AGENDA

Board of Library Commissioners of the City of Grand Rapids

November 19, 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 October 29, 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 b. Financial Report c. Foundation Update				
	6.	Old Business a. Discussion of Board Replacement of Resigning Member				
	7.	New Business a. Grandville Avenue Arts & Humanities Presentation b. Nominating Committee Appointment				
E E E	8.	Information Items a. Media Index b. Staffing Report c. Statistical Report for October 2024				
	9.	Grand Rapids Employees Independent Union				
	10.	Agenda Items for the Regular Board Meeting on December 17, 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

August

· GRPL Foundation Representatives

February

March Oc

April

· GRPL Foundation Representatives

October

September

Budget Review Committee

· Policy Review Committee

May

June

December

November

December

· GRPL Foundation Representatives

· Nominating Committee for Board Officers

July



- E Enclosure
- * Special Meeting

MINUTES BOARD OF LIBRARY COMMISSIONERS OF THE CITY OF GRAND RAPIDS

October 29, 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, Kevin Peterson (arrived at

5:26 pm), Lauren Woolsey

Board Members Absent:

Administration Present: Robert Adcock, Megan Biggins, Natalie Drew,

Lindsay Laplow, John McNaughton, Ann Neff-Rohs,

Jen Vander Heide, Patrick Beatty

Staff Present: Amy Cochran, Nic Coppernoll

Public Present: Steven Assarian, GREIU;

Jay Vissers, GR Documenters

2. APPROVAL OF MINUTES OF THE REGULAR BOARD MEETING ON SEPTEMBER 24, 2024

MOTION: By Commissioner Woolsey, supported by Commissioner Boston, that the Board of Library Commissioners of the City of Grand Rapids approve the minutes of the regular board meeting of September 24, 2024.

Boston comments that there is a correction to Item 5b which should read, "lending model" instead of "vending model."

Laplow comments that Vander Heide's name is missing from the list of Administration Present and needs to be added.

ACTION: AYES 5 - 0

Motion passed.

3. BOARD COMMENTS

Boston comments that she enjoyed the Meet Me at the Library! program at the Seymour Branch. She adds that she dropped her ballot off at the Seymour Branch's ballot box and appreciates that we have them at all of our locations.

García Mazari comments that she attended the Café Con Libros Book Club hosted by the Latina Network of West Michigan. She adds that she is grateful for GRPL's community connection with the Latina Network of West Michigan and hopes that we continue this very valuable partnership.

Woolsey comments that she recently drove by a community trunk-or-treat with the GRPL van present. She adds that she loves that the new logo is easy to recognize.

4. COMMITTEE REPORTS

a. Legislative

No comments.

b. Policy

No comments.

c. Board Retreat

No comments.

5. STAFF & FOUNDATION REPORTS

A. Library Director's Report

McNaughton comments that the staffing assessment is underway and ReThinking Libraries (RTL) will be at the November regular meeting. He adds that RTL has offered to attend the upcoming annual board retreat to present the board their findings. The board agrees that the end of February will likely work for scheduling the 2025 annual retreat.

McNaughton thanks Zychowski for the Annual Impact Report that she and the Communications Department created.

i. GRCM Collaboration

McNaughton comments that he has decided to pause GRPL's involvement in this collaboration until the staffing assessment is complete in March 2025. He adds that he and Vander Heide spoke yesterday to the Grand Rapids Children's Museum (GRCM) about what we'd like to see from this partnership, the timeline we envision, and the importance of the BoLC being involved.

Dilley asks if there are meetings that take place without McNaughton's knowledge. McNaughton answers yes and explains that they involve him in some meetings and update him on meetings he's not in.

Dilley asks if we can involve the Foundation more fully. McNaughton says yes, when the time is right. He adds that they have previously met with and presented their ideas to the City, but the City's needs may change soon due to newly elected City leadership. He concludes that it's time to slow down until we have a fully-fleshed idea.

Dilley comments that she is worried that the library isn't a big enough part of the conversation and asks if the library is losing influence or involvement. McNaughton says that Anderson and Woolsey are part of the steering committee, but we need to talk about what both parties' expectations are. Woolsey confirms that it has been a while since they have met as a steering committee. Anderson comments that the GRCM has moved away from working with Fishbeck, so some of the communication structure has been impacted.

