

A child is seen from behind, sitting on a green lawn. They are wearing a blue denim bucket hat with a bow at the back and a light pink, textured knit sweater. Several colorful children's books are lying on the grass next to them. The scene is brightly lit, suggesting a sunny day.

2022

Community Report

Kent
District
Library



Kent District Library has again been recognized as one of America's Star Libraries, as rated by the Library Journal Index of Public Library Service. This time, KDL received the highest five-star rating. This award is a reflection that people use and place a high value on the services that they get from Kent District Library.



We exist to further all people.

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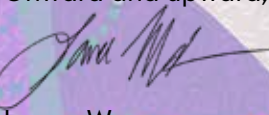
2022 was an awesome year! The average KDL user saved \$1,348 in 2022 by checking out physical and digital items. We partnered with the West Michigan Whitecaps for Summer Wonder and had over 16,000 completers. Over 20,000 new library cards were issued!

Some of our best work this past year included the initiatives set forth in our Strategic Plan. The pillars of the plan include Equity, Diversity & Inclusion (EDI); Engagement & Service; and Sustainability. Our 2022 accomplishments include:

- Patrons enjoyed a variety of culturally diverse programs and presenters as part of the annual Summer Wonder programming. Of these, an especially popular event was the Native American Dancers: Marca and Reg Pettibone.
- We continued to increase staff Cultural Intelligence (CQ) by offering quarterly staff trainings called Paradigm. Focuses included mental health, understanding age diversity and ageism, honoring the Asian American and Pacific Islander community, and understanding Hispanic and Latin culture.
- By listening to and learning from patrons, we clarified what excellent service looks like. This included developing new integrated strategies for communicating staff service expectations while retaining the spirit of “The KDL Way.”
- The new cardholder orientation/onboarding was revamped, identifying areas of interest upon sign-up to better personalize services and resources.
- We partnered with local healthcare organizations to give early literacy kits to new parents, including a board book for babies to help foster early relationships with the library.
- And so much more!



Our work isn't over! As we move into the final year of our three-year strategic plan, we have exciting plans. In 2023, we will revamp our 1,000 Books Before Kindergarten program, intentionally deepen relationships with Kent County communities by focusing on one community at a time, make the library more accessible by including more translated services, hold a new cardholder drive to engage people who may have antiquated views of the library and so much more.

Onward and upward,

Lance Werner
Executive Director

2022 at a Glance

JANUARY

- **Let It Snow returned.** Over 3,400 participants read books from various reading categories and earned a free mug.
- **Due to increased COVID-19 rates, KDL paused in-person programming.** The library remained open with all other services and resources available during normal hours of operation – only in-person, indoor programs were affected.
- **KDL Executive Director Lance Werner was selected to serve as a delegate on the Online Computer Library Center (OCLC) Americas Regional Council.** OCLC is a global library cooperative that provides shared technology services, original research and community programs for its membership and the library community at large.
- **Kent District Library celebrated a record-breaking one million digital book checkouts in 2021.** This milestone illustrated the continued growth and importance of library digital lending of ebooks and audiobooks.

FEBRUARY

- **KDL patrons were given the opportunity to enjoy 30,000+ free videos from Kanopy,** a new streaming collection of high-quality films that inspire, educate and entertain.
- **Sensory Storytime was introduced to help children that may need extra sensory support.** Sensory Storytime combines traditional storytime components with sensory elements to enhance the experience... all online from the comfort of your own home.
- **KDL announced the winners of the tenth annual Write Michigan Short Story Contest.** Almost 1,200 writers from across the state entered the contest.
- **Indoor programming resumed on February 28.**

MARCH

- **Kent District Library added ASLdeafined to its collection of free online resources.** The content is for anyone who wishes to learn American Sign Language, regardless of age. This resource was created by and for the Deaf and Hard of Hearing community.
- **KDL's Career Online High School began offering an Introduction to Manufacturing career certificate as an option for Career Online High School students.** The manufacturing certificate program teaches students manufacturing concepts and prepares them for entry level employment in the manufacturing industry.

- **KDL accepted submissions from local musicians for its Vibes music streaming collection.** KDL Vibes is a streaming platform (vibes.kdl.org) that features 601 songs from 69 local artists that were streamed 5,861 times in 2022.

APRIL

- **KDL launched iVOX,** a book app which uses the latest in storytelling technology to delight and engage curious young minds. Children ages 2-10 can follow along with a story while interacting with its characters and scenes – immersing them in the narrative like never before.
- **KDL announced the winners of the 6th Annual “Book Inspired Brewing” competition.** KDL called on home brewers to enter this unique competition – creating a beer inspired by their favorite book titles or authors. Winners got a chance to brew a scaled-up version of their winning beer with professional brewers at one of our four brewery partners.
- **The Write Michigan Teen Poetry Contest and Slam** were back this year, and received the most poems in the history of the competition: 562 submissions!
- **KDL partnered with The Steve & Amy Van Andel Foundation and Frederik Meijer Gardens & Sculpture Park to present Concerts for the Community.** This program provided concert tickets, food and transportation to guests that may not otherwise have had the opportunity to attend a summer concert. It was designed exclusively for those facing economic hardship and is meant to diversify community exposure to world-class live music. KDL partnered with 13 organizations and over 500 people attended the free concerts.

MAY

- **Community Reads Author Angeline Boulley visited the Grandville Branch.** Patrons had the chance to meet Angeline Boulley, 2022 Michigan Notable Book winner, New York Times bestselling author and writer of this year's Community Reads choice, *Firekeeper's Daughter*.
 - **KDL launched the KDL App, which makes common library tasks faster and easier.** The app keeps patrons logged in, making it faster for them to view their holds, due dates, local events and more. Patrons now have a digital library card that goes with them wherever they go!
 - **Every KDL branch installed a hygiene locker** stocked with items like tampons, deodorant, oral hygiene products and more. Patrons may take what they need without having to ask a staff person. The lockers are located in an accessible area in each of KDL's branches.
- ## JUNE
- **Kent District Library took patrons of all ages on a Summer Wonder journey of reading, learning and exploring through the great outdoors!** KDL teamed up with Kent County Parks to offer a spectacular summer of outdoor discovery, scavenger hunts, STEAM activities and lots of fun for everyone.
 - **Kent District Library partnered with Feeding America of West Michigan to present Gather 2 Grow: Lunches at the Library,** a summer food program at 15 KDL branches and the Bookmobile. Anyone 18 years old and younger (or up to age 26 with different mental or physical abilities) could come and pick up a free, nutritious lunch Monday through Friday throughout the summer. Nearly 20,000 meals were served.

JULY

- **KDL was honored to partner with the Cascade Community Foundation (CCF)** on their project, “The Modern Classroom,” a Q&A Livestream. It was a wonderful program that promoted discussion about where education is presently and its future. “The Modern Classroom” included fascinating conversations with education innovators including teachers and librarians.
- **Kent District Library held its first KDL Coaster Art Contest with the theme “Library Love.”** Local artists submitted their original artwork online, and five winners were chosen. Each of the winning designs were featured on 2,500 coasters that were distributed to the KDaLe brewery partners.

AUGUST

- **KDL celebrated the success of Summer Wonder!** An estimated 19,000 people participated, with over 16,000 completing and almost 6,000 achieving Super Reader status.

SEPTEMBER

- **KDL partnered with Library Speakers Consortium to present Author Talks,** which allow patrons to enjoy engaging online conversations with award-winning, best-selling authors. KDL streamed eleven authors in 2022. These are live events with interactive Q&A sessions where patrons can ask questions directly to the author.
- **KDL teamed up with Spectrum Health to present three six-week series on mental health.** The series focused on Caregiver Support, Senior Life Transitions and Parenting Adolescents.

- **Kent District Library and World Affairs Council of Western Michigan presented Communities by Design,** a three-part, in-person series for municipal leaders, planners, visionaries and residents who cherish a home community that is equitable, just and sustainable.
- **KDL began accepting entries to the 11th annual Write Michigan Short Story Contest.** This statewide contest gives Michigan writers of all ages the chance to get published and win cash prizes.
- **Kent District Library awarded Glasmiri Jaglowski and the Literacy Center of West Michigan with the first Literacy Champion Awards.** Jaglowski, a nurse technician at Mary Free Bed Hospital, received the individual award, and The Literacy Center of West Michigan received the organization award.

OCTOBER

- **KDL held a Teen Photo Challenge.** There were 115 amazing photos submitted to the contest in three categories – black and white, nature in your neighborhood and repetition of objects. Winners received a \$25 Meijer gift card.

NOVEMBER

- **KDL's podcast Stump the Librarian returned for a third season.** KDL Librarians answer questions submitted by young patrons.

DECEMBER

- **Kent District Library was recognized as one of America's Star Libraries,** as rated by the Library Journal Index of Public Library Service. KDL received the highest score, a five-star rating. KDL was compared to other libraries with similar annual expenditures and received the top honor due to the extent that KDL patrons use the library.

Strategic Plan Progress

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.

The initiatives in the second year of the three-year strategic plan are delivering value and impact for individuals and strengthening our community.

For additional details, including quarterly updates, see kdl.org/strategic-plan.

Equity, Diversity and Inclusion

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

INITIATIVE #1: Design and implement a travel-themed program for Summer Wonder that moves from region to region, including food, drink, reading, music and history. The program will be highly social, will foster relationships and will educate the community on what types of cultural diversity and ethnic groups we have in our communities, as well as the special traditions they celebrate.

STATUS: Completed. KDL presented a variety of culturally diverse programs and presenters as part of the annual Summer Wonder programming. Among them, an especially popular event were Native American Dancers Marca and Reg Pettibone. Funded in part by Michigan Humanities (affiliate of the National Endowment of the Humanities), the dancers educated audiences on the true native culture of dance, song and story.

INITIATIVE #2: Continue quarterly Paradigm trainings and discussions with the expectation of 100% (88% with turnover and leaves factored in) employee engagement.

STATUS: Completed. For the past two years, KDL staff have taken training through the Paradigm REACH platform and have been educated on equity, diversity and inclusion (EDI) topics that promote our core values of helpfulness, courageousness, authenticity, inclusivity and positivity. Training consisted of short videos, documents and resource lists (movies, podcasts, social media accounts), all with the purpose of furthering understanding of topics such as microaggressions, unconscious bias and inclusive language.

Engagement and Service

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

INITIATIVE #3: Clarify what excellent service looks like in each role and task and create role guides. Identify how service has been impacted by COVID-19 and how KDL can proactively incorporate changes and document these changes in a clear, easy way for staff in a revision of the KDL Way Toolkit.

STATUS: In Progress. In the fall of 2022, KDL debuted 27 core service fundamentals to staff, all of which reinforce KDL’s basic goal to “Go Further with Service.” Since then, KDL has continued to search for ways to integrate fundamentals into day-to-day operations, such as by introducing service scenarios that will spur ongoing training conversations and create a culture where service is consistently talked about and improved upon. Work will continue on this into early 2023.

INITIATIVE #4: Revamp new cardholder orientation/onboarding. Identify areas of patron interest upon sign-up, train staff to promote materials of interest, give patrons a tour, and identify and promote branch-specific “member” perks to build awareness of KDL’s many services and programs and build strong relationships.

STATUS: Completed. A new process for welcoming new (and renewing) cardholders has officially been launched in every KDL branch. Branches are working to fine-tune these new processes according to what works best for their communities, as well as learning to read the social cues of users in such a way that each and every welcome experience can be tailored to fit the person who receives it.

Engagement and Service (continued)

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

INITIATIVE #5: Partner with local health organizations to give early literacy kits to new parents containing information about Kent County Success Basics, information about KDL's physical and digital resources and programs, library card applications and a board book to help foster early relationships with the library.

STATUS: Completed. What started as a partnership with St. Mary's Foundation quickly became a project establishing partnerships between the library and various healthcare partners in the area (Great Start Collaborative, St. Mary's Foundation, Kent County Health Department, etc.) to provide early literacy resources to qualifying West Michigan families, inviting them into the library space at a time when they may need to feel more support and connection with community resources than ever before.

Sustainability

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

INITIATIVE #6: Develop a process for planning and tracking relationship management with community resource partnerships and activities that incorporate a Customer Relationship Management (CRM) system so all departments have a better picture of patrons' cross-functional library involvement.

STATUS: In Progress. The search for CRM software that works best for KDL has been ongoing. Guided by a list of the library's specific needs and wants, KDL has set up several introductory meetings and demos with vendors. This project is now slated for completion in late March 2023.

INITIATIVE #7: Establish a library ambassador pilot program to convert library lovers into strong advocates and develop referrals for volunteering and fund development. This program will enhance our volunteer program and train volunteers to reach out to their friends, local businesses and schools to help spread awareness of KDL services and offerings. Ambassadors will be granted first access to KDL swag, special events, etc.

STATUS: In Progress. With no clear or consistent way for library advocates and "power users" to get involved in supporting the library (other than by donating funds or volunteering sporadically as opportunities arise), KDL is pursuing this initiative with the goal of enhancing KDL's existing volunteer program and engaging more patrons. A pilot program is set to begin in late February, wherein ten volunteers will be chosen and trained as ambassadors, covering topics from KDL Way service expectations to how to properly use and navigate VolunteerHub.

INITIATIVE #8: Assess and refine KDL's purchasing philosophy to mitigate waste, ensure alignment with having a popular materials collection and ensure patrons and staff understand what a popular materials collection is and how to help patrons get materials from other resources.

STATUS: Completed. KDL now has a new webpage (kdl.org/collections) to give patrons a clear understanding of our collection development policies and procedures, with an emphasis on intellectual freedom and what it means to have a popular materials collection. The Collection Development team also created thorough and informative staff trainings on materials selection, finding books in MeL (Michigan eLibrary), patron requests and ebook purchasing to ensure that all KDL staff feel knowledgeable about KDL's collection and equipped to share that knowledge with others in a thoughtful way.

Which library services matter the most to you? When someone signs up for a new library card at KDL, they now select their interests from 14 categories, including music, movies and writing.

This information helps staff members share what services might be most exciting or useful to patrons. New cardholders also get to spin the prize wheel!



