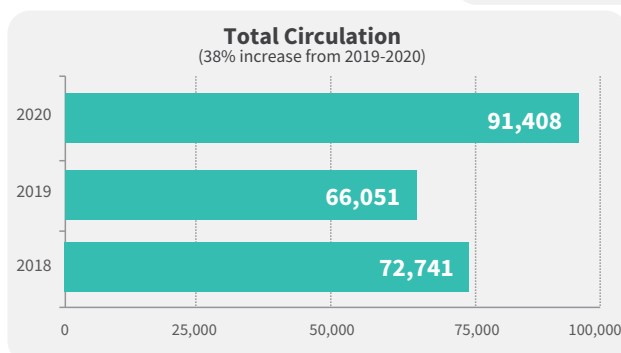
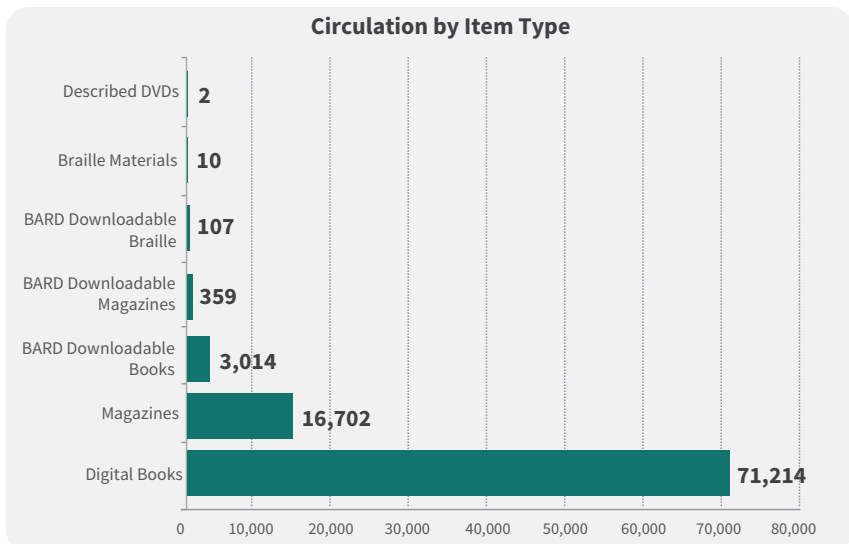
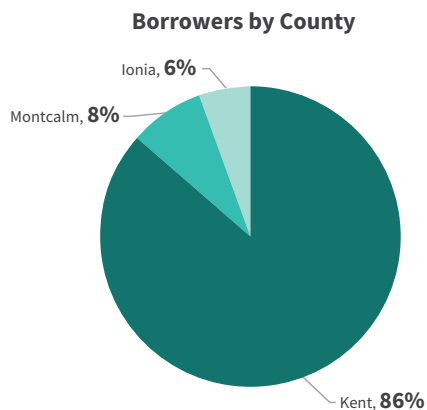
Talking Book & Braille Center | 2020 Statistical Info.

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

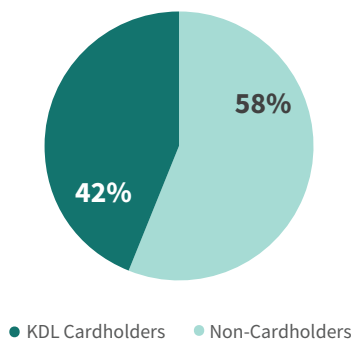
Regional Manager I:	Anjie Gleisner
Regional Manager II:	Karen Small
Accessibility and Inclusion Specialist:	Shelley Roossien
Address:	3350 Michael Ave. SW, Wyoming, MI 49509 (KDL Wyoming Branch)
Phone:	616-647-3988



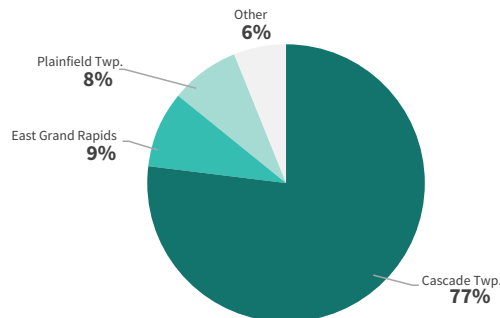
Ada Township | 2020 Annual Report

A Municipality in the Kent District Library Service Area

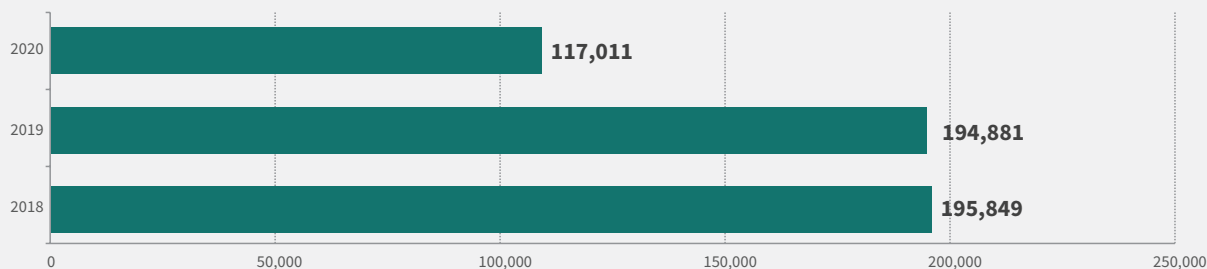
Population with Library Card



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

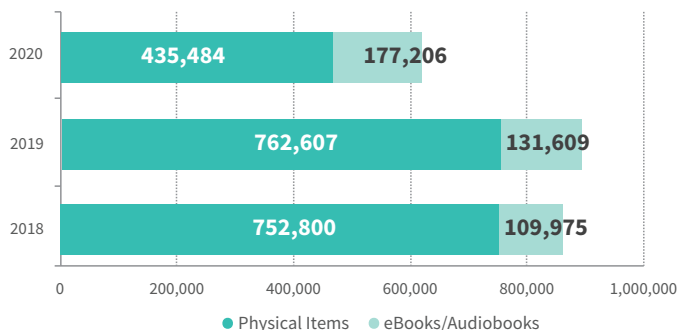


Total Circulation by Ada Twp. Residents
(40% decrease from 2019-2020)