Boston asks what happens with the parking lot if this partnership doesn't work out. McNaughton answers that if this doesn't work out, despite hoping it does, then GRCM will need to find another partner and the parking lot will stay as it is.

Boston comments that she appreciates that this has been paused and appreciates that McNaughton is coming to the board to let them know. McNaughton says he will share the timeline Vander Heide put together with the board soon. Peterson asks if we have any contract obligations with this project. McNaughton answers no.

Anderson asks about the Community Resource Fair. McNaughton says it was a huge success. Biggins comments that this involved many partner organizations that we regularly work with. McNaughton reads the list of community partner organizations that were present. Anderson asks if we plan to host it at different times of day going forward. McNaughton answers that they are looking into how best to do this in the future and thanks Resource Navigator Sabrina Slenk for all of the work that went into organizing it. Boston asks how often staff want to do this. McNaughton answers that it's still up in the air.

Peterson comments that the Literacy Center is moving and will be GRPL's neighbor soon.

B. Financial Report

Adcock comments that we came in slightly above our budget projections. Now we're switching gears to focus on the FY26 budget.

Anderson asks about the last column showing 2023's numbers instead of 2024. Adcock answers that 2024 is the previous closed year, but since we are comparing actual totals, he uses 2023's numbers.

Anderson asks about the Supplies and Postage line coming in high. Biggins answers that this is because of a reallocation of the budget for the Books by Mail program.

Boston clarifies her question regarding the digital versus print budget from the September regular meeting. Woolsey asks if the board could see how much was spent the last 2 years on print items and how much was spent on digital items. Neff-Rohs answers and says that she will send the numbers over.

Boston asks if, within the Stats report, the unique borrows by month numbers are only physical items. Neff-Rohs answers yes. Boston asks if we can include digital items as well. Neff-Rohs says yes. Boston asks how we estimate cost if things change so often due to the lending models. Anderson comments that having this data public helps our users understand what the costs are.

McNaughton comments that he attended a presentation on trends of digital usage, and it continues to skyrocket throughout the US and Canada. Dilley asks about the breakdown of usage by age. McNaughton says that when the dashboard is accessible, he will share it with the board. Anderson clarifies that GRPL is not limiting availability of digital items. McNaughton agrees.

Dilley comments about an article she read about critical thinking skills decreasing due to an increase in digital material usage. García Mazari clarifies that university libraries have more money to put toward digital materials for textbooks and adds that not many people have an opportunity to read for leisure due to demanding school schedules. Boston shares that accessibility options are improved with digital materials and adds that people can "skim" printed materials too.

C. Foundation Update

No comments.

6. OLD BUSINESS

A. Discussion of Board Replacement of Resigning Member

Peterson thanks everyone for completing the skills matrix. He explains the data within the matrix.

Anderson reminds everyone of the timeline: Applications will go out to the commissioners for review after the posting closes and we will have interviews at the regular board meeting in December. She asks the board to remind their social networks of the open board seat so they can apply by November 1.

Peterson comments on the list of skills that we may be losing when García Mazari's term expires. He also talks about the areas in which we may want to invest for additional areas of support.

Woolsey comments that this tool can help us inform the questions we ask the candidates in interviews. She adds that she would like to send candidates the interview questions beforehand. Anderson comments that she will send the questions to the board prior to sending them to the candidates. Woolsey concludes that we can talk through this at the November regular meeting.

Boston thanks Peterson and says that the skills matrix is very helpful. The board discusses other ways they can use this tool.

7. NEW BUSINESS

A. Summer Reading Challenge Program Evaluation

Youth Services Manager Cochran and Adult Services Manager Coppernoll introduce themselves and present a summary of the 2024 Summer Reading Challenge Program.

Cochran concludes that they are looking at how they can be more accessible to single-parent and busy-parent households next year, as well as inspiring more older adults to participate. She adds that she would like to partner with GRPS again to introduce the program to kids before they are out of school for the summer.

The board thanks Cochran and Coppernoll.

García Mazari suggests asking GRPS to share some of their demographic data.

