

AGENDA
Board of Library Commissioners
of the City of Grand Rapids
June 25, 2024 – 5:15 pm
111 Library Street NE – Board Room

“Inspiring opportunity, connection, and innovation.”

1. Roll Call
- A, E 2. Approval of Minutes of the Special and Regular Board Meetings on April 30, 2024
3. Board Comments
4. Committee Reports
 - a. Legislative
 - b. Policy
 - c. Board Retreat
- E 5. Staff & Foundation Reports
 - a. Library Director's Report
 - E b. Financial Report
 - c. Foundation Update
6. Old Business
7. New Business
 - A, E a. FY25 Michigan Arts and Culture Council Grant Application
 - A, E b. Photography and Video Policy 60-3
8. Information Items
 - E a. Media Index
 - E b. Staffing Report
 - E c. Statistical Report for April and May 2024
9. Grand Rapids Employees Independent Union
10. Agenda Items for the Regular Board Meeting on July 30, 2024
11. Public Comments
12. Adjournment

**Board of Library Commissioners
of the City of Grand Rapids**

Regular Meeting Agenda Calendar

January

- Election of Board Officers (A)
- Review of Committee Assignments
- Foundation Board Appointment by Board President
- BoLC Policy Manual Approval (A)
- Attendance Record from Previous Year (E)
- Voluntary Commitment to Serve (E)

February

- ALA Midwinter Conference Report
- Budget Information Review (E)

March

- Director Evaluation Documents (E)
- Budget Approval (A)

April

- Director Evaluation (*)

May

June

July

- ALA Annual Conference Reports

August

- Year End Reports (E)

September

- Summer Reading Program Evaluation (E)

October

November

- Policy Review Committee Update
- Nominating Committee Appointment

December

- Approval of Meeting Schedule (A)
- Closing Calendar (A)
- BoLC Policy Manual Updates (E)

Committee Meeting Calendar

January

- GRPL Foundation Representatives

February

March

April

- GRPL Foundation Representatives

May

June

July

August

- GRPL Foundation Representatives

September

October

- Budget Review Committee
- Policy Review Committee

November

December

- GRPL Foundation Representatives
- Nominating Committee for Board Officers



**MINUTES
BOARD OF LIBRARY COMMISSIONERS
OF THE CITY OF GRAND RAPIDS**

April 30, 2024 | 3:30 pm
111 Library St NE | Board Room

Anderson called the meeting to order at 3:38 pm.

1. ROLL CALL

- Board Members Present: Rachel Anderson, Kelly Boston, Kathryn Dilley, Sheila García Mazari, Kristin Kopec, Kevin Peterson, Lauren Woolsey
- Board Members Absent:
- Administration Present: Lindsay Laplow, John McNaughton, Patrick Beatty
- Staff Present:
- Public Present:

2. DIRECTOR REVIEW

McNaughton requests that the board moves into a closed session.

MOTION: By Commissioner Kopec, supported by Commissioner Woolsey, that the Board of Library Commissioners of the City of Grand Rapids agree to go into closed session pursuant to Section 8(1)(a) of the Open Meetings Act, at the request of Library Executive Director John McNaughton, for the purpose of performing his employment evaluation.

ACTION: ROLL CALL VOTE AYES: Anderson, Boston, Dilley, García Mazari, Kopec, Peterson, Woolsey

Motion passed.

The board moves into Closed Session.

MOTION: By Commissioner Woolsey, supported by Commissioner Kopec, that the Board of Library Commissioners of the City of Grand Rapids agree to go into an open session.

ACTION: AYES 7 – 0

Motion passed.

McNaughton requests an 8% bonus since he has reached the top step of the pay scale for his position.

Kopec asks if he receives annual step and cost of living increases. McNaughton answers that he no longer receives an annual step increase.

MOTION: By Commissioner Dilley, supported by Commissioner Kopec, that the Board of Library Commissioners of the City of Grand Rapids agree to provide a bonus of 8% of FY24 salary to Library Executive Director John McNaughton.

Woolsey thinks he's been doing a great job but counters that a 5% bonus is a more fiscally responsible amount.

Anderson agrees that McNaughton is doing great and counters with a 6.5% bonus. García Mazari agrees with that amount. Woolsey also agrees that 6.5% is a fiscally responsible amount.

ACTION: AYES 0 – 7

Motion rejected.

MOTION: By Commissioner Anderson, supported by Commissioner Kopec, that the Board of Library Commissioners of the City of Grand Rapids agree to provide a bonus of 6.5% of FY24 salary to Library Executive Director John McNaughton.

ACTION: AYES 7 – 0

Motion passed.

3. PUBLIC COMMENTS

No comments.

4. ADJOURNMENT

MOTION: By Commissioner Woolsey that the Board of Library Commissioners of the City of Grand Rapids adjourn the meeting.

Meeting adjourned at 4:51 pm.

**MINUTES
BOARD OF LIBRARY COMMISSIONERS
OF THE CITY OF GRAND RAPIDS**

April 30, 2024 | 5:15 pm
111 Library St NE | Board Room

Anderson called the meeting to order at 5:17 pm.

1. ROLL CALL

Board Members Present: Rachel Anderson, Kelly Boston, Kathryn Dilley, Sheila García Mazari, Kristin Kopec, Kevin Peterson, Lauren Woolsey

Board Members Absent:

Administration Present: Robert Adcock, Lindsay Laplow, John McNaughton, Patrick Beatty

Staff Present: Megan Biggins, John Bosma, Erin Hart, Ann Neff-Rohs

Public Present: Steven Assarian, GREIU; Jax Johnson

2. APPROVAL OF MINUTES OF THE REGULAR BOARD MEETING ON MARCH 26, 2024

MOTION: By Commissioner Woolsey, supported by Commissioner Kopec, that the Board of Library Commissioners of the City of Grand Rapids approve the minutes of the regular board meeting of March 26, 2024.

No comments.

ACTION: AYES 7 – 0

Motion passed.

3. BOARD COMMENTS

Peterson thanks Neff-Rohs and Biggins for attending Michigan Library Association (MLA) Advocacy Day and sharing their expertise.

Boston comments that she visited the Ottawa Hills Branch recently. She says that she called to ask about whether they had a book a student was looking for, they confirmed they did, and a staff member pulled the book for her so it was ready to be picked up when she arrived. She adds that the staff at that branch are great.

McNaughton comments that Cooperative Director Carol Dawe from the Lakeland Library Cooperative reached out to him and mentioned Biggins', Neff-Rohs,' and the board's work and was impressed with everyone who represented GRPL at MLA Advocacy Day.

4. COMMITTEE REPORTS

a. Legislative

Peterson comments that there were more than 200 library representatives across the state meeting with their legislators to advocate for funding and the freedom to read. He had an opportunity to meet with 4 legislators and felt like everything was very well received by them. He believes that this gave GRPL a good pathway for future talking points.

Anderson added that legislators need to hear as much as possible about Freedom to Read and believe that directly commenting to legislators will help them appreciate the importance and use that support to put forth bills regarding the freedom to read.

García Mazari says she was there as well to support school librarians, advocating for conducting research, and providing research resources. Legislators were open to listening. She adds that it was a good experience and an opportunity to possibly build relationships over time.

Boston adds that Representative Carol Glanville is working on the push for requiring school librarians in schools.

Anderson commends Librarian Erin Antes for attending MLA Advocacy Day with GRPL's Mobile Library. Neff-Rohs commends Director of Marketing & Communications Katie Zychowski for coordinating the new branding on the Mobile Library in time to attend the event. Biggins adds that Neff-Rohs is on the MLA Advocacy Committee and she put a lot of work in for this event.

Woolsey comments that she is happy to hear about everything going on.

b. Policy

No comments.

c. Board Retreat

No comments.

5. STAFF & FOUNDATION REPORTS

A. Library Director's Report

Woolsey comments that she loves the new Staff Picks cards.

Anderson comments that she interacts with the Staff Picks videos on social media.

García Mazari comments that she likes the look of the new outreach kits and adds that she is glad there are kits for staff ready to grab when they're on their way to events.

Woolsey asks whether we train teachers to fill out youth library card applications. Boston asks if schools have applications to use. Biggins explains that we have the application on our website for teachers to use. Boston asks if we have educator cards for teachers. Biggins answers that we have institution cards and adds that library card rules and types are something we are looking at to increase accessibility.

B. Financial Report

Adcock comments that we're gearing up for the end of the fiscal year right now and that he believes we're in good shape. He adds that since the rate increase in the parking lot has happened, there have been notable changes in activity levels and feels that we are in a better position than we were a month ago. Peterson comments that the City is also planning to raise their rates and asks if we are planning to raise ours to stay competitive. McNaughton says we'll be keeping an eye on it.