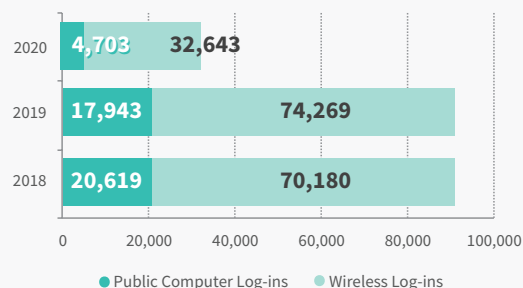


Cascade Township Branch Statistics

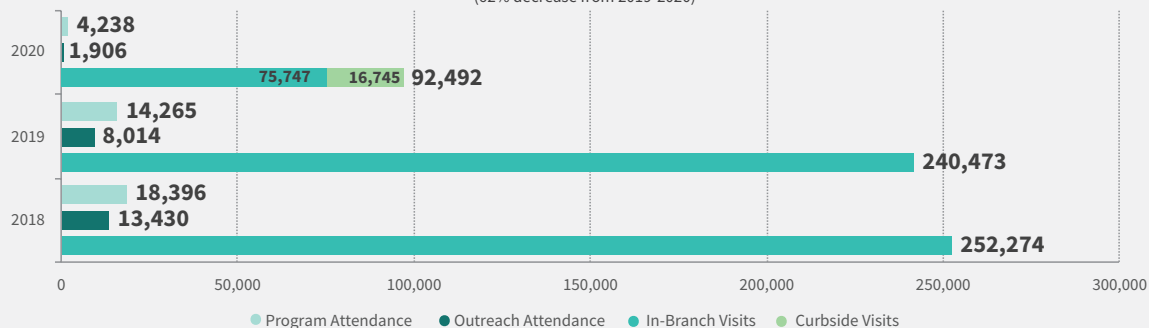
Total Circulation
(31% decrease from 2019-2020)



Total Branch Computer Log-Ins
(59% decrease from 2019-2020)



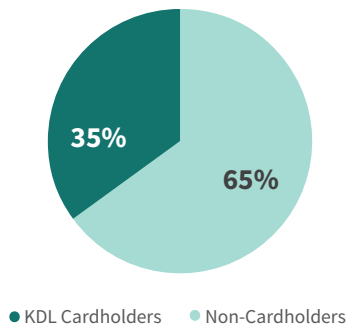
Total People Served
(62% decrease from 2019-2020)



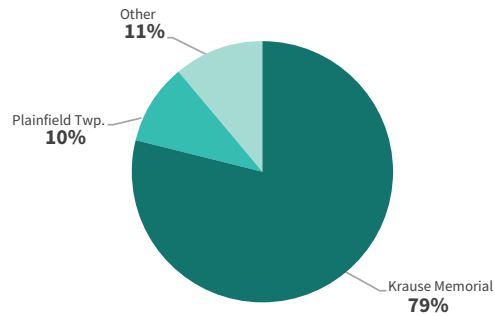
Algoma Township | 2020 Annual Report

A Municipality in the Kent District Library Service Area

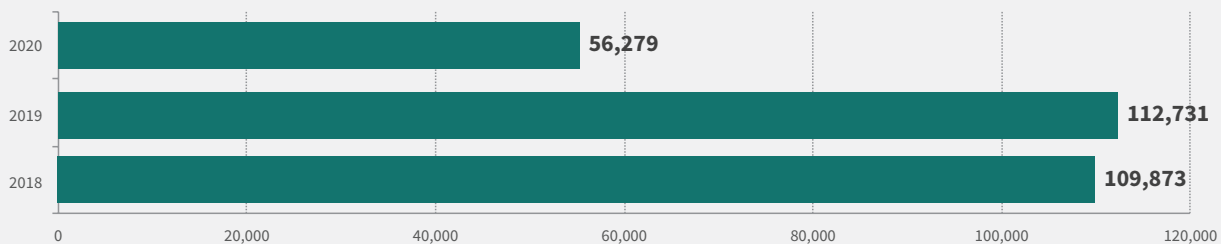
Population with Library Card



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

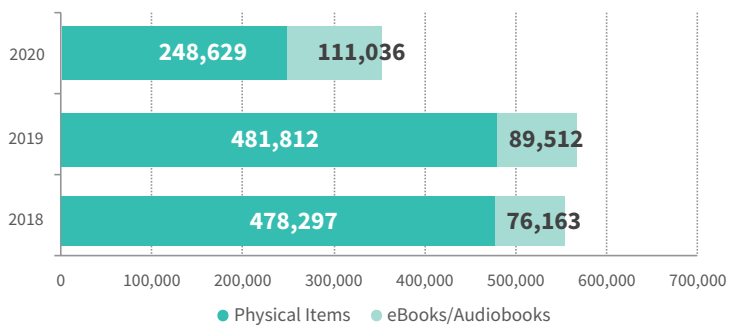


Total Circulation by Algoma Twp. Residents (50% decrease from 2019-2020)

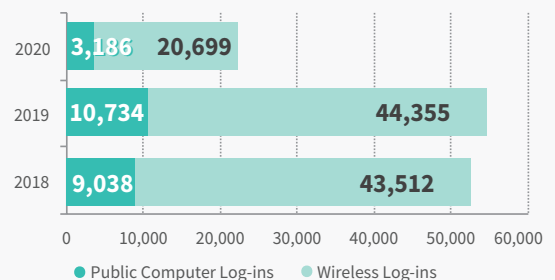


Krause Memorial Branch Statistics

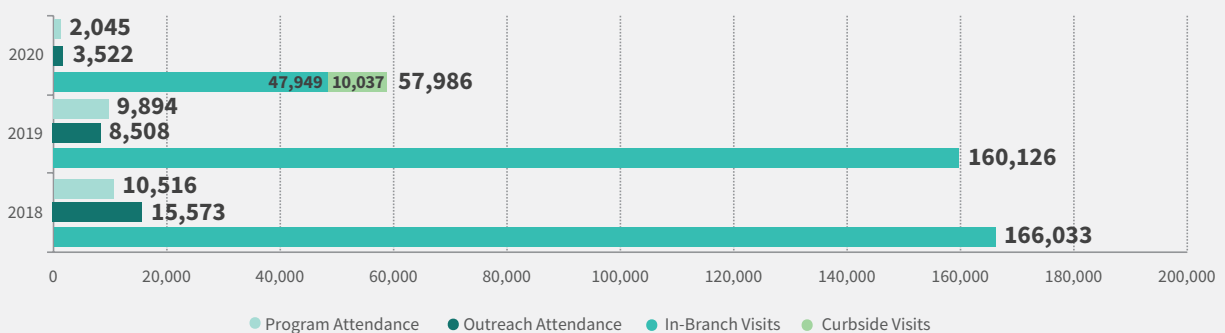
Total Circulation (37% decrease from 2019-2020)