Peterson asks how many people completed the follow-up survey and asks about awareness of the challenge. Cochran answers that we did not ask awareness questions but will reconsider asking them next year. She adds that we had over 550 returned surveys.

Boston asks what grade levels were in summer school. Cochran answers that GRPL focused on K-8. Biggins comments that getting into a school in the capacity we achieved was a huge triumph.

8. INFORMATION ITEMS

A. Media Index

Boston comments that GRPL's social media has been a great way to get to know the staff.

B. Staffing Report

No comments.

C. Statistical Report for September 2024

No comments.

9. GRAND RAPIDS EMPLOYEES INDEPENDENT UNION

No comments.

10. AGENDA ITEMS FOR REGULAR BOARD MEETING: NOVEMBER 19, 2024

- Policy Review Committee Update
- Nominating Committee Appointment
- Continuation of board member appointment discussion

Anderson reminds the board that the next two meetings are earlier in the month than usual due to holidays.

11. PUBLIC COMMENTS

No comments.

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 6:30 pm.



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

OCTOBER 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:
 - Parent Information Meeting at Burton Elementary
 - Community Baby Shower
 - 100 Year Celebration for Harrison Park Academy
 - o Commission Night Out
 - 5 Trunk or Treats hosted by West Grand Neighborhood Association, Healthy Homes Coalition, MLK Park Neighbors/Urban League, Roosevelt Park Neighborhood Association, and Family Futures
 - Dia de los Muertos Festival
 - Young at Heart Senior Center Open House
- Each month, GRPL visits the Helen DeVos Children's Hospital and is part of their in-house television
 programming, usually the call-in trivia and bingo show. GRPL staff are able to highlight what a public
 library is and specific things happening at GRPL that month. There was a record number of players at
 the children's hospital bingo program in October, and each child got a bingo prize and a free book with
 library information in it. It's a wonderful way to reach families who are in the community and often not
 library users.
- Madison Square Branch Manager Ana Drown attended a Community Partner Lunch at the Madison Square Church. There were nearly 70 community members in attendance, representing over 25 community organizations and businesses. During the first half of the lunch, a representative from Amplify GR presented on HUB 07, a new community hub coming to the Boston Square Neighborhood. HUB 07, which is scheduled to open in January 2025, will offer a childcare center, a health and wellness clinic, shared workspace, a community cafe, and more. During the second half of the lunch, attendees were invited to address the group to briefly share information and resources offered by their organization. Ana shared a brief overview of the free services offered by GRPL and highlighted some of

the upcoming programs and events.



• Madison Square Branch Manager Ana Drown and Van Belkum Branch Manager Erin Keener facilitated two separate Canvas and Cookies with E'lla Webber events. Due to space limitations within the branches, connections were made with community partners from nearby organizations to secure the necessary space. As a result, both events were hosted offsite, one at the DAAC in the Creston Neighborhood, and the other at LINC Up in the Madison Square neighborhood. Patrons were invited to get in touch with their creative side at these canvas painting workshops for adults, led by local artist E'lla Webber.

Attendees were able to create their own fall themed masterpieces, while enjoying sweet treats from a local Black owned business, Daddy's Dough Cookies.

- On October 30, Library Assistant Ady Ramos-Estrada hosted a "Frankendoll" making program for teens
 at the Main Library. The teens had a great time turning ordinary baby dolls into horrifying monstrosities.
 Programs like this are important because they provide teens a safe, fun way to celebrate Halloween.
- This fall, the Youth Services Department partnered with local organization Young Money Finances to offer two money management workshops for teens. Teens said "the speaker was amazing!" and "I learned so much...there are many teens I know who would like to learn about money." Young Money Finances staff appreciated having this opportunity to get out in the community and said they'd be interested in working with us again.



CREATING INSPIRING SPACES & EXPERIENCES

 A core team of staff including Circulation Operations Manager Andrea Hiler, Branch Managers Erin Keener and Courtnei Moyses, Graphic Designer Hannah Snow, and Director of Marketing & Communications Katie Zychowski have completed input gathering related to specific service points across the system. The data collected around hold shelves, interior book drops, and check out stations have been compiled into "key findings" that are now being reviewed in order to apply solutions. Through this work, other areas of opportunity have also been revealed and plans to activate walls, windows, and spaces across the system are underway.

