

AGENDA
Board of Library Commissioners
of the City of Grand Rapids
September 24, 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 Regular Board Meeting on July 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
 - i. GRCM Collaboration
 - E b. Financial Report
 - c. Foundation Update
6. Old Business
 - a. Discussion of Board Replacement of Resigning Member
7. New Business
8. Information Items
 - E a. Year End Reports
 - E b. Media Index
 - E c. Staffing Report
 - E d. Statistical Report for July & August 2024
9. Grand Rapids Employees Independent Union
10. Agenda Items for the Regular Board Meeting on October 29, 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

October

- Summer Reading Program Evaluation (E)

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**

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

Anderson called the meeting to order at 5:15 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, Megan Biggins, Natalie Drew, Lindsay Laplow, John McNaughton, Patrick Beatty
- Staff Present: Erin Hart
- Public Present: Steve Assarian, GREIU; Jax Johnson

2. APPROVAL OF MINUTES OF THE SPECIAL AND REGULAR BOARD MEETINGS ON JUNE 25, 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 meetings of June 25, 2024.

Woolsey comments that all votes should be AYE 5 - 0 instead of AYE 7 - 0 as there were two people absent from the June regular board meeting.

ACTION: AYES 7 – 0

Motion passed.

3. BOARD COMMENTS

Kopec announces that she will be moving to Grand Rapids Charter Township and will need to step down as commissioner within the next couple weeks. She adds that she is very disappointed to need to step down and has enjoyed her time serving as commissioner and giving back to the community. The board congratulates her on her new home and expresses that they will miss her.

Boston thanks Kopec for her service. She also comments that she brought her 2 year old in for Summer Reading Challenge prizes and her daughter was very excited.

Peterson comments his appreciation of seeing the news on the parking lot presentation to the City and it was good seeing McNaughton represent the library. He also comments that United for Libraries is offering a free virtual training right now for Michigan library board trustees.

Dilley comments that she had inquired about Media Literacy programs and mentions that Laplow told her that Kent District Library (KDL) is hosting a class on October 8. She says that she will look to see if United for Libraries offers Media Literacy classes or programming as well. She adds that McNaughton sent an interesting email to the board about Project 2025. McNaughton explains how this could impact public library services. Dilley asks if GRPL could get a physical copy of the Project 2025 information so the board can refer to and cite specific parts. Biggins comments that our Circulation Department is trying to obtain a physical copy of it and has found that physical copies are very hard to get right now. McNaughton thanks Biggins. Dilley also asks if GRPL has any Media Literacy programs being planned. McNaughton and Biggins answer that we had a Media Literacy Summit in Spring 2023 in partnership with Grand Rapids Community Media Center, and that we are pursuing continued partnership programming possibly occurring in the Spring of 2025.

Anderson comments that the primary election is August 6 and she encourages early, absentee, and day-of voting. McNaughton adds that KDL's gap millage will be on Kent County ballots. Anderson explains the process of voting in the primary election. Dilley comments that she also works as a poll worker and agrees with the explained process.

Woolsey comments that she attended the Sci-fi Book Club in July. She adds that it was well attended and everyone had great conversations.

Anderson calls to amend the agenda to add the discussion of the removal of a board member to the New Business section.

MOTION: By Commissioner Anderson, supported by Commissioner Boston, the Board of Library Commissioners of the City of Grand Rapids approve an amendment to the current agenda to add the discussion of the removal of a board member to the New Business section of July's regular board meeting.

No comments.

ACTION: AYES 7 – 0

Motion passed.

4. COMMITTEE REPORTS

a. Legislative

Peterson provides an update on MLA's Advocacy Day. He says that the state budget for 2025 was increased with a \$1 million addition to State Aid. He adds that this is the first time that State Aid funding has grown in his lifetime. He thanks Director of Collections, Ann Neff-Rohs, for her work and advocacy.

b. Policy

No comments.

c. Board Retreat

No comments.

5. STAFF & FOUNDATION REPORTS

A. Library Director's Report

McNaughton comments that he and CEO Maggie Lancaster from the Grand Rapids Children's Museum (GRCM) presented the STEAM Center project to City Commissioners in July and received overwhelming

support. He adds that the next STEAM Center Steering Committee meeting is scheduled for August 22 where they will be discussing a joint feasibility study and community workshops. He says that there are currently a lot of ideas for the space but nothing is solidified yet. He concludes that he wants to make sure the library's interests within this project are also being met. Dilley asks if the library is part of the fundraising efforts. McNaughton answers yes and that Grand Rapids Public Library Foundation (GRPLF) President, Dan Poortenga, has been invited to the Steering Committee as well. McNaughton explains where GRCM is in the process of information gathering, and concludes that the new Mobile GR Director, Jessica Smith, will be joining the Steering Committee as well.

McNaughton announces that they have selected a new Deputy Director, Jen Vander Heide, who is returning to GRPL in September after leaving the organization in 2022 to move to Germany. He adds that she will be in to introduce herself at a future regular board meeting.

McNaughton concludes that the Staffing Study, led by ReThinking Libraries, will be kicking off on August 12.

Anderson congratulates McNaughton on hiring a Deputy Director. McNaughton says that he will be reexamining his role now that GRPL has a Deputy Director. Boston comments that she is looking forward to hearing McNaughton's vision for his role.

B. Financial Report

Adcock comments that we likely won't have final numbers for FY24 until September.

C. Foundation Update

Because GRPLF President Poortenga was unable to attend this meeting, McNaughton reads an emailed statement from him: "The GRPLF has had a great response to our appeal mailing that went out last month--both from current donors and new donors! The grant request for FY25 One Book One City and Summer Reading Challenge was submitted last week to the Michigan Arts and Culture Council and we are currently working on a grant request to the Wege Foundation. The Board looks forward to its August meeting where it will review grant requests from library staff."

6. OLD BUSINESS

None.

7. NEW BUSINESS

A. ALA Conference Reports

García Mazari provides a write-up to the board detailing her attendance at the conference. She comments that she attended sessions about censorship and describes the changes in ALA's upper management due to health reasons. She stresses the importance of focusing on mental health within the library industry.

Woolsey comments that she likes the highlighted exhibits and thanks García Mazari. She asks if any GRPL staff attended the conference. Biggins answers that Neff-Rohs attended. Biggins adds that more staff are attending trainings and conferences since the Clerical Aide to Library Assistant conversion that took place in November 2023.

McNaughton announces that he will be attending the Urban Libraries Council (ULC) and Directors Summit conferences this year.

B. Full Day Closure for Staff Training Day

McNaughton explains the training topics and why we would like to close for a whole day.

Anderson clarifies that it is a full-closure for all branches.

Peterson asks if we hear requests from staff members for additional training days. McNaughton answers that we receive requests for two in-service training days from staff members every year.

MOTION: By Commissioner Peterson, supported by Commissioner Woolsey, the Board of Library Commissioners of the City of Grand Rapids approve a full day closure for all locations on Wednesday, November 20, 2024, allowing for staff training from 8:00 am to 5:00 pm.

No comments.

ACTION: AYES 7 – 0

Motion passed.

C. Discussion of Removal of Board Member

McNaughton explains the process of posting the open commissioner role.

Anderson proposes postponing appointing a new commissioner until after the November elections. Woolsey comments that she will see if the vacancy will allow for someone to be a write-in for the upcoming election. García Mazari says that they won't be on the ballot in November. Anderson clarifies that if we appointed someone, they would be serving for a full 2 years until the 2026 election. Woolsey asks if onboarding the appointed commissioner would happen in January with the elected commissioners. Anderson answers yes. McNaughton reads the City Charter aloud regarding the appointment of a commissioner. Woolsey thinks Anderson's idea sounds reasonable because it won't conflict with the November elections and will allow more time for people to apply, which will be more accessible.

Woolsey comments that we'll revise the documents that we used a year ago when Peterson was appointed. Anderson says she will pull everything together and have it ready for everyone at the August regular board meeting. She adds that she hopes we can post the position following the August meeting.

Boston adds that going forward, everyone should be conscientious about absences from board meetings so there is a full quorum.

8. INFORMATION ITEMS

A. Media Index

Anderson comments that the number of articles featuring the library is increasing. She commends Director of Marketing & Communications Katie Zychowski and the Communications Department team for making the library so visible with a great mix of media.

Boston comments that she is part of a group of moms on Facebook and many of the members were very vocally supportive of the Social Justice Begins with ME programming.

B. Staffing Report

García Mazari comments on Carl Meyering's retirement and thanks him for his many years of service to the library.

C. Statistical Report for June 2024

Peterson asks if the stats of issued library cards are only newly issued cards or if the numbers include renewals with rebranded cards. McNaughton says he will check and report back. Dilley asks about the expiration date on library cards. Biggins answers that they expire every 3 years.

9. GRAND RAPIDS EMPLOYEES INDEPENDENT UNION

Assarian comments that he likes the new staff round tables. He adds that he learned at a round table that part-time staff are capped at 20 hours per week due to City rules. He adds that adding 5 extra hours each week would help and asks the board to organize together and call a meeting with the new Mayor to have this changed.

Peterson asks McNaughton if we have the City's policy available. McNaughton responds yes.

McNaughton commends Director of Human Resources Natalie Drew for recently implementing the staff round tables.

10. AGENDA ITEMS FOR REGULAR BOARD MEETING: AUGUST 27, 2024

Year end reports.

Old Business: Discussion of removal of board member.

11. PUBLIC COMMENTS

Johnson comments that they are a big fan of the Dungeons & Dragons for Teens programs and has a great time attending them. They say that they volunteered at Comic Geek Out this past Saturday and had a lot of fun. They add that they received a comment from a 10 year old boy requesting a Dungeons & Dragons program for kids.

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 5:59 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

JULY 2024

LOOKING OUTWARD

Understanding Our Community

- 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:
 - Boston Square Summer Celebration
 - Camp Sparkle at Gilda's Club
 - Grand Rapids Symphony Free Concert in the Park
 - Cook Arts Center Summer Celebration
 - Clinica Santa Maria Annual Kids Night
 - Grand Rapids Children's Museum Day of Play
 - Commission Night Out
- Collection Services Department staff received 3,615 patron requests for materials in FY24 and fulfilled 2,522 of those requests! Unfilled requests were usually due to items not being available in the specific format requested or back-ordered and not fulfilled by the book vendor. With 3 selectors, that's an average 100 requests and communications with patrons per month.
- The Ottawa Hills community has shown a remarkable level of engagement with library offerings, in particular the Summer Reading Challenge (SRC). Ottawa Hills Branch has the highest ratio of SRC finishers as compared to sign-ups.
- Catherine's Health Center and the Homeless Outreach Team have partnered with GRPL to provide medical services on-site to patrons experiencing homelessness. This will be a monthly event happening on the third Friday of each month. In the days leading up to each instance of the program, a representative from the Homeless Outreach Team will be onsite at the Main Library, talking with patrons about the program and signing people up for appointments.
- Staff from several GRPL locations worked together to assist a patron experiencing a mental health crisis. As staff were working to connect the patron to community organizations, everyone did a wonderful job supporting the patron through their situation, in particular South Regional Branch

Strategic Framework Project Updates

Manager Andrea Cosier and South Region Library Operations Manager Sarah Nawrocki.