Total Branch Computer Log-Ins (57% decrease from 2019-2020)



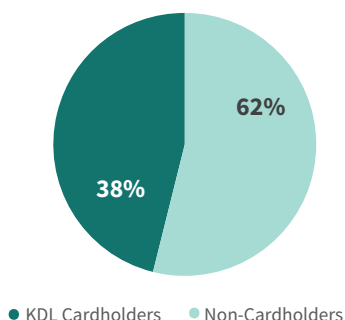
Total People Served (64% decrease from 2019-2020)



Cannon Township | 2020 Annual Report

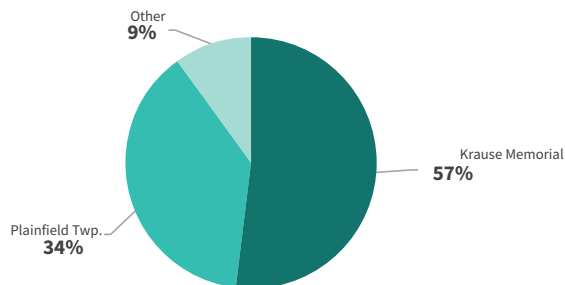
A Municipality in the Kent District Library Service Area

Population with Library Card



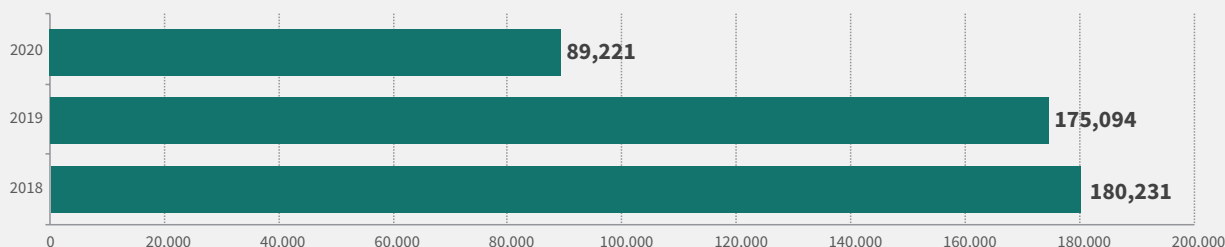
Preferred KDL Location: Krause Memorial Branch

(Based on materials checked out)



Total Circulation by Cannon Twp. Residents

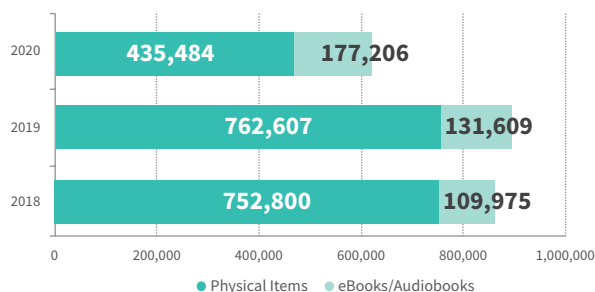
(49% decrease from 2019-2020)



Cascade Township Branch Statistics

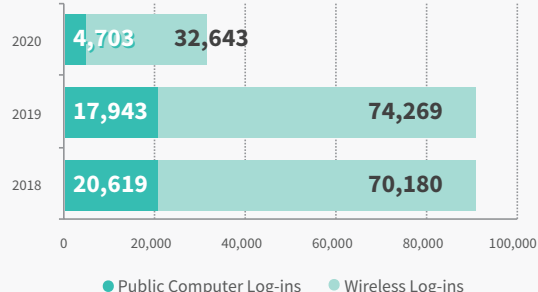
Total Circulation

(31% decrease from 2019-2020)



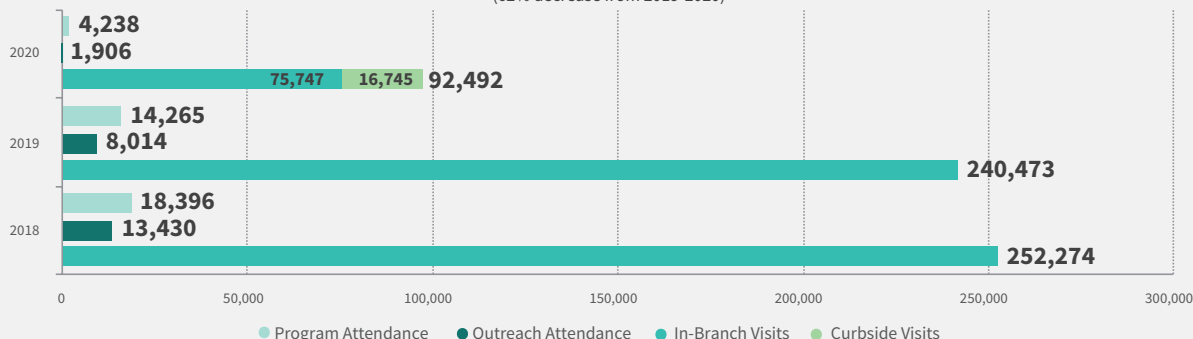
Total Branch Computer Log-Ins

(59% decrease from 2019-2020)



Total People Served

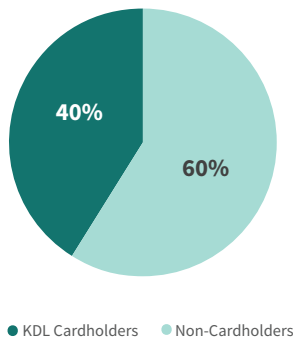
(62% decrease from 2019-2020)