A core team of staff including Circulation Operations Manager Andrea Hiler, Branch Managers Erin Keener and Courtnei Moyses, Graphic Designer Hannah Snow, and Director of Marketing & Communications Katie Zychowski have met virtually with other libraries and public institutions to learn about their signage solutions related to self-service points. Recent visits include KDL's Ada Branch, Frederik Meijer Gardens, & GVSU's Frey Foundation Learning Commons. Up next: Mary Free Bed YMCA whose space is completely ADA compliant and signage is universally designed.



TRANSFORMING OUR CULTURE

- Community Safety & Outreach Assistant Neni Andrade and Youth Outreach Librarian Erin Antes had the
 opportunity to attend the Association for Bookmobile & Outreach Services Annual Conference in
 Indianapolis, IN. They both enjoyed learning about how other libraries around the country are
 approaching outreach and community engagement.
- Several GRPL staff members including Branch Managers Erin Keener, Courtnei Moyses, Ana Drown, and Monica Willits, Librarian Steve Assarian, and Director of Collections Ann Neff-Rohs attended the Michigan Library Association's annual conference in Traverse City, Michigan alongside Executive Director John McNaughton. It was a great experience for GRPL staff to learn about important library service trends, network with other librarians throughout the state, and connect with each other.

BEING VISIBLE & VALUABLE TO THE COMMUNITY

Thanks to the GRPL Foundation, GRPL was able to collaborate with the Grand Rapids Dia de los
Muertos Festival Committee, led by West Side Branch Manager Osvaldo Perez Rios and community
leader and artist Rolando Mancera. GRPL and the GR Dia de los Muertos Festival Committee hosted an
all-weekend festival that spanned from Saturday, October 26 to Sunday, October 27 at Roosevelt Park.



Connecting and educating latino and non-latino residents from the Roosevelt Neighborhood to the rich culture of the Dia de los Muertos celebration. An event co-created with the community to live up to its diverse cultural significance. We created and strengthened community connections with places like Grandville Avenue Arts & Humanities, GR Office of Special Events, The Potter's House, Grand Rapids Police Department, Puertas Abiertas, among other

local organizations & businesses. We also had the opportunity to host the Mobile Library, which gifted

hundreds of books preselected in relation to the celebration. We had close to 900 patrons in attendance on Saturday, followed by an immensely successful Sunday that allowed us to welcome over 1200 patrons. Before the beginning of the second day of the festival, a procession took place from Grandville Avenue Arts & Humanities to Roosevelt Park. Hundreds of residents came out of their houses to experience the rich and vibrant cultural display.







 Communications Assistant Hailey Jansson continues to partner with local organizations to highlight our rich collection. Our series with the Grand Rapids Film Society has built a strong foundation for future collaborations. Now, we're working with WYCE to showcase our music collection which has proved equally as popular.

 The Communications Department is piloting new advertising strategies to test messaging and media buys. One example is through the deployment of Spanish billboards placed in areas of the city where engagement with our system could be better developed.



Grand Rapids Public Library Oct- Nov 2024 Media Index

Media Mentions by Topic

Programs	2	Digital Media 0
General	6	Television 0
GR History Center	5	Radio 0
Staff/Board	0	Print publications 0
GRPL Foundation	0	
Outreach	0	Total number of mentions: 13

Key Articles and Interviews

- Social Justice Begins With ME!
- From utility to icon: The humble history of **Grand Rapids**' Blue Bridge WOODTV.com
- Kalamazoo County Historical Society: Michigan Places in the "Negro Motorist Green Book"
- Morning Buzz: October 14 FOX 17
- Teachers: explore field trip options VIP-style School News Network
- 55 years ago: Old **Grand Rapids City** Hall demolished | WOODTV.com
- Morning Buzz: October 18 FOX 17
- Death planning: How should you prepare your online accounts WOODTV.com
- Morning Buzz: October 26 FOX 17
- 137-year-old Lit GR, former home of the Ladies Literary Club, listed for sale | WOODTV.com
- Your guide to candidates, proposals on the Nov. 5 election ballot in Kent, Ottawa counties
- Native American Heritage Month Storytimes GRPL West Leonard Branch
- GRPL The ultimate one stop shop for families GRKids