- The Resource Navigator worked with a patron over several days to connect them to community partners both off- and on-site to assist with various needs. The patron took several steps to meet with organizations, updated the Resource Navigator with their progress, and reached out for additional support throughout the process.
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CREATING INSPIRING SPACES & EXPERIENCES

- A core team of staff including Operations Manager Andrea Hiler, Van Belkum Branch Manager Erin Keener, Ottawa Hills Branch Manager Courtnei Moyses, Graphic Designer Hannah Snow, and Director of Marketing & Communications Katie Zychowski are gathering stakeholder input related to specific service points across the system to inform signage decisions. From generating inventories and surveying staff to conducting site visits, these moments for information gathering are helping to identify how we can optimize our signage and continue our rebranding efforts with intentionality.
 - With an increase of patron traffic during the summer months, the Ottawa Hills Branch staff has excelled at connecting patrons with resources while they are in the building. Staff have effectively built rapport with kids, parents, and seniors alike by providing tailored book recommendations upon request.
-

TRANSFORMING OUR CULTURE

- Our health insurance open enrollment began this month for full-time staff at GRPL. We have expanded our coverage to include domestic partners and children of domestic partners in an effort to broaden access to staff who are not legally married but have families. When the plan renews on September 1, 2024, domestic partners and children of domestic partners of staff will have the ability to receive medical, dental, and vision coverage under GRPL's health plan.
 - Ann Neff-Rohs, Director of Collections, attended the American Library Association annual conference and the Digital Library Federation Forum conference in the month of July. These conferences had a lot of information to inform future innovation, especially focusing on the use of space in library buildings and trends using artificial intelligence tools like Chat GPT to enhance projects describing digital library collections.
 - The Ottawa Hills Branch has had a local teen as a regular, weekly volunteer for over 2 years. The volunteer has gained valuable experience while helping out at the branch on Wednesday nights. He is headed off to college soon, and staff will be writing him a recommendation letter to work at his new university library.
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GRAND
RAPIDS
PUBLIC
LIBRARY

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Strategic Framework Project Updates

AUGUST 2024

LOOKING OUTWARD

Understanding Our Community

- 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:
 - National Night Out at Briggs Park, Richmond Park, and Grand Rapids Christian Elementary
 - Books, Blocks, and Balls at Alger Head Start
 - Back to School nights at Coit Creative Arts Academy, Harrison Park Academy, and Paul I. Phillips Boys & Girls Club
 - Family Fiesta at Roberto Clemente Park
 - Open House at Early Learning Center
- The Mobile Library concluded its second year of regular summer routes. Over 10-weeks, community members who engaged with the Mobile Library were able to sign up for a library card, check out books and movies, access free WiFi and printing services, and participate in the Summer Reading Challenge. A formal Summary Report is forthcoming.
- The summer storytime session wrapped up the first week of August. Summer storytimes consist of outdoor storytimes in city parks and at library branches. August's outdoor storytime in Mulick Park was also attended by families participating in Healthy Families Kent County. Starting in September, the fall storytime session will start up. It is especially exciting that storytimes will now be offered at every GRPL location.
- The Ottawa Hills Branch staff helped a CASA (court appointed special advocate) find picture books for her to read to a 3 year old who is in foster care and will be placed with a new family soon. They found picture books that are about feelings with main characters who are the same race and ethnicity as the child.
- The Ottawa Hills Branch staff continue to intentionally engage with community members of all ages. This is reflected by the increased participation in the 1,000 Books Before Kindergarten program for kids as well as older adult participation in 1-on-1 technology tutoring sessions.

Strategic Framework Project Updates

- Staff across the system have helped coordinate several appointments between the Resource Navigator and patrons at various GRPL locations. This is very valuable for patrons because transportation is often a difficult barrier to overcome. It's helpful to be able to meet at the GRPL location most geographically convenient for the patron.
 - A patron who recently moved to Grand Rapids without housing immediately went to the Main Library and asked if GRPL had a resource coordinator or social worker. Minutes later, the Resource Navigator was able to meet with the patron. Over the course of the next several weeks, the patron worked with the Resource Navigator, actively connected with a number of resources, and recently acquired permanent housing.
-

CREATING INSPIRING SPACES & EXPERIENCES

- The Ottawa Hills Branch has become a regular hub for tutoring after school and on the weekends. Multiple tutors use the Branch's tables to hold sessions on many subjects, the most frequent being ESL.
 - A core team of staff including Circulation Operations Supervisor Andrea Hiler, Librarian I's Erin Keener and Courtnei Moyses, Graphic Designer Hannah Snow, and Director of Marketing & Communications Katie Zychowski, have nearly completed the investigation of self-service points within the library system, with a focus on holds shelves, checkout stations, and interior book drops. Now that information has been gathered, they will begin sketching out signage solutions.
-

BEING VISIBLE & VALUABLE TO THE COMMUNITY

- The Collection Services Department extends the life of well-used materials by mending them regularly. Due to the emphasis of collection maintenance this calendar year, the Library Pages in the Collection Services Department have already mended 1191 books from January to August 2024, which is more than the 1186 books they mended all year in 2022!
 - WGVU and GRPL have collaborated on a series of interstitial ads which will play between PBS segments. These will feature library staff who are speaking about the board games available for checkout at GRPL, why they love them, and how to play.
-

Financial Summary through August 2024

Operating Fund 2710

Revenues

- In August, the library's operating fund received their portion of county penal fines (line 10) for the fiscal year. This amount came in approximately 23k above budget projections.

Expenditures

- Compensation is tracking within 1% of budget projections for the fiscal year. All operating expenditures are tracking within their expected levels through two months of FY25.

Capital Fund 2711

Revenues

- No revenue activity occurred in August for this fund.

Expenditures

- Any notable spending activity has yet to occur for FY25 in this fund.

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

Description	BOARD APPROVED BUDGET FY 2025	Actual FY 2025 through 2 months		For Month Ended August FY24	FY 2023 Actual Final
		Expenditure % of Budget	16.7%	of Year	
1 Real property tax	12,881,888	-	-	12,105,573	11,122,698
2 Taxes-Assessments Canceled	(18,500)	-	-	-	(25,760)
3 Personal property taxes	889,899	-	-	881,088	869,161
4 Personal property tax loss Reimbursement	106,353	-	-	-	228,947
5 Industrial/commercial facilities	14,843	-	-	14,769	13,487
6 Payment in lieu of taxes (PILOT)	65,661	-	-	9,624	65,689
7 Interest/Penalties on delinquent taxes	29,500	6,081	-	5,573	32,462
8 Tax Capture Rebates	130,000	10,283	-	-	201,627
Total Tax Revenues	14,099,644	16,364		13,016,627	12,508,311
9 Interest on investments	294,843	-	-	-	118,444
10 Penal Fines	290,000	313,502	-	285,965	285,803
11 State Aid to Libraries	120,000	102,857	-	101,566	100,150
12 Misc service fees, contributions, room rent, parking	60,000	13,189	-	11,773	69,013
13 Library book fines	35,000	14,203	-	6,658	31,360
Total Other Revenues	799,843	443,752		405,963	604,770
Total Revenues	14,899,487	460,116	3.1%	13,422,590	13,113,081
14 Retiree Health Care	114,950	18,923	16.5%	15,192	116,123
15 Full Time Employees	4,484,446	844,803	18.8%	657,095	4,109,914
16 Part Time Employees	2,305,881	375,247	16.3%	264,057	1,787,819
17 Shift Differential	45,000	102	0.2%	364	45,068
18 Over Time @ 1.5	35,000	8,850	25.3%	3,637	43,851
19 Acting Assignment	1,000	-	0.0%	-	-
20 Unemployment Comp	6,500	1,087	16.7%	827	5,404
21 Employers Social Security	519,857	92,366	17.8%	69,052	440,711
22 Hospitalization Insurance	806,200	134,865	16.7%	126,533	662,308
23 Retirement Fund Contribution	1,018,435	60,263	5.9%	132,655	871,839
24 Vacancy & Turnover Lapse	(50,000)	-	-	-	-
Total Compensation	9,287,269	1,536,506	16.5%	1,269,411	8,083,036
25 Supplies	130,000	31,028	23.9%	17,356	107,933
26 Postage	9,000	3,278	36.4%	1,375	7,369
27 Contractual Services	544,600	42,335	7.8%	37,531	523,397
28 Contractual Services - Training	45,250	3,000	6.6%	64,050	40,857
29 Professional Development	55,000	3,317	6.0%	4,059	61,891
30 Conferences and Travel	40,000	2,906	7.3%	5,447	34,288
31 Local Business Expense	10,000	2,573	25.7%	1,493	12,092
32 Bank Fees	2,000	68	3.4%	104	2,275
33 Memberships	35,000	5,966	17.0%	8,427	27,154
34 Community Promotion	200,000	9,248	4.6%	8,657	80,841
35 Printing and Publishing	111,200	5,195	4.7%	8,716	49,702
36 Advertising	62,000	5,474	8.8%	20	47,640
37 Liability Insurance	115,458	19,243	16.7%	18,076	92,950
38 Property Insurance	60,105	63,781	106.1%	47,224	49,496
39 Electricity	336,750	41,790	12.4%	38,420	305,095
40 Water	35,300	10,138	28.7%	5,242	23,232
41 Natural Gas	112,450	5,184	4.6%	5,870	119,574
42 Telephone	40,000	6,860	17.1%	11,180	20,489
43 Internet Services	130,250	6,561	5.0%	7,665	818
44 Software	4,500	-	0.0%	-	24,042
45 Software Maintenance Fees	324,618	18,129	5.6%	7,369	28,451
46 Maintenance Repair	444,500	80,784	18.2%	71,870	416,392
47 Equipment Rentals or Lease	48,634	7,996	16.4%	9,802	62,801
48 Mileage reimbursement	10,000	486	4.9%	807	8,459
49 Tuition reimbursement	10,000	-	0.0%	-	3,500
50 Refuse Collection	17,000	852	5.0%	383	24,472
51 Asset Management Allocation	150,000	150,000	0.0%	-	1,500,000
52 Books/Other Materials	1,730,000	281,534	16.3%	230,143	1,571,513
53 Furniture	35,000	8,160	23.3%	-	150,722
54 Equipment	52,600	-	0.0%	-	100,169
55 Computer Equipment	144,000	30,209	0.0%	-	50,781
56 Vehicles	-	-	0.0%	-	-
57 Operating Transfers Out (City Mgmt fee)	510,734	85,400	16.7%	72,046	355,824
Total Operating Expenditures	5,555,949	931,495	16.8%	683,333	5,904,216
TOTAL EXPENDITURES	14,843,218	2,468,001	16.6%	1,952,744	13,987,252
TOTAL REVENUE	14,899,487	460,116	3.1%	13,422,590	13,113,081
SURPLUS (DEFICIT)	56,269	(2,007,885)		11,469,845	(874,171)

Grand Rapids Public Library

Revenue and Expense Statement

Capital Fund

Month Ended August 2024

	BOARD APPROVED BUDGET FY 2025	Actual FY 2025 through 2 months	Expenditure % of Budget	For Month Ended August FY24 16.7% of Year	FY 2023 Actual Final
1 Operating Fund Transfer In	150,000	150,000			1,500,000
2 Interest on Investments	60,659	-		-	90,475
Total Revenues	210,659	150,000		-	1,590,475
3 Building Additions/Improvements	46,000	3,901		243,966	1,664,881
Total Asset Management Expenditures	46,000	3,901	8.5%	243,966	1,664,881
TOTAL EXPENDITURES	46,000	3,901	8.5%	243,966	1,664,881
TOTAL REVENUE	210,659	150,000	71.2%	-	1,590,475
Fund 2711 SURPLUS (DEFICIT)	164,659	146,100		(243,966)	(74,406)

Total Revenues	14,899,487	460,116	3.1%	13,422,590
Total Expenditures	14,843,218	2,468,001	16.6%	1,952,744
Fund 2710 SURPLUS (DEFICIT)	56,269	(2,007,885)		11,469,845

TOTAL BOTH FUNDS:

Total Revenues	15,110,146	610,116	4.0%	13,422,590
Total Expenditures	14,889,218	2,471,901	16.6%	2,196,710
SURPLUS (DEFICIT)	220,928	(1,861,785)		11,225,880



GRAND RAPIDS PUBLIC LIBRARY FY24 SNAPSHOT



CIRCULATION & COLLECTIONS

1,389,275

Total items borrowed
↑ 7% increase from FY23

771,163

Physical items borrowed
56% of total circulation
↑ 0.03% increase from FY23

618,113

Digital items borrowed
44% of total circulation
↑ 17% increase from FY23

169,740

Physical holds fulfilled
↑ 8% increase from FY23

197,994

Digital holds fulfilled
↑ 32% increase from FY23

21,500

Checkouts from hold lockers

1,010

WiFi Hotspot checkouts

1,403

Circulating Memberships used

96,446

Digital archival items viewed

1,077,529

Approx. items in collection
(does not include archival collections)

40,867

↪ 2,522 patron requests!