Everyone who walks into a library can find resources and activities that they’re interested in. Because we literally offer millions of things, we’ve launched a new onboarding process that helps people navigate the immense collection to find what they’re looking for, and hopefully a pleasant surprise or two along the way. You don’t need to be a new card holder to accomplish this. Just ask anyone at your local branch and they’ll let you spin the Wheel of Wonder, too.

Welcome to KDL: Getting a new library card has become more personal and fun.

“I love the energy this new process brings to the card sign-up process. It gets people excited and engaged from their very first visit. A warm welcome is the spirit of Kent District Library.”



Morgan Hanks | User Experience Manager

KDL is proud to partner with local health organizations and early learning service providers to connect with families with newborns. New parents within Kent County receive a carefully chosen board book and information about relevant library resources, including Storytimes, Mama Bear and Baby Cub Support Groups, and many other services and materials for families with little ones. No one is too young to be positively impacted by the library.

Books for Babies

“The gift of these books allows us to get a book into the hands of young families right away. We know literacy is so important. We get new families excited about the library with a parent kit, and we are able to include a book that builds excitement for reading and introduces them to the public library.”

Paula Brown | Director for Great Start Collaborative of Kent County



According to 2022 M-STEP school tests, only 43% of 3rd graders are proficient in English Language Arts or reading. There are many factors that impact childhood literacy rates, and many of them go all the way back to the womb. The greatest amount of brain growth occurs between birth and age five. In fact, by age three, roughly 85% of the brain's core structure is formed. This is why early literacy is so important!



Glasmiri Jaglowski and the Literacy Center of West Michigan received KDL's first Literacy Champion Awards. Jaglowski, a nurse technician at Mary Free Bed Hospital, received the individual award, and The Literacy Center of West Michigan received the organization award. KDL is honored to shine a light on those who go above and beyond to help and inspire readers in all walks of life.

Literacy Champions

This year, KDL introduced the Literacy Champion Award for outstanding leadership and advocacy of literacy. The award goes to one individual and one organization who does or has done something exceptional to promote literacy. Winners were selected from public nominations by a panel from KDL and its Board of Trustees.



"Being recognized by other reading enthusiasts is an honor and privilege. KDL has given me the opportunity to be a continuous learner and share my passion with others."

Glasmiri Jaglowski | Nurse technician at Mary Free Bed Hospital



"Literacy changes not only how we communicate but how we live; it aids our ability to find work, navigate health care and help our children with their education. We so appreciate KDL's partnership and recognition of the importance of providing adult literacy support for our community."

Wendy Falb | Executive director of Literacy Center of West Michigan

Finalists in the individual category included Rachel DeKuiper (Rockford Public Schools), Rachelle McKissick-Harris (Education Beyond the Classroom, LLC), Henry Stallings (Grandville East Elementary) and Carrie Davies (Northview Public Schools). Organization finalists included Men of Color Read, Family Futures - Healthy Families Kent County Program, GV NextEd Co-Lab and Grandville Public Schools.

The Literacy Champion Awards were given out at KDL's Literary Libations Gala.



Since its founding in 1986, the Literacy Center of West Michigan has been working alongside community members as they improve their reading and language skills.

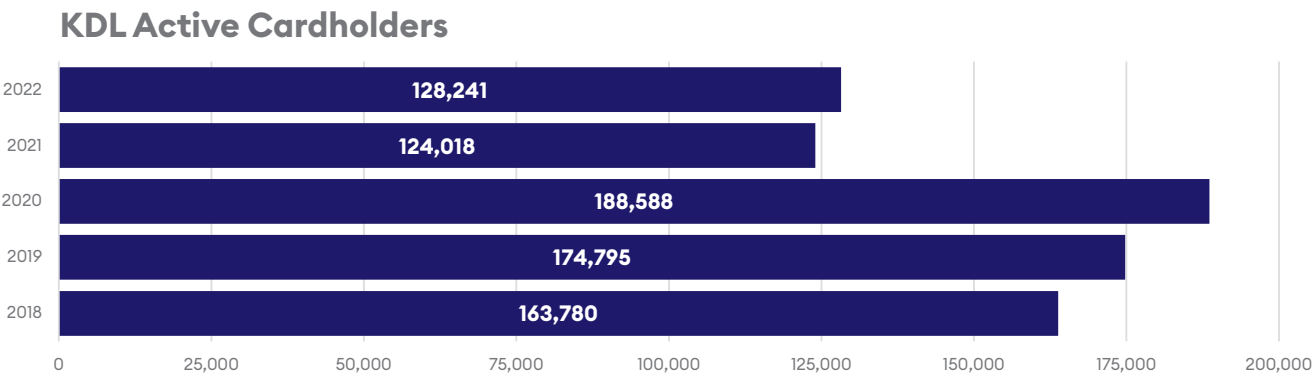
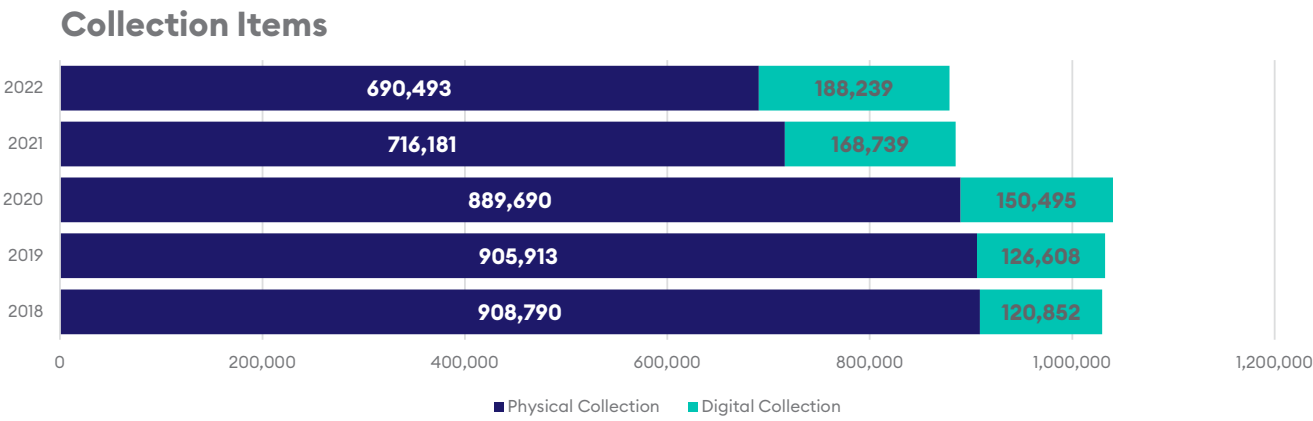
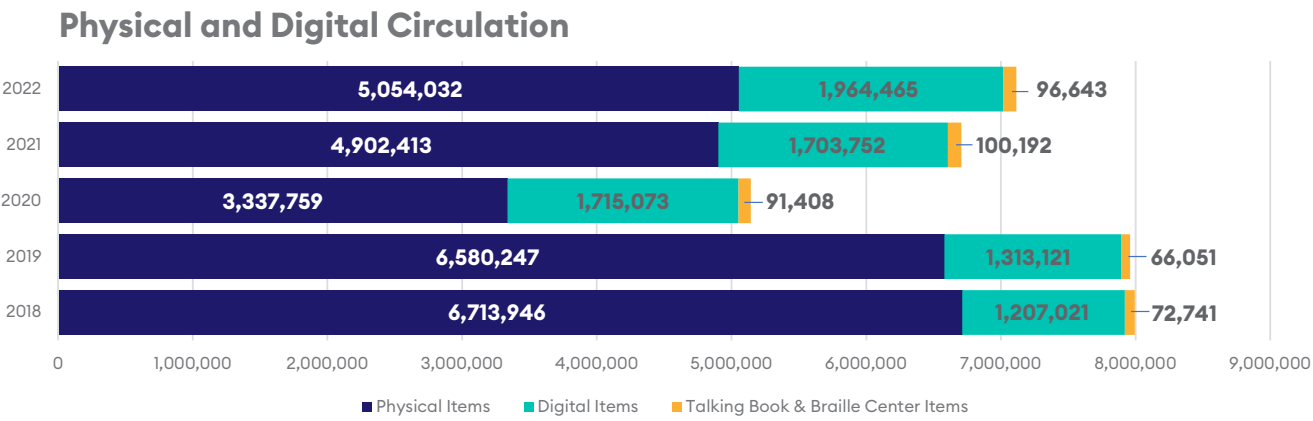


Return on Investment

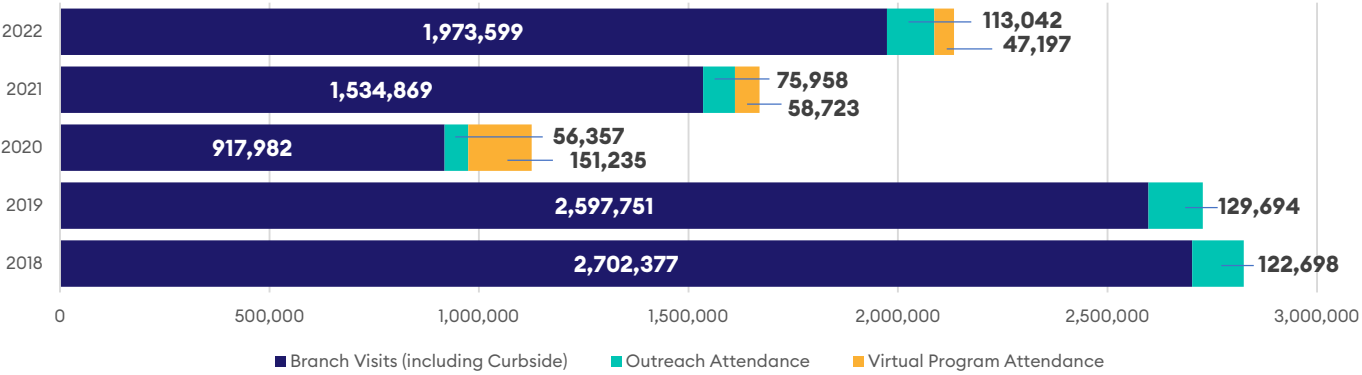
Library users saved \$85,199,127 in 2022 by checking out physical materials and digital items. The return on investment for taxpayers is much greater when you add the value derived from using computers, printers, study rooms, programs, outreach services, online databases and the personal service of library staff.

	2021	2022
Physical Items Checked Out (Does Not Include Renewals)	2,728,293	2,747,973
Total Estimated Value of Physical Items Checked Out	\$51,347,428	\$53,416,086
Users Who Checked Out Physical Items	68,334	75,765
Average Value per User for Physical Items	\$751	\$705
Digital Items Checked Out	1,703,752	1,964,465
Total Estimated Value of Digital Items Checked Out	\$27,036,049	\$31,783,041
Users Who Checked Out Digital Items	45,448	49,408
Average Value per User for Digital Items	\$595	\$643
Total Average Value per User for Physical and Digital Items	\$1,346	\$1,348