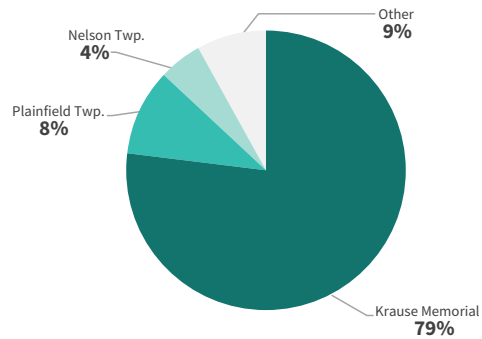
Courtland Township | 2020 Annual Report

A Municipality in the Kent District Library Service Area

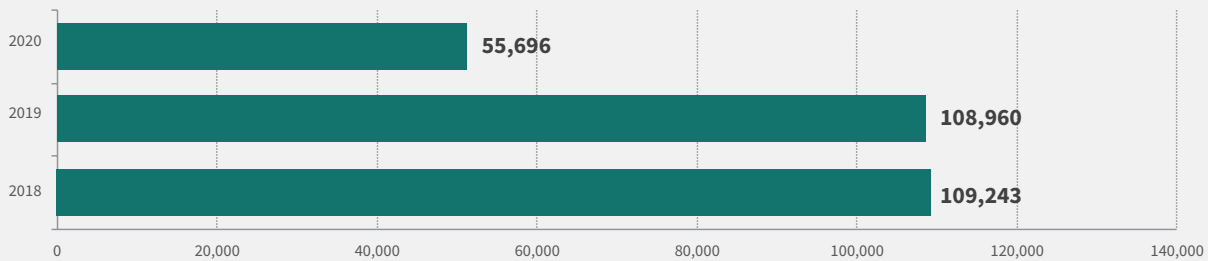
Population with Library Card



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

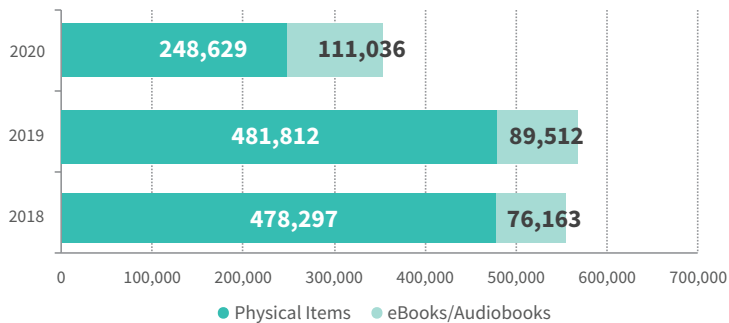


Total Circulation by Courtland Twp. Residents (49% decrease from 2019-2020)

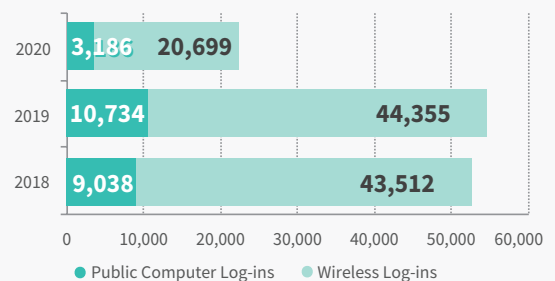


Krause Memorial Branch Statistics

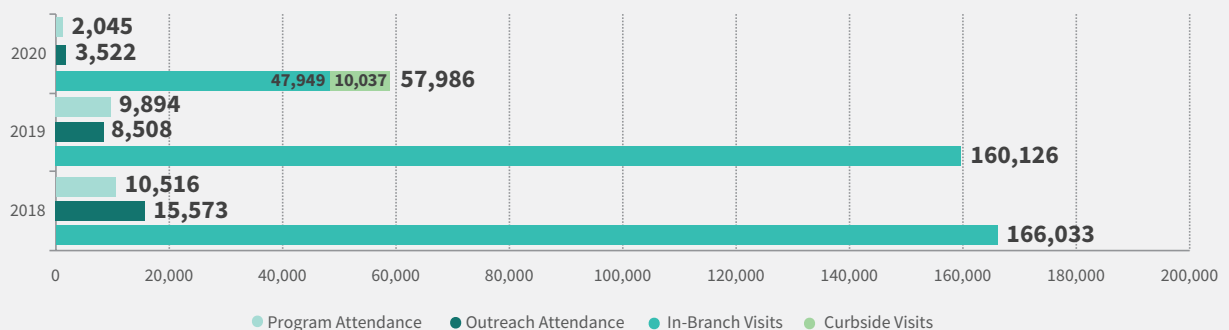
Total Circulation (37% decrease from 2019-2020)



Total Branch Computer Log-Ins (57% decrease from 2019-2020)



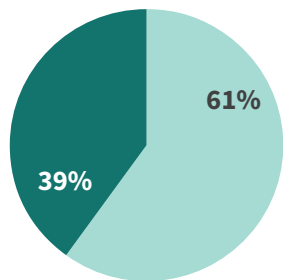
Total People Served (64% decrease from 2019-2020)



Grand Rapids Township | 2020 Annual Report

A Municipality in the Kent District Library Service Area

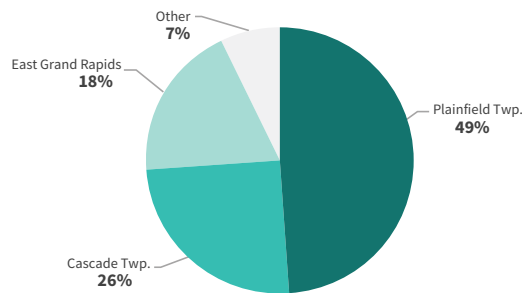
Population with Library Card



● KDL Cardholders ● Non-Cardholders

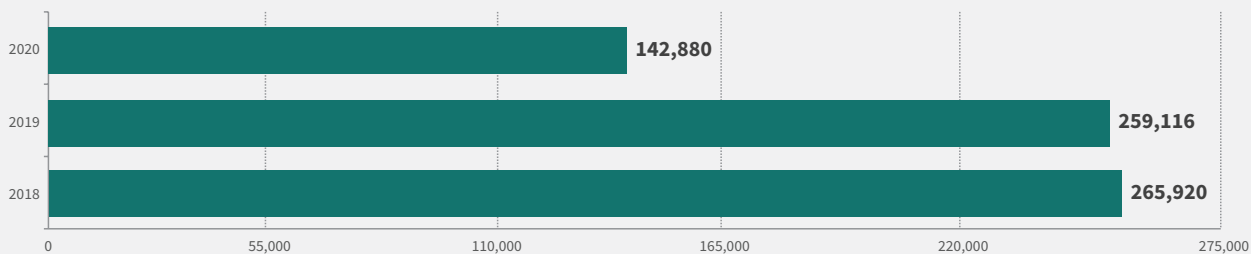
Preferred KDL Location: Plainfield Twp. Branch