New items added to collection

COMMUNITY

495,245

Library Visits

52,547

Cardholders

10,127

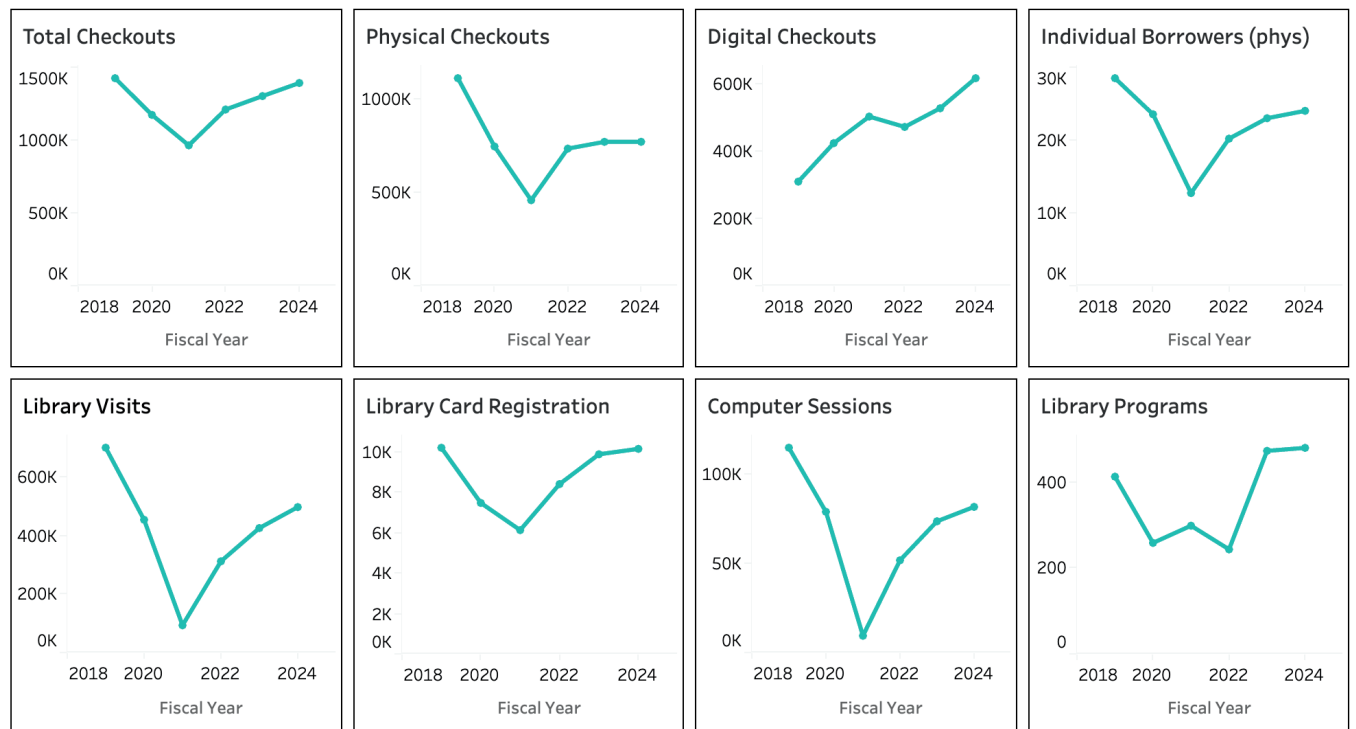
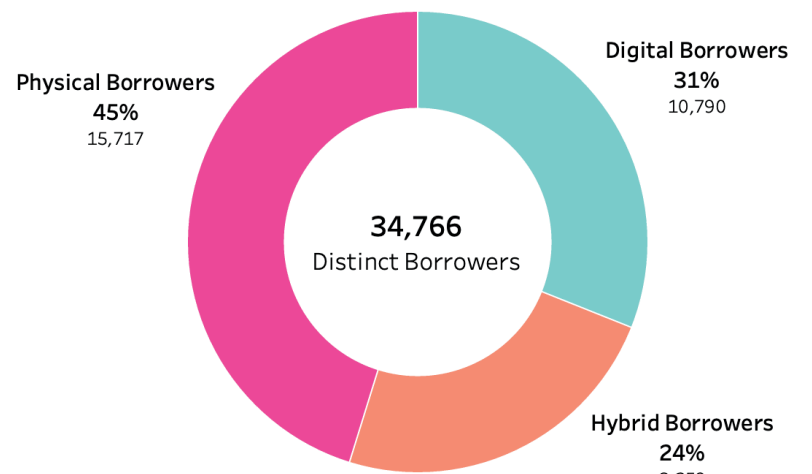
New Cardholders

17%

of city residents used GRPL collections or computers in FY24

Physical / Digital Borrowers Breakdown

Illustrates the ratio of patrons who check out only physical materials (books, DVDs, etc.) to those who check out only digital materials (ebooks, eAudiobooks, streaming video), as well as identifying hybrid patrons who check out both types of materials.



EVENTS, OUTREACH, & SERVICES

529

Library Programs & Classes

19,343 Attendees
 ↪ including 171 storytimes

107

Outreach Events
 ↪ plus 58 Mobile Library stops

90

Library Tours / Class Visits

122

One-on-One Tech Help

123

Small Business Consultations

81,728

Public Computer Sessions

6,770

Avg. Monthly WiFi Users

Financial Summary Year End FY24

Operating Fund 2710

Revenues

- For FY24, the library received approximately 106% of budgeted property tax revenues (lines 1-8). Overall, the library received actual property tax, and other revenues (lines 9-13) of approximately 132% of total budgeted FY24 revenue.

Expenditures

- Compensation expenditures (lines 14-24) finished the year within three percent of the budgeted amount.
- The library Operating Fund's actual spending level was approximately 93% of budgeted expenditures for FY24.

Overall, the library Operating Fund closed FY24 with a surplus of approximately \$1.05 million that will go back into the library's operating fund balance.

Capital Fund 2711

Revenues

- For FY24, the library Capital Fund received approximately 355% of budgeted revenues.

Expenditures

- All FY24 asset management projects were completed and paid for by the end of the fiscal year. The most notable projects were elevator and door replacements across the system. The actual spending level was approximately 87% of budgeted expenditures for FY24 asset management projects.

Overall, the library Capital Fund closed FY24 with a deficit of approximately 719k. This will be covered by the library's capital fund balance which began the year at approximately 1.3 million.

Grand Rapids Public Library
 Revenue and Expense Statement
 Operating Fund
 Year End 2024

	BOARD APPROVED BUDGET FY 2024	Actual FY 2024 through Year End	Expenditure % of Budget	For Month Ended June FY23 100% of Year	FY 2022 Actual Final
1 Real property tax	11,634,311	12,095,203		11,122,698	10,602,006
2 Taxes-Assessments Canceled	(18,500)	(26,786)		(25,760)	(8,546)
3 Personal property taxes	808,319	881,088		869,161	922,061
4 Personal property tax loss Reimbursement	84,644	223,436		228,947	172,321
5 Industrial/commercial facilities	13,622	14,769		13,487	19,927
6 Payment in lieu of taxes (PILOT)	59,262	70,956		65,689	71,833
7 Interest/Penalties on delinquent taxes	29,500	38,789		32,462	30,937
8 Tax Capture Rebates	130,000	168,195		201,627	118,718
Total Tax Revenues	12,741,158	13,465,649		12,508,311	11,929,258
9 Interest on investments	273,417	424,140		118,444	(543,094)
10 Penal Fines	290,000	285,965		285,803	280,985
11 State Aid to Libraries	120,000	201,716		100,150	179,300
12 Misc service fees, contributions, room rent, parking	60,000	94,060		69,013	123,751
13 Library book fines	35,000	20,938		31,360	20,955
Total Other Revenues	778,417	1,026,819		604,770	61,897
Total Revenues	13,519,575	14,492,468	107.2%	13,113,081	11,991,155
14 Retiree Health Care	113,483	107,316	94.6%	116,123	116,943
15 Full Time Employees	4,361,955	4,339,422	99.5%	4,109,914	3,736,974
16 Part Time Employees	2,221,219	2,044,534	92.0%	1,787,819	1,668,112
17 Shift Differential	45,000	49,341	109.6%	45,068	4,706
18 Over Time @ 1.5	35,000	65,932	188.4%	43,851	40,850
19 Acting Assignment	1,000	-	0.0%	-	-
20 Unemployment Comp	6,500	5,800	89.2%	5,404	5,128
21 Employers Social Security	503,974	480,007	95.2%	440,711	403,950
22 Hospitalization Insurance	742,632	698,123	94.0%	662,308	697,416
23 Retirement Fund Contribution	1,022,078	943,019	92.3%	871,839	904,186
24 Vacancy & Turnover Lapse	(50,000)	-	-	-	-
Total Compensation	9,002,841	8,733,495	97.0%	8,083,036	7,578,264
25 Supplies	130,650	162,378	124.3%	107,933	163,064
26 Postage	9,000	11,543	128.3%	7,369	6,691
27 Contractual Services	682,286	263,795	38.7%	523,397	343,892
28 Contractual Services - Training	60,000	109,050	181.8%	40,857	-
29 Professional Development	87,200	21,193	24.3%	61,891	52,351
30 Conferences and Travel	77,500	51,464	66.4%	34,288	21,298
31 Local Business Expense	8,000	17,538	219.2%	12,092	9,010
32 Bank Fees	2,000	2,080	104.0%	2,275	-
33 Memberships	32,406	30,442	93.9%	27,154	24,105
34 Community Promotion	332,300	130,547	39.3%	80,841	199,371
35 Printing and Publishing	140,000	126,711	90.5%	49,702	61,369
36 Advertising	75,000	59,379	79.2%	47,640	-
37 Liability Insurance	108,453	108,453	100.0%	92,950	95,877
38 Property Insurance	53,272	53,272	100.0%	49,496	49,188
39 Electricity	375,000	301,467	80.4%	305,095	309,081
40 Water	33,350	33,860	101.5%	23,232	30,222
41 Natural Gas	116,200	108,197	93.1%	119,574	107,033
42 Telephone	38,360	23,881	62.3%	20,489	22,342
43 Internet Services	130,250	87,577	67.2%	818	-
44 Software	88,690	86,479	97.5%	24,042	-
45 Software Maintenance Fees	30,770	125,667	408.4%	28,451	-
46 Maintenance Repair	415,000	530,741	127.9%	416,392	366,081
47 Equipment Rentals or Lease	58,151	59,040	101.5%	62,801	22,383
48 Mileage reimbursement	10,050	9,742	96.9%	8,459	6,866
49 Tuition reimbursement	10,000	2,499	25.0%	3,500	6,500
50 Refuse Collection	27,000	11,520	42.7%	24,472	22,925
51 Asset Management Allocation	-	-	0.0%	1,500,000	490,000
52 Books/Other Materials	1,620,000	1,503,470	92.8%	1,571,513	1,563,595
53 Furniture	128,925	58,253	45.2%	150,722	79,539
54 Equipment	88,700	83,042	93.6%	100,169	126,507
55 Computer Equipment	-	58,145	0.0%	50,781	-
56 Vehicles	40,000	40,752	101.9%	-	-
57 Operating Transfers Out (City Mgmt fee)	432,276	432,276	100.0%	355,824	258,358
Total Operating Expenditures	5,440,789	4,704,452	86.5%	5,904,216	4,437,649
TOTAL EXPENDITURES	14,443,630	13,437,946	93.0%	13,987,252	12,015,913
TOTAL REVENUE	13,519,575	14,492,468	107.2%	13,113,081	11,991,155
SURPLUS (DEFICIT)	(924,055)	1,054,521		(874,171)	(24,757)

Grand Rapids Public Library

Revenue and Expense Statement

Capital Fund

Year End 2024

Description		BOARD APPROVED BUDGET FY 2024	Actual FY 2024 through Year End	Expenditure % of Budget	For Month Ended June FY23 100% of Year	FY 2022 Actual Final
1	Operating Fund Transfer In	-	-		1,500,000	490,000
2	Interest on Investments	58,048	206,289		90,475	(135,218)
Total Revenues		58,048	206,289		1,590,475	354,782
3	Building Additions/Improvements	1,063,428	925,544		1,664,881	340,407
Total Asset Management Expenditures		1,063,428	925,544	87.0%	1,664,881	340,407
TOTAL EXPENDITURES		1,063,428	925,544	87.0%	1,664,881	340,407
TOTAL REVENUE		58,048	206,289	355.4%	1,590,475	354,782
Fund 2711	SURPLUS (DEFICIT)	(1,005,380)	(719,255)		(74,406)	14,375
Total Revenues		13,519,575	14,492,468	107.2%	13,113,081	
Total Expenditures		14,443,630	13,437,946	93.0%	13,987,252	
Fund 2710	SURPLUS (DEFICIT)	(924,055)	1,054,521		(874,171)	
<u>TOTAL BOTH FUNDS:</u>						
Total Revenues		13,577,623	14,698,757	108.3%	14,703,556	
Total Expenditures		15,507,058	14,363,490	92.6%	15,652,133	
SURPLUS (DEFICIT)		(1,929,435)	335,267		(948,577)	

Grand Rapids Public Library 2024 Security Report

Incident Reports & Monitoring Logs Overview

In GRPL terms, an Incident Report results from a situation in which a patron broke rule(s) and was banned for a period of time and a Monitoring Log takes place when a patron broke rule(s) but it was not necessary to issue a ban. Restricting patron access to public library services is not taken lightly but is sometimes necessary in order to ensure a safe and positive environment for patrons and staff.

Among the most notable increases from FY23 to FY24 is the number of situations involving threatening words and/or behavior, as well the number of situations involving angry/agitated behavior. This is consistent with anecdotal feedback received from partners in the Grand Rapids community who are reporting an increase in aggressive and threatening behavior.

Staff Training and Security Officer Coordination

One thing that became increasingly clear in FY24 is that when it comes to preventing safety-impacting incidents, many situations can be de-escalated but there are some situations that we can only try to deter and (when necessary) manage. It is important for GRPL to be effective at both and that has been reflected in the steps taken this past year around Staff training and Security Officer coordination.