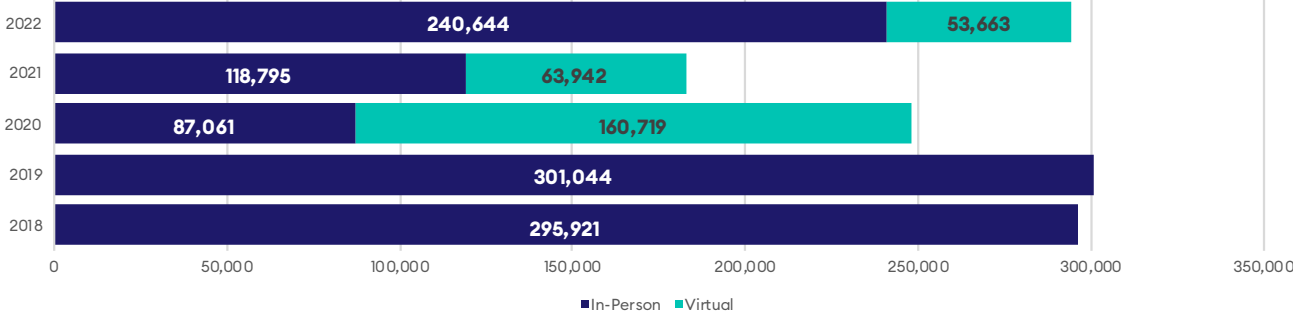
System-Wide Statistics



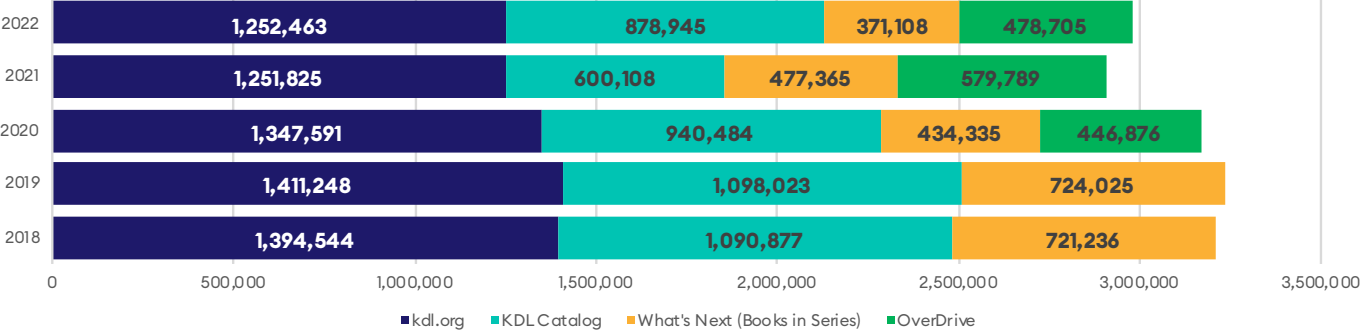
People Served



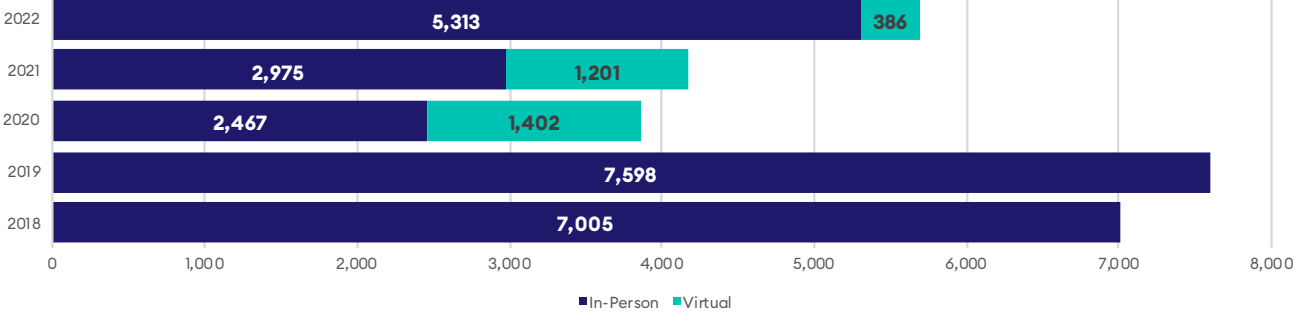
Program and Outreach Attendance



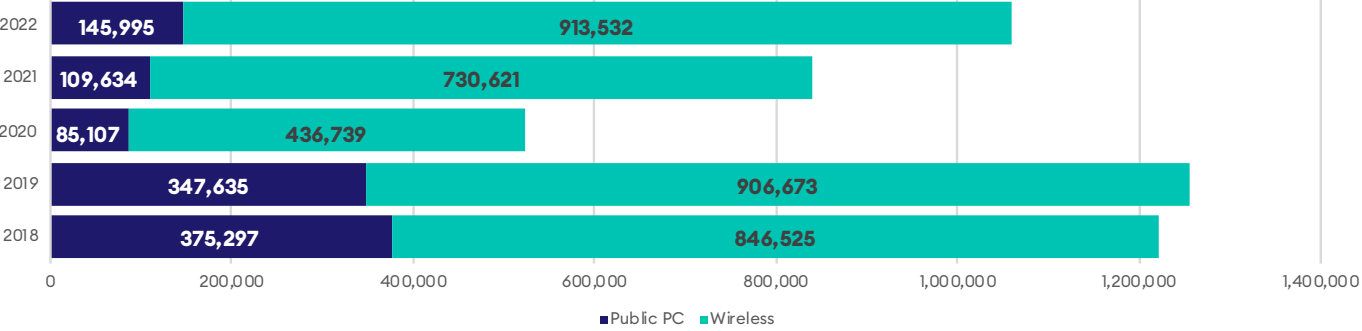
Online Visits



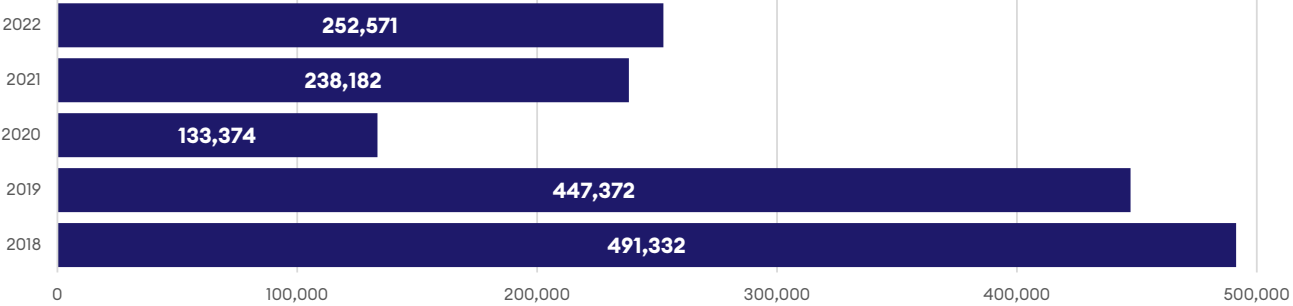
Program and Outreach Events



Computer Log-Ins

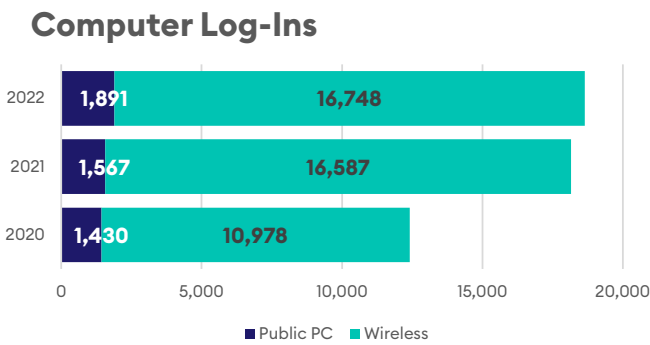
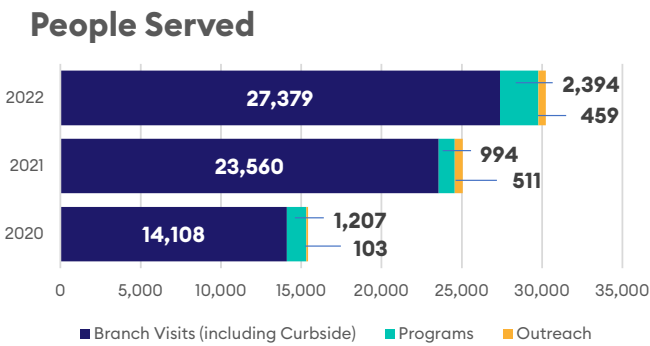
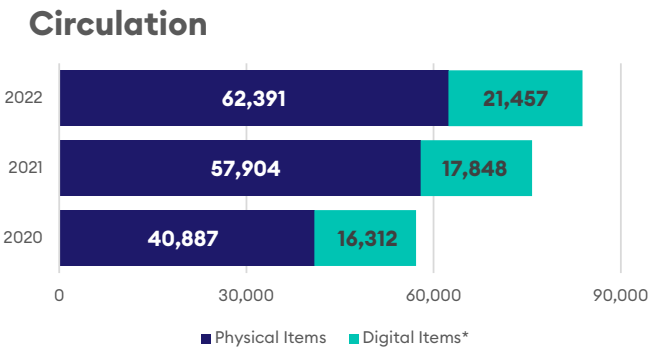


Reference Questions



Alpine Township Branch Statistics

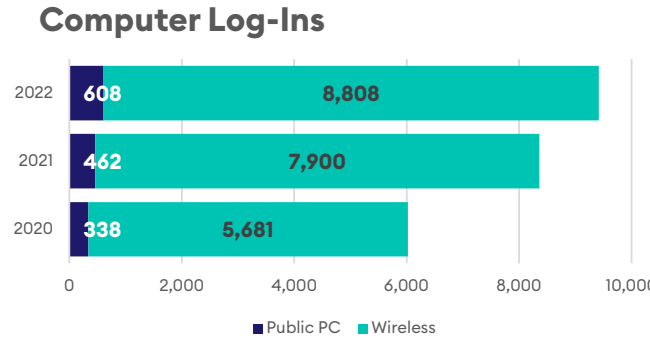
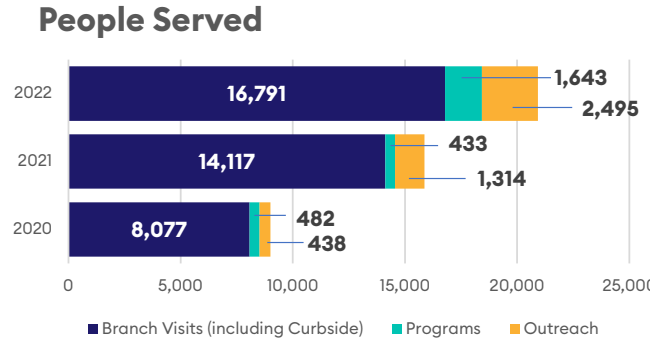
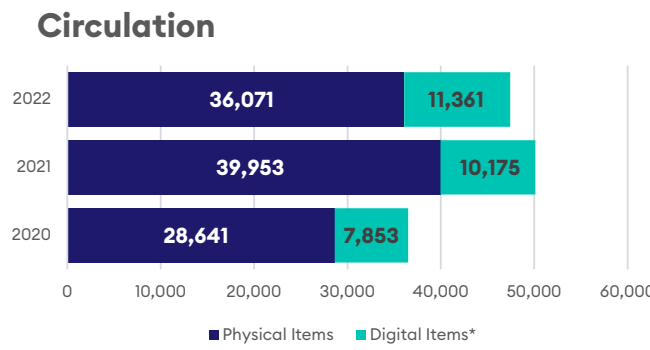
Regional Manager I:Liz Knapp
Regional Manager II:Craig Buno
Physical Collection Size:9,438 (1.4% of total)
Building Size:4,862 sq ft
Public Computers:6
Staff:4.3 FTEs
Open Hours:40 hrs/wk



*2020 data is a combination of cloudLibrary and OverDrive and 2021-2022 is OverDrive only. Does not include hoopla and other digital resources.

Alto Township Branch Statistics

Regional Manager I:Sandy Graham
Regional Manager II:Kurt Lardie
Physical Collection Size:10,954 (1.6% of total)
Building Size:5,795 sq ft
Public Computers:3
Staff:3.0 FTEs
Open Hours:38.5 hrs/wk



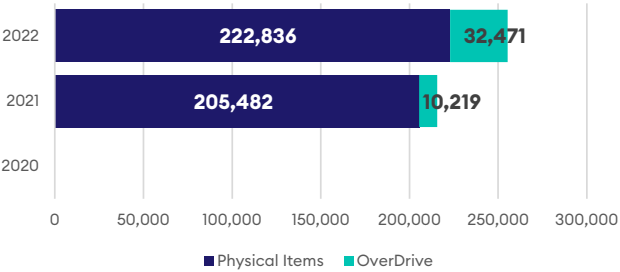
*2020 data is a combination of cloudLibrary and OverDrive and 2021-2022 is OverDrive only. Does not include hoopla and other digital resources.

Amy Van Andel Library Statistics

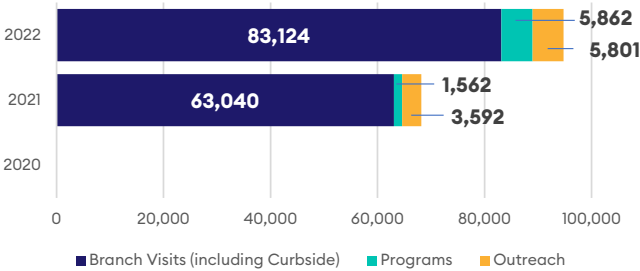
Regional Manager I:Scott Ninemeier
Regional Manager II:Shaunna Martz
Physical Collection Size:23,507 (3.4% of total)
Building Size:25,786 sq ft
Public Computers:8
Staff:8.9 FTEs
Open Hours:49 hrs/wk



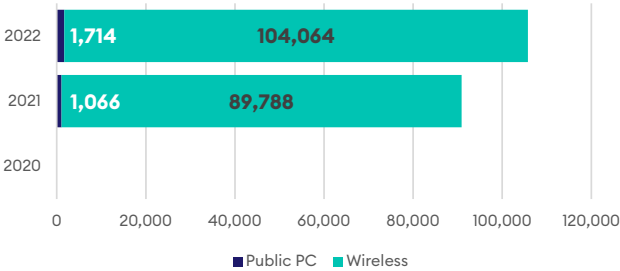
Circulation



People Served



Computer Log-Ins



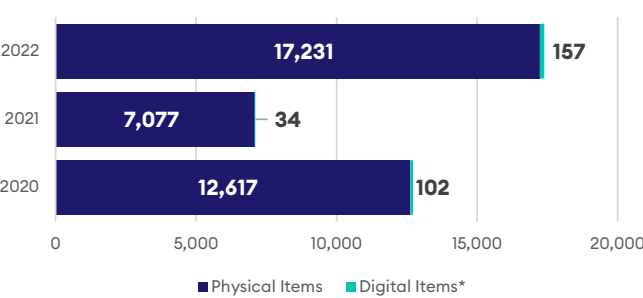
*2020 data is a combination of cloudLibrary and OverDrive and 2021-2022 is OverDrive only. Does not include hoopla and other digital resources.

Bookmobile Statistics

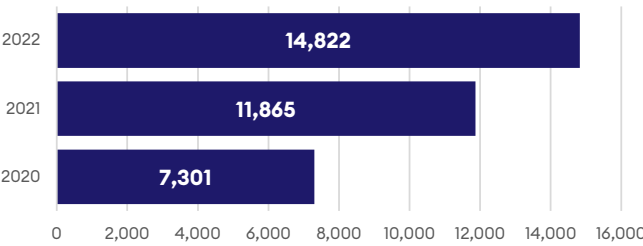
Community Engagement
Manager:Sara Proaño
Physical Collection Size:6,247 (0.9% of total)
Vehicle Size:306 sq ft
Public Computers:0
Staff:3.0 FTEs
Open Hours:Varies



Circulation



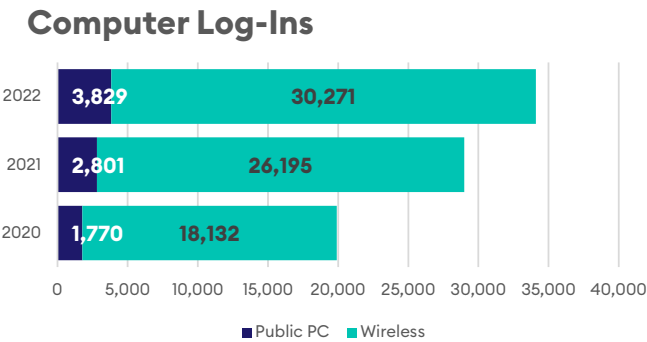
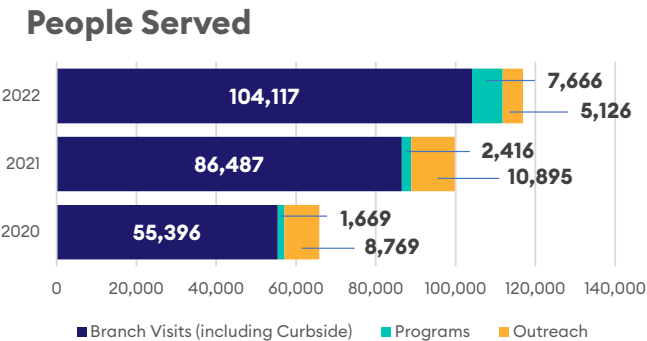
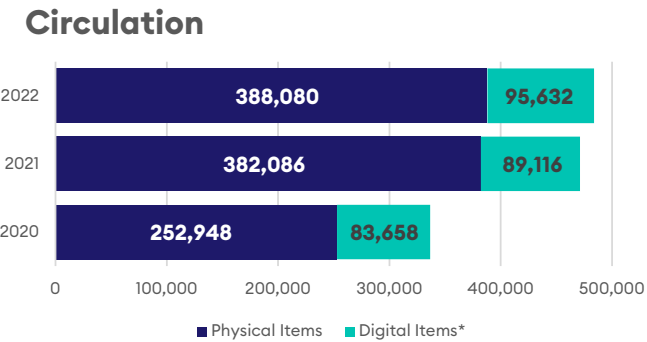
People Served



*2020 data is a combination of cloudLibrary and OverDrive and 2021-2022 is OverDrive only. Does not include hoopla and other digital resources.