Social Media Comments

Partner Picks - Videos

- Good picks, Sabrina! I will always have a place in my heart for Heaven of Las Vegas, or really any Cocteau twins.
- WHAT A LIST! ♥♥
- great picks!
- · • • •

- Thanks for having me, I'm happy I got to share some of the many great albums in the GRPL catalog!
- Bagel Boi always has the best music recs!! Note:

Staff - Videos

WOW I KNOW HER ♥ ⇔ (Courtnei Popular Pages Video)

Events & Initiatives

- Thanks again to Grand Rapids Public Library for booking us for yet another fun "Cookies and Canvas" evening. Thanks to Linc Up for welcoming us into your space. A special thank you to Ana Drown and Erin Keener (GRPL Program Directors), the two of you make us feel very comfortable. Check out some of Halloween paintings from guests...
- I've seen him dance before he's great!!! (Reg Pettibone Dancers)
- I've seen this presentation. It's very informative and accessible for all ages. Make the time to attend. (Reg Pettibone Dancers)
- This Sunday, I was so proud to attend the Day of the Dead Procession organized by the Grand Rapids Public Library. The roots of our community were represented with dignity, pride, and honor. Being far away from home, this parade made me feel grateful for my community and fearless advocates here in Michigan. The smiles and joy of the families were simply priceless! Felíz día de Muertos! •• O (Dia De Los Muertos Festival)
- Had a wonderful time at the Día de los Muertos Festival The altars were so lovingly made
 & the procession was a lot of fun. Beautiful traditions (Dia De Los Muertos Festival)
- Thank you to @grandrapidspubliclibrary for a beautifully organized festival for Día de Los Muertos. The kids loved learning and making crafts bringing them closer to their culture and where we come from 1900 or the first property of the fir
- Got mine! (GR Griffins Circ. Membership tickets)
- Libraries are (still) so important. Exciting to see this kicking off! (ReThinkingLibraries survey)
- If can't attend there is an on-line survey that can be completed. (ReThinkingLibraries survey)
- Can't wait! (ReThinkingLibraries survey)
- Looking forward to this! Could I get a book price please and will it be cash only? (Author Talk)
- Dee Dee is great, this will be fun! (Adult Storytime)

- Grand Rapids Public Library Well said. Keep this content coming.(Adult Storytime)
- I can't wait to come and read scary stories and be amongst the community. Whatever anyone thinks of the event, myself, or drag as a whole is non of my concern. I wish everybody a great weekend and I hope to see ALL interested at the event! (Adult Storytime)

General

- #audiobooks galore! i recently got these three books at a @grandrapidspubliclibrary media sale and i can't wait to listen to them! i love listening to audiobooks, especially when i'm traveling in the car or doing work around the house. let me know in the comments—what audiobooks should i listen to next?
- october was a good reading month! read some amazing queer and trans horror special shout out to Grand Rapids Public Library for supplying all of my reads (including one through MeLCAT!)
- how does one go about donating books to you?
- Love!! GRPL! The new logo, the programs and especially the librarians!

STAFFING REPORT

All staff

Part-time staff



October November 2024

NEW				STAFF		
HIRES	EFFECTIVE	POSITION	LOCATION	ANNIVERSARIES	POSITION	TIME
Tamara Blair	10/7/2024	Library Assistant II	South Region	Matt Loch	Librarian I	19 years
Katherine Searcy	10/7/2024	Library Assistant II	South Region	Andrea Small	Library Page	18 years
Alexis Asaro	10/21/2024	Library Page	Main Branch	Andrea Cosier	Regional Branch Manager	7 years
Megan Steketee	10/21/2024	Library Page	South Region	Carla Palmer	Library Page	5 years
Michelle Shakinis	10/28/2024	Library Assistant II	South Region	Tiha Kabir	Library Assistant II	4 years
				Megan Biggins	Librarian IV	3 years
DEPARTURES				Gabbie Obiden	Library Page	3 years
None				Anthony Deans	Library Custodian	3 years
				Erin Hart	Librarian I	3 years
				Sterling Warners	Library Assistant II	3 years
				Courtnei Moyses	Branch Manager	1 year
OPEN				Celeste Diehm	Library Assistant II	1 year
POSITIONS				Elijah Olsen	Library Assistant II	1 year
Library Systems Administrator (1)						
Library Help Desk Technician (1)	Librarian IV (1)					
TOTAL		MONTHLY				
TURNOVER		TURNOVER*				