Staff Training:

- Active Shooter training took place during November's Staff Day in order to make sure all staff would be able to attend. The goal of the training was to provide practical information on preventing and surviving an active shooter situation. Feedback was positive and GRPL plans to continue partnering with the training contractor (2 The Rescue) going forward.
- Verbal De-escalation training took place during May's Staff Day. The training focused on building staff skill and confidence in de-escalating situations with a particular focus on our ability to regulate ourselves in order to be as effective as possible managing and de-escalating tense or adversarial situations. These training sessions were the subject of much positive feedback from staff and GRPL plans to continue working with the trainer (Larry Smith) on de-escalation training going forward.
- Mental Health First Aid Training continued and more than half of all front-facing staff have now completed (or are in the process of completing) the in-depth, approximately 8-hour training. MHFA is an evidence-based early intervention course that teaches participants about mental health and substance use challenges. The contractors have been very helpful in their willingness to break the training up into several sections to make it easier for staff to participate from a scheduling standpoint.
- All new front-facing staff continue to receive in-depth Safety and Security training with GRPL's Community Services Manager. This training's content has expanded and focuses on instructing new staff on how to effectively manage more than 20 types of urgent or emergency situations, including: physical fights, situations involving sexual harassment, suicidal ideation, domestic violence, child abuse and neglect, amongst many other topics. With the content expansions that have taken place in FY24, the training now takes approximately three hours to complete.

Security Officer Coordination:

- One of the most effective ways to deter unsafe or unwelcoming behavior - especially aggressive and/or violent behavior - is to make it clear that the space is being actively monitored. To this end, security officer roving responsibilities and patterns were revamped in May in order to provide a more consistently visible presence at the front exterior and 1st floor of Main, while continuing to regularly rove each public floor, and all publicly available restrooms.
- 40 hours of Security Officer coverage per week were added in May. The hours were strategically selected based on Incident Report and Monitoring Log data to provide additional support on the days and times that have typically seen the most patron traffic and incident activity.
- Beyond the aforementioned changes made to roving patterns and security hours, the current team of Security Officers (David Rodriguez, Annette Smith, Liz Gillette, and Howard Scolnik) all work hard to build rapport with patrons, diligently monitor public spaces at Main, communicate effectively, and identify and address unsafe behavior. One of the greatest testaments to this team's effectiveness is the fact that more and more patrons are connected to GRPL's Resource Navigator (Sabrina Slenk) after one of the security officers has built trust and rapport and initiated a warm handoff.

Resource Navigation and Partner Resource Availability

GRPL's Community Support & Safety Department continued into its second year. The department has four primary areas of focus:

- Building system-wide capacity for connecting vulnerable patrons to resources
- Direct services for vulnerable patrons
- De-escalation & emergency situation management
- System-wide safety & security capacity and infrastructure

Sabrina Slenk continues as Resource Navigator, working to build GRPL's capacity for connecting vulnerable patrons to resources. Sabrina visits each GRPL location at least twice per month and connects with patrons and staff and answers questions around resource navigation in-person, via phone, and via email. Sabrina has worked with 108 patrons in FY24 and made 241 referrals.

Sabrina also facilitates partner resource availability at GRPL in the form of tabling and office hours, which both help connect patrons with valuable information and resources. Tabling provides patrons with the opportunity to learn more about how partner agencies might be able to provide assistance and set up next steps. The following partners have tabled with GRPL in FY24:

- | | |
|--|--|
| ● Catholic Charities West Michigan | ● Family Futures |
| ● D.A. Blodgett St. John's | ● Healthy Homes |
| ● City of Grand Rapids Public Works | ● Laker Educational Opportunity Center |
| ● Fair Housing Center of West Michigan | ● Literacy Center of West Michigan |
| | ● The Rapid |

Office hours operate similarly but also provide the ability for partner agencies to meet confidentially with patrons and provide direct assistance on a first-come, first-served basis. The following partners have been providing office hours with GRPL in FY24:

- Arbor Circle Street Outreach
- Mel Trotter Ministries
- Pine Rest
- Pine Rest StreetReach
- Safe Haven
- Trinity Health

Pine Rest and Trinity Health partnered with GRPL on two new forms of office hours, which have generated significant excitement and engagement. Trinity Health and GRPL launched Ask a Doctor in November, during which Trinity Health medical residents are available to answer patrons' health-related questions. It started as a monthly program but has generated enough patron engagement that Trinity and GRPL recently agreed to double the frequency. Beginning in May, Pine Rest and GRPL began offering Ask a Mental Health Specialist in which Pine Rest psychiatric residents are available to answer general mental health questions. It started with only a couple months left in FY24 but patron engagement has been very encouraging so far.

Key Comparisons Between FY23 and FY24

	<u>FY 23</u>	<u>FY 24</u>
Total number of Incident Reports involving a ban	207	263
Total number of Monitoring Logs in which a situation was addressed and documented but a ban was not necessary	260	381
Average ban duration	14.4 months	16.3 months
Permanent bans	32	42
Incident Reports and Monitoring Logs based on physical assault or fighting	24	27
Incident Reports and Monitoring Logs based on physical threats	29	32
Incident Reports and Monitoring Logs based on threatening words and/or behavior	38	53
Incident Reports and Monitoring Logs based on angry/agitated behavior	36	71
Incident Reports and Monitoring Logs based on hate speech	10	10
Incident Reports and Monitoring Logs based on sexual harassment	40	40
Incident Reports and Monitoring Logs based on making others uncomfortable	21	48
Incident Reports and Monitoring Logs based on theft or possible theft	34	29
Incident Reports and Monitoring Logs based on intoxication	34	27
Incident Reports and Monitoring Logs based on sex in public	5	4
Incident Reports and Monitoring Logs based on smoking or vaping	51	56
Incident Reports and Monitoring Logs based on profanity	17	29
Incident Reports and Monitoring Logs based on noncompliance with staff requests	41	87
Incident Reports and Monitoring Logs based on sleeping	16	35
Incident Reports and Monitoring Logs based on hygiene	5	10

Incident Report and Monitoring Log Data Summaries

The overall increase in Incident Reports (and bans) in FY24 primarily occurred in four categories:

Category	FY23	FY24	Example Behaviors
Threatening Words or Behavior	22	37	<ul style="list-style-type: none"> Positioning ones' face directly in front of another person's face Saying something along the lines of "Come at me" Saying something along the lines of "Watch your mouth"
Sexual Harassment	12	23	<ul style="list-style-type: none"> Unwanted touch Following Inappropriate comments or requests
Pornography	9	23	<ul style="list-style-type: none"> Visible pornography on library computer or patron device
Vaping or Tobacco Use	10	18	<ul style="list-style-type: none"> Smoking on library property Vaping on library property

The increase in permanent bans was driven by an increased severity of incidents involving physically fighting. In particular, FY24 included 13 more permanent bans for fighting than FY23.

While both went up, the increase in Monitoring Logs in FY24 far exceeded the increase in Incident Reports. The Monitoring Log increase primarily took place across three categories:

Category	FY23	FY24	Example Behaviors
Making Others Uncomfortable	19	42	<ul style="list-style-type: none"> Repeatedly approaching other patrons who do not wish to interact Repeatedly asking for money Staring at other patrons or staff
Noncompliance with Staff Requests	38	88	<ul style="list-style-type: none"> Repeatedly playing music via speakerphone Repeatedly eating food in locations where it is not allowed Physically blocking access to materials Having belongings inside the library that exceed limitations
Angry/Agitated Behavior	35	70	<ul style="list-style-type: none"> Disruptively loud and/or aggressive interactions between patrons Disruptively loud and/or aggressive communication towards staff Disruptively loud and/or aggressive communication when it is unclear with whom the patron is communicating

Incident Report Segmenting

For the first time Incident Reports are divided into three segments within this report, according to severity (using ban duration as an indicator of severity).

To provide context, examples of types of incidents that would result in each ban duration are below:

Ban Duration	Example Behaviors
Less Than 1 Year	<ul style="list-style-type: none">● Pornography● Threatening words or behavior (without an explicit threat)● Intoxicated to the point of needing emergency personnel
1 to 2 Years	<ul style="list-style-type: none">● Physical threat (with an explicit threat)● Indecent exposure● Verbal sexual harassment
Greater Than 2 Years	<ul style="list-style-type: none">● Physical fighting● Physical assault● Physical sexual harassment

Incident Reports & Monitoring Logs by Location

FY 23 Incident Reports & Monitoring Logs by Location									
	Main	West Leonard	Yankee Clipper	Van Belkum	West Side	Seymour	Madison Square	Ottawa	Mobile Library
No ban	187	16	2	6	29	9	16	2	0
Less than 1 year ban	81	4	1	7	19	1	2	2	0
1 to 2 year ban	49	2	0	2	4	0	1	0	0
Ban longer than 2 years	26	0	1	1	3	0	1	0	0
All incident reports and monitoring logs	343	22	4	16	55	10	20	4	0

FY 24 Incident Reports & Monitoring Logs by Location									
	Main	West Leonard	Yankee Clipper	Van Belkum	West Side	Seymour	Madison Square	Ottawa	Mobile Library
No ban	257	26	10	22	15	21	28	1	1
Less than 1 year ban	120	4	0	3	7	2	6	3	0
1 to 2 year ban	62	2	0	1	4	1	2	0	0
Ban longer than 2 years	43	0	0	0	0	0	2	0	0
All incident reports and monitoring logs	482	32	10	26	26	24	38	4	1

85% of all Incident Reports in FY24 took place at the Main Library, while 95% of all Incident Reports with a ban longer than 2 years took place at Main.

Incident Reports & Monitoring Logs by Month

FY 23 Incident Reports & Monitoring Logs by Month												
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
No ban	12	6	12	30	26	22	29	29	29	27	18	16
Less than 1 year ban	5	4	5	6	10	9	16	13	15	11	13	10
1 to 2 year ban	1	1	2	6	6	7	8	6	5	7	5	4
Ban longer than 2 years	0	5	1	0	1	4	3	0	7	5	3	3
All incident reports and monitoring logs	18	16	20	41	43	42	56	48	56	50	39	33

FY 24 Incident Reports & Monitoring Logs by Month												
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
No ban	19	44	21	28	20	26	47	43	50	34	31	19
Less than 1 year ban	8	12	3	10	8	16	9	21	24	16	10	8
1 to 2 year ban	1	3	4	7	4	7	12	7	10	9	5	3
Ban longer than 2 years	1	1	2	3	4	1	5	6	9	6	4	3
All incident reports and monitoring logs	29	60	30	48	36	50	73	77	93	65	50	33

In both FY23 and FY24, the greatest quantity of Incident Reports take place in late winter and early spring.

Similarly, the most impactful incidents (with bans longer than 2 years) also take place with greater frequency in late winter and early spring.

Incident Reports & Monitoring Logs by Time of Day

FY 23 Incident Reports & Monitoring Logs by Time of Day													
	9am to 10am	10am to 11am	11am to 12pm	12pm to 1pm	1pm to 2pm	2pm to 3pm	3pm to 4pm	4pm to 5pm	5pm to 6pm	6pm to 7pm	7pm to 8pm	8pm to 9pm	9pm to 9am
No ban	11	21	26	25	31	22	34	31	21	10	12	7	2
Less than 1 year ban	6	12	9	7	13	10	9	26	9	7	4	1	2
1 to 2 year ban	2	5	6	4	6	6	6	7	5	7	2	1	1
Ban longer than 2 years	1	1	2	1	3	7	6	4	4	1	0	1	0
All incident reports and monitoring logs	20	39	43	37	53	45	55	68	39	25	18	10	5

***3 Monitoring Logs excluded due to no recorded time of day**

FY 24 Incident Reports & Monitoring Logs by Time of Day													
	9am to 10am	10am to 11am	11am to 12pm	12pm to 1pm	1pm to 2pm	2pm to 3pm	3pm to 4pm	4pm to 5pm	5pm to 6pm	6pm to 7pm	7pm to 8pm	8pm to 9pm	9pm to 9am
No ban	18	27	27	34	40	54	48	45	26	24	15	12	5
Less than 1 year ban	8	4	18	9	20	10	22	19	12	11	5	3	0
1 to 2 year ban	4	3	9	6	10	12	6	9	1	4	0	4	3
Ban longer than 2 years	2	11	3	0	8	6	3	6	1	1	1	2	1
All incident reports and monitoring logs	32	45	57	49	78	82	79	79	40	40	21	21	9