Anderson asks about the overtime line in the report. Adcock explains that the totals overall are lower and we have plenty of money in our budget to cover this. Anderson asked if adjustments have been made for next fiscal year to cover the change in overtime. Adcock answers yes.

C. Foundation Update

GRPLF Chair Dan Poortenga could not attend the meeting and sent the following update via email. McNaughton reads this on his behalf:

"The Grand Rapids Public Library Foundation is pleased to have granted over \$101,000 last week to the library! This funding will support programs including the Poet Laureate, Hispanic Heritage, Native American Heritage, and Adult Storytime. It will also allow for the purchase of more eBooks and the annual payment for the newly acquired Grand Rapids Press Historical Archives database. The GRPLF Board is appreciative to library staff for the detailed grant requests that were submitted."

Dilley comments that the GRPLF board meeting was informational and says that there were 4 grant proposals that they voted on. Anderson thanks her for attending the meeting.

6. OLD BUSINESS

None.

7. NEW BUSINESS**A. Office Assistant II Position Proposal**

McNaughton explains that we are requesting the creation of an Office Assistant II position because of the increase in safety incidents at the library and introduces Community Services Manager John Bosma.

Bosma explains that this new position's tasks are split between the Community Support and Safety Department and the Public Services Department. The primary goal of adding this position is to have support in order to free up his capacity to work on more strategic, long-term community support and safety functions. He explains the importance of recording safety incidents within reports accurately. This position will do this task so others in the department can work on training front-facing staff, creating procedural development and clarity, providing rule enforcement, and creating procedures around connecting vulnerable patrons to resources. This will allow the department to do work that will provide a greater impact.

Peterson asks if this will allow for Bosma to be more proactive. Bosma says yes.

Biggins explains that the other half of the position's duties will be amongst staff and the public and will have a community outreach component.

Peterson asks about the anticipated scope of the outreach component. Biggins explains that it'll be similar to attending tabling events, and helping the Mobile Library by making library cards and directing patrons to library resources.

Kopec asks what qualifications are required for the position. Bosma answers that public service experience is preferred, Spanish speaking is preferred, and it does not require a Masters in Library and Information Science degree.

Dilley asks if they will primarily be working from the Main Library or if they will be mobile. Bosma explains that they will have a desk at the Main Library but they will sometimes travel with the Mobile Library. Biggins adds that the Mobile Library work is seasonal. Dilley asks whether they are front-facing. McNaughton and Bosma explain that the position will be both administrative and front-facing.

Dilley asks if this person will be working with other community organizations as a dispatcher. Bosma explains that they will be able to work with some community organizations and that they would be helping with connecting patrons to other community resources. He adds that all front-facing staff receive de-escalation training. Dilley asks if this will provide support for certain circumstances to free up Bosma. Bosma says yes and this position will assist the Resource Navigator as well, but the position will be prioritizing detailed administrative work. He says a lot of the job duties will be researching incidents that have taken place and assisting on the follow up procedures. He clarifies that it isn't a dispatcher role. Woolsey asks if this position's duties are primarily paperwork. Bosma says yes.

Boston asks what education level will be required. Biggins answers that a high-school diploma is required and any additional training needed will be provided by the library.

Peterson asks about the timeline for hiring for this position. Bosma and Biggins say they will hire as soon as possible.

Kopec asks if the amount listed within the proposal is the total compensation including benefits. Adcock says yes.

MOTION: By Commissioner Kopec, supported by Commissioner Peterson, that the Board of Library Commissioners of the City of Grand Rapids approve the proposed Office Assistant II position request, effective April 30, 2024.

Boston asks how the split of time between departments is going to work. Biggins answers that the Community Support and Safety Department's busiest season is Winter, and Summer is the busiest season for outreach. She adds that schedules will be negotiated often to fit the needs of the organization.

McNaughton explains that until the staffing study is completed, this is how the library decided to move forward to remain fiscally responsible. Anderson comments that she's glad this is a full-time position instead of two part-time positions.

Woolsey asks why there is a different Office Assistant II position currently open. Biggins explains that we just interviewed for the other position. She also explains how the currently-open position differs from the proposed position. McNaughton adds that we have been receiving great candidates lately and hiring for these positions has been very competitive.

ACTION: AYES 7 – 0

Motion passed.

8. INFORMATION ITEMS

A. Media Index

Woolsey comments that she hopes the solar eclipse went well in Grand Rapids.

B. Staffing Report

No comments.

C. Statistical Report for March 2024

No comments.

9. GRAND RAPIDS EMPLOYEES INDEPENDENT UNION

Assarian presents a letter to the board regarding a recent staff resignation that the staff member asked him to read aloud. He reads the letter to the board.

10. AGENDA ITEMS FOR REGULAR BOARD MEETING: MAY 28, 2024

Anderson reminds the board to let her know if anything needs to be added to May's agenda.

11. PUBLIC COMMENTS

Johnson comments that the board packet's revenue and expense statements are not available online and requests adding them to the meeting minutes section for public access.

12. ADJOURNMENT

MOTION: By Commissioner García Mazari that the Board of Library Commissioners of the City of Grand Rapids adjourn the meeting.

Meeting adjourned at 5:57 pm.



Our Mission
Inspiring opportunity, connection, and innovation.

Our Vision
The Grand Rapids Public Library is key to a dynamic, creative, livable city where people come together to learn and be heard.

Strategic Framework Project Updates
APRIL & MAY 2024

LOOKING OUTWARD

Understanding Our Community

The Poet Laureate program kicked off our new Laureate's tenure with a commencement on April 28. This event brought together more than 60 poets, artists, and poetry fans from our city. It served as a bridge between Kyd Kane's tenure as Poet Laureate to our new Poet Laureate, Christine Stephens-Krieger. Christine has already created infrastructure around the Laureateship that will allow us to better understand the community and better serve them through resources, programs, and connections.

Director of Public Services Megan Biggins met with the Literacy Center of West Michigan's Family Literacy Program Director Karrie Roy to discuss ways the two organizations can work together. While a multitude of possibilities were identified, we were able to select an opportunity to connect the families enrolled in their Literacy Program to the library through tours and the library's upcoming Summer Reading Challenge.

In April, Library Assistant Sol Destrades Mendoza's Uber driver shared their enthusiasm for our collection of *Diary of a Wimpy Kid* books. They said their 8 year old twins are huge fans, but since they read very quickly, it isn't cost effective to buy them all the time.

Spring Break was the first week of April for many Grand Rapids schools. GRPL provided outer space-themed programming and crafts for kids that looked forward to the solar eclipse happening April 8. Thousands of GRPL branded solar eclipse glasses were distributed to the community.

In Adult Services, we had our Eclipse event with Dr. Douglas Furton of GVSU's Department of Physics. More than 30 people attended this program, and even more people gathered outside to view the sun through Dr. Furton's solar telescope. Patrons were excited to learn from Dr. Furton and prepare for the eclipse the following week.

In the Popular Pages Book Club at the Main Library, we had a record attendance of 15 patrons to discuss the book *Jesus and John Wayne: How White Evangelicals Corrupted a Faith and Fractured a Nation* by Kristin Kobes Du Mez. We had an excellent, civil discussion on faith, politics, and community as related to the book. There's clearly a need for these kinds of discussions, and it's good that the library can facilitate them.

We held our first job seeking and resume training session at Mel Trotter Ministries as part of their job seeking program for their guests. Mel Trotter's workforce development team was very happy with the presentation and has invited us back to teach in May.

GRPL staff attended the following outreach events where we shared library resources and events, offered library card sign-ups, and promoted the library with giveaways:

Strategic Framework Project Updates

- Small Business Resource Fair
- Clean Slate Expungement Fair
- Access of West Michigan Walk for Good Food
- Creston Neighborhood Pancake Block Party
- Kent ISD Laugh & Learn
- Hope Academy Family Night
- Grand Rapids Neighborhood Summit
- Eastown Neighborhood Picnic in the Park
- Congress Elementary End of Year Fiesta

GRPL provided board books with library information for a community baby shower hosted by partner organization Great Start Collaborative of Kent County. They provided pack and plays, diapers, wipes, and more to hundreds of mostly low income families who are either expecting a baby or have an infant under 12 months old.

AARP Tax Aide shared that they completed 1,395 returns for 2023, totalling \$2,272,595 in refunds during their stay at GRPL from February 3 through April 13. Comparatively, they completed 100 returns for years 2020 through 2022.

The 2024 Summer Reading Challenge (SRC) kicked off on May 28. The SRC encourages and inspires youth, parents, and adults to read for enjoyment and enrichment, get to know their community, and work together to complete challenges. Similar to last year, participants get a starting prize and a passport with a wide variety of challenges to choose from. If a patron completes 12 challenges, they're eligible for a grand prize. Signups for the first week were quite promising, as we almost hit 3,000 signups.