(Based on materials checked out)



Total Circulation by Grand Rapids Twp. Residents

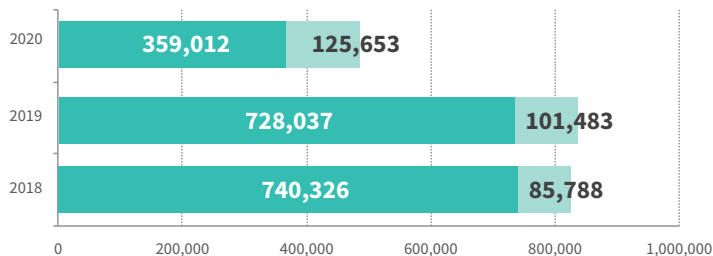
(45% decrease from 2019-2020)



Plainfield Township Branch Statistics

Total Circulation

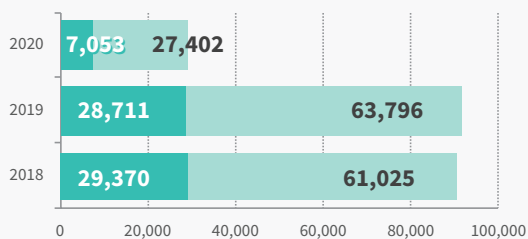
(42% decrease from 2019-2020)



● Physical Items ● eBooks/Audiobooks

Total Branch Computer Log-Ins

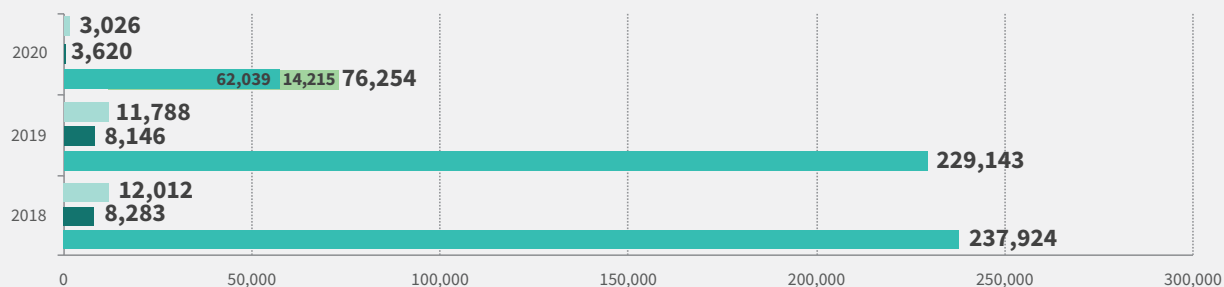
(63% decrease from 2019-2020)



● Public Computer Log-ins ● Wireless Log-ins

Total People Served

(67% decrease from 2019-2020)

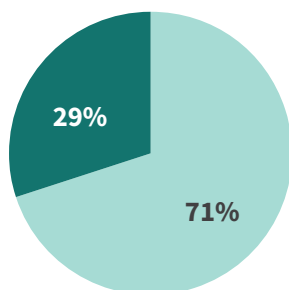


● Program Attendance ● Outreach Attendance ● In-Branch Visits ● Curbside Visits

Grattan Township | 2020 Annual Report

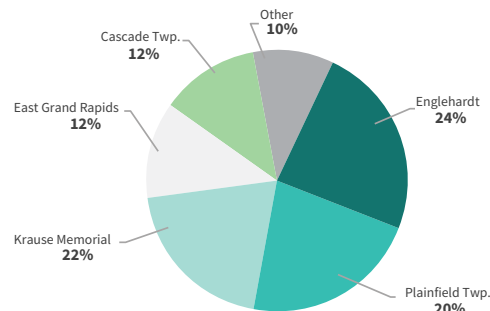
A Municipality in the Kent District Library Service Area

Population with Library Card

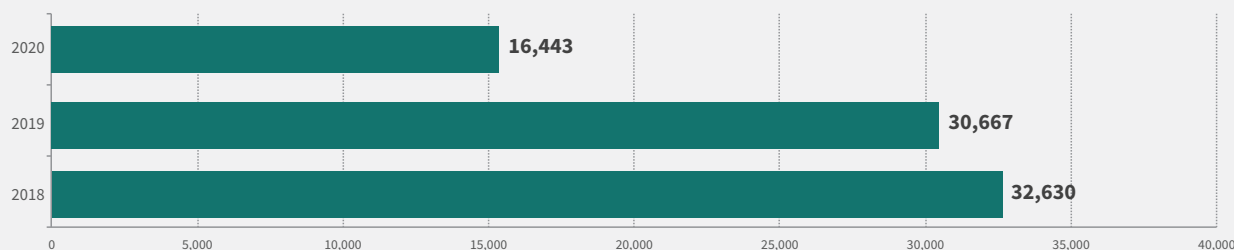


● KDL Cardholders ● Non-Cardholders

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



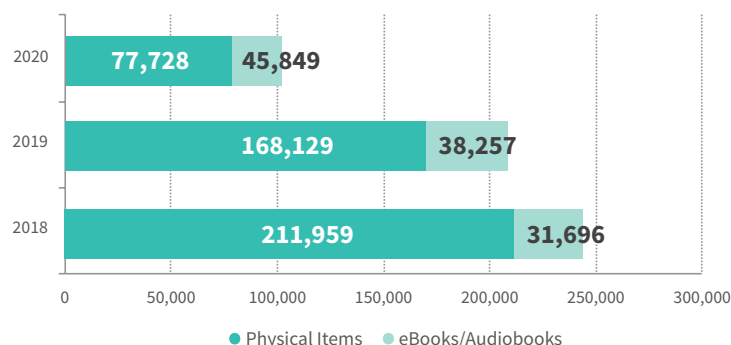
Total Circulation by Grattan Twp. Residents
(46% decrease from 2019-2020)



Englehardt Branch Statistics

Total Circulation

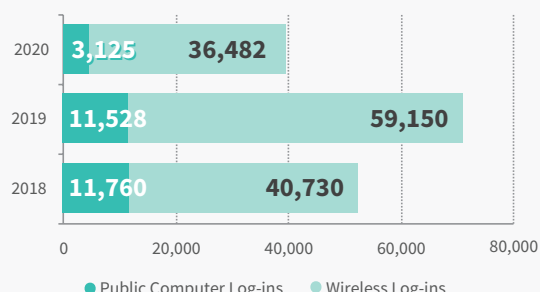
(40% decrease from 2019-2020)