*** 5 Incident Reports and 19 Monitoring Logs excluded due to no recorded time of day**

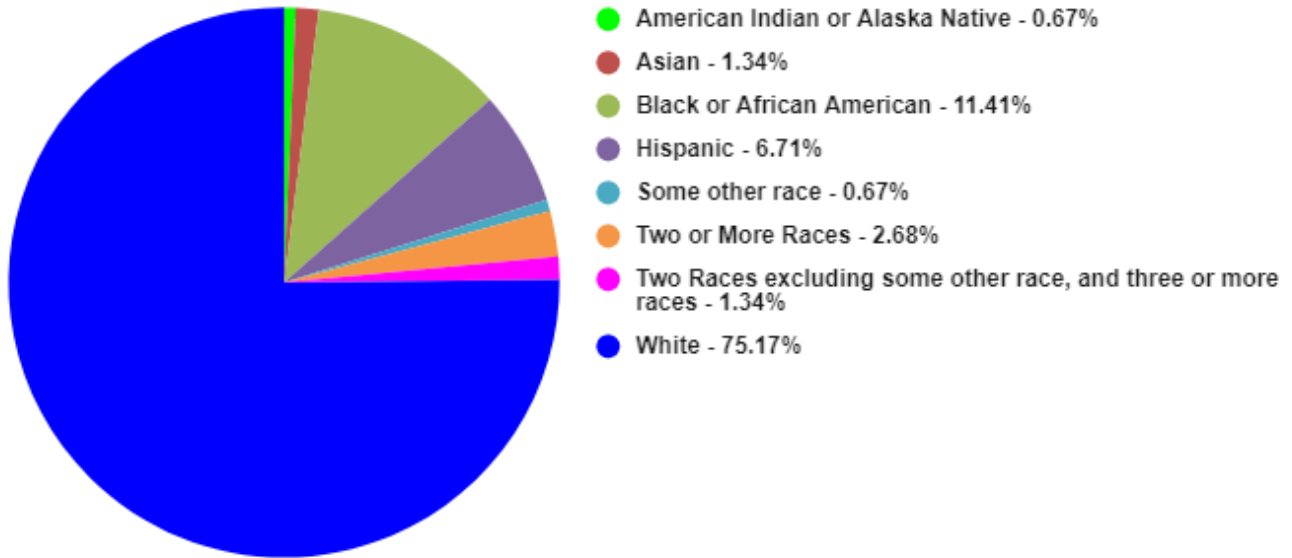
Incidents were more evenly distributed across open hours in FY24 than FY23 but still skewed towards the middle of the day. 1pm to 5pm was very clearly the busiest stretch of time during both years when it comes to incidents, which is why security coverage at Main was increased the most between 1pm and 5pm.

Grand Rapids Public Library

FY 24 HR Report

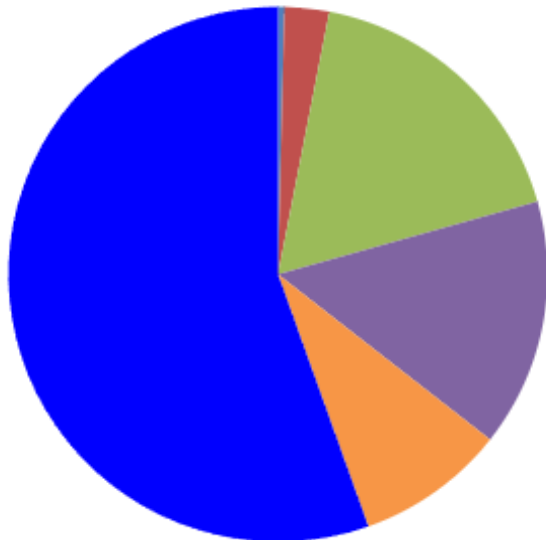
GRPL Staff Diversity By Race

Comparison of racial identity of current GRPL staff (149) as of June 30, 2024



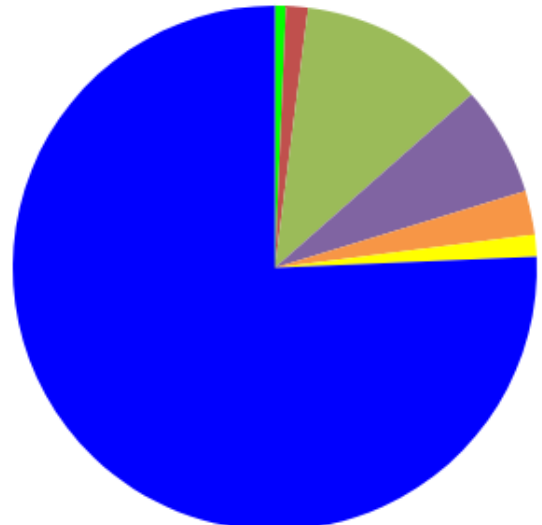
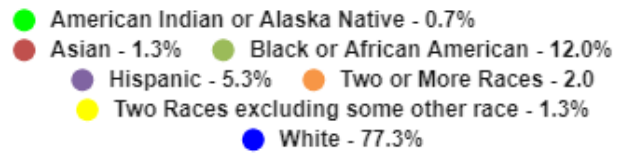
Grand Rapids Community

*Data from US Census Bureau, 2022



GRPL Staff Diversity By Race, FY23

Data from GRPL HR Report, 2023

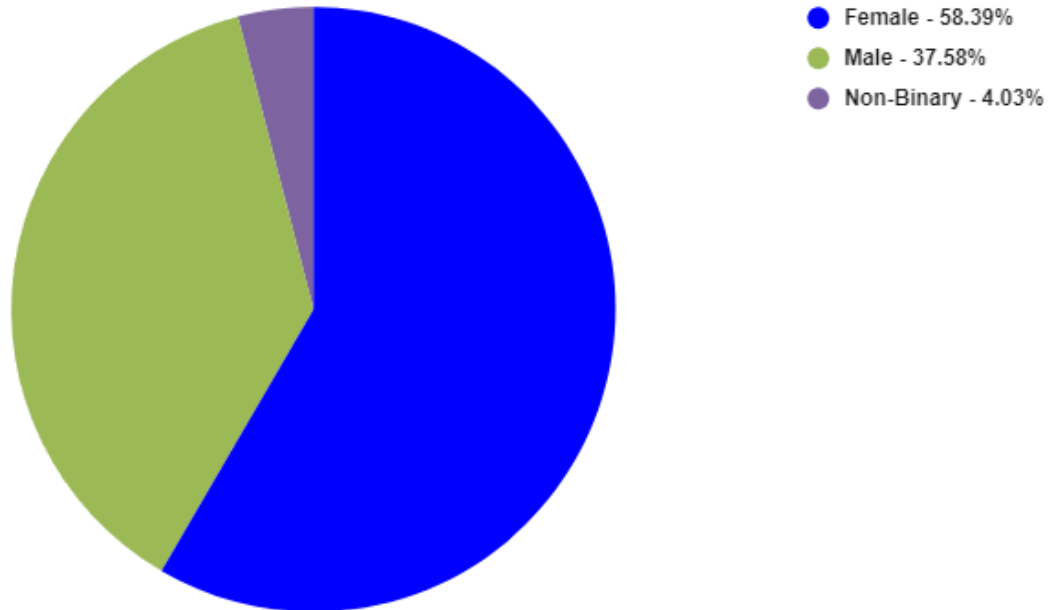


Grand Rapids Public Library

FY 24 HR Report

GRPL Staff Diversity By Gender Identity

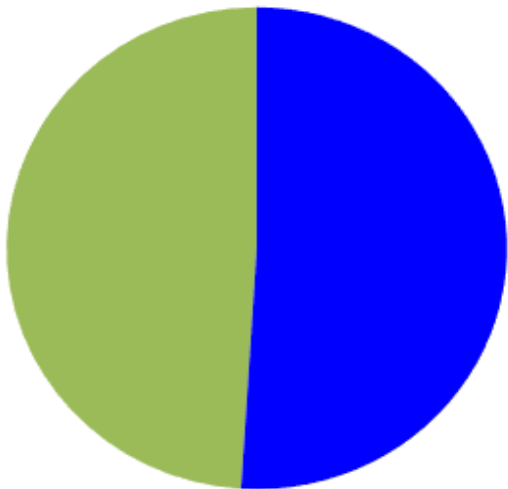
Comparison of gender identity of current GRPL staff (149) as of June 30, 2024



Grand Rapids Community

*Data from US Census Bureau, 2022

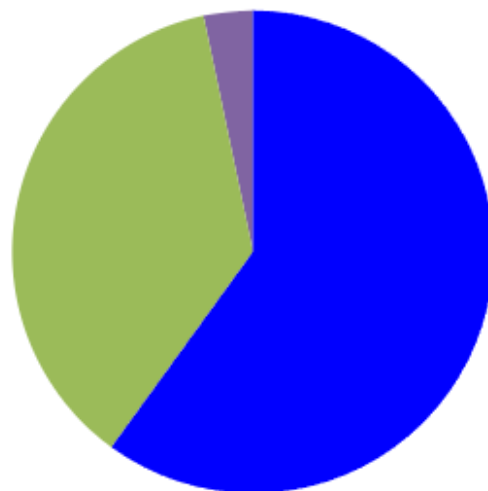
● Female - 51.0% ● Male - 49.0%



GRPL Staff Diversity by Gender Identity, FY23

Data from GRPL HR Report, 2023

● Female - 60.0% ● Male - 36.7% ● Non-Binary - 3.3%

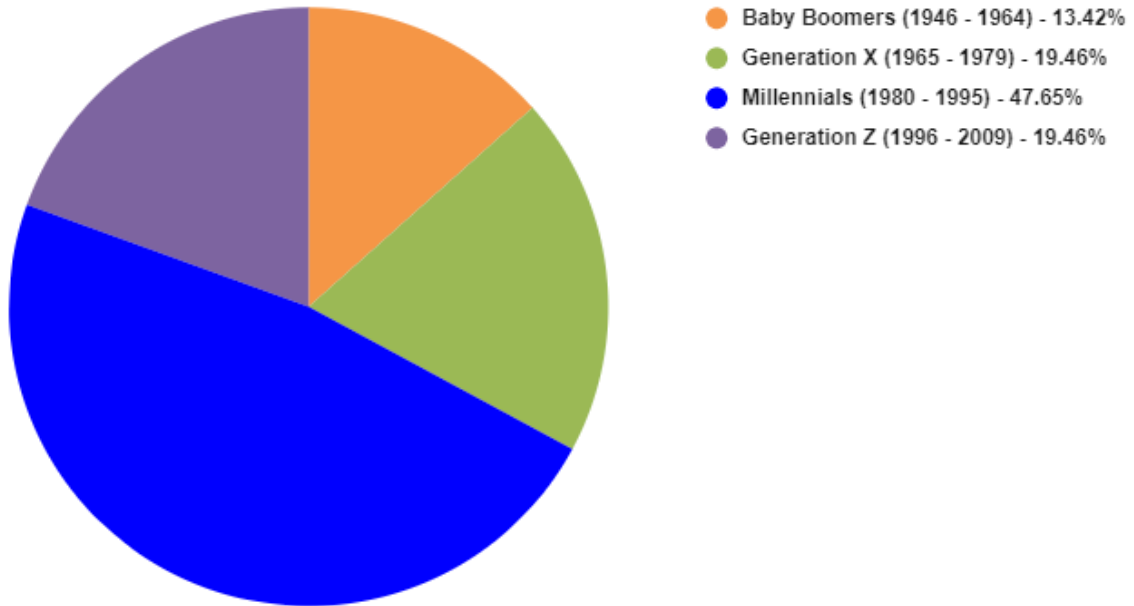


Grand Rapids Public Library

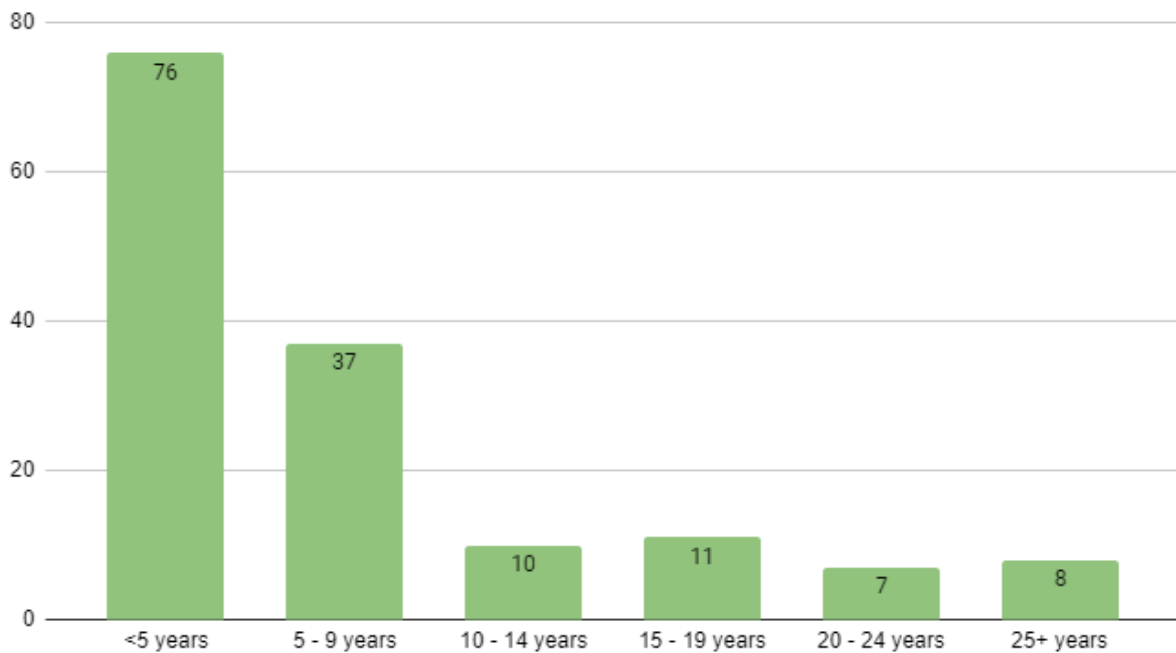
FY 24 HR Report

GRPL Staff Generational Demographics

Comparison of generational demographics of current GRPL staff (149) as of June 30, 2024