The South Region branches worked on deepening their connections with neighborhood schools this Spring. Branch staff attended outreach events at Burton Elementary, Burton Middle, Brookside Elementary, Hope Academy of West Michigan, University Prep Academy, Mulick Park Elementary, and the Gerald Dawkins Academy. Staff members were guest readers at local elementary schools, hosted class visits at the Seymour and Ottawa Hills branches, attended 2 middle school Career Day events, and more. In April, 6 teachers from Brookside Elementary asked to have staff come in and read to their classes. Staff from the Seymour and Madison Square branches attended Hope Academy of West Michigan's April Family Night and will be heading back for another one in May. On April 26, Regional Branch Manager Andrea Cosier talked to middle schoolers at University Prep Academy about what public librarians do on a day-to-day basis and what it takes to enter the field. It is the South Region management team's goal to let teachers know that we're here to be a resource for them and to make sure the kids in our neighborhoods know that they are welcome at the library!

The Community Support & Safety Department received a call from a community partner that GRPL works closely with who was looking for a specific type of assistance for their client that GRPL is especially well-positioned to offer. We were able to assist the patron directly, and shortly after, the patron was able to attend a library program that further helped them.

A new program called Ask a Mental Health Specialist began in April. Pine Rest psychiatric residents are available during the program to answer patrons' general mental health-related questions. The first instance of this new program resulted in significant engagement and positive feedback from patrons and the psychiatric resident.

D.A. Blodgett - St. John's started tabling at the Main Library to help promote foster care awareness.

Strategic Framework Project Updates

A family came to the Main Library for the first time with several urgent needs, including emergency shelter. Staff from the Youth Services, Adult Services, Patron Services, and Community Support & Safety Departments (Library Assistants Neni Andrade, Claudia Coursey, Tiha Kabir, Sam Krepel, Mary Smyrniotis; Director of Patron Services Megan Biggins; Resource Navigator Sabrina Slenk; and Community Services Manager John Bosma) all worked with the family over the course of 2 days, making dozens of phone calls and doing everything possible to help the family feel welcome and supported while also connecting them with urgently-needed resources.

A patron came into the library seeking crisis resources for someone who was nearby but off library property and experiencing suicidal ideation. Staff reached out to emergency services and helped the patron provide support to the nearby patron. In the minutes while emergency services were en route, the situation became more dangerous but emergency personnel arrived in time to assist the individual.

A patron disclosed suicidal ideation to staff and was seeking assistance. The staff member worked with the patron for an extended period of time and the patron was able to access needed services that day.

CREATING INSPIRING SPACES & EXPERIENCES



We've rebranded our Mobile Library and our delivery vehicle to coordinate with our new visual expression.

We've been undergoing a comprehensive review of our public website with the Office for Civil Rights for the last year. In June 2023, we submitted a comprehensive report to our assigned attorney, and since then, a small team has been working to remediate existing errors. The focus of the work has been on removing .pdfs from the website as well as making sure any remaining .pdfs are compliant.

An educator and a group of Black students met at the Ottawa Hills Branch to celebrate their college scholarship awards. They took a group photo and had a lively discussion.

A patron came into the Ottawa Hills Branch and said their 10 year old child has been counting down the days until they are old enough to volunteer at the library. They included that their child already knows what college they want to go to to get a librarian degree so that they can work at GRPL.

Strategic Framework Project Updates



The Seymour Branch's Spring display was a team effort between staff and patrons. Library Assistant Laura Rayson designed and put up the display. Most of the staff contributed by cutting out butterflies, and Library Assistant Raven Phalen-Price invited our young patrons to color in their own butterflies.

We continue to see strong adult engagement with our passive programming on the Lower Level of the Main Library. This includes puzzles, a chess set, and coloring pages. Patrons often delight in showing staff a completed puzzle and finished coloring pages.

New furniture was delivered for the Youth Services area at the Main Library. New child-sized tables, new wooden chairs, and a puppet theater were installed in the children's side of the department. These replaced adult-sized seating, making the space more child-friendly while retaining suitable adult seating in the area. The teen area has new cafe style tables and a new study lounge chair.

New acrylic holders were selected, purchased, and deployed to all branches and the Youth Services Department at the Main Library. These new holders were selected to change the visual availability of magazines from having only the current issue on the metal display shelves to now highlighting the abundance of back issues available for checkout. The presentation of our materials has really caught the attention of staff and patrons alike!



Strategic Framework Project Updates

Despite being delayed 2 months due to a water main break, One Book, One City for Kids 2024 was once again a smashing success.

- In May, students from every 5th grade class at GRPS attended an author talk with Rebecca Balcárcel, author of this year’s selection, *Shine On, Luz Véliz!* Rebecca had a great time interacting with the students and repeatedly said this is the smoothest author event she’s ever done. Rebecca talked about the inspirations for her book and what the writing process is like (hint: it includes lots of revising!). In the book, the main character joins her school’s robotics class. Thanks to the coordination of our GRPS partners, members of GRPS’s robotics teams did robotics demonstrations before each author presentation. GRPS has middle school teams that the 5th graders can join in the Fall when they’re in 6th grade, so this was a fantastic opportunity. The robotics team reported that they get 20-30 views of their Facebook page in a normal week; that week they got 500.
- Our GRPL-hosted event for non-GRPS schools was held at St. Cecilia Music Center and was attended by 223 people, including students from River City Scholars, Grand Rapids Christian, Lake Michigan Academy, Anchorpoint Christian, Carson City-Crystal Community Schools, and Stepping Stones Montessori. In spite of the rescheduling, attendance was comparable to last year’s event.



The new exhibit in the Grand Rapids History Center, *For the Love of the Game*, was revealed and celebrated on May 23. Dr. William Anderson spoke about his passion for the Detroit Tigers and the impact that the All-American Girls Professional Baseball League and the Negro Leagues had on baseball during the time of segregated sports. The attendees learned that the Robinson Studios photographs of the Detroit Tigers Spring training was a highly valuable resource to Bill when writing his histories of the Detroit Tigers. Johnny Walker and Dan Groce, 2 former Grand Rapids Black Sox players, attended, as well as Minnie Forbes, one of the few Black female owners of a Negro League team. 70 baseball fans attended to learn more about our local history. The exhibit will be up from May 23 - September 30.

TRANSFORMING OUR CULTURE

We’ve created an Organizational Deadlines Google calendar to help managers keep track of all the important organizational deadlines that drive our planning work.

Strategic Framework Project Updates

To aid in the consistency of Spanish content across the system, we've created Spanish Copy Standards. Staff can reference this document when creating and proofing documents and design pieces featuring Spanish translations.

Multiple staff participated in conference events in April. The Communications Department joined regional library marketers to discuss best practices, barriers, and opportunities to inform their work within the context of our industry; Seymour Branch Manager Andrea Cosier and Library Assistant Mindy Reitkerk from the Ottawa Hills Branch went to the Public Library Association (PLA) Conference; and Library Assistant Sol Destrades Mendoza enjoyed a day at the Michigan Association for the Education of Young Children Conference (MIAEYC). Learning opportunities included workshops addressing DEI, adults with intellectual disabilities, and the role of Urban libraries in defending democracy.

National Library Workers Day on April 9 was the second year in a row that GRPL recognized staff for their work by providing allergy-friendly snacks to each branch and department. The Executive Team filled goodie bags with a signed card thanking everyone for their commitment to the community and hand delivered them to all of GRPL's locations and departments.

GRPL's Spring Staff Day was held on May 15 where we closed all of our locations so GRPL staff could gather to learn and connect. The in-service day was split into morning and afternoon sessions so everyone could participate in both training and team building activities. This year, the trainings provided were Verbal De-escalation with Larry Smith, who handles training for D.A. Blodgett - St. John's, and an Executive Panel discussing GRPL's FY24 Achievements, FY25 Outlook, and answering staff questions. Team building opportunities included trivia, a competition with a scavenger hunt, and crafting. Feedback from staff about their favorite part of the day included:

- *"Getting to mingle with staff I don't generally see/interact with."*
- *"The crafting portion when we were able to converse with other staff on a casual, non-work-related basis. The verbal de-escalation workshop was good also."*
- *"Getting to meet more GRPL staff and learning about all of the exciting things coming in the next few fiscal years!"*
- *"The verbal de-escalation training was good, as was getting to see folks I don't see every day."*
- *"I liked the team building activity=Spent time with people outside of my department in an active and non-awkward way."*
- *"My favorite part of the day are the conversations I have with coworkers between trainings and events."*

GRPL staff completed in-person 2.5 hour Verbal De-escalation training sessions during Staff Day.. The content included practical tips for de-escalating challenging situations as well as strategies for regulating ourselves during challenging situations. Feedback from staff has been very positive about how helpful and engaging the sessions were.