● Physical Items ● eBooks/Audiobooks

Total Branch Computer Log-Ins

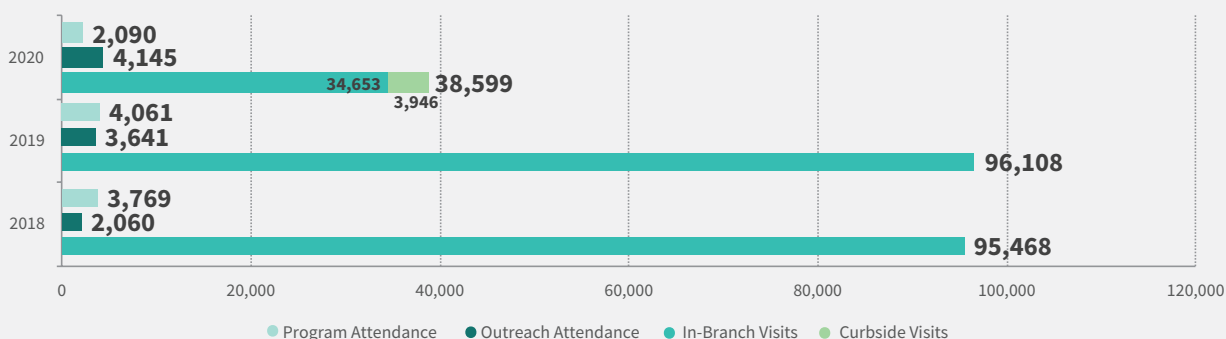
(44% decrease from 2019-2020)



● Public Computer Log-ins ● Wireless Log-ins

Total People Served

(57% decrease from 2019-2020)

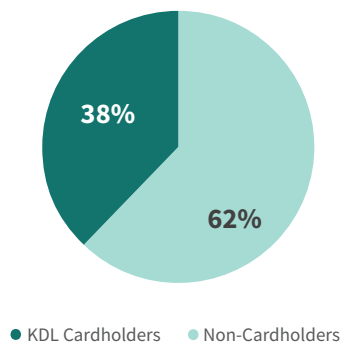


● Program Attendance ● Outreach Attendance ● In-Branch Visits ● Curbside Visits

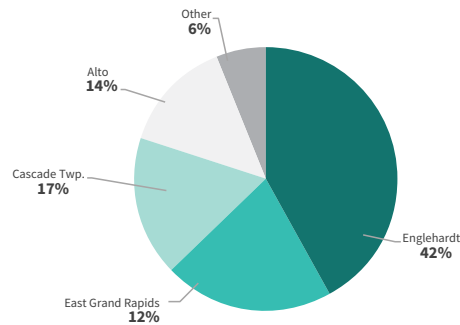
Lowell Township | 2020 Annual Report

A Municipality in the Kent District Library Service Area

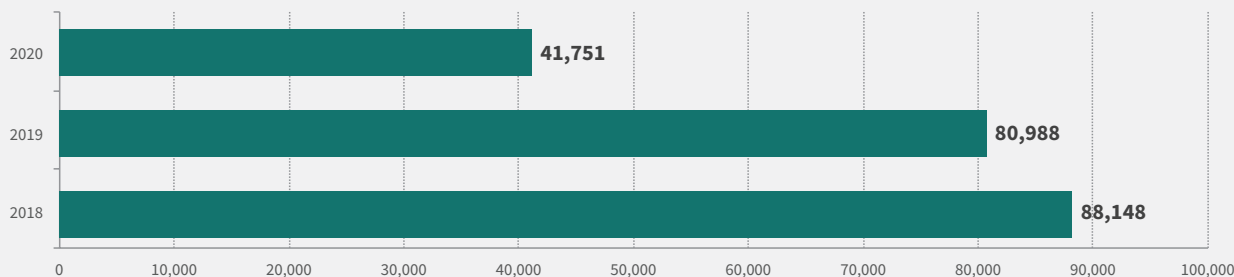
Population with Library Card



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

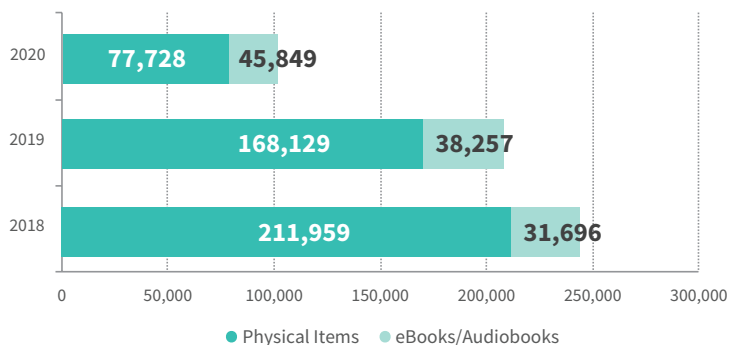


Total Circulation by Lowell Twp. Residents
(48% decrease from 2019-2020)

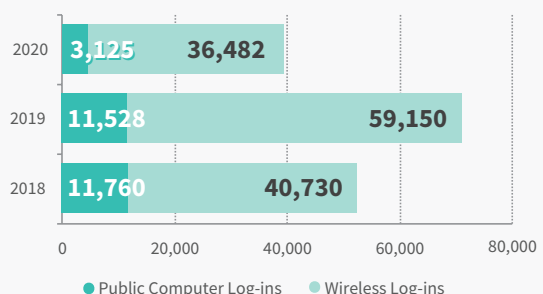


Englehardt Branch Statistics

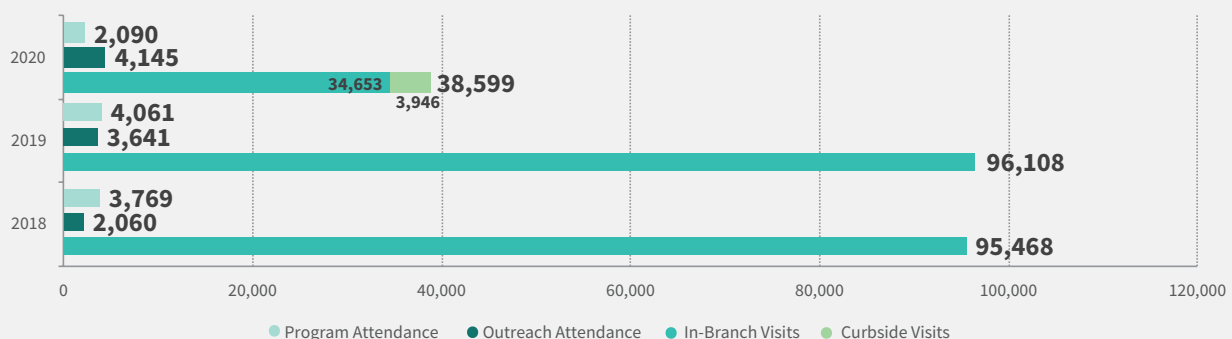
Total Circulation
(40% decrease from 2019-2020)