Byron Township Branch Statistics

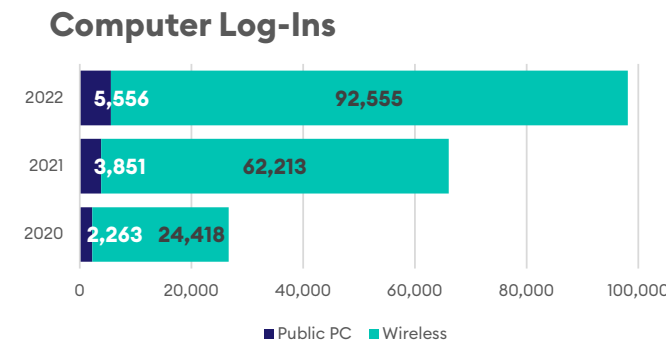
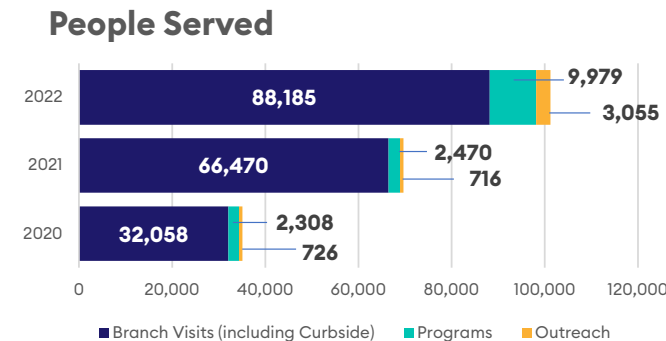
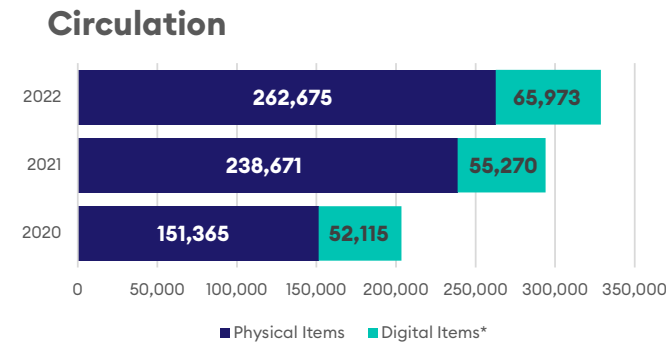
Regional Manager I:Josh Bernstein
Regional Manager II:Eric DeHaan
Physical Collection Size:45,028 (6.5% of total)
Building Size:13,600 sq ft
Public Computers:7
Staff:9.2 FTEs
Open Hours:54.5 hrs/wk



*2020 data is a combination of cloudLibrary and OverDrive and 2021-2022 is OverDrive only. Does not include hoopla and other digital resources.

Caledonia Township Branch Statistics

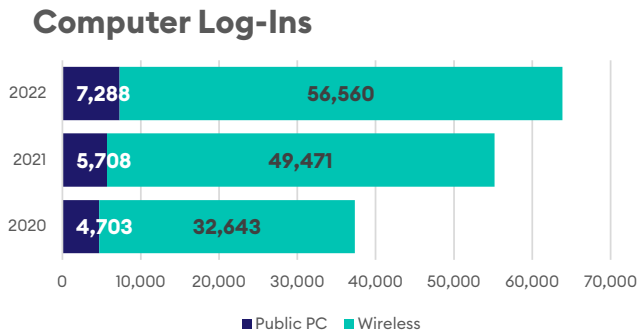
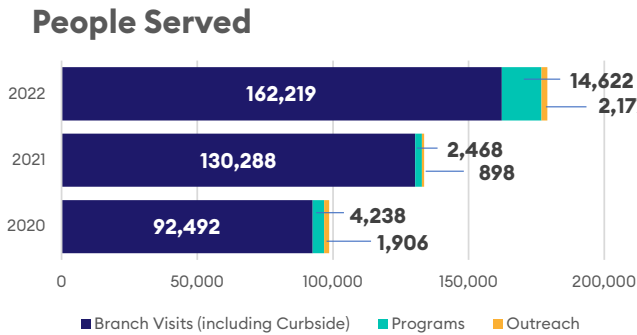
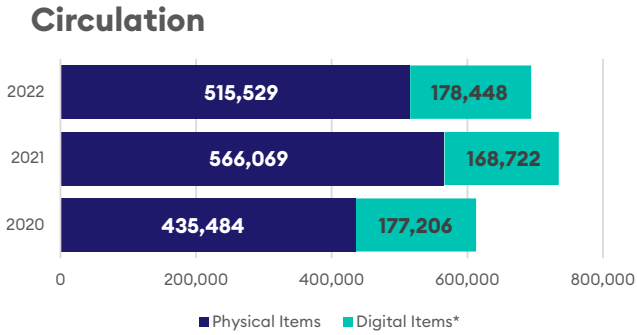
Regional Manager I:Lulu Brown
Regional Manager II:Ashley Smolinski
Physical Collection Size:28,919 (4.2% of total)
Building Size:15,464 sq ft
Public Computers:14
Staff:8.0 FTEs
Open Hours:49 hrs/wk



*2020 data is a combination of cloudLibrary and OverDrive and 2021-2022 is OverDrive only. Does not include hoopla and other digital resources.

Cascade Township Branch Statistics

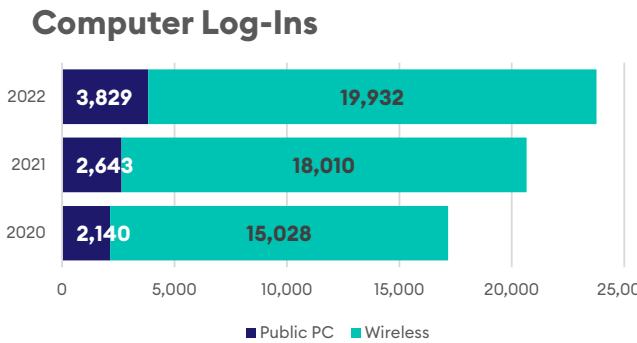
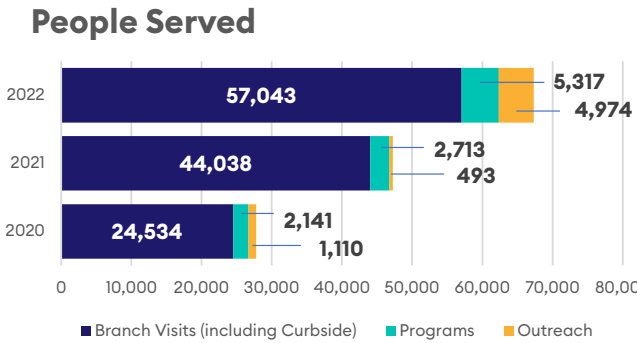
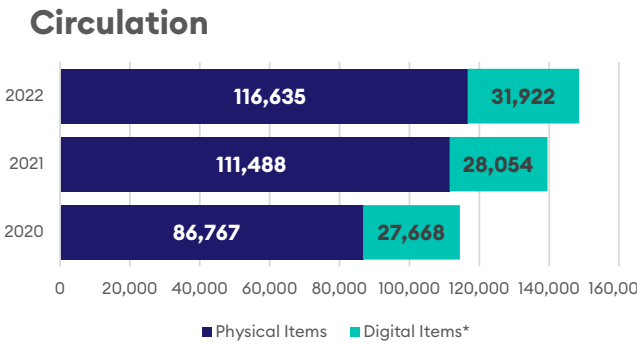
Regional Manager I:Lulu Brown
Regional Manager II:Ashley Smolinski
Physical Collection Size:71,457 (10.3% of total)
Building Size:30,400 sq ft
Public Computers:12
Staff:17.6 FTEs
Open Hours:62 hrs/wk



*2020 data is a combination of cloudLibrary and OverDrive and 2021-2022 is OverDrive only. Does not include hoopla and other digital resources.

Comstock Park Branch Statistics

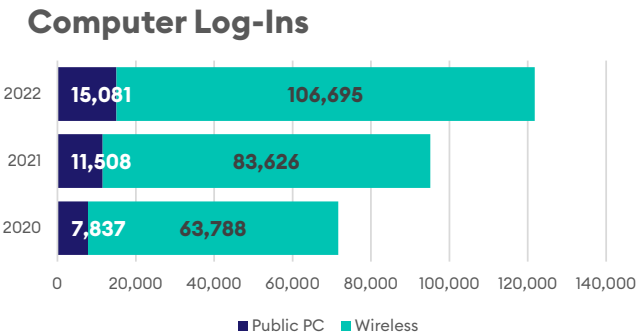
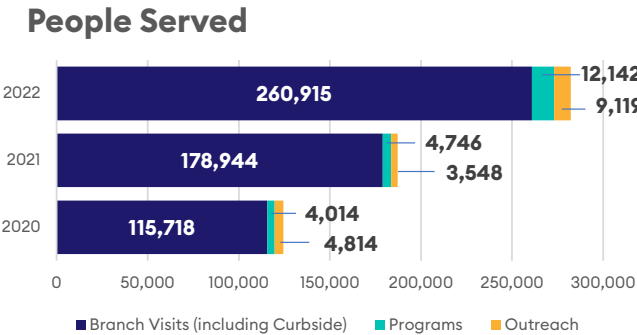
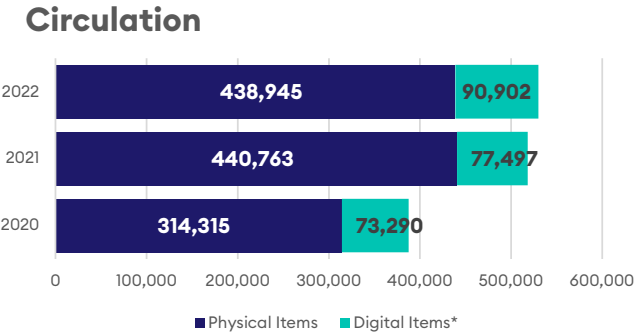
Regional Manager I:Penni Zurgable
Regional Manager II:Tricia Hetrick
Physical Collection Size:15,945 (2.3% of total)
Building Size:4,095 sq ft
Public Computers:7
Staff:6.8 FTEs
Open Hours:45.5 hrs/wk



*2020 data is a combination of cloudLibrary and OverDrive and 2021-2022 is OverDrive only. Does not include hoopla and other digital resources.

East Grand Rapids Branch Statistics

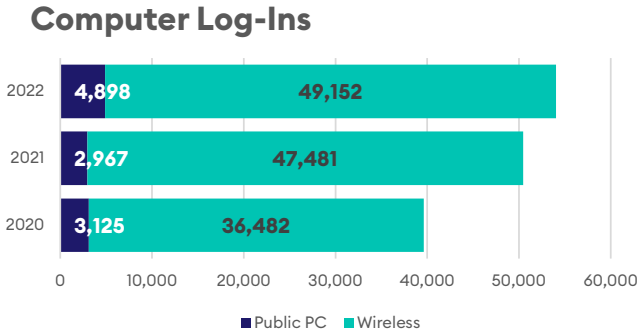
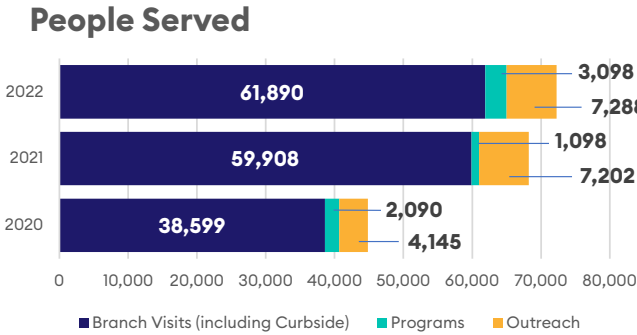
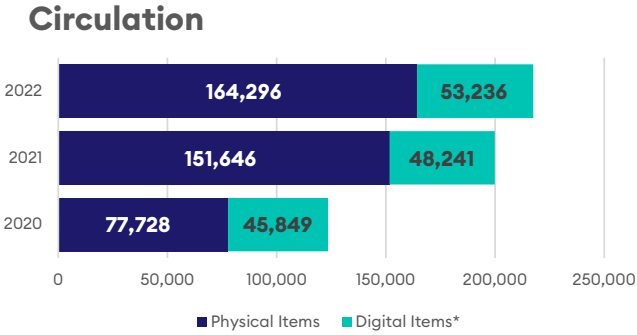
Regional Manager I:Scott Ninemeier
Regional Manager II:Shaunna Martz
Physical Collection Size:49,392 (7.2% of total)
Building Size:26,950 sq ft
Public Computers:18
Staff:14.0 FTEs
Open Hours:62 hrs/wk



*2020 data is a combination of cloudLibrary and OverDrive and 2021-2022 is OverDrive only. Does not include hoopla and other digital resources.