We had the first ever Branch Staff Trivia Night this April. Branch staff came together to connect with each other, eat snacks, and play an intense game of trivia. The entire event was the idea of Seymour Branch's Library Assistant Amy Brooks. Branch Managers worked together to make it a success and everyone had a good time.

BEING VISIBLE & VALUABLE TO THE COMMUNITY

We extended our March is Reading Month class visits into April for Brookside Elementary with Seymour Branch Manager Andrea Cosier, Library Assistant Elise Gooding, and Ottawa Hills Branch Manager Courtnei Moyses. A young patron who visited the Seymour Branch with their grown up was excited to see Elise because they

Strategic Framework Project Updates

recognized her from her visit to their third grade class.

The Grand Rapids History Center (GRHC) and the Communications Department have collaborated on a series of blogs designed to amplify the Grand Rapids Press Digital Edition (1893–current) as well as an upcoming exhibit which will be presented in the GRHC.

We've launched an ILS-integrated eNews campaign that will support the communication of our library offerings to all new cardholders. Upon library card registration, new patrons will begin receiving welcome emails from GRPL to help them learn more about how to set up their online account and about our services, events, and offerings. This series of emails is intended to create a roadmap for new patrons to learn about and understand how to get the most out of their library card.

In addition to sending welcome emails to new library cardholders, we've restarted GRPL's monthly eNews (Now at GRPL) which includes information about what's happening at the library each month.

The Small Business Resource Center was again host to Spring GR, a local entrepreneurial support organization that helps cohorts of aspiring and current small business owners to explore and build on their ideas. Over two sessions, we helped 20 students understand research and find information through the library's business resources. This has also resulted in a relationship with GROW, a local entrepreneurial support organization that provides training and funding to entrepreneurs.

In an unprecedented partnership, every GRPS Summer school student will participate in the Summer Reading Challenge (SRC). GRPS staff are planning on incorporating SRC into Summer school reading curriculum time, and GRPL staff are dropping off supplies, hosting tables at open houses, and hosting Grand Prize book fairs at the end of the Summer school session so that students can pick out their own book to keep. This collaboration assists teachers in motivating students to read and expand their reading horizons, and brings the SRC to many youth who may not otherwise be aware of the program.

A patron expressed that she loved the work we do at the library. When she was growing up in the 1930s and 40s, her family only had two books in their house and her school did not have a library.

GRPL offered the new Creston Neighborhood Association's Farmer's Market and the Fulton Street Farmers market 100 GRPL bags to distribute to market goers as a way to welcome the Creston Market, help increase library visibility within these neighborhoods, and provide a reusable option for groceries. The Fulton Street Farmers Market noted that these bags will be specifically valuable for market goers who use WIC and inquire about ways to bring their groceries home.

WZZM 13 On Your Side is running a series of highlights on community literacy building efforts during the Summer months. GRPL is partnering with WZZM on the Summer Reading Celebration events, and because of this connection, Catherine Behrendt has been filming a number of segments with GRPL staff that cover a wide variety of topics related to reading and literacy. Youth Services experts in the system have also been promoting the Summer Reading Challenge in a number of media appearances with other media partners in the area, including Wood TV and Fox 17.

A family came to the Ottawa Hills Branch to sign their baby up for the 1,000 Books Before Kindergarten program. They mentioned to Library Assistant Mindy Reitkerk that they read about the program in the recent Family Futures newsletter mailer. It was a great full-circle moment since Mindy was the one who submitted that article contribution to Family Futures, a long-time community partner.

Strategic Framework Project Updates

A patron in her mid-80s is a regular technology tutoring attendee at the Ottawa Hills Branch. Since coming in for technology appointments, she has learned how to check voicemails and emails, log in to her new laptop, and browse YouTube to find music to listen to. She is so thrilled each time she learns a new skill and feels like she isn't being left behind due to her age.

Financial Summary through May 2024

Operating Fund 2710

Revenues

- The library received the second portion of the personal property tax loss reimbursement (line 4) for FY24 in the amount of approximately 130k. No other notable changes have occurred to the library's property tax and other revenue line items for May.

Expenditures

- Compensation is tracking approximately within four percent of budget projections through 11 months of the fiscal year.
- No notable activity occurred within the operating expenditure line items last month.

Capital Fund 2711

Expenditures

- Approximately 100k towards elevator upgrades and Yankee Clipper desk replacements represents the spending activity in May for this fund.

Grand Rapids Public Library
 Revenue and Expense Statement
 Operating Fund
 Month Ended May 2024

Description	BOARD APPROVED BUDGET FY 2024	Actual FY 2024 through 11 months	Expenditure % of Budget	For Month Ended May FY23 92% of Year	FY 2022 Actual Final
1 Real property tax	11,634,311	12,095,831		11,122,698	10,602,006
2 Taxes-Assessments Canceled	(18,500)	(4,554)		(3,267)	(8,546)
3 Personal property taxes	808,319	881,088		869,161	922,061
4 Personal property tax loss Reimbursement	84,644	223,436		84,973	172,321
5 Industrial/commercial facilities	13,622	14,769		13,487	19,927
6 Payment in lieu of taxes (PILOT)	59,262	9,624		60,679	71,833
7 Interest/Penalties on delinquent taxes	29,500	40,604		19,123	30,937
8 Tax Capture Rebates	130,000	185,963		184,754	118,718
Total Tax Revenues	12,741,158	13,446,760		12,351,606	11,929,258
9 Interest on investments	273,417	306,156		167,212	(543,094)
10 Penal Fines	290,000	285,965		285,803	280,985
11 State Aid to Libraries	120,000	201,716		198,829	179,300
12 Misc service fees, contributions, room rent, parking	60,000	78,221		51,101	123,751
13 Library book fines	35,000	25,891		28,627	20,955
Total Other Revenues	778,417	897,950		731,573	61,897
Total Revenues	13,519,575	14,344,710	106.1%	13,083,180	11,991,155
14 Retiree Health Care	113,483	97,206	85.7%	105,233	116,943
15 Full Time Employees	4,361,955	3,911,572	89.7%	3,728,552	3,736,974
16 Part Time Employees	2,221,219	1,823,440	82.1%	1,571,146	1,668,112
17 Shift Differential	45,000	49,287	109.5%	45,016	4,706
18 Over Time @ 1.5	35,000	60,720	173.5%	41,633	40,850
19 Acting Assignment	1,000	-	0.0%	-	-
20 Unemployment Comp	6,500	5,252	80.8%	4,888	5,128
21 Employers Social Security	503,974	435,107	86.3%	399,761	403,950
22 Hospitalization Insurance	742,632	648,678	87.3%	693,155	697,416
23 Retirement Fund Contribution	1,022,078	853,644	83.5%	789,700	904,186
24 Vacancy & Turnover Lapse	(50,000)	-	-	-	-
Total Compensation	9,002,841	7,884,907	87.6%	7,379,084	7,578,264
25 Supplies	130,650	112,840	86.4%	92,364	163,064
26 Postage	9,000	9,796	108.8%	6,703	6,691
27 Contractual Services	682,286	234,216	34.3%	458,946	343,892
28 Contractual Services - Training	60,000	106,050	176.8%	40,617	-
29 Professional Development	87,200	21,119	24.2%	61,711	52,351
30 Conferences and Travel	77,500	45,769	59.1%	32,679	21,298
31 Local Business Expense	8,000	16,728	209.1%	10,142	9,010
32 Bank Fees	2,000	1,340	67.0%	1,583	-
33 Memberships	32,406	29,857	92.1%	25,437	24,105
34 Community Promotion	332,300	100,356	30.2%	71,149	199,371
35 Printing and Publishing	140,000	108,785	77.7%	36,756	61,369
36 Advertising	75,000	46,580	62.1%	41,487	-
37 Liability Insurance	108,453	99,415	91.7%	85,204	95,877
38 Property Insurance	53,272	53,272	100.0%	49,496	49,188
39 Electricity	375,000	241,278	64.3%	258,813	309,081
40 Water	33,350	28,653	85.9%	17,688	30,222
41 Natural Gas	116,200	97,348	83.8%	111,022	107,033
42 Telephone	38,360	21,054	54.9%	15,972	22,342
43 Internet Services	130,250	74,225	57.0%	818	-
44 Software	88,690	68,524	77.3%	24,042	-
45 Software Maintenance Fees	30,770	91,698	298.0%	28,081	-
46 Maintenance Repair	415,000	513,423	123.7%	396,868	366,081
47 Equipment Rentals or Lease	58,151	55,319	95.1%	57,834	22,383
48 Mileage reimbursement	10,050	7,903	78.6%	5,947	6,866
49 Tuition reimbursement	10,000	2,249	22.5%	3,500	6,500
50 Refuse Collection	27,000	8,675	32.1%	24,472	22,925
51 Asset Management Allocation	-	-	0.0%	1,500,000	490,000
52 Books/Other Materials	1,620,000	1,232,264	76.1%	1,317,208	1,563,595
53 Furniture	128,925	57,335	44.5%	75,920	79,539
54 Equipment	88,700	81,242	91.6%	94,836	126,507
55 Computer Equipment	-	57,127	0.0%	50,781	-
56 Vehicles	40,000	40,752	101.9%	-	-
57 Operating Transfers Out (City Mgmt fee)	432,276	396,253	91.7%	326,172	258,358
Total Operating Expenditures	5,440,789	4,061,445	74.6%	5,324,247	4,437,649
TOTAL EXPENDITURES	14,443,630	11,946,352	82.7%	12,703,330	12,015,913
TOTAL REVENUE	13,519,575	14,344,710	106.1%	13,083,180	11,991,155
SURPLUS (DEFICIT)	(924,055)	2,398,358		379,849	(24,757)

