

AGENDA
Board of Library Commissioners
of the City of Grand Rapids

August 26, 2025 – 5:15 pm
111 Library Street NE – Board Room

Our Purpose

To reflect and connect our community to trusted
resources and each other.

Our Mission

Inspiring opportunity, connection, and innovation.

1. Roll Call
- A, E 2. Approval of Minutes of the Regular Board Meetings on July 29, 2025
3. Board Comments
4. Committee Reports
 - a. Legislative
 - b. Policy
 - c. Board Retreat
- E 5. Staff & Foundation Reports
 - a. Library Director's Report
 - i. GRPL + GREIU Collective Bargaining
 - b. Financial Report
 - c. Foundation Update
6. Old Business
 - a. Van Belkum Branch Mural Presentation
- A, E 7. New Business
 - a. Salary Ordinance Amendment
- E 8. Information Items
 - a. Year End Reports
 - E b. Media Index
 - E c. Staffing Report
 - E d. Statistical Report for July 2025
9. Grand Rapids Employees Independent Union
10. Agenda Items for the Regular Board Meeting on September 30, 2025
11. Public Comments
12. Adjournment

A – Action Item

E – Enclosure

* – Special Meeting

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 29, 2025 | 5:15 pm

111 Library St NE | Board Room

Boston called the meeting to order at 5:15 pm.

1. ROLL CALL

Board Members Present:

Kelly Boston, Justine Bryant (arrived at 5:17 pm),
Kathryn Dilley, Bryan Holt, Kevin Peterson,
Lauren Woolsey

Board Members Absent:

Rachel Anderson (with notice)

Administration Present:

Robert Adcock, Natalie Drew, Lindsay Laplow,
John McNaughton, Jen Vander Heide (via phone in
Grand Rapids, MI); Patrick Beatty

Staff Present:

Atti Betts, Julie Beukema, Megan Biggins,
Matt Black, Ashley Bovin, Brittany Boza,
Rachel Diener, Kelly Dolson, Erin Hart, Jen Heatley,
Andrea Hiler, Christina Jackson, Michael Johnson,
Shannon Lewis, Jennifer McCown, Sean McKillop,
JR Martin, Travis Mathis, Ann Neff-Rohs,
Rya Northrop, Thomas Terrell, Aubrey Wagg

Public Present:

Jax Johnson, Zach Marshall, Nick Nawrocki,
Allison Troyer, Scott Troyer, Kristina Vandermeer;
Ben Knight, Julie Tabberer, GREIU

2. APPROVAL OF MINUTES OF THE REGULAR BOARD MEETING ON JUNE 17, 2025

MOTION: By Commissioner Woolsey, supported by Commissioner Holt, that the Board of Library Commissioners of the City of Grand Rapids approve the minutes of the regular Board meeting of June 17, 2025.

No comments.

ACTION: AYES 6 – 0

Motion passed.

3. BOARD COMMENTS

Peterson gives kudos to the GRPL team that has been working on the Summer Reading Challenge (SRC). He adds that his 13 year old niece completed it and was very thrilled with the prize.

Woolsey comments that she is also thrilled with SRC and completed hers today as well.

Dilley states that she attended the Michigan Author Series with Bonnie Jo Campbell & Josh Malerman. She adds that she also went to Comic Geek Out and it was very well attended.

Boston comments that she attended Storytime in the Park at Garfield Park and it was very well attended. She adds that she also finished her SRC and loved the prize.

4. COMMITTEE REPORTS

a. Legislative

Peterson states that at their recent meeting they reviewed MLA Advocacy points and decided to focus on intellectual freedom as well as 2 other areas in their work.

b. Policy

No comments.

c. Board Retreat

No comments.

5. STAFF & FOUNDATION REPORTS

a. Library Director's Report

No comments.

i. GRCM Collaboration

Boston states this will be addressed in Item 6a.

ii. GRPL + GREIU Contract Negotiations

HR Director Natalie Drew states GRPL had a productive bargaining session this morning and the next bargaining session is scheduled for August 21.

b. Financial Report

Adcock states there has been progress with the City's new finance system. He adds that he should have the final numbers for FY25 in September.

Woolsey asks if the City's system is working better. Adcock answers yes.

c. **Foundation Update**

No comments.

6. **OLD BUSINESS**

a. **Children's Museum Partnership Letter**

MOTION: By Commissioner Peterson, supported by Commissioner Holt, that the Board of Library Commissioners of the City of Grand Rapids approve the Children's Museum Partnership Letter.

Woolsey states that she will read the letter aloud once approved so it is part of the meeting minutes and asks the Board if they have any statements about the letter.

Peterson thanks the team for being part of the process with our neighbors.

Woolsey states she and Anderson were on the steering committee.

ACTION: AYES 6 – 0

Motion passed.

Woolsey reads the letter aloud:

"The Grand Rapids Public Library Board of Library Commissioners would like to share a statement regarding the proposed partnership with the Grand Rapids Children's Museum.