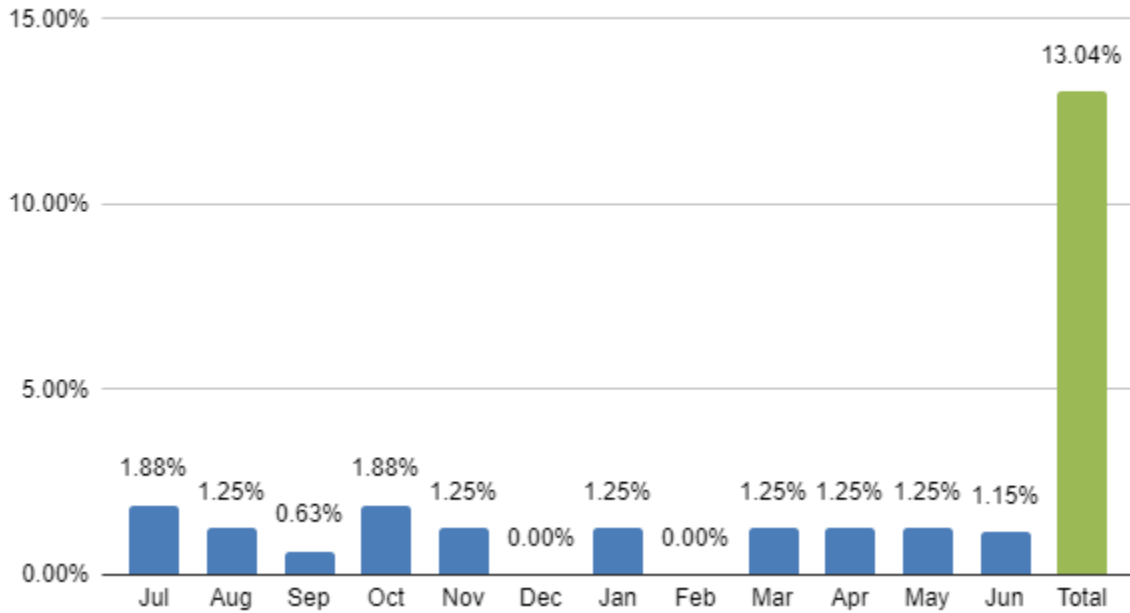
GRPL Staff Length of Service



Grand Rapids Public Library

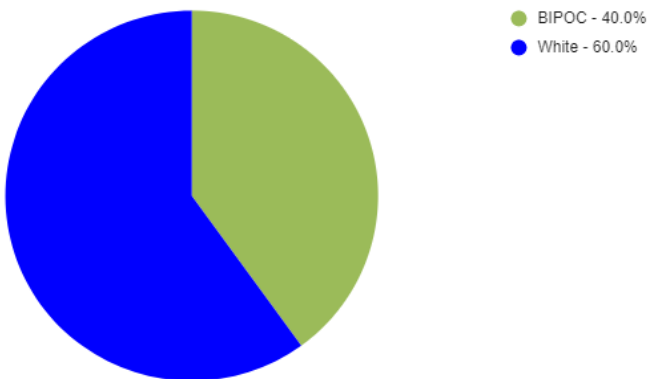
FY 24 HR Report

Workforce Turnover July 2023 - June 2024



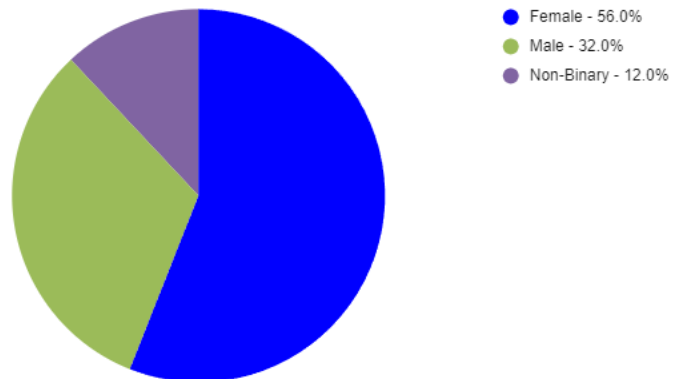
New Hire Breakdown By Race

Number of New Hires: 25



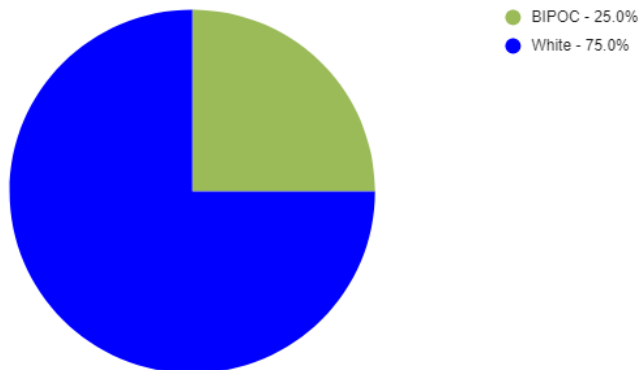
New Hire Breakdown By Gender

Number of New Hires: 25



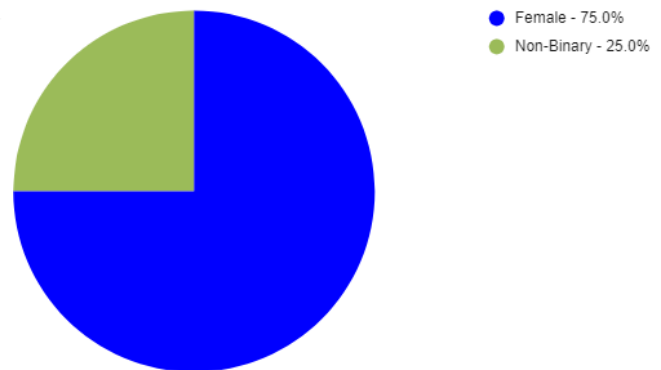
Promotion Breakdown By Race

Number of Promotions: 4



Promotion Breakdown By Gender

Number of Promotions: 4



Grand Rapids Public Library

July – Aug 2024 Media Index

Media Mentions by Topic

<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Programs</td> <td style="text-align: right; padding: 5px;">10</td> </tr> <tr> <td style="padding: 5px;">General</td> <td style="text-align: right; padding: 5px;">8</td> </tr> <tr> <td style="padding: 5px;">GR History Center</td> <td style="text-align: right; padding: 5px;">0</td> </tr> <tr> <td style="padding: 5px;">Staff/Board</td> <td style="text-align: right; padding: 5px;">0</td> </tr> <tr> <td style="padding: 5px;">GRPL Foundation</td> <td style="text-align: right; padding: 5px;">0</td> </tr> <tr> <td style="padding: 5px;">Outreach</td> <td style="text-align: right; padding: 5px;">2</td> </tr> </table>	Programs	10	General	8	GR History Center	0	Staff/Board	0	GRPL Foundation	0	Outreach	2	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Digital Media</td> <td style="text-align: right; padding: 5px;">0</td> </tr> <tr> <td style="padding: 5px;">Television</td> <td style="text-align: right; padding: 5px;">0</td> </tr> <tr> <td style="padding: 5px;">Radio</td> <td style="text-align: right; padding: 5px;">0</td> </tr> <tr> <td style="padding: 5px;">Print publications</td> <td style="text-align: right; padding: 5px;">0</td> </tr> <tr> <td colspan="2" style="padding: 10px 0 0 0;">Total number of mentions: 20</td> </tr> </table>	Digital Media	0	Television	0	Radio	0	Print publications	0	Total number of mentions: 20	
Programs	10																						
General	8																						
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GRPL Foundation	0																						
Outreach	2																						
Digital Media	0																						
Television	0																						
Radio	0																						
Print publications	0																						
Total number of mentions: 20																							

Key Articles and Interviews

- [Grand Rapids announces next neighbor engagement for Commission Night Out in Third Ward](#)
- [Rise and Shine: CreativeMornings GR - Revue](#)
- [Grand Rapids city clerk expects early voting numbers to rise | WOODTV.com](#)
- [Morning Buzz: July 25 - FOX 17](#)
- [GRPL launching 'Social Justice Begins with ME' book club - WZZM 13](#)
- [Social Justice Begins with ME; a unique children's book club in Grand Rapids - FOX 17](#)
- [GRPL book club to emphasize social justice - WZZM 13](#)
- [Comic book fans prepare to Geek Out with the Grand Rapids Public Library -'](#)
- [Join GRPL for Comic Geek Out on July 27 - YouTube](#)
- [Graphic novels engage reluctant readers and help build literacy skills | wzzm13.com](#)
- [Love cosplay and comics? Head to GRPL's Comic Geek Out on July 27 - FOX 17](#)
- [Children's museum, Grand Rapids library want to turn parking lot into new building](#)
- [There is joy and dignity in a new book | wzzm13.com](#)
- [Museum, library officials revisit plan to redevelop downtown surface lot](#)
- [Bookfluencers Spur Demand for Novel Branded Merch - ASI](#)
- [Student Spotlight: Alyssa Evans Combines Travel and Writing in Alma's MFA Program](#)
- [Griffins and DeVos Children's Hospital give away free kid helmets | wzzm13.com](#)
- [Griffins' 16th annual 'Lids at the Library' donates 200 free helmets - WZZM 13](#)
- [Meet the candidates: 2024 Grand Rapids First Ward commissioner election | The Rapidian](#)
- [Camp Sparkle offers kids space to process cancer and grief | WOODTV.com](#)

Social Media Comments

Partner Picks - Videos

- The most helpful PSA probably in the history of ever
- @kanopy has SO MUCH good stuff, it's mind boggling!
- 🙌🙌🙌🙌
- Fun idea to do criterion closet picks but for GR Library

Events & Initiatives

- Shoutout to **Grand Rapids Public Library** for a great event. The staff are awesome!
- I love the GRPL passport! Such a great design, and lots of ✨fun✨ things to choose from. Can't wait to get my new lunch bag! 😊
- ❤️❤️❤️
- I forgot to take a picture of this one but Oaklyn and I read this as part of the #grandrapidspubliclibrary summer reading challenge as our book to learn about someone different from us. We learned about artist Tyrus Wong, his journey to immigrate from China to America in 1919, a time when it was not easy to do so. We learned about the xenophobia he experienced and how he loved art through it all, especially bringing old Chinese techniques to the modern world. He worked for Disney and he designed the background of Bambi with this ancient Chinese art style, but he was never given credit. This book was a really good conversation starter and the illustrations are just gorgeous! Thanks @grandrapidspubliclibrary for the inspiration to try out a new book! #grpl #summerreadingchallenge
- One of the many things I obsess about as a parent with extreme mom-guilt is the "summer slide." My tactic this year is to make my kids do a page of a math book every morning at breakfast - yep, I'm a cool mom! Luckily for everyone in my family, my girls took their daily reading into their own hands... in a very Walker Woman way. The girls signed themselves up - and forced me to sign up - for The **Grand Rapids Public Library** Summer Reading Challenge. I love to read - but I will be honest, at first I thought this was another great idea that would fall by the wayside of the summer bustle. But, as usual, my girls are proving me wrong. They own the responsibility of completing the challenges themselves. It is so fun to go through the list

of activities and talk about what kinds of books could fit. Ry reads with me every night before she goes to bed, which often turns into a discussion about what I'm reading and how it's different or similar to what she is reading. Alden meticulously picks her nightly books based on what she needs to check off with a very rigid interpretation of the prompts.

We're halfway done with six books/activities each, and honestly, I'm loving the challenge as an adult.

Social Justice Begins with ME

- Love this!
- How wonderful!! What a fantastic opportunity to learn about community connection 😊.
- Thank you! ❤️ libraries and all they do for children & communities!
- Thank you for the work you do to serve ALL of our community. I appreciate your efforts each and every day to serve EVERYONE. Keep being the wonderful public servants you are. ❤️
- Thank you for hosting this! Love our GRPL!
- Love this! Thanks for giving our kids opportunities to learn and care about their community.
- ALL of these socialist organizations should be defunded. Let's get those boxes on the tax forms 🙌👍
- Grand Rapids Public Library Thank you for this offering! Social justice is extremely important for kids as a foundation of connection and justice for themselves and others. It helps kids build empathy, awareness and a deeper level of introspection. This is how we make our community better.