Grand Rapids Public Library

Revenue and Expense Statement

Capital Fund

Month Ended May 2024

Description		BOARD APPROVED BUDGET FY 2024	Actual FY 2024 through 11 months	Expenditure % of Budget	For Month Ended May FY23 92% of Year	FY 2022 Actual Final
1	Operating Fund Transfer In	-	-		1,500,000	490,000
2	Interest on Investments	58,048	26,656		50,032	(135,218)
Total Revenues		58,048	26,656		1,550,032	354,782
3	Building Additions/Improvements	1,063,428	882,672		1,523,478	340,407
Total Asset Management Expenditures		1,063,428	882,672	83.0%	1,523,478	340,407
TOTAL EXPENDITURES		1,063,428	882,672	83.0%	1,523,478	340,407
TOTAL REVENUE		58,048	26,656	45.9%	1,550,032	354,782
Fund 2711	SURPLUS (DEFICIT)	(1,005,380)	(856,016)		26,553	14,375
Total Revenues		13,519,575	14,344,710	106.1%	13,083,180	
Total Expenditures		14,443,630	11,946,352	82.7%	12,703,330	
Fund 2710	SURPLUS (DEFICIT)	(924,055)	2,398,358		379,849	
<u>TOTAL BOTH FUNDS:</u>						
Total Revenues		13,577,623	14,371,366	105.8%	14,633,211	
Total Expenditures		15,507,058	12,829,024	82.7%	14,226,809	
SURPLUS (DEFICIT)		(1,929,435)	1,542,342		406,403	



Memorandum

Date: June 25, 2024
To: Board of Library Commissioners
From: John McNaughton, Library Executive Director
Re: FY25 Michigan Arts and Culture Council Grant Application

grpl.org

Main Library
 111 Library St NE
 Grand Rapids, MI 49503
 616.988.5400

Madison Square Branch
 1201 Madison Ave SE
 Grand Rapids, MI 49507
 616.988.5411

Ottawa Hills Branch
 1150 Giddings Ave SE
 Grand Rapids, MI 49506
 616.988.5412

Seymour Branch
 2350 Eastern Ave SE
 Grand Rapids, MI 49507
 616.988.5413

Van Belkum Branch
 1563 Plainfield Ave NE
 Grand Rapids, MI 49505
 616.988.5410

West Leonard Branch
 1017 Leonard St NW
 Grand Rapids, MI 49504
 616.988.5416

West Side Branch
 713 Bridge St NW
 Grand Rapids, MI 49504
 616.988.5414

Yankee Clipper Branch
 2025 Leonard St NE
 Grand Rapids, MI 49505
 616.988.5415

Each year, the Grand Rapids Public Library Foundation (GRPLF) applies for the Michigan Arts and Culture Council (MACC) grant on behalf of Grand Rapids Public Library to support School Years Literature Programming including Summer Reading Challenge and One Book, One City for Kids in the amount of \$20,000. In order to submit the application again on our behalf, GRPLF needs approval by the Board of Library Commissioners.

Proposed resolution:

RESOLVED that the Board of Library Commissioners of the City of Grand Rapids approve for the GRPLF to submit the Michigan Arts and Culture Council (MACC) grant application for FY25.



**Grand Rapids Public Library
Board of Library Commissioners
Policy Manual**

**Policy XXXX
Photography & Video Policy**

The Grand Rapids Public Library reserves the right to document its services and the public's use of the library by taking photographs and making video or audio recordings of its programs, events, activities and their participants for use in brochures, flyers, web pages, or other promotional materials.

To ensure the privacy of all individuals, including children, images will not be identified using personal identifying information or full names without written approval from the photographed subject or parent/guardian if a minor. Those wishing not to be photographed or recorded should inform the photographer or Library staff. All patrons consent to the library's use of these photos or videos unless they specifically inform staff of an objection when the photos or videos are being taken.

GUIDELINES FOR THE PUBLIC

Photography is allowed in all public areas. We ask all patrons who are photographing or filming in the library adhere to the following guidelines which are posted on www.grpl.org:

Photography in the Library

- Patron access to library material should be kept open. This includes doorways, stairs, elevators, book stacks and other areas identified by staff.
- The library is a place of business. Photographers should take care not disrupt the work of library staff or patrons.
- The privacy of library accounts is protected by Michigan law. They cannot be photographed or recorded in any way.
- A photographer should ask for consent before filming a patron or staff member.
- Tripods, lighting and other equipment can block access and be a trip hazard. A camera and a camera bag are the only photography equipment allowed in the library.

Filming in the Library

- Professional filming should be scheduled through the Communications Department. Location fees may be charged.
 - Filming for personal use is allowed if they meet the criteria above. Staff should use their best judgment when allowing filming and can offer meeting rooms to use if needed.
-

Grand Rapids Public Library

March – April 2024 Media Index

Media Mentions by Topic

Programs	7
General	5
GR History Center	1
Staff/Board	0
GRPL Foundation	0
Outreach	0

Digital Media	0
Television	0
Radio	0
Print publications	0

Total number of mentions: 13

Key Articles and Interviews

- [Music in the Stacks: Free Hat](#)
- [Abandoned stairs share a glimpse of **Grand Rapids'** early history - FOX 17](#)
- [You Can Get Free Eclipse Glasses From These Local Places - 97.9 WGRD](#)
- [Solar Eclipse seminar **at Grand Rapids Public Library** | wzzm13.com](#)
- [Public library helps Champaign gear up for solar eclipse](#)
- [Josiah Didier Honored as Griffins' Man of the Year - Grand Rapids Griffins](#)
- [What is GERI? Buses promote conversations with kids - WOODTV.com](#)
- [Wonder Media Website Available to Support Media and News Literacy - State of Michigan](#)
- [Stacks of resources - **Grand Rapids** Magazine](#)
- [20 Amazing Family Memberships: Zoo Memberships, Museum Memberships and More - grkids.com](#)
- [Celebrate AAPI month at these **Grand Rapids Public Library** events | WOODTV.com](#)
- [Morning Buzz: May 1 - FOX 17](#)
- [Exhibition Opening | For the Love of the Game - **Grand Rapids** Kids Event Calendar](#)

Social Media Comments

Partner Picks - Videos

- Premium content!
- Great recommendations 🥰
- These are really cool features!!! 🙌🙌🙌
- This series is so fun!
- It's giving "Grand Rapids criterion closet"
- adding to my watchlist ✅✅✅

Staff Picks - Videos

- I'm obsessed! Great suggestions.
- Thank you Marlo
- Yay, Marlo! Whoo! 🙌🙌🙌
- Rachel! I haven't read any of these. I'll have to give them a try
- YEAH RACHEL YEAAAAHHH 🔥

Events & Initiatives

- This is super awesome. 😍 (Music in the Stacks: GVSU Music Students)
- Our first time seeing the butterflies meijergardens. Our first time seeing a solar eclipse (free eclipse glasses from [@grandrapidpubliclibrary](#), as well as tickets to Meijer Gardens via their Circulating Memberships program---thank you, GRPL ❤️).
- Thank you for the complimentary glasses...they were safe and perfect for this eclipse.
- Taking my grandson! (Air Zoo Day)

General

- This Wednesday, we will be at the devoshall serving up coffee to all the lovely folks attending the davidsedarisbooks show! We will also be donating \$1 from each drink sold to the [@grandrapidpubliclibrary](#) 📖☕ (Lantern Coffee)
- Hey GRPL! I have a quick question, I was hoping to host a small artist event called a "sketchbook swap" at your location downtown! It's where artists bring a sketchbook and pass them around for different artists to draw in them! (The sketchbook owners characters, birds, plants, etc). Would that be allowed? I would most likely also be advertising the event so that's why I wanted to make sure it'd be ok! I'm not sure how big the turnout will be but I'm hoping it's a decent turnout!
- The Main Grand Rapids Public Library Branch [@grpl](#) is open until 9pm Monday- Thursday. My kids and I find this very convenient for a post dinner book run!