Englehardt (Lowell) Branch Statistics

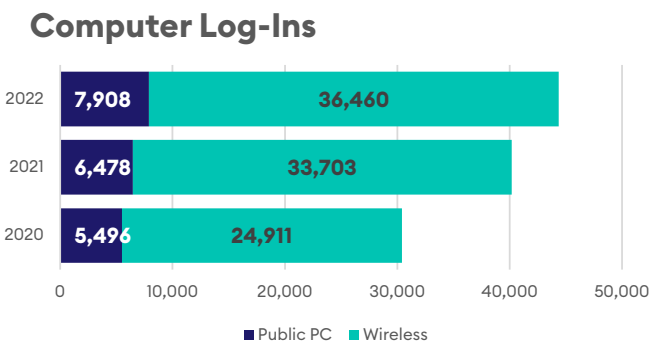
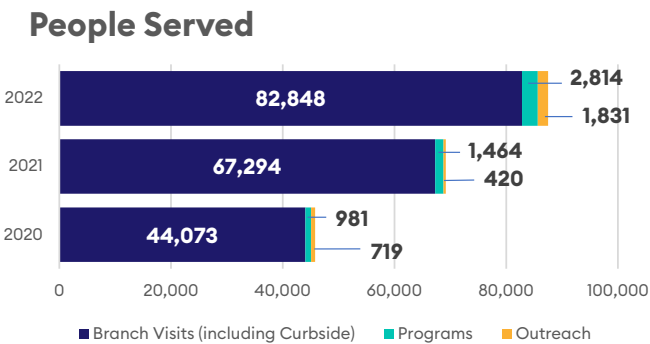
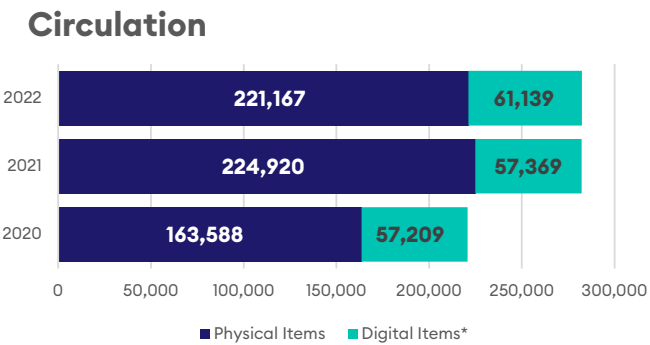
Regional Manager I:Sandy Graham
Regional Manager II:Kurt Lardie
Physical Collection Size:24,750 (3.6% of total)
Building Size:8,771 sq ft
Public Computers:12
Staff:7.6 FTEs
Open Hours:46.5 hrs/wk



*2020 data is a combination of cloudLibrary and OverDrive and 2021-2022 is OverDrive only. Does not include hoopla and other digital resources.

Gaines Township Branch Statistics

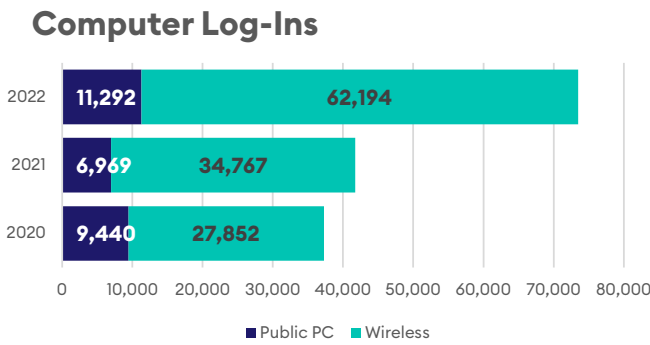
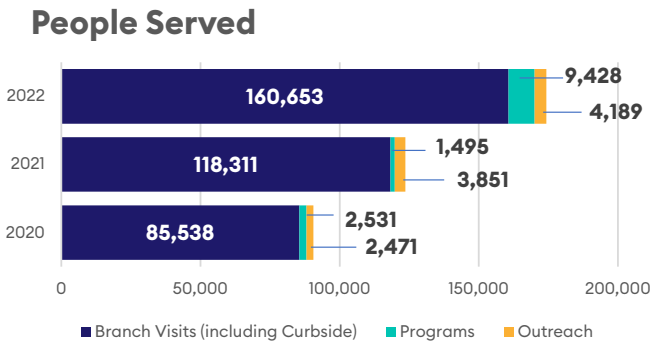
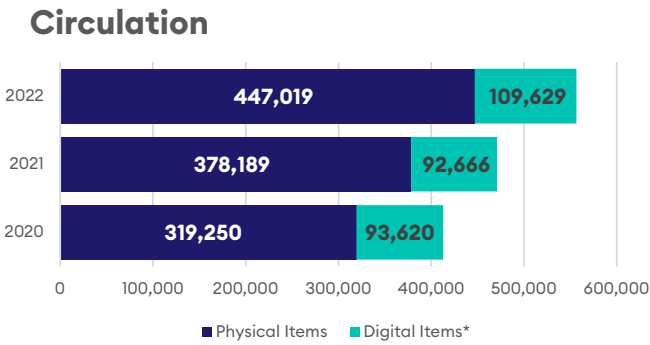
Regional Manager I:Kiosha Jeltema
Regional Manager II:Angela Culp
Physical Collection Size:34,428 (5.0% of total)
Building Size:10,400 sq ft
Public Computers:18
Staff:8.8 FTEs
Open Hours:54 hrs/wk



*2020 data is a combination of cloudLibrary and OverDrive and 2021-2022 is OverDrive only. Does not include hoopla and other digital resources.

Grandville Branch Statistics

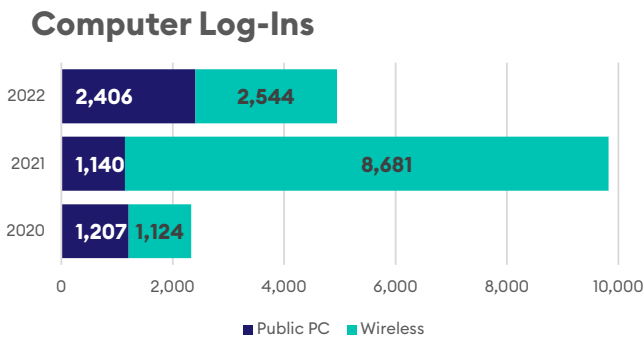
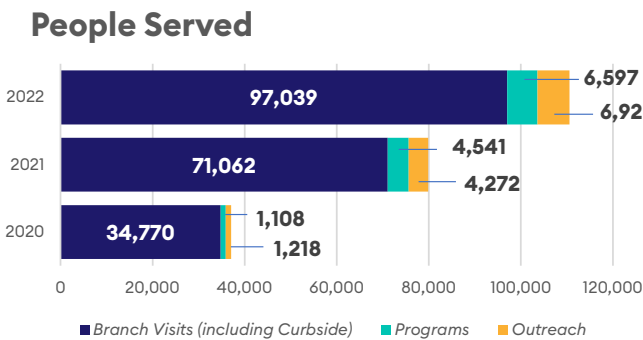
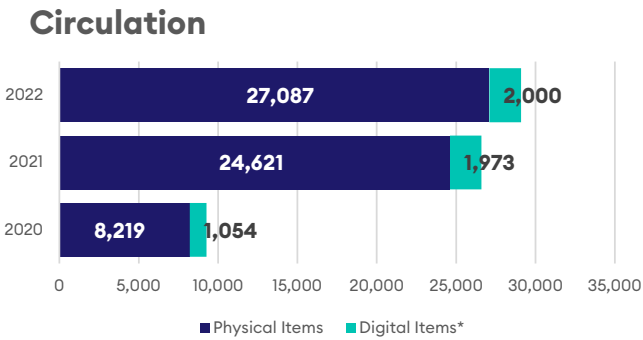
Regional Manager I:Josh Bernstein
Regional Manager II:Eric DeHaan
Physical Collection Size:55,032 (8.0% of total)
Building Size:26,535 sq ft
Public Computers:15
Staff:13.2 FTEs
Open Hours:62 hrs/wk



*2020 data is a combination of cloudLibrary and OverDrive and 2021-2022 is OverDrive only. Does not include hoopla and other digital resources.

Kelloggsville Branch Statistics

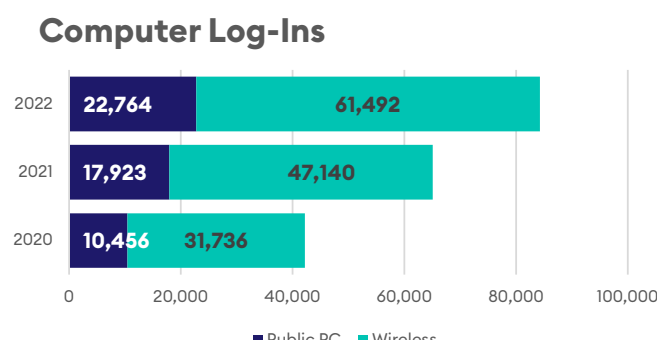
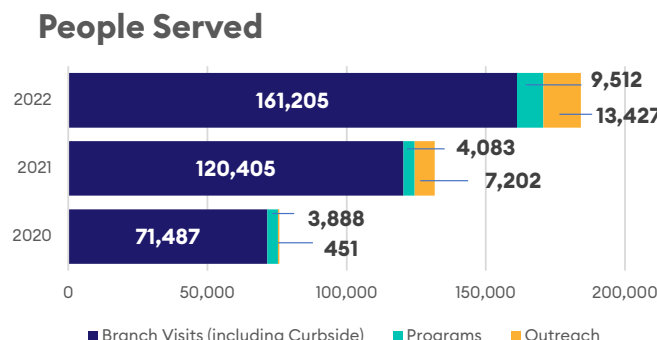
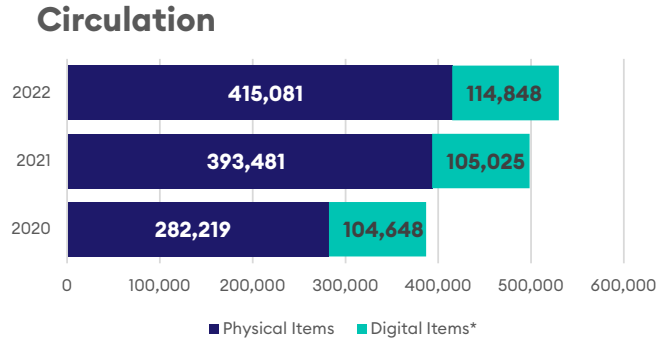
Regional Manager I:Anjie Gleisner
Regional Manager II:Karen Small
Physical Collection Size:8,973 (1.3% of total)
Building Size:6,500 sq ft
Public Computers:3
Staff:2.9 FTEs
Open Hours, School Year:14.5 hrs/wk
Open Hours, Summer:31 hrs/wk



*2020 data is a combination of cloudLibrary and OverDrive and 2021-2022 is OverDrive only. Does not include hoopla and other digital resources.

Kentwood (Richard L. Root) Branch Statistics

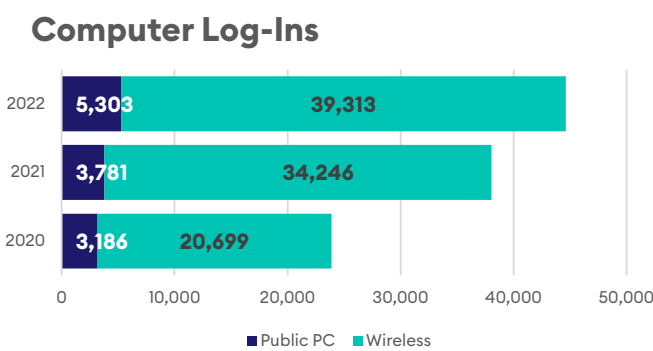
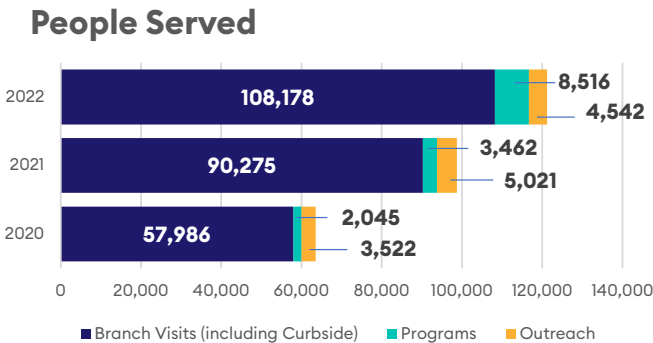
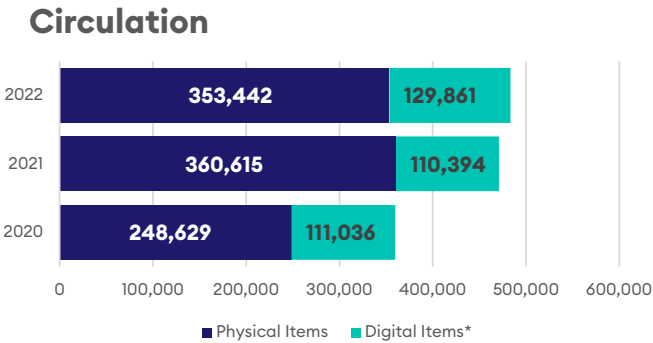
Regional Manager I:Kiosha Jeltema
Regional Manager II:Angela Culp
Physical Collection Size:60,701 (8.8% of total)
Building Size:45,489 sq ft
Public Computers:40
Staff:15.4 FTEs
Open Hours:62 hrs/wk



*2020 data is a combination of cloudLibrary and OverDrive and 2021-2022 is OverDrive only. Does not include hoopla and other digital resources.