General

- I love the board game library! What a great idea 😍
- I heart the library but just haven't spent much time there in recent years. Updated card obtained. Look how snazzy! 📖💥
- Love this! Picking up basic ASL is so important o an inclusive community 🙌🙌

Grand Rapids Public Library

Aug – Sept 2024 Media Index

Media Mentions by Topic

Programs	7
General	3
GR History Center	2
Staff/Board	0
GRPL Foundation	0
Outreach	0

Digital Media	0
Television	0
Radio	0
Print publications	0

Total number of mentions: 12

Key Articles and Interviews

- [Grand Rapids' Black baseball history goes beyond the Black Sox | WOODTV.com](#)
- [From cookbooks to billboards, poets laureate hope to spread the words with help ... - WOODTV.com](#)
- [Grand Rapids Plays](#)
- [Morning Buzz: August 22 - FOX 17](#)
- [Hispanic Heritage Month Storytimes](#)
- [GRPL hosting family-friendly game nights | wzzm13.com](#)
- [Michigan events to check out this weekend | WOODTV.com](#)
- [Grand Rapids cooling centers open amid extreme heat - mlive.com](#)
- [BEAT THE HEAT: Find a cooling center near you - FOX 17](#)
- [Large mural brings Indigenous story to life in Grand Rapids - MLive.com](#)
- [Grand Rapids Public Library to host several Community Game Nights](#)
- [Explore over 50 Little Free Libraries located around Grand Rapids - MLive.com](#)

Social Media Comments

Partner Picks - Videos

- We should be best friends based on this list.
- BIG FAN
- Nick!!! yes GRFS!
- and since this is on the library page I have to say, "The Exorcist" by William Peter Blatty is brilliantly written and it's just as (if not more) frightening than the film 😁

- Plugging some of my favorite Asian American/Asian Canadian books that I found in the collection of the **Grand Rapids Public Library**.

Staff Picks - Videos

- Heck yes! 🙌 Listen to Courtnei. She KNOWS her picture books.
- I also loved Codenames! I might also recommend Coup, which is a bluffing game (also available at GRPL).
- Yeah, Monica!!! 🙌 Klara and the Sun I also read halfway through then had to come back to it later. SO GOOD.
- This girl is SO good at reading!!!!!!!
- Really like the cross reference points that helps people index where the book might take them.

Friends of the Library - Video

- ✨ recovering from autistic burn out (cognitive decline) but this is definitely something I think I could do! 💕
- @delaney.fought wonderful that you're giving back in this way! 📖💕

Events & Initiatives

- And once again, the library is supporting the insanity of drag queens. (Adult Storytime)
- I didn't know adult story time was a thing. That's awesome! (Adult Storytime)
- Steve! Tender is the Flesh? That's wild. Might need to come for that one (Book Clubs)
- I just started reading that! might have to come chat about it because this book is wild!! (Book Clubs)
- Great idea, GRPL! (Introduction to Polka Dancing)
- So wish I had this as a kid! I was a lone hobbyist until I was in my 20s with no group for LARP, RPGs, or minis games. (Dungeons & Dragons for Teens)

General

- I really liked that the pattern was only 10 pages to print. I use @grandrapidspubliclibrary (thank you so much love you forever) for all my patterns and it's great to get such a light file, the instructions were also fantastic. Now to make a #swsrue for my lil guy out of the sickest rubystarsociety western cotton 🙄

- Hey folks!!! I had an idea. I've been doing this popup dinner series across GR, and literally all of them start with me going to the main branch library and posting up in the cookbook stacks doing research. I can't believe how good the collection is.
- Great logo 🔥
- Thank you Librarians for making literacy available to all!



STAFFING REPORT

July August 2024

NEW HIRES				STAFF ANNIVERSARIES			
NAME	EFFECTIVE	POSITION	LOCATION	NAME	POSITION	TIME	
Prisila VandeHaar	7/22/2024	Library Assistant II	South Region	Lisa Boss	Library Assistant II	27 years	
Isis Luna	7/22/2024	Library Assistant II	North Region	Rebecca Near	Library Analyst	23 years	
Jennifer Bell	7/29/2024	Library Assistant II	Main Library	Sue Lester	Library Page	22 years	
DEPARTURES				STAFF ANNIVERSARIES			
Kelly Karr	7/6/2024	Librarian III	North Region	Tommy Brown	Library Custodian	10 years	
Amy Brooks	7/20/2024	Library Assistant II	South Region	Nate Canute	Library Assistant II	10 years	
PROMOTIONS				STAFF ANNIVERSARIES			
Neni Andrade	7/8/2024	Office Assistant II	Main Library	Denielle McCarron	Library Page	10 years	
OPEN POSITIONS				STAFF ANNIVERSARIES			
Librarian IV (1)	Librarian III (1)		Library Page (1)	Jordan Cloud	Library Assistant II	7 years	
Library Help Desk Technician (1)	Deputy Director (1)		Library Assistant II (4)	Cheri Cornell	Office Assistant II	6 years	
TOTAL TURNOVER FY25*				STAFF ANNIVERSARIES			
All staff	1.25%	2 people	All staff	1.25%	2 people		
Part-time staff	0.63%	1 person	Part-time staff	0.63%	1 person		
Full-time staff	0.63%	1 person	Full-time staff	0.63%	1 person		

*Does not include retirements



STAFFING REPORT

August September 2024

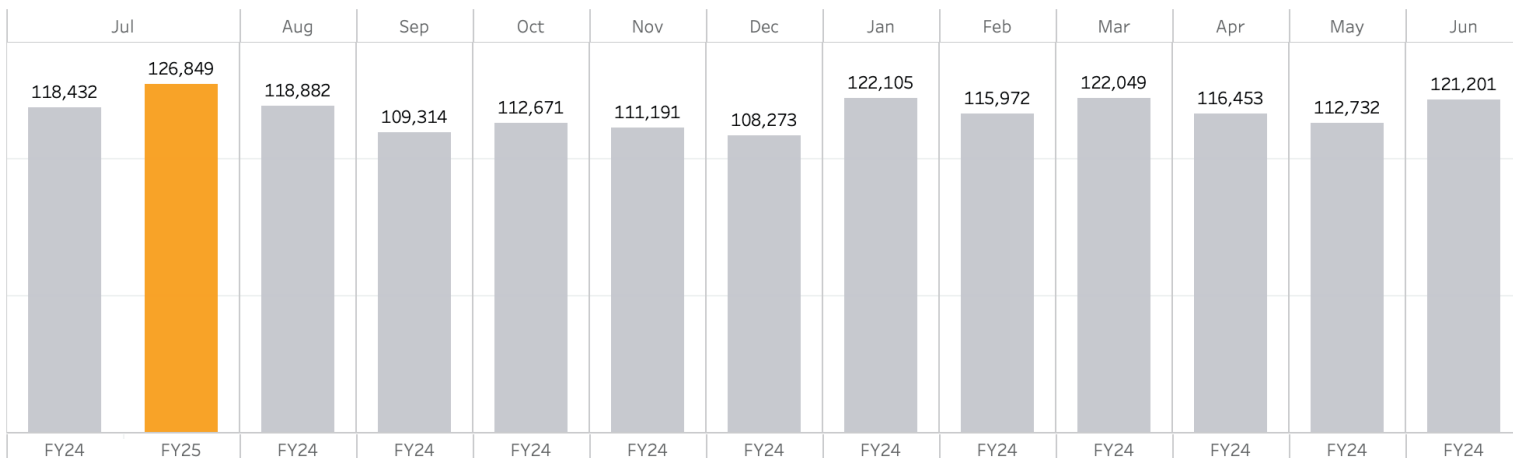
NEW HIRES				STAFF		
	EFFECTIVE	POSITION	LOCATION	ANNIVERSARIES	POSITION	TIME
Jason Kotarski	8/19/2024	Librarian III	North Region	Karolee Tobey	Office Assistant II	30 years
Wyatt Lardie	8/19/2024	Library Page	Main Library	Kevin Sage	Library Assistant II	24 years
Anna Rennick	8/26/2024	Library Assistant II	Main Library	Tonya Deans	Office Assistant II	21 years
Jennifer Vander Heide	9/3/2024	Deputy Director	Main Library	Amy Alber	Library Assistant II	18 years
				Thomas Terrell	Facilities Assistant	16 years
DEPARTURES				Julie Tabberer	Grand Rapids History Center Manager	14 years
None				Nic Coppernoll	Adult Services Manager	10 years
				JR Martin	Library Page	10 years
PROMOTIONS				Hannah Snow	Graphic Designer	9 years
Ashley Bovin	8/27/2024	Library Assistant II	Main Library	Meghan Elwell	Patron Experience Manager	7 years
				Patrick Quist	Library Custodian	6 years
				Monica Willits	Yankee Clipper Branch Manager	5 years
OPEN POSITIONS				Laura Bishop	Library Assistant II	3 years
Librarian IV (1)		Library Page (1)		Ed McIntyre	Library Page	3 years
Library Help Desk Technician (1)		Library Assistant II (3)		Raven Phalen-Price	Library Assistant II	3 years
				Andrea Kasprzak	Library Page	2 years
				Jason Palmer	Library Page	2 years
TOTAL				Brittany Boza	Library Assistant II	1 year
TURNOVER				Lara Mues	Library Page	1 year
FY25*				Breasha Palmer	Library Page	1 year
All staff	1.25%	2 people	All staff	0.00%		
Part-time staff	0.63%	1 person	Part-time staff	0.00%		
Full-time staff	0.63%	1 person	Full-time staff	0.00%		

*Does not include retirements

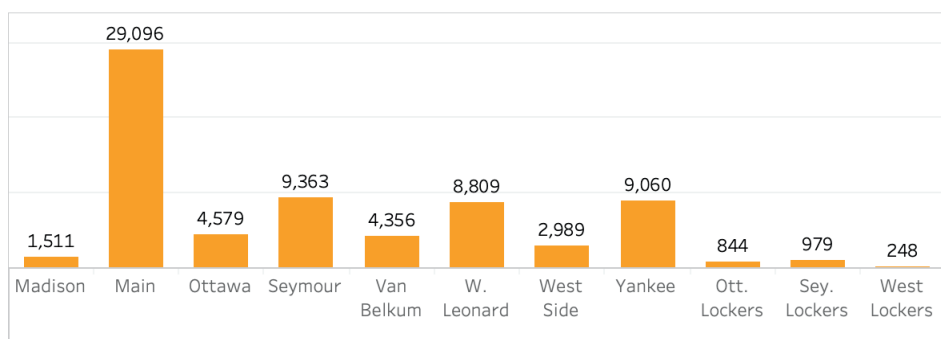
July 2024

STATISTICAL REPORT

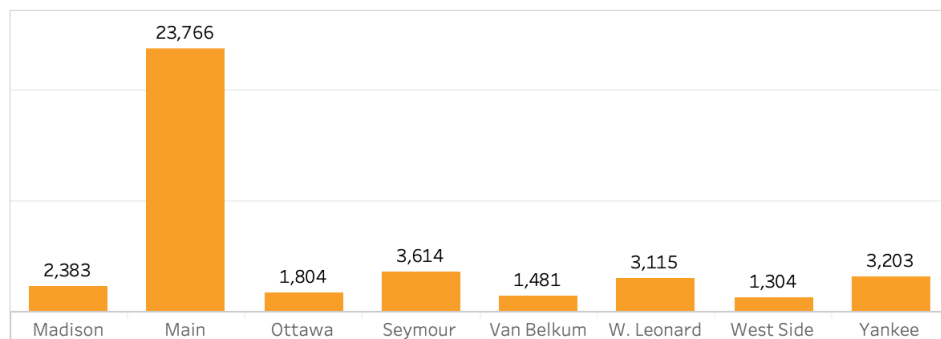
Items Borrowed by Fiscal Year and Month (includes both physical and digital items)