Grand Rapids Public Library

May – June 2024 Media Index

Media Mentions by Topic

Programs	12
General	0
GR History Center	3
Staff/Board	0
GRPL Foundation	0
Outreach	2

Digital Media	0
Television	0
Radio	2
Print publications	0

Total number of mentions: 19

Key Articles and Interviews

- [How you can celebrate AAPI Heritage Month in Grand Rapids | wzzm13.com](#)
- [Morning Buzz: May 6 - FOX 17](#)
- [Grand Rapids Wants You To Come Out And Enjoy These FREE Events](#)
- [Library learning includes 'space, the eclipse and all things astrological' - School News Network](#)
- [GRPL's to Kick off Summer Reading Challenge | Newsradio WOOD 1300 and 106.9 FM](#)
- [Are you Michigan's next poet laureate? Here's how to apply - mlive.com](#)
- [Did you know: the first selfie comes from Grand Rapids | wzzm13.com](#)
- [GR Public Library hosting exhibit on Detroit Tigers, Grand Rapids Chicks](#)
- [The Grand Rapids Public Library is hosting an exhibition to highlight the Tigers, Chicks, and Black Sox](#)
- [Up for a challenge? Grand Rapids Public Library's free summer program returns - FOX 17](#)
- [June things to do: Celtic fest, Juneteenth, Father's Day, Parade of Homes, food, music, movies, art](#)
- [Grand Rapids library summer program encourages you to 'read s'more' | WOODTV.com](#)
- [Grand Rapids Public Library's Summer Reading Challenge is happening now!](#)
- [Grand Rapids Public Library hosting all-ages Summer Reading Challenge](#)
- [GRPL's Summer Reading Program is now underway](#)
- [GRPL announces mobile library 2024 summer schedule](#)
- [Will the Mobile Library visit your neighborhood this summer?](#)

Social Media Comments

Partner Picks - Videos

- Right when you showcased the new Emma adaption, I knew I would like every one of your choices, Lauren.
- Thank you so much for having me! GRPL (Main...lol) is such a haven for me.
- Love the library! I rent movies there weekly!
- ❤️❤️❤️ yay! Great selection and tag-along info!!!

- Slay adding to my watchlist!! 🙄
- The Librarian in me cannot love this anymore! <3
- Amazing picks! Spencer always gives me stuff to watch I've never even thought of before 🍿
- On my way to pick up and watch all of these 😊

Staff Picks - Videos

- Great recs, Raven! ❤️
- those are all some of my favorite books! 🍷
- Love cozy fantasies! Thanks for the additional recs!

Events & Initiatives

- Thanks for highlighting the AAPI stories, **Grand Rapids Public Library**. I will be visiting with my kids soon! (AAPI Events)
- Hey students! Cool opportunity to hear from Jeffrey Songco and other regional artists with AAPI heritage. If you missed our trip to Saugatuck Center for the Arts, or if you just couldn't get enough of Jeffrey, here's your chance for more. (AAPI Artist Talk)
- Oooh. That looks cool. (For the Love of the Game)
- I heard about this. Can't wait to go! (For the Love of the Game)
- One of my goals this year was to read a book a month & I'm happy to say I'm 5 for 5! 🎉 For some extra motivation I've signed up for the Grand Rapids Public Library Summer Reading Challenge & I would be so hyped if you joined me! ☀️
- A big thank you to Andrea Cosier and the staff of the Grand Rapids Public library for inviting me to be the moderator of tonight's artists panel discussion with Jeffrey Songco, Chien-An Yuan, & Kim Thái Nguyễn.
- I hope you offer this again- it looks like it is sold out! (Introduction to Fiction Writing)
- Hi! I built a blanket fort for the Summer Reading Challenge. I've been telling all my friends and coworkers to do the Reading Challenge! 💪
- 🙌 Weekend!! Always a great feeling. 📚 We started the weekend by signing up for our library Summer Reading Challenge! A passport full of fun summer literacy activities the kids, and of course cute goodies like stickers, bookmarks, and water park passes!

- Thanks for the yard sign!!! My account is private but wanted to send this along :)

General

- Do you offer anything for kids, teens or homeschoolers?! Thanks!!
- When does summer reading start? I'm off to the UK and Montenegro soon and want to make sure I get my priorities set first :)
- Y'all have the BEST branding!!



STAFFING REPORT

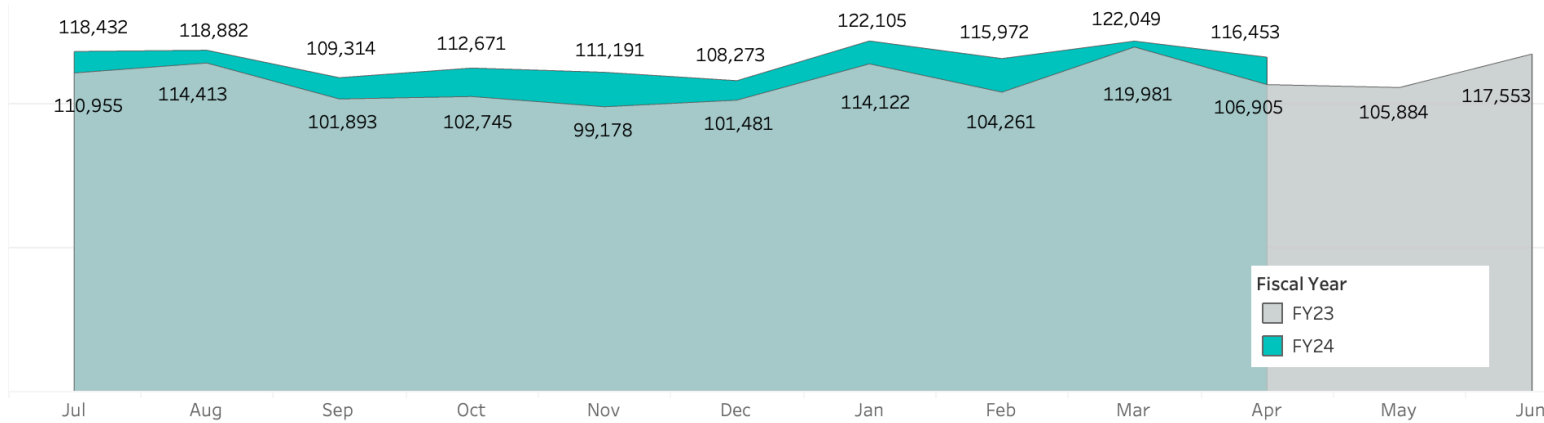
April June 2024

NEW HIRES				STAFF		
EFFECTIVE	POSITION	LOCATION	ANNIVERSARIES	POSITION	TIME	
5/6/2024	Library Page	South Region	Katie Visner	Library Page	30 years	
5/13/2024	Library Office Assistant II	Main Library	Doug Kyle	Information Systems Assistant Manager	26 years	
6/3/2024	Library Facilities Manager	Main Library	Ken Dahlman	Facilities Manager	18 years	
DEPARTURES			Misha VanVaerenbergh	Library Assistant II	16 years	
			Steve Vado-Nieto	Library Assistant II	9 years	
4/16/2024	Library Assistant II	North Region	Brian Hall	Library Assistant II	9 years	
5/10/2024	Library Page	Main Library	Lori Gebhart	Library Assistant II	7 years	
5/17/2024	Library Assistant II	Main Library	Karen Moore	Library Assistant II	7 years	
6/5/2024	Library Assistant II	South Region	Oz Perez Rios	Librarian II	7 years	
6/6/2924	Library Page	Main Library	John McNaughton	Executive Director	6 years	
OPEN POSITIONS			Bruce Smolenski	Library Assistant II	6 years	
Librarian IV (1)			Cyndi Fisher	Library Assistant II	6 years	
Office Assistant II (1)			Sam Krepel	Library Assistant II	3 years	
Library Page (2)			Drea Taylor	Library Assistant II	3 years	
Library Assistant II (5)			Erin Antes	Librarian I	2 years	
Deputy Director (1)			Amanda Webb	Library Page	2 years	
			Ann Neff-Rohs	Librarian IV	1 year	
			Victor Puhy	Library Assistant II	1 year	
			Allison Troyer	Library Page	1 year	
			Jamie Wasilchenko	Library Assistant II	1 year	
			Merlyn Milzarski	Library Page	1 year	
			Andrea Ball	Library Page	1 year	
TOTAL TURNOVER FY24*			MONTHLY TURNOVER* April 13 - May 10, 2024			
All staff	11.88%	19 people	All staff	3.13%	5 people	
Part-time staff	9.38%	15 people	Part-time staff	3.13%	5 people	
Full-time staff	2.50%	4 people	Full-time staff	0.00%	0 people	
					*Does not include retirements	6/14/2024