Krause Memorial (Rockford) Branch Statistics

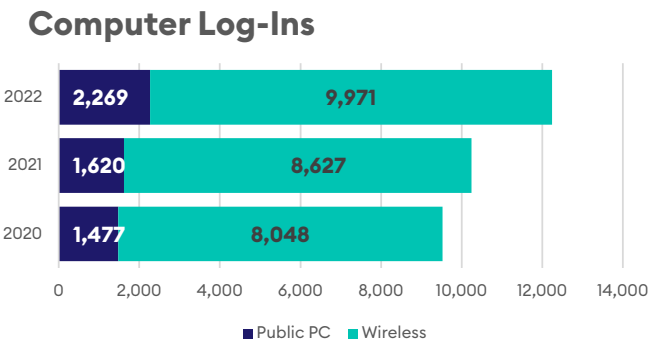
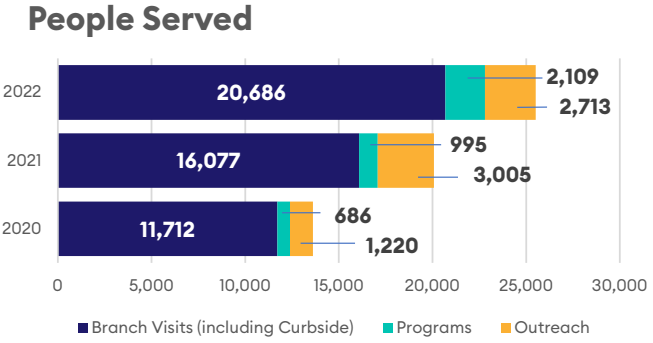
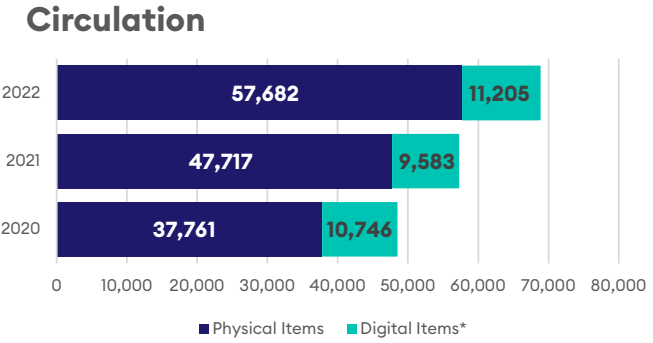
Regional Manager I:Jennifer German
Regional Manager II:Laura Youells
Physical Collection Size:39,029 (5.7% of total)
Building Size:9,500 sq ft
Public Computers:10
Staff:10.4 FTEs
Open Hours:54.5 hrs/wk



*2020 data is a combination of cloudLibrary and OverDrive and 2021-2022 is OverDrive only. Does not include hoopla and other digital resources.

Nelson Township Branch Statistics

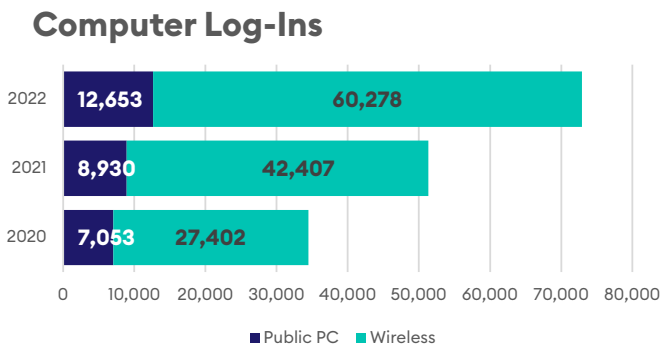
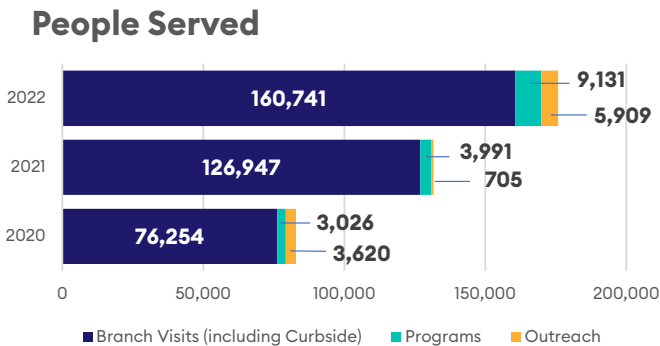
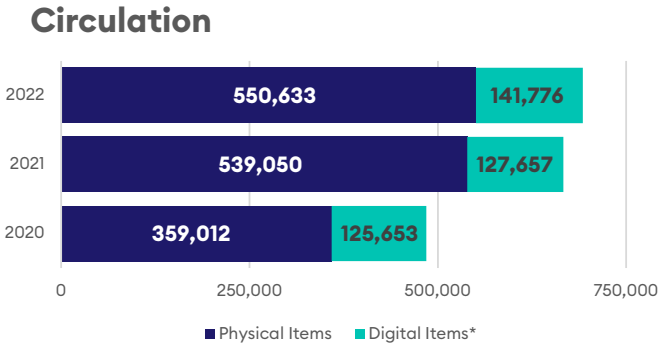
Regional Manager I:Jennifer German
Regional Manager II:Laura Youells
Physical Collection Size:15,114 (2.2% of total)
Building Size:8,736 sq ft
Public Computers:12
Staff:4.3 FTEs
Open Hours:42 hrs/wk



*2020 data is a combination of cloudLibrary and OverDrive and 2021-2022 is OverDrive only. Does not include hoopla and other digital resources.

Plainfield Township Branch Statistics

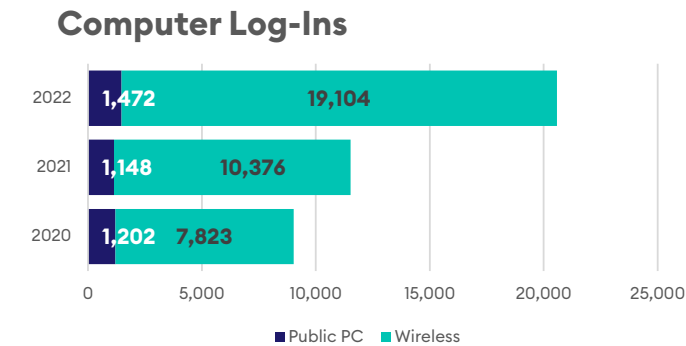
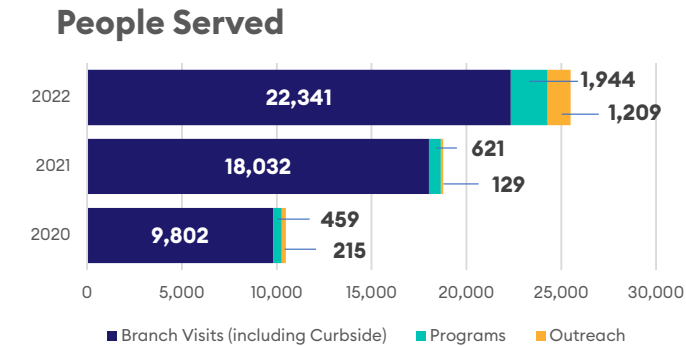
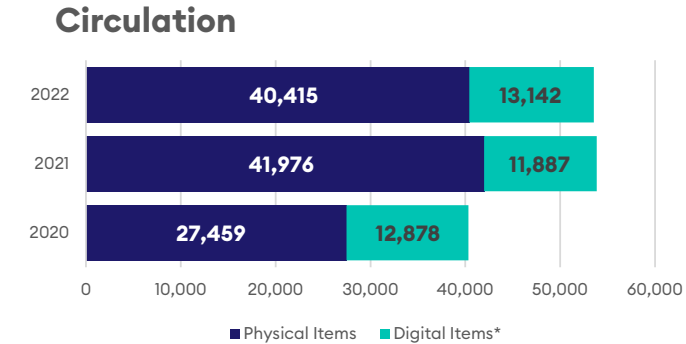
Regional Manager I:Penni Zurgable
Regional Manager II:Tricia Hetrick
Physical Collection Size:70,023 (10.1% of total)
Building Size:26,420 sq ft
Public Computers:20
Staff:14.4 FTEs
Open Hours:62 hrs/wk



*2020 data is a combination of cloudLibrary and OverDrive and 2021-2022 is OverDrive only. Does not include hoopla and other digital resources.

Spencer Township Branch Statistics

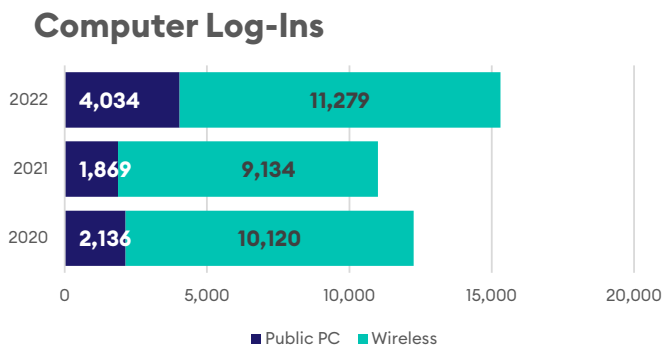
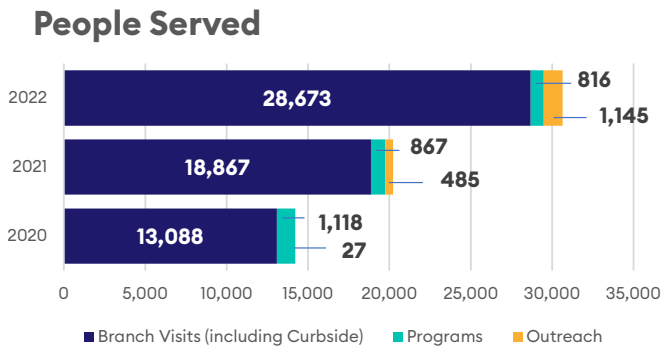
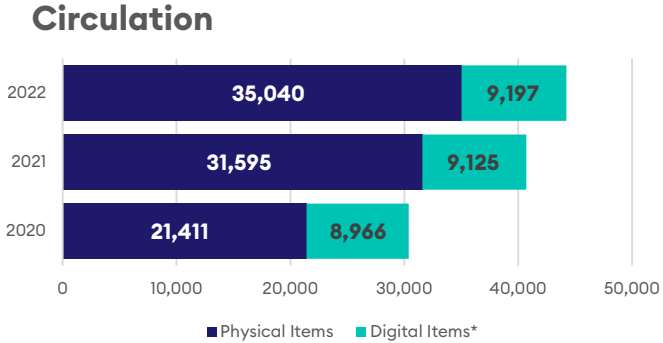
Regional Manager I:Jennifer German
Regional Manager II:Laura Youells
Physical Collection Size:9,518 (1.4% of total)
Building Size:2,000 sq ft
Public Computers:6
Staff:4.0 FTEs
Open Hours:40 hrs/wk



*2020 data is a combination of cloudLibrary and OverDrive and 2021-2022 is OverDrive only. Does not include hoopla and other digital resources.

Tyrone Township Branch Statistics

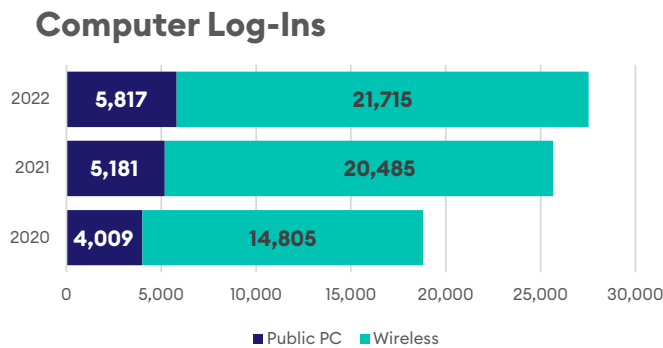
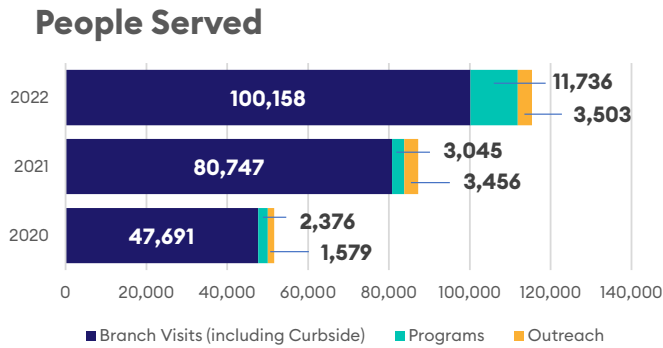
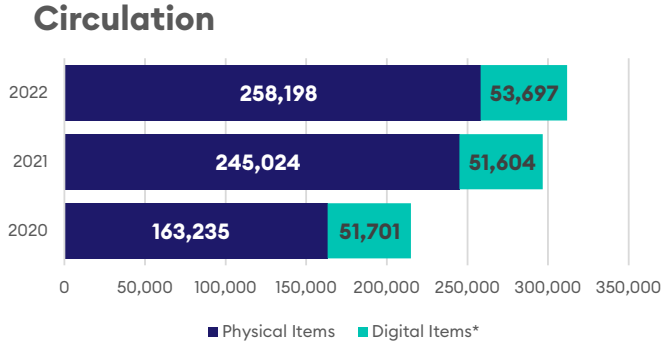
Regional Manager I:Liz Knapp
Regional Manager II:Craig Buno
Physical Collection Size:9,034 (1.3% of total)
Building Size:4,239 sq ft
Public Computers:7
Staff:4.3 FTEs
Open Hours:35.5 hrs/wk



*2020 data is a combination of cloudLibrary and OverDrive and 2021-2022 is OverDrive only. Does not include hoopla and other digital resources.

Walker Branch Statistics

Regional Manager I:Liz Knapp
Regional Manager II:Craig Buno
Physical Collection Size:37,480 (5.4% of total)
Building Size:8,898 sq ft
Public Computers:11
Staff:7.8 FTEs
Open Hours:57 hrs/wk



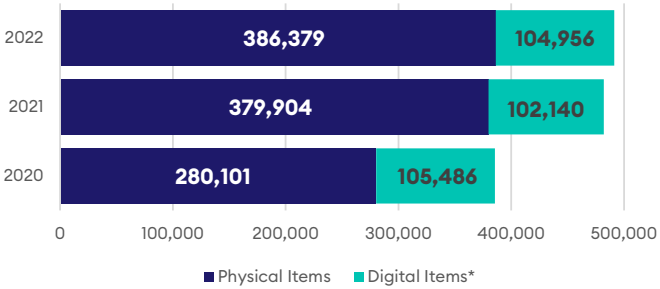
*2020 data is a combination of cloudLibrary and OverDrive and 2021-2022 is OverDrive only. Does not include hoopla and other digital resources.