1.88%

1.25%

3 people

2 people

Full-time staff 1.25% 2 people Full-time staff 0.63% 1 person

*Does not include retirements 11/8/2024

All staff

Part-time staff

5 people

3 people

3.13%

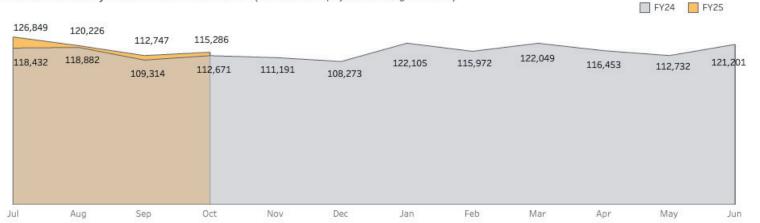
1.88%

October 5 - November 8, 2024

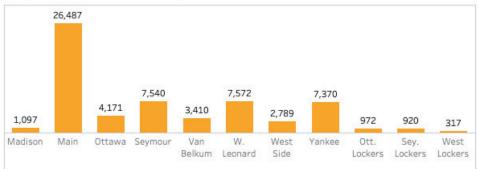
October 2024

STATISTICAL REPORT

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



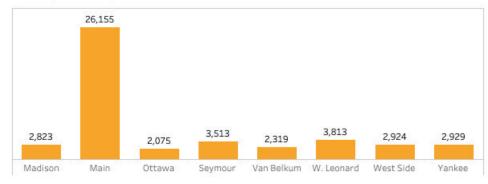
Physical Items Borrowed by Branch



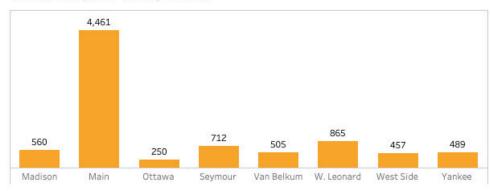
Unique Borrowers by Month Indicates patrons checking out physical materials

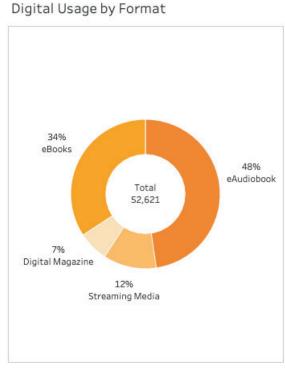


Library Visits by Branch



Public Computer Use by Branch





46,551

115,286

Library Visits 2025 FYTD: 181,145 **↑8%**

870

Total Items Borrowed 2025 FYTD: 475.108 **^4%** 2024 FYTD: 459,299

62,665 **Physical Items Borrowed** 2025 FYTD: 262,515 ↓1%

New Cardholders

2025 FYTD: 3.814 ↑6%

52,621 **Digital Items Borrowed** 2025 FYTD: 212,593 ↑9%

112 Library Programs

3,812 program attendance

14 Outreach Events

3,898 outreach attendance

2 Classes 9 School Visits / Tours 13 1-on-1 Tech Help **6 Business Consultations**

18,751

8,441

Viewed

Database Page Views

Digital Archival Items

14,537

161

Physical Holds Fulfilled

Email Reference

Questions Answered

8,299

57

Public Computer Sessions

WiFi Hotspot Checkouts

Social Media

3,991 interactions 36,968 followers 569,484 impressions

Community Connections

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

- 2 The Rescue Life Saving Training
- Brookside Elementary
- Coit Community School
- Creston Neighborhood Assoc.
- Family Futures

- Grand Rapids Children's Museum
- Grandville Avenue Arts & Humanities
- GR Southeast Promise Neighborhood
- Harrison Park Academy
- Healthy Homes Coalition of W. Mich.
- Kent Hills Elementary
- League of Women Voters
- Roosevelt Park Nbhd Assoc.
- West Grand Neighborhood Org.
- Young at Heart Senior Center

Popular Titles this Month