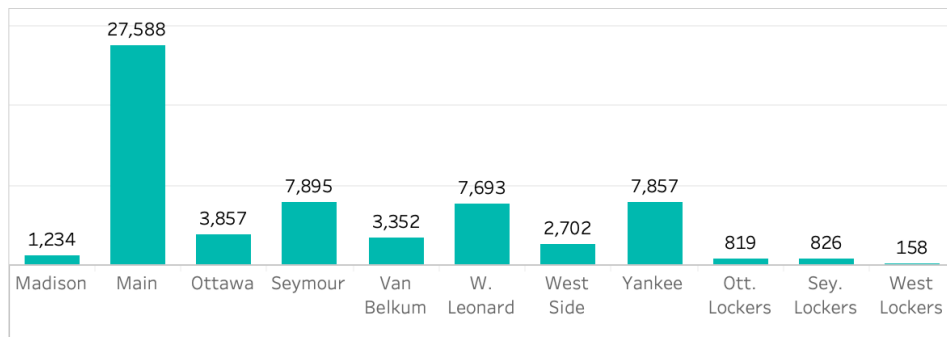
APRIL 2024

STATISTICAL REPORT

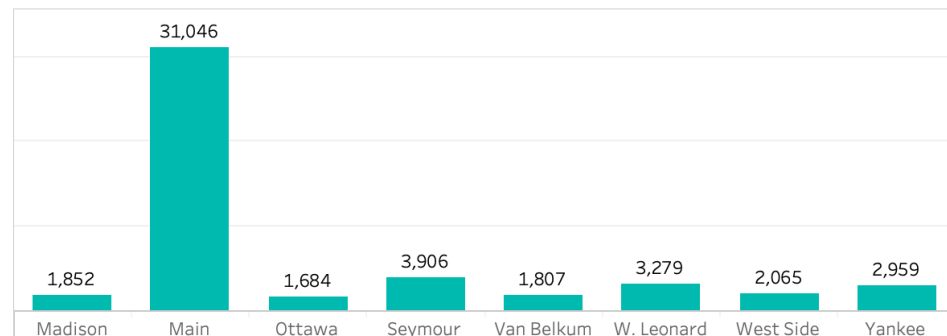
Items Borrowed by Fiscal Year and Month (includes both physical and digital items)



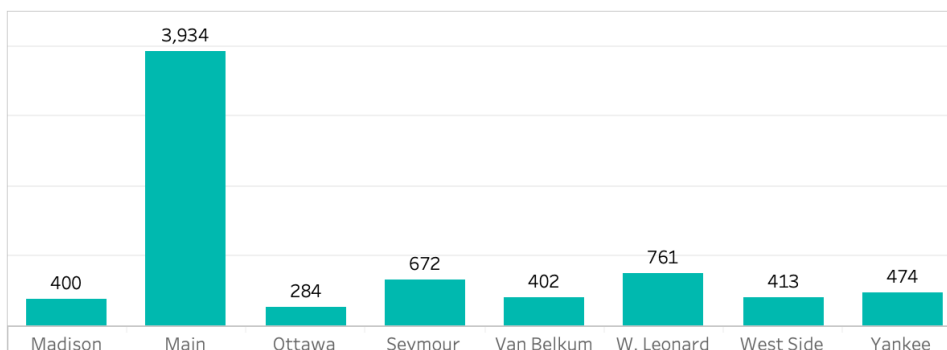
Physical Items Borrowed by Branch



Library Visits by Branch

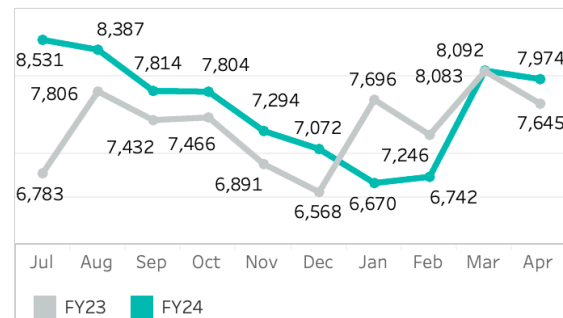


Public Computer Use by Branch

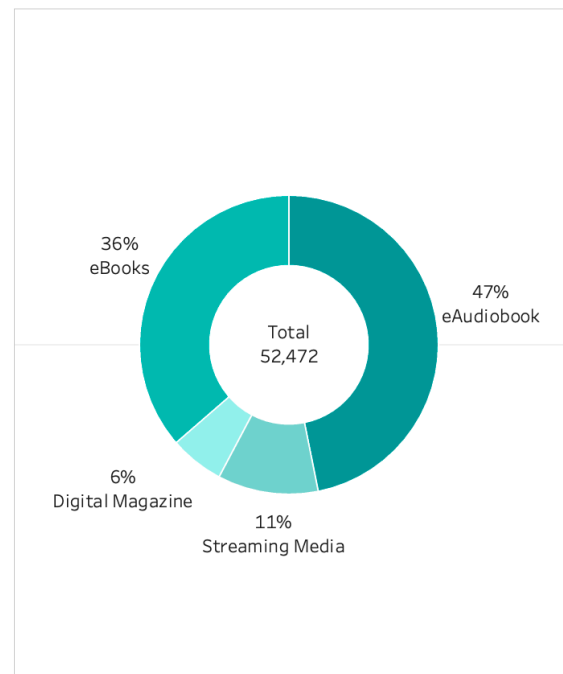


Unique Borrowers by Month

Indicates patrons checking out physical materials



Digital Usage by Format



48,598

Library Visits

2024 FYTD: 410,335 **↑18%**
2023 FYTD: 348,862

1,397

Library Cards Issued

2024 FYTD: 13,946 **↑3%**
2023 FYTD: 13,479

116,453

Total Items Borrowed

2024 FYTD: 1,155,342 **↑7%**
2023 FYTD: 1,075,934

63,981

Physical Items Borrowed

2024 FYTD: 641,317 **↑0.5%**
2023 FYTD: 638,089

52,472

Digital Items Borrowed

2024 FYTD: 514,025 **↑17%**
2023 FYTD: 437,845

16 Library Programs

282 program attendance

12 Outreach Events

904 outreach attendance

6 Classes

5 School Visits / Tours

15 1-on-1 Tech Help

17 Business Consultations

19,919

Database Page Views

207

Email Reference Questions Answered

7,340

Public Computer Sessions

Social Media

9,408 interactions
36,638 followers
183,162 impressions

9,031

Digital Archival Items Viewed

14,585

Physical Holds Fulfilled

87

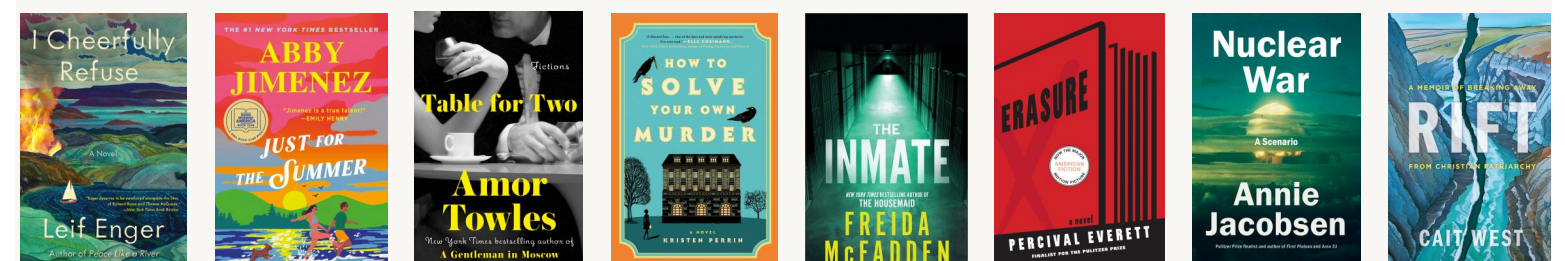
WiFi Hotspot Checkouts

Community Connections

A selection of organizations that GRPL staff connected with this month:

- Arbor Circle Street Outreach
- D.A. Blodgett
- Essential Needs Task Force (ENTF)
- Family Futures
- Grand Rapids Poet Laureate
- Hispanic Center of West Michigan
- ICCF
- Literacy Center of West Michigan
- LibraryIQ
- Mel Trotter Workforce Dev.
- Network 180 Mobile Crisis Team
- North End Wellness Coalition
- Pine Rest StreetReach
- St. Gianna's
- To College Through College