Wyoming Branch Statistics

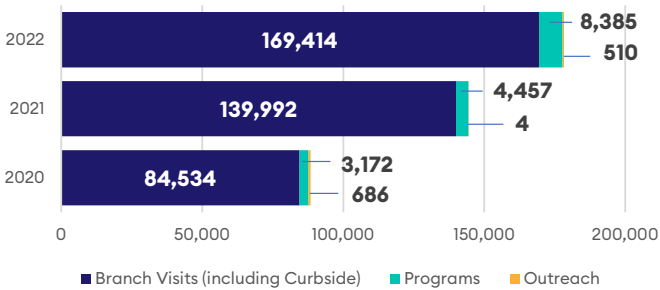
Regional Manager I:Anjie Gleisner
Regional Manager II:Karen Small
Physical Collection Size:58,539 (8.5% of total)
Building Size:48,950 sq ft
Public Computers:23
Staff:18.7 FTEs
Open Hours:62 hrs/wk



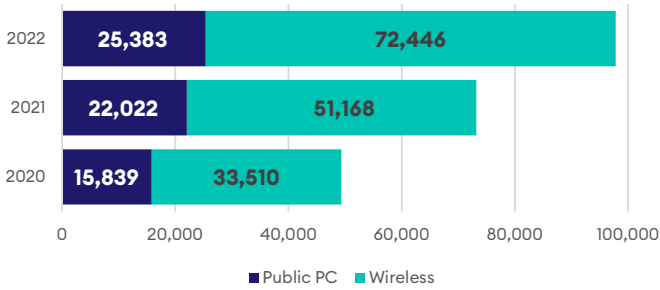
Circulation



People Served



Computer Log-Ins



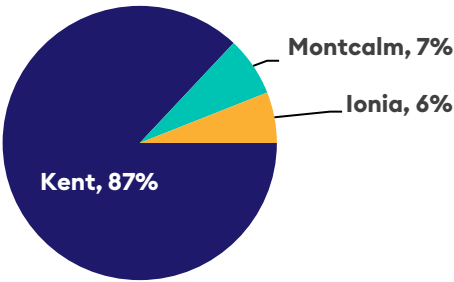
*2020 data is a combination of cloudLibrary and OverDrive and 2021-2022 is OverDrive only. Does not include hoopla and other digital resources.

Talking Book and Braille Center

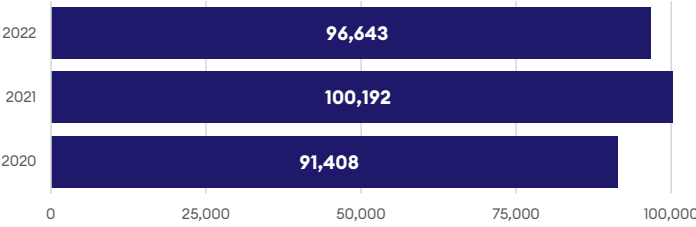
Accessibility and Inclusion Specialist:
Shelley Roossien

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 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 that 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.

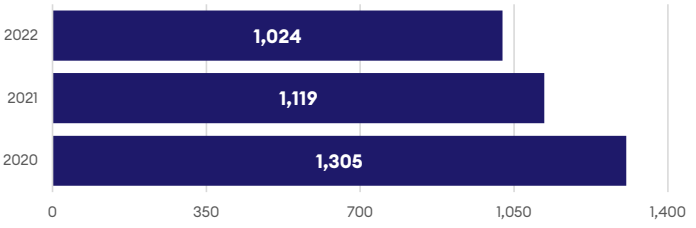
Borrowers by County



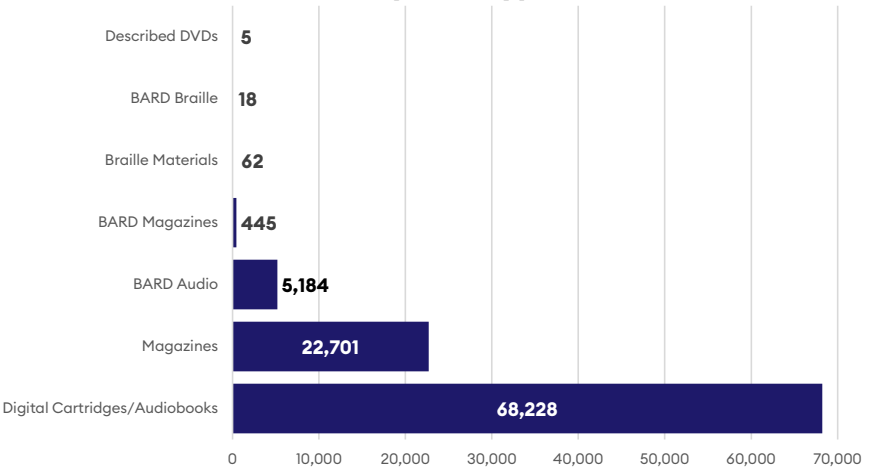
Circulation



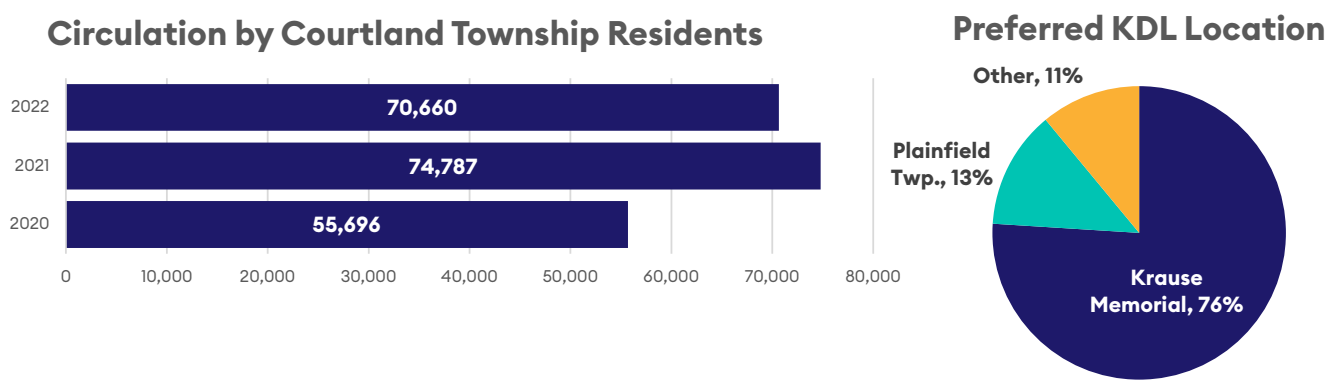
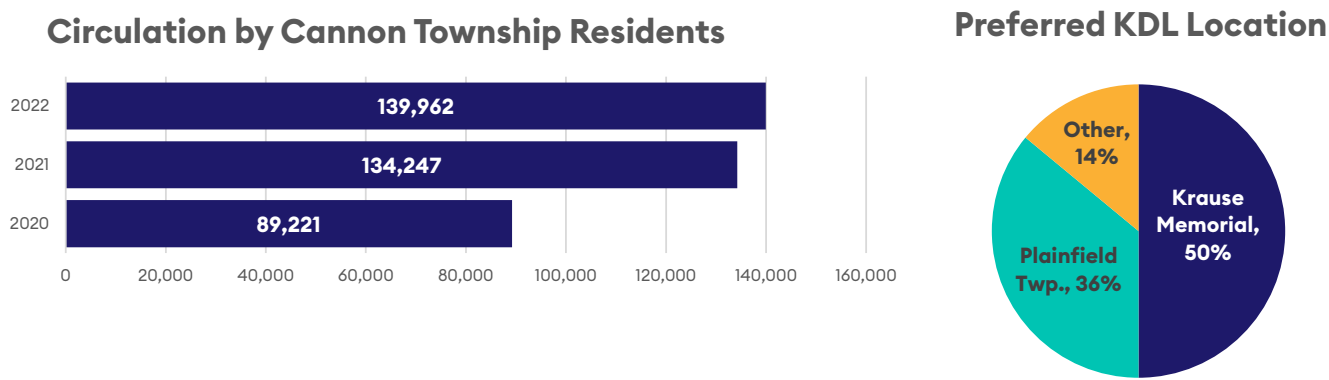
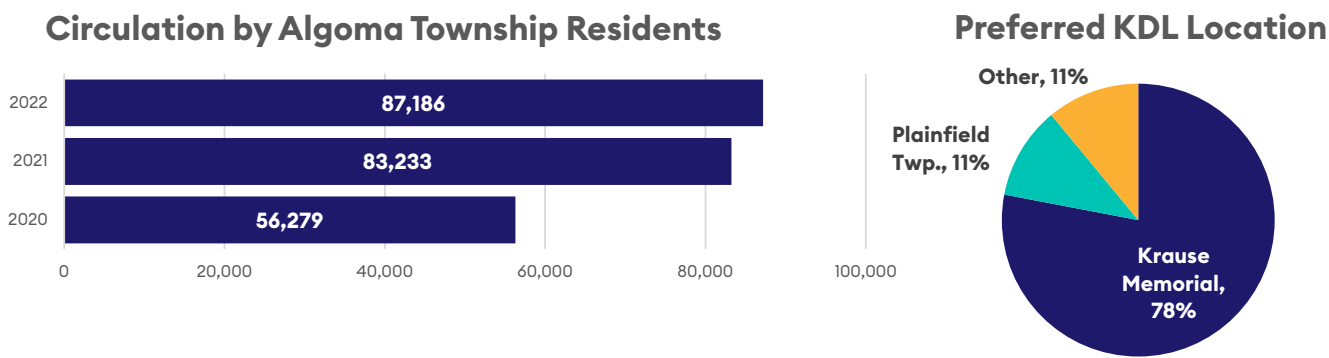
Active Borrowers



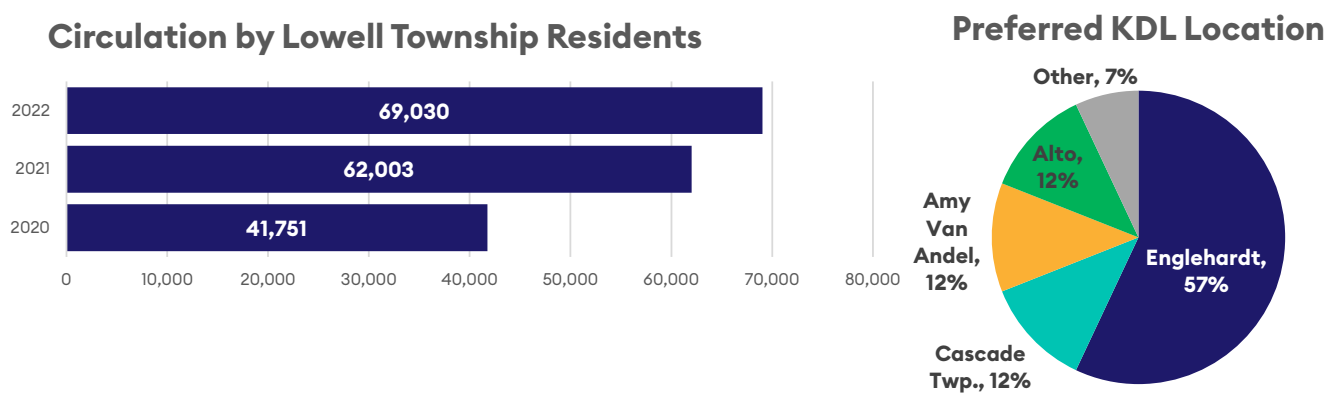
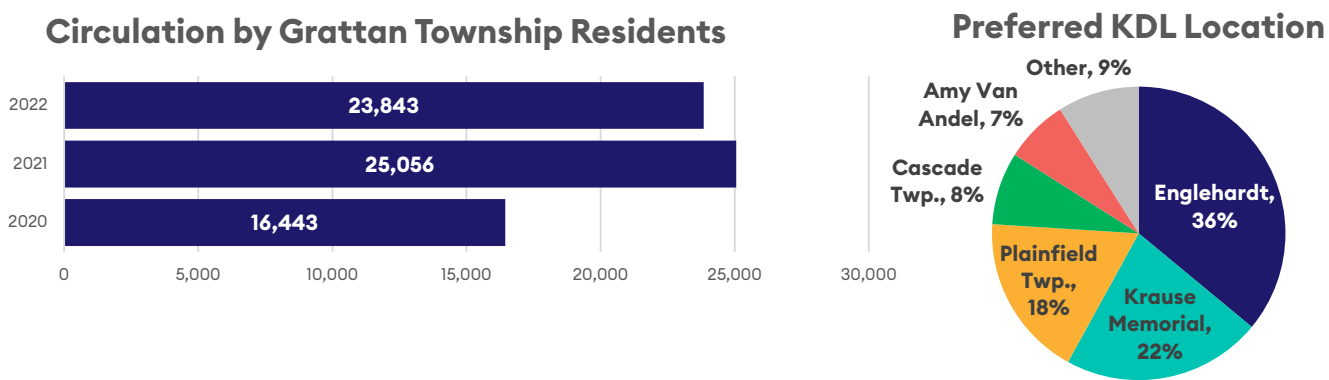
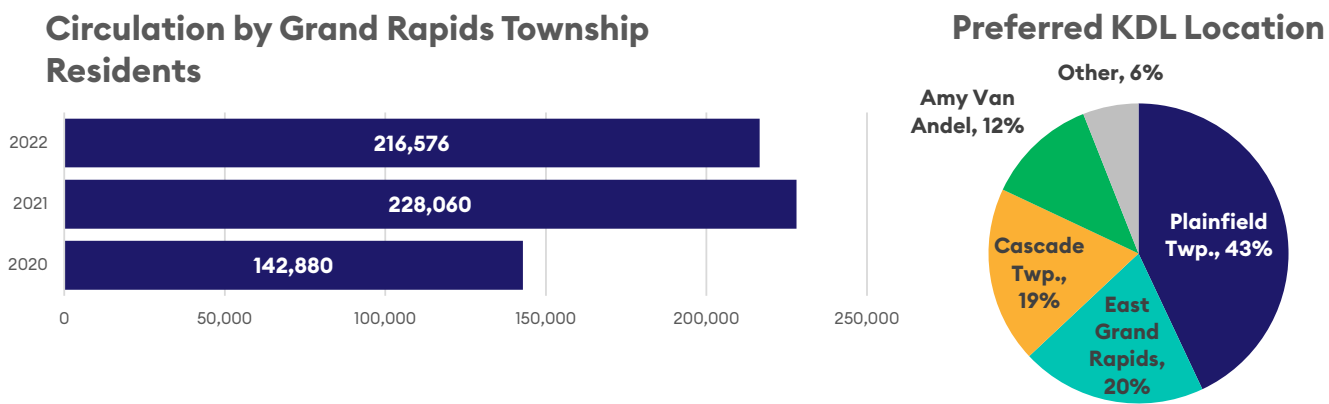
Circulation by Item Type