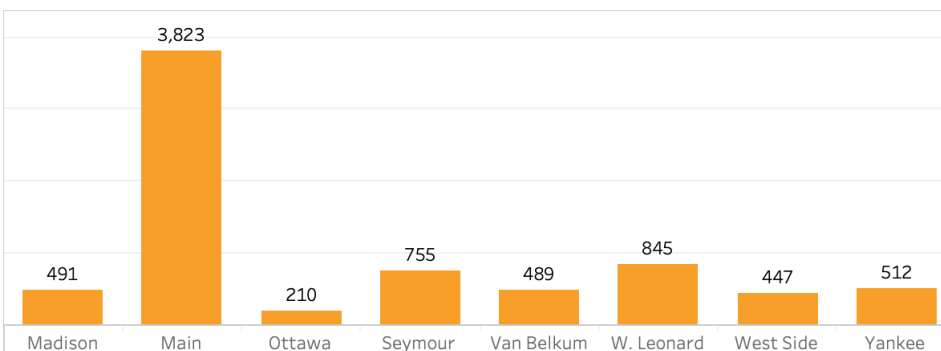
Physical Items Borrowed by Branch



Library Visits by Branch

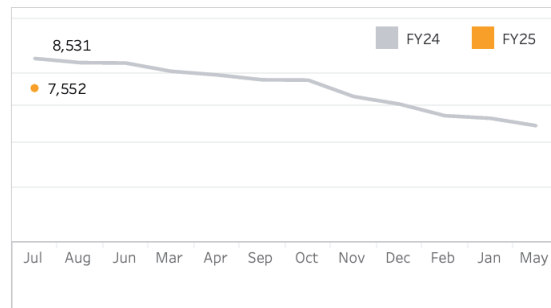


Public Computer Use by Branch

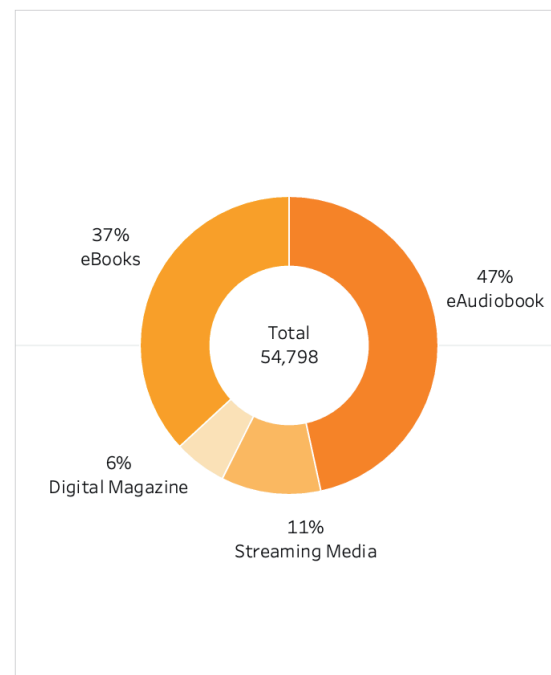


Unique Borrowers by Month

Indicates patrons checking out physical materials



Digital Usage by Format



46,031

Library Visits

2025 FYTD: 46,031 ↑18%
2024 FYTD: 38,953

976

New Cardholders

2025 FYTD: 976 ↓4%
2024 FYTD: 1,013

126,849

Total Items Borrowed

2025 FYTD: 126,849 ↑7%
2024 FYTD: 118,433

72,051

Physical Items Borrowed

2025 FYTD: 72,051 ↑3%
2024 FYTD: 69,704

54,798

Digital Items Borrowed

2025 FYTD: 54,798 ↑12%
2024 FYTD: 48,729

36 Library Programs

1,075 program attendance

8 Outreach Events

981 outreach attendance

5 Classes

12 School Visits / Tours

12 1-on-1 Tech Help

6 Business Consultations

10,631

Database Page Views

146

Email Reference Questions Answered

7,572

Public Computer Sessions

Social Media

6,613 interactions
36,568 followers
549,315 impressions

9,550

Digital Archival Items Viewed

14,714

Physical Holds Fulfilled

74

WiFi Hotspot Checkouts

Community Connections

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

- Arbor Circle Street Outreach
- AYA Youth Collective
- Camp Sparkle
- Catherine's Health Center
- Clinica Santa Maria
- Family Outreach Center
- Grandville Avenue Arts & Humanities
- Great Start Collaborative
- Heart for Home
- In the Image
- Literacy Center of West Michigan
- Network 180 Mobile Crisis
- Pine Rest StreetReach
- Trinity Health
- YWCA

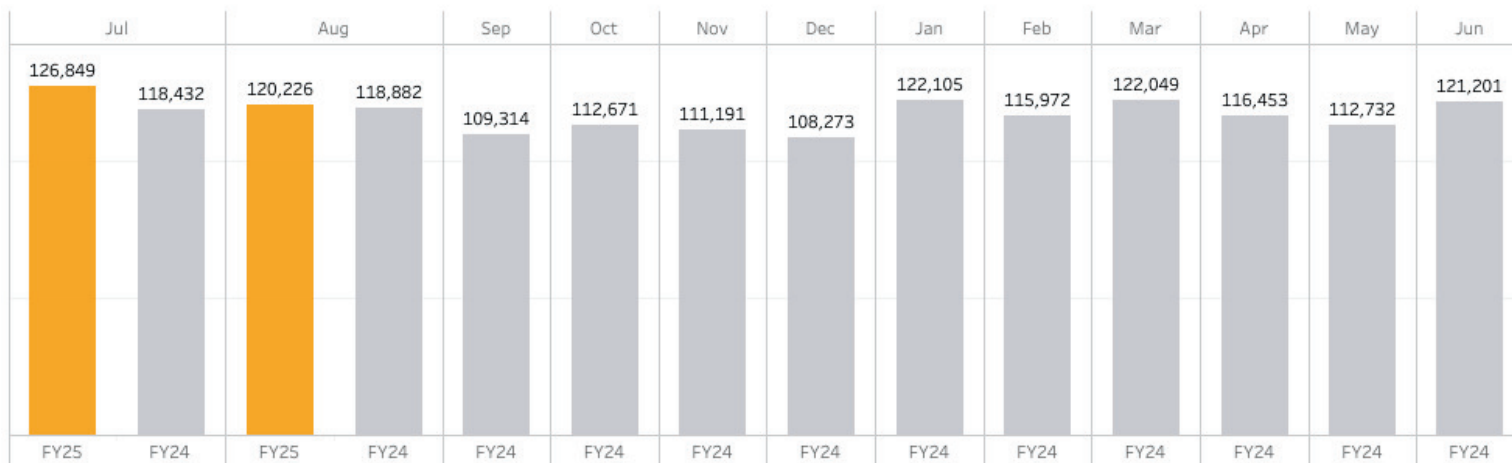
Popular Titles this Month



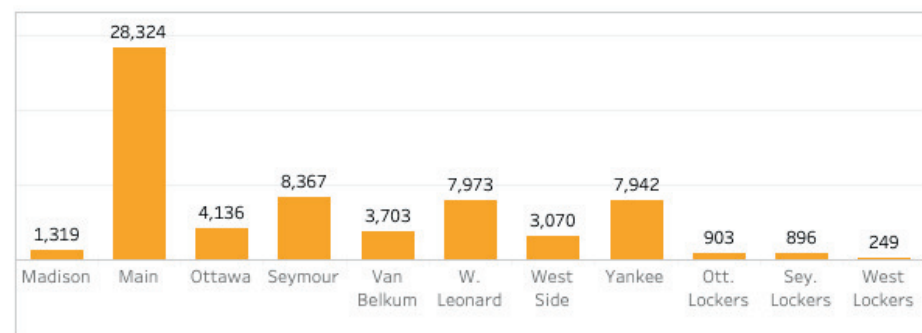
August 2024

STATISTICAL REPORT

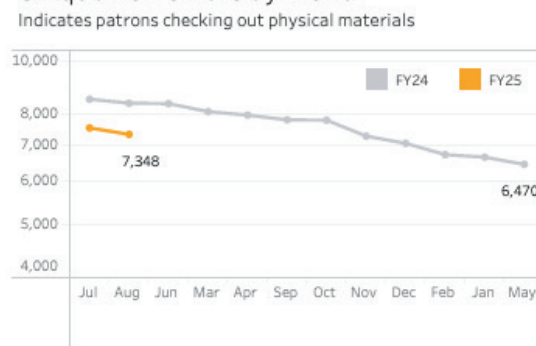
Items Borrowed by Fiscal Year and Month (includes both physical and digital items)



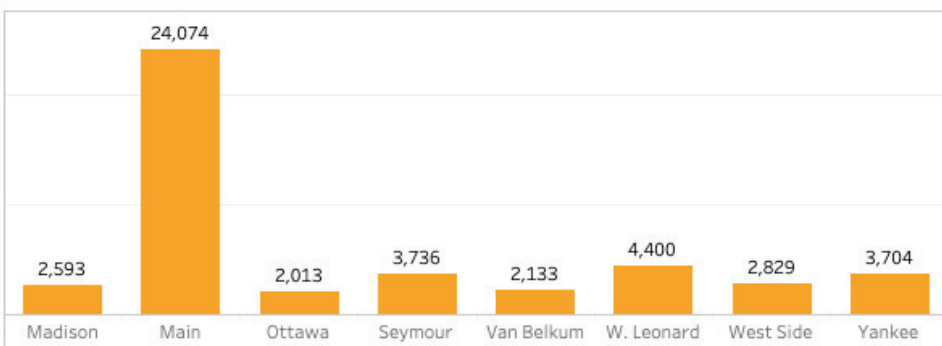
Physical Items Borrowed by Branch



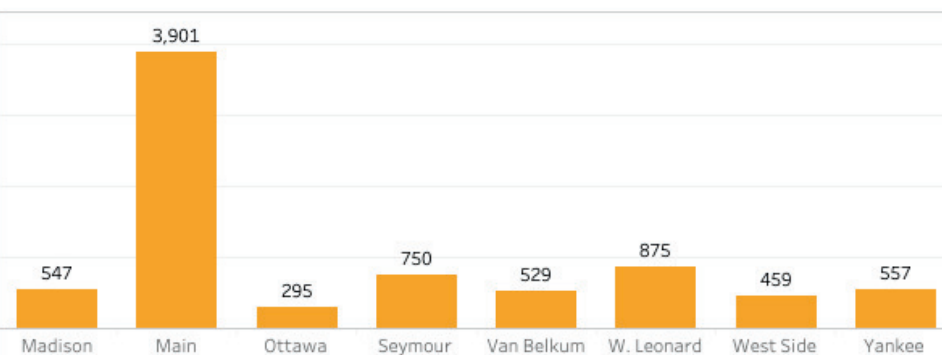
Unique Borrowers by Month



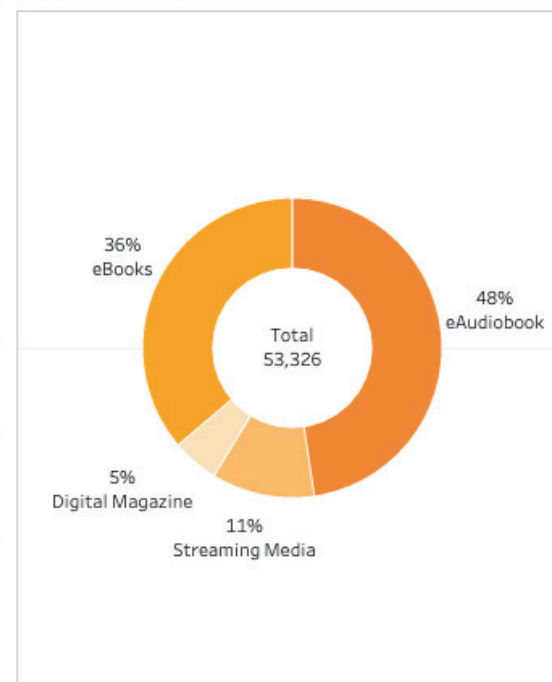
Library Visits by Branch



Public Computer Use by Branch



Digital Usage by Format



45,482

Library Visits

2025 FYTD: 91,513 **↑11%**
2024 FYTD: 82,080

1,072

New Cardholders

2025 FYTD: 2,048 **↑.3%**
2024 FYTD: 2,041

120,226

Total Items Borrowed

2025 FYTD: 247,075 **↑4%**
2024 FYTD: 237,314

66,900

Physical Items Borrowed

2025 FYTD: 138,951 **↓.5%**
2024 FYTD: 139,668

53,326

Digital Items Borrowed

2025 FYTD: 108,124 **↑11%**
2024 FYTD: 97,646

21 Library Programs

728 program attendance

10 Outreach Events

1,269 outreach attendance

4 Classes

5 School Visits / Tours

15 1-on-1 Tech Help

4 Business Consultations

8,475

Database Page Views

157

Email Reference Questions Answered

7,913

Public Computer Sessions

Social Media

2,003 interactions
36,676 followers
103,584 impressions

6,034

Digital Archival Items Viewed

14,846

Physical Holds Fulfilled

57

WiFi Hotspot Checkouts

Community Connections

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

- Arbor Circle Street Outreach
- Catherine's Health Center
- Coit Creative Arts Academy
- Creston Neighborhood Assoc.
- Family Futures
- Great Start Collaborative
- Helen DeVos Children's Hospital
- Kent District Library
- Mel Trotter
- Network 180 Mobile Crisis Response
- The Other Way
- Ottawa Hills Neighborhood Assoc.
- Red Cross of West Michigan
- To College Through College
- West Grand Neighborhood Org.

Popular Titles this Month