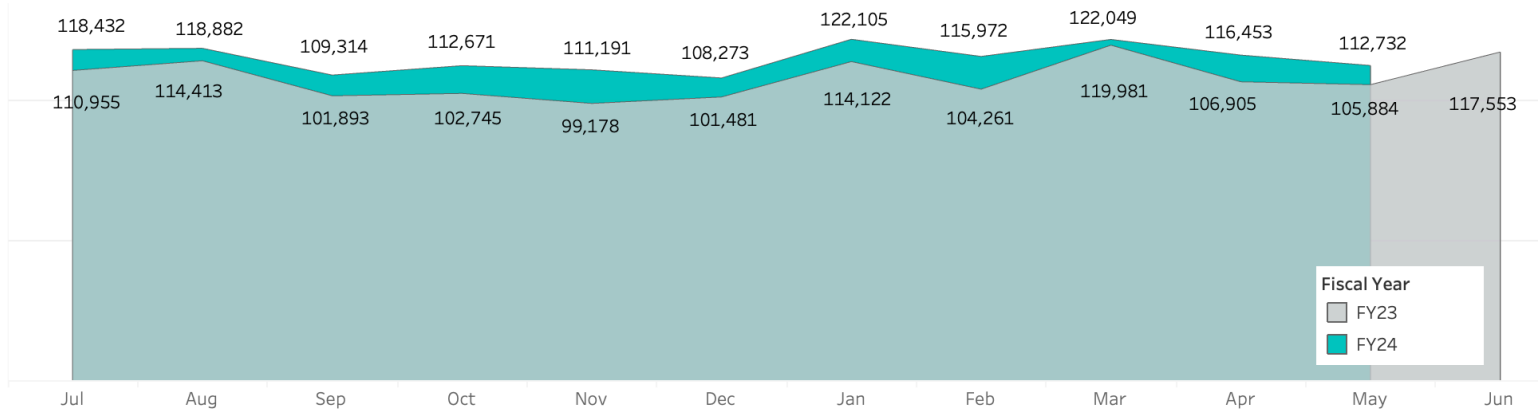
Popular Titles this Month



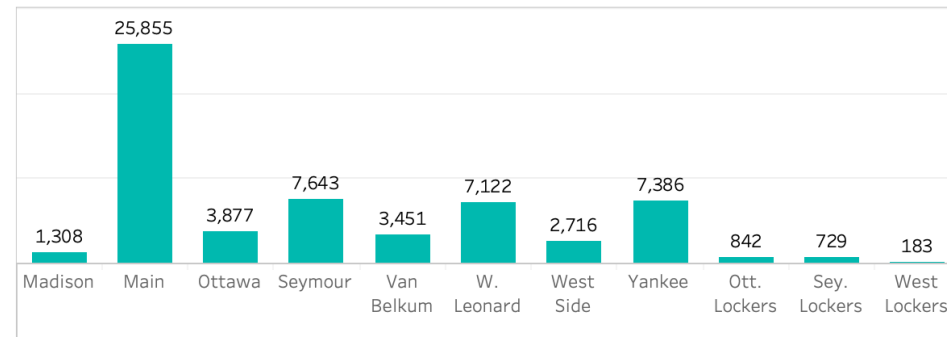
MAY 2024

STATISTICAL REPORT

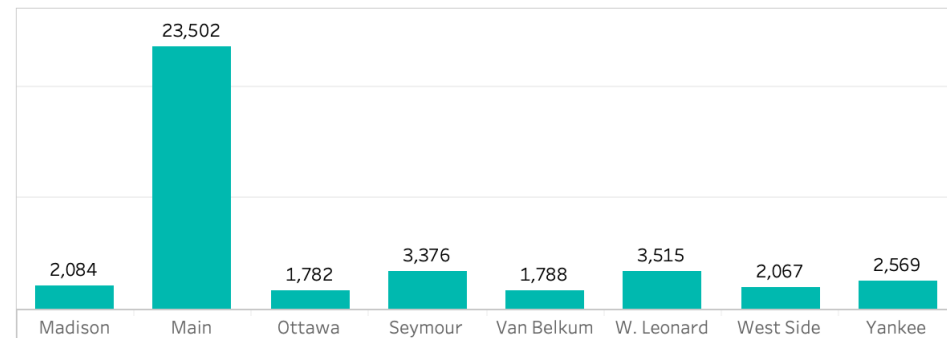
Items Borrowed by Fiscal Year and Month (includes both physical and digital items)



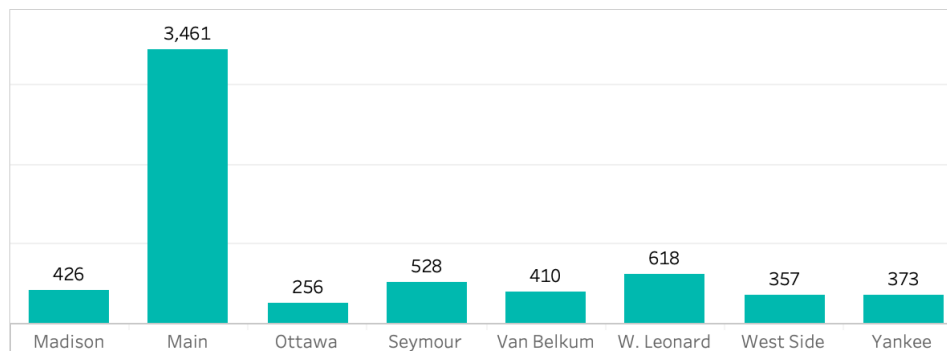
Physical Items Borrowed by Branch



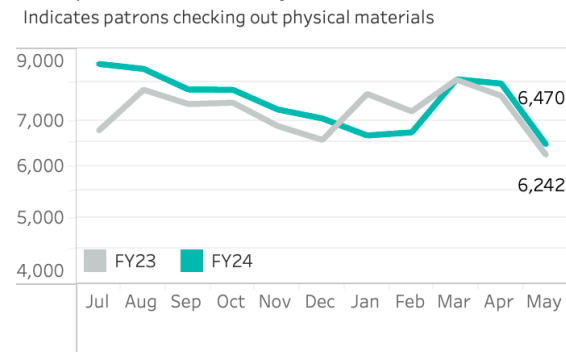
Library Visits by Branch



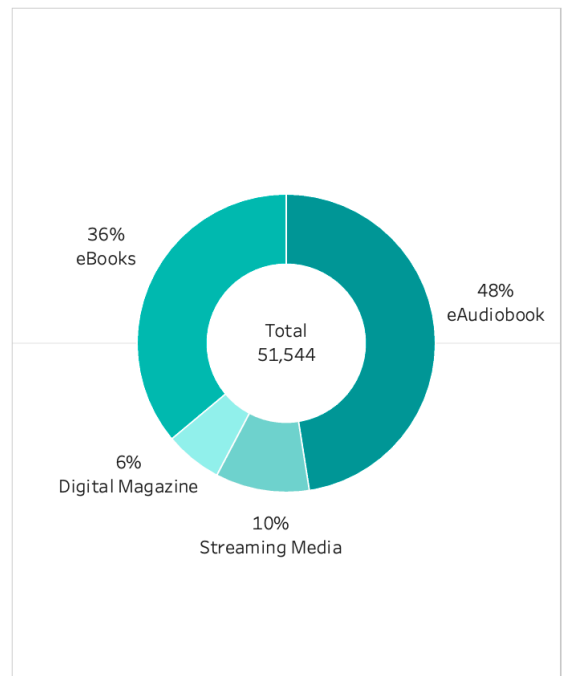
Public Computer Use by Branch



Unique Borrowers by Month



Digital Usage by Format



40,683

Library Visits

2024 FYTD: 451,018 **↑17%**
2023 FYTD: 384,315

1,193

Library Cards Issued

2024 FYTD: 15,139 **↑3%**
2023 FYTD: 14,722

112,732

Total Items Borrowed

2024 FYTD: 1,268,074 **↑7%**
2023 FYTD: 1,181,818

61,188

Physical Items Borrowed

2024 FYTD: 702,505 **↑0.4%**
2023 FYTD: 699,471

51,544

Digital Items Borrowed

2024 FYTD: 565,569 **↑17%**
2023 FYTD: 482,347

14 Library Programs

1,911 program attendance

9 Outreach Events

1,423 outreach attendance

4 Classes

6 School Visits / Tours

8 1-on-1 Tech Help

5 Business Consultations

17,289

Database Page Views

156

Email Reference Questions Answered

6,429

Public Computer Sessions

Social Media

4,049 interactions
36,104 followers
437,754 impressions

8,821

Digital Archival Items Viewed

13,697

Physical Holds Fulfilled

66

WiFi Hotspot Checkouts

Community Connections

A selection of organizations that GRPL staff connected with this month:

- AYA Youth Collective
- Cherry Health
- CoGR Oversight & Accountability
- CoGR Equity & Engagement
- D.A. Blodgett
- Family Futures
- Grandville Avenue Arts & Humanities
- Healthy Homes
- Homeless Outreach Team
- Kent District Library
- Literacy Center of West Michigan
- Pine Rest StreetReach
- Safe Haven
- Salvation Army Social Services
- Trinity Health

Popular Titles this Month