Municipalities in the Kent District Service Area

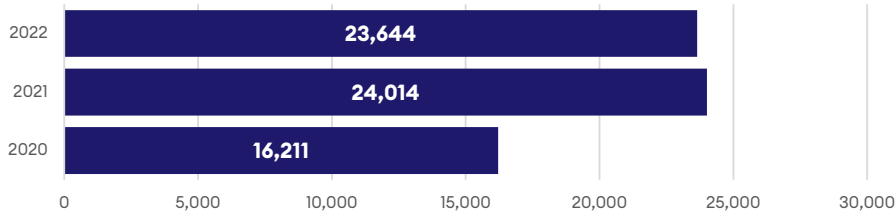


Municipalities in the Kent District Service Area

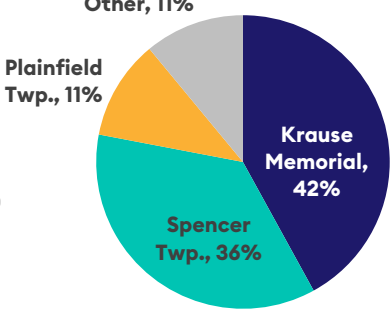


Municipalities in the Kent District Service Area

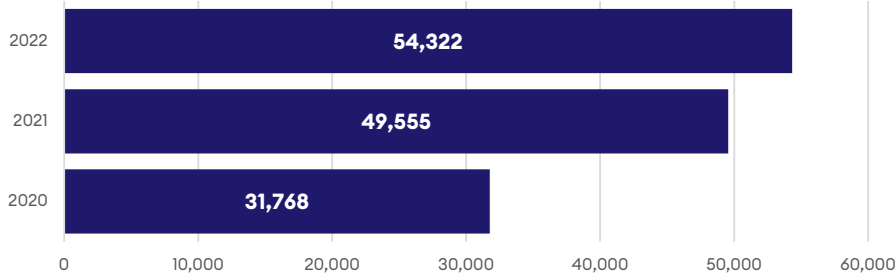
Circulation by Oakfield Township Residents



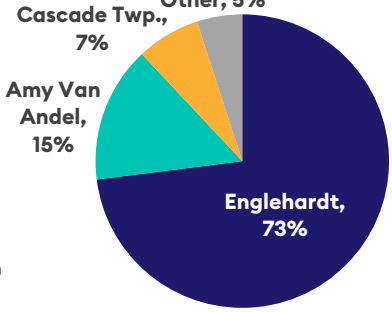
Preferred KDL Location



Circulation by Vergennes Township Residents

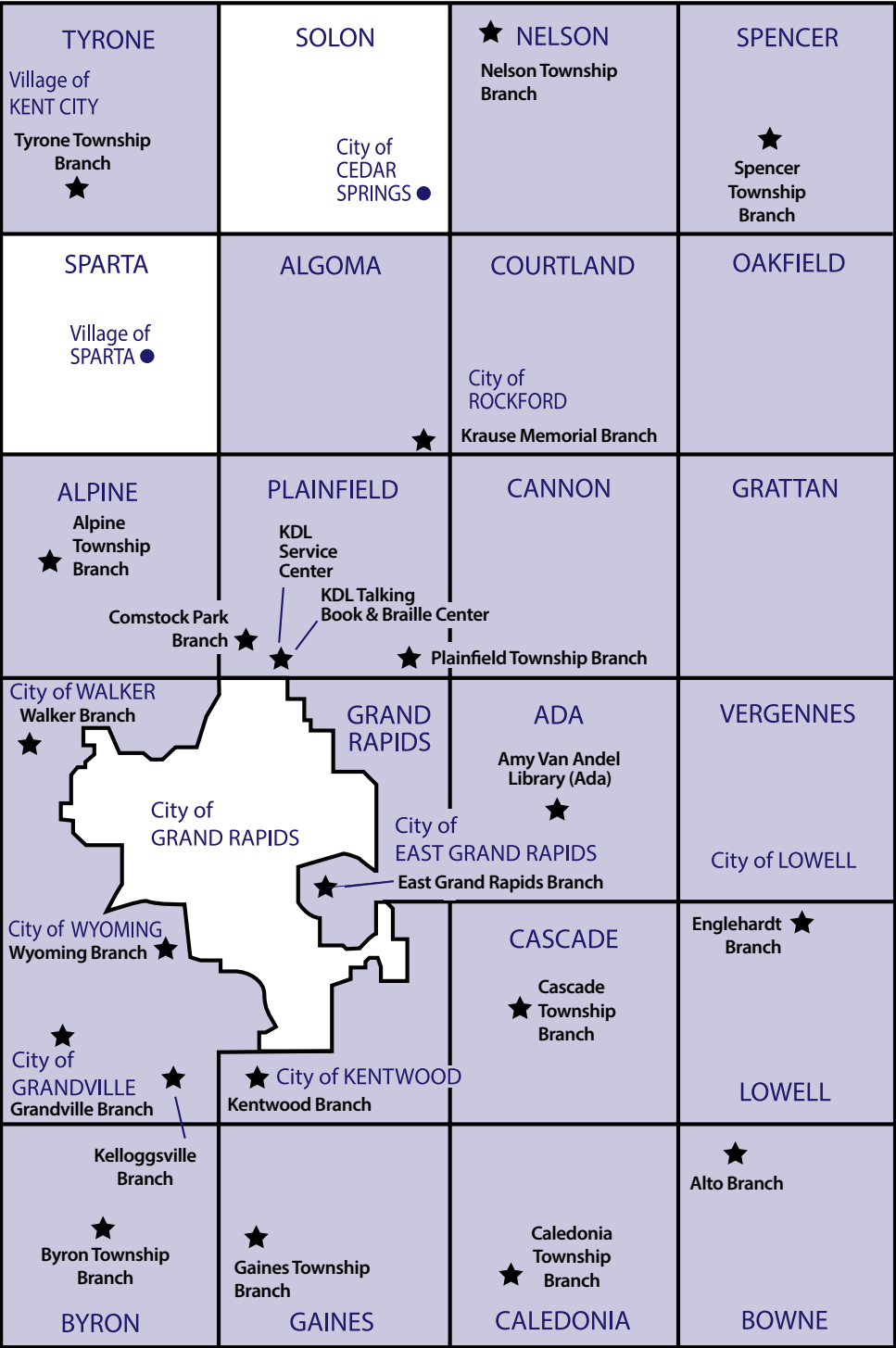


Preferred KDL Location



Kent District Library Service Area

The KDL service area includes all of Kent County except for 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.



Peer Comparison - National (2020 Institute of Museum and Library Services data)

<i>Kent District Library ranks #1 for physical circulation, library visits and program attendance per capita compared to budget and population peer libraries</i>					Per Capita Data								
					Operating Expenditures	Physical Circulation	Circulation of Electronic Materials	Library Visits	Program Attendance	Public Internet Users	Wi-Fi Sessions	Books	Collection Expense
Library	City	ST	Population of Legal Service Area	Total Operating Exenditures (millions)									
Kent District Library	Comstock Park	MI	395,660	\$23.6	\$60	16.8	2.6	6.6	1.2	0.9	2.3	1.9	\$9
Population Peer Libraries (+/- 25,000)			KDL Rank >	3rd	3rd	1st	4th	1st	1st	2nd	2nd	2nd	3rd
Live Oak Public Libraries	Savannah	GA	418,106	\$10.3	\$25	1.8	0.2	1.7	0.2	0.4	0.7	1.5	\$1
Solano County Library	Fairfield	CA	413,049	\$19.2	\$47	3.1	0.3	2.5	0.3	0.3	0.4	1.0	\$3
Carnegie Library of Pittsburgh	Pittsburgh	PA	399,948	\$32.2	\$81	6.7	2.4	1.6	0.1	0.3	0.2	3.1	\$12
Rangeview Library District	Thornton	CO	399,594	\$15.7	\$39	1.5	1.5	0.8	0.0	0.1	0.1	0.7	\$6
Arlington Public Library System	Arlington	TX	398,854	\$8.3	\$21	3.2	0.7	1.4	0.1	0.2	0.0	1.1	\$2
Manatee County Public Library System	Bradenton	FL	398,503	\$7.1	\$18	2.2	0.6	1.1	0.1	0.3	0.0	0.9	\$2
Pioneer Library System	Norman	OK	397,080	\$17.3	\$44	4.8	1.8	2.9	0.1	0.4	0.2	1.3	\$7
Loudoun County Public Library	Leesburg	VA	396,068	\$19.4	\$49	9.3	3.4	3.8	0.6	0.4	0.6	1.5	\$6
Wichita Public Library	Wichita	KS	389,938	\$9.2	\$24	2.0	1.0	1.2	0.0	0.1	0.1	1.3	\$2
New Orleans Public Library	New Orleans	LA	389,476	\$19.8	\$51	2.6	1.4	0.9	0.0	0.2	0.2	1.3	\$11
PAL Public Library Cooperative	Bronson	FL	387,010	\$20.8	\$54	4.9	3.3	1.7	0.2	0.4	0.5	1.6	\$7
Osceola Library System	Kissimmee	FL	387,055	\$8.1	\$21	2.0	0.6	1.4	0.1	0.3	3.5	0.4	\$2
Richland County Public Library	Columbia	SC	384,504	\$29.1	\$76	5.2	3.8	3.5	0.3	1.3	0.6	1.7	\$9
Brazoria County Library System	Angleton	TX	374,264	\$8.6	\$23	2.9	1.0	1.0	0.1	0.1	0.3	1.0	\$3
Mobile Public Library	Mobile	AL	372,433	\$9.6	\$26	2.7	0.8	1.3	0.1	0.5	0.1	1.3	\$4
Budget Peer Libraries (+/- 10%)			KDL Rank >	3rd	5th	1st	4th	1st	1st	5th	1st	3rd	4th
Howard County Library System	Ellicott City	MD	321,113	\$24.9	\$77	13.4	2.4	4.4	0.6	1.3	0.6	2.3	\$6
Charleston County Public Library System	Charleston	SC	350,209	\$24.0	\$69	0.1	2.6	3.3	0.3	2.0	1.4	1.8	\$9
Douglas County Libraries	Castle Rock	CO	351,528	\$23.6	\$67	10.2	4.3	2.5	0.1	0.2	1.3	1.3	\$11
DeKalb County Public Library	Decatur	GA	793,154	\$23.1	\$29	2.3	0.9	2.0	0.1	0.7	0.3	1.1	\$3
Fort Vancouver Regional Library District	Vancouver	WA	516,815	\$22.6	\$44	3.6	3.4	0.8	0.0	0.1	0.0	1.1	\$5
Kansas City Public Library	Kansas City	MO	218,765	\$22.2	\$101	4.0	4.1	5.1	0.3	1.1	0.5	2.8	\$11
Gwinnett County Public Library System	Lawrenceville	GA	971,145	\$21.4	\$22	3.1	0.8	2.1	0.2	1.5	0.8	0.7	\$2

State Comparison (2020-2021 Michigan Public Library Statistics for 12 largest libraries)

Library	Collection Turnover	Number of Registered Borrowers	% of Operating Expenditures On Materials	Total Annual Visits	Total Circulation (All Materials)	Circulation of Electronic Materials	Total Operating Expenditures	Total Operating Income	Total Program Attendance (in-person and virtual)	Public PC Sessions	Wi-Fi Sessions
Kent District Library	3.4	188,588	17.3%	792,958	4,807,289	1,378,122	\$25,133,217	\$25,673,919	247,780	85,107	436,739
KDL Michigan Ranking	2nd	1st	1st	1st	2nd	1st	1st	2nd	1st	1st	2nd
Ann Arbor District Library	9.5	64,476	9.0%	375,085	5,564,177	1,275,044	\$15,542,327	\$18,035,699	18,204	n/a	512,200
Capital Area District Libraries	1.9	102,097	16.0%	249,342	1,646,205	700,237	\$11,397,764	\$12,111,570	28,094	37,536	40,088
Clinton-Macomb Public Library	2.7	158,561	16.5%	264,309	1,076,854	147,484	\$5,760,948	\$8,663,556	35,665	34,632	32,832
Detroit Public Library	0.0	116,751	3.7%	45,837	73,031	44,112	\$22,490,051	\$31,868,839	11,774	27,349	43,888
Genesee District Library	1.4	127,695	16.9%	401,543	937,434	415,560	\$8,197,862	\$9,721,889	15,709	60,028	42,009
Grand Rapids Public Library	0.9	52,243	13.0%	92,686	961,739	503,767	\$11,881,190	\$12,298,205	38,723	9,391	61,030
Jackson District Library	1.7	55,547	15.1%	n/a	975,875	239,060	\$7,461,499	\$9,525,500	27,302	42,257	29,757
Monroe County Library System	1.3	30,279	8.9%	265,781	611,280	176,608	\$7,426,968	\$7,737,621	16,114	35,510	17,598
Saint Clair County Library System	0.6	55,915	11.2%	n/a	300,229	88,856	\$4,540,940	\$5,013,842	10,269	15,096	10,952
Sterling Heights Public Library	1.1	65,530	9.9%	43,640	347,520	112,244	\$2,841,165	\$2,841,165	12,915	9,507	12,585
Warren Public Library	0.9	40,814	11.1%	53,872	403,613	34,935	\$4,309,960	\$4,221,045	8,349	6,581	37,466



814 W. River Center Dr. NE, Comstock Park, MI 49321 // kdl.org

Kent District Library is a public library system operating 20 branch libraries and a Bookmobile that serve more than 439,000 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. KDL is a member of the Lakeland Library Cooperative. For more information, visit kdl.org.

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