Total Branch Computer Log-Ins
(44% decrease from 2019-2020)



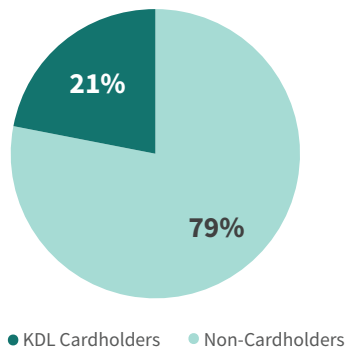
Total People Served
(57% decrease from 2019-2020)



Oakfield Township | 2020 Annual Report

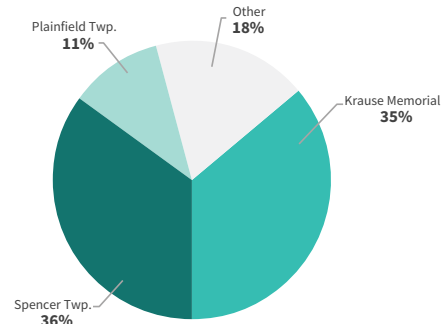
A Municipality in the Kent District Library Service Area

Population with Library Card



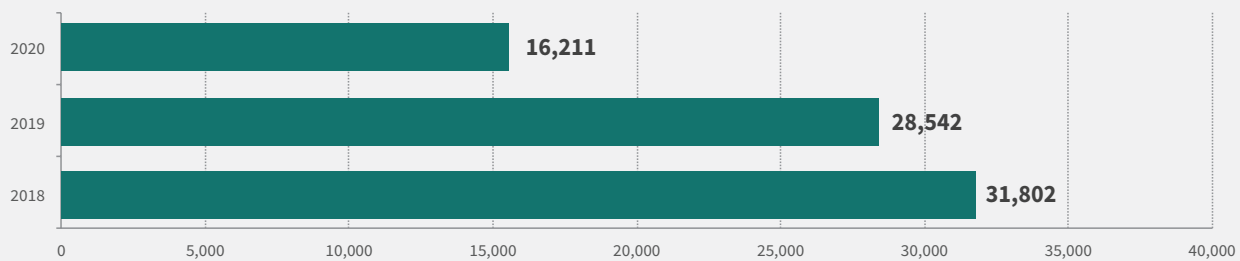
Preferred KDL Location: Spencer Twp. Branch

(Based on materials checked out)



Total Circulation by Oakfield Twp. Residents

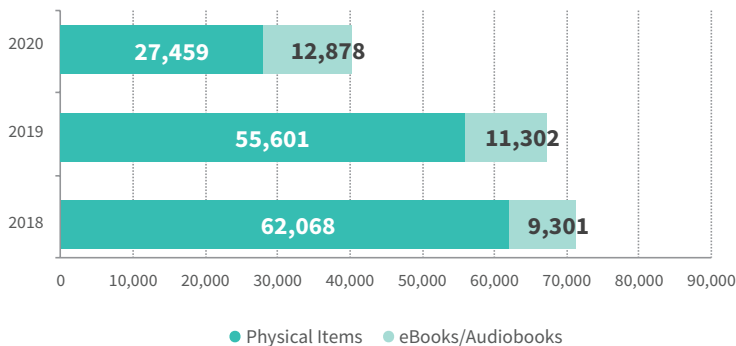
(43% decrease from 2019-2020)



Spencer Twp. Statistics

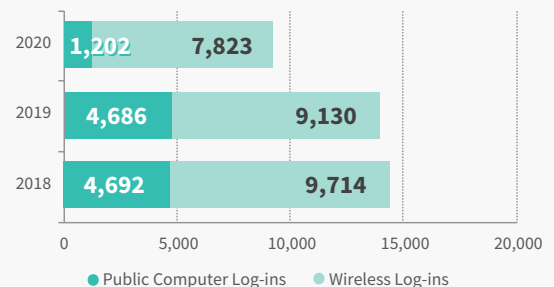
Total Circulation

(40% decrease from 2019-2020)



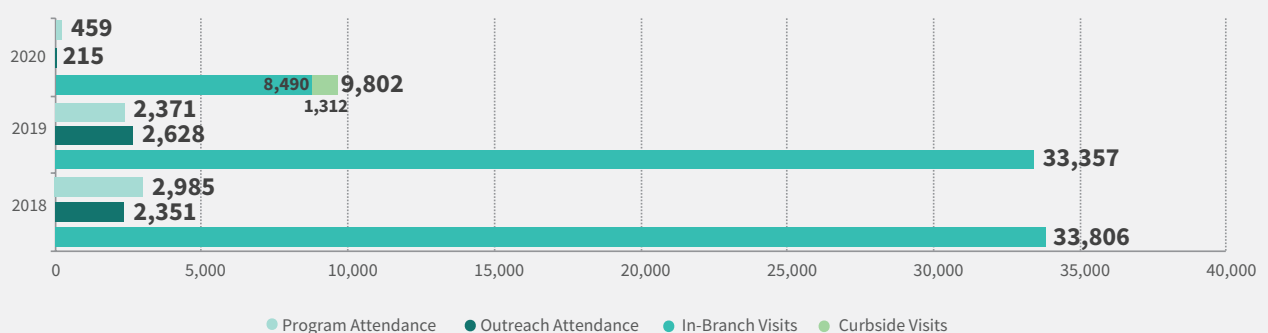
Total Branch Computer Log-Ins

(35% decrease from 2019-2020)



Total People Served

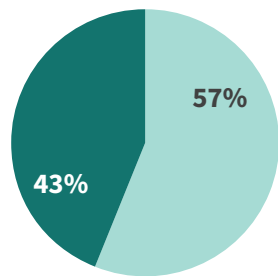
(73% decrease from 2019-2020)



Vergennes Township | 2020 Annual Report

A Municipality in the Kent District Library Service Area

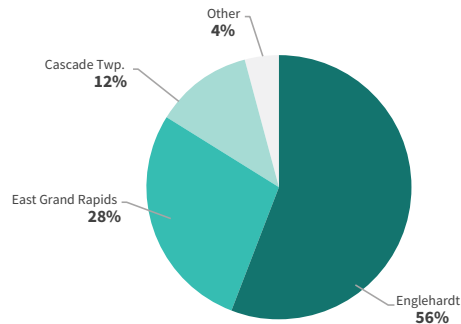
Population with Library Card



● KDL Cardholders ● Non-Cardholders

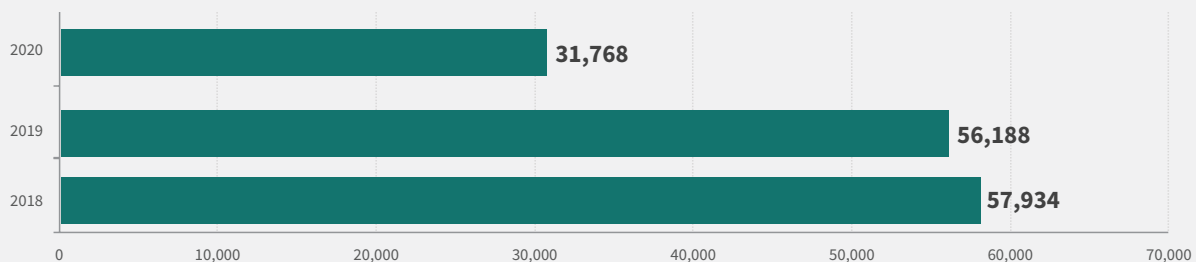
Preferred KDL Location: Englehardt Branch

(Based on materials checked out)



Total Circulation by Vergennes Twp. Residents

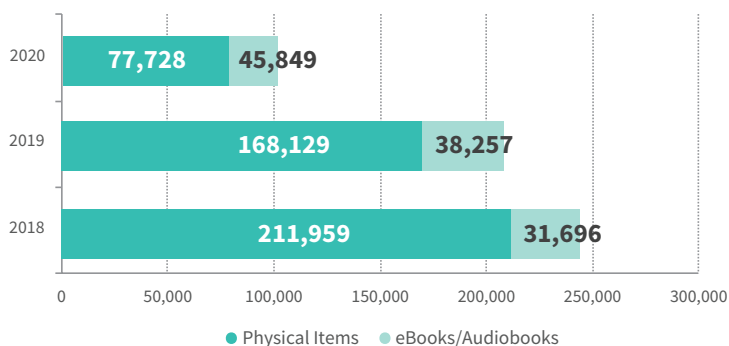
(43% decrease from 2019-2020)



Englehardt Branch Statistics

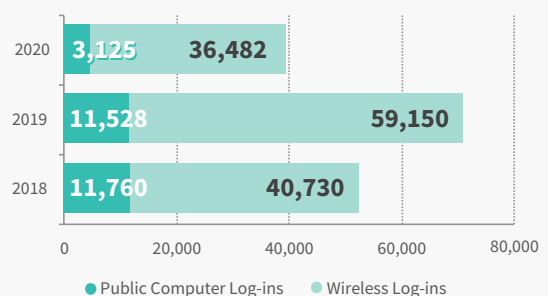
Total Circulation

(40% decrease from 2019-2020)



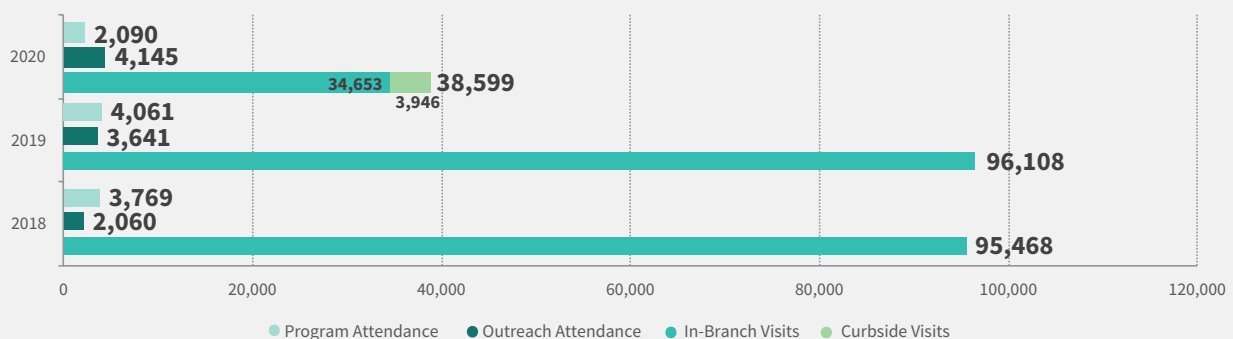
Total Branch Computer Log-Ins

(44% decrease from 2019-2020)



Total People Served

(57% decrease from 2019-2020)



Peer Comparison | Summary of the Rankings

National and State 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 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 Report¹). 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:

Area	KDL National Rank	KDL Statewide Rank
Collection turnover rate*	1 st	2 nd
Number of registered borrowers	10 th	1 st
Percentage of operating expenditures on materials	3 rd	2 nd
Total annual visits	3 rd	2 nd
Total circulation (all materials)	3 rd	1 st
Total electronic circulation	2 nd	1 st
Total operating expenditures	8 th	2 nd
Total operating income	8 th	2 nd
Total program attendance	1 st	1 st

*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.

¹Public Library Data Service Statistical Report 2019, [Public Library Association](#), June 2019 (Based on 2018 fiscal year data). The Public Library Data Service did not collect data in 2020.

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)	6.0	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	5.9%	2,136,319	3,076,074	245,442	\$30,699,436	\$29,621,835	214,468
St. Charles City-County Library District (MO)	6.6	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)	1	10	3	3	3	2	8	8	1

Public Library Data Service Statistical Report 2019, Public Library Association, June 2019 (Based on 2018 fiscal year data). The Public Library Data Service did not collect data in 2020.

State 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	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	9.2%	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	1	2	2	1	1	2	2	1

Public Library Data Service Statistical Report 2019, Public Library Association, June 2019 (Based on 2018 fiscal year data). The Public Library Data Service did not collect data in 2020.