There has been ongoing dialogue between the City of Grand Rapids and the Grand Rapids Public Library about the potential uses of the parking lot located at 111 Library Street NE. The management of the property, which was purchased using library funds, was transferred to the Board of Library commissioners from the City Commission on July 1, 1995. As such, the Board of Library Commissioners holds seriously its responsibility for the management of the property.

Over the years, the property at 111 Library Street NE, which is currently used as car parking for library staff and patrons, as well as the Mobile Library vehicle, has elicited both creative and practical proposals from businesses and organizations seeking to leverage the central location of the lot. These proposals range from independent expansions to suggestions for joint projects.

Most recently, the Grand Rapids Public Library and the Grand Rapids Children's Museum have been exploring the feasibility of a collaborative venture that would create a shared facility on the current parking lot site. The concept was introduced as a way to enhance experiences for families in the downtown area by bringing together the resources of both organizations in a shared space.

As initial planning progressed, it became evident that the unique legal frameworks, governing structures, and financial models that guide the respective organizations introduced layers of complexity to the collaboration. In addition, the museum's expedited and fixed timeline for utilizing already secured grant funding did not align with the library's current operational realities.

The Board of Library Commissioners takes seriously the responsibility for decisions regarding this property, prioritizing fiduciary responsibility, the effective stewardship of taxpayer dollars, and that community interests remain at the forefront of all decisions.

As a result, the Board of Library Commissioners has decided not to move forward with the proposed project with the Grand Rapids Children's Museum.

The Board of Library Commissioners is committed to considering innovative solutions presented for the development of this land, guided by the same framework applied to all projects of this scale: consistent community input, thoughtful and comprehensive planning, strong collaboration, and the prioritization of the library's needs and responsibility to the public trust.

Sincerely,

Grand Rapids Public Library

Board of Library Commissioners"

7. NEW BUSINESS

a. ALA Annual Conference Reports

Boston states that Anderson provided a written summary to the Board of her experience at ALA. Woolsey comments that she finds these notes very valuable and thanks Anderson.

8. INFORMATION ITEMS

a. Media Index

No comments.

b. Staffing Report

No comments.

c. Statistical Reports for May & June 2025

No comments.

9. GRAND RAPIDS EMPLOYEES INDEPENDENT UNION

Tabberer comments that GREIU remains willing to negotiate the addition of Library Pages to the bargaining unit and asks GRPL to continue to engage in all bargaining discussions.

10. AGENDA ITEMS FOR REGULAR BOARD MEETING: AUGUST 26, 2025

Boston says to please email herself, Anderson, and McNaughton to request any additional agenda items.

11. PUBLIC COMMENTS

Boston reminds the public to keep each of their comments to no more than 3 minutes.

JR Martin, staff member, comments in support of Library workers as well as the Library Pages being incorporated in the GREIU. They add that they appreciate the Library's proactive policy regarding ICE and wishes that GRPL could do more.

Ashley Bovin, staff member, comments in support of the Library Pages being added to the union.

Matt Black, staff member, comments on the bargaining process between the Library and the union. He adds that he hopes both sides will be more transparent.

Meghan Elwell, staff member, comments her concerns about whether GREIU is acting in the staff's best interest and requests open bargaining for staff observation.

Julie Beukema, staff member, comments in support to Elwell's statement.

Erin Hart, staff member, states a request for open bargaining and comments supporting the Pages being in the union.

Shannon Lewis, staff member, comments in support of Pages joining the union.

Allison Troyer, member of the public, comments in support of Pages joining the union.

Aubrey Wagg, staff member, comments her continued support for Pages being part of the union.

Atti Betts, staff member, comments in support of Pages and library staff.

Jax Johnson, resident, comments in support of increased pay and transparency and asks the Board and GREIU to support Library Pages.

Boston thanks everyone for commenting.

12. ADJOURNMENT

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

Meeting adjourned at 5:43 pm.



Strategic Framework Project Updates

JULY 2025

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:
 - Hollyhock Parade
 - Grandville Avenue Arts & Humanities' Summer Celebration
 - Cherry Park Summer Concert series
 - Market Day at Fulton Street Farmer's Market
 - Grand Rapids Housing Commission Health Fair at Leonard Terrace Apartments
 - Representative Kristian Grant's Community Health Fair
 - Day of Play at the Children's Museum
 - City of Grand Rapids Commission Night Out
 - Dwelling Place Summer Family Festival
 - Roosevelt Park Farmer's Market
- Community Support and Safety staff regularly encounter situations in which it is necessary to report to Children's Protective Services (CPS) or Adult Protective Services (APS). There was a notable increase during July: 3 distinct reports were made to CPS and 1 to APS.

CREATING INSPIRING SPACES & EXPERIENCES

- When a power outage sent a childcare group from Other Way Ministries looking for relief from the heat, they ended up at the West Side Branch. While the kids took advantage of our toys and activities, counselors found materials on Hispanic people and Central/South American countries to support their current activities.
- A mom was very pleased to tell us that the Summer Reading Challenge (SRC) read-for-30-days activity was incredibly helpful for her child – she can now read books that were too hard before. The kid was excited for her book and made sure to write on her survey that we made her mom cry happy tears.
- Collection Services launched a new digital collection, Comics Plus, on July 16. This collection provides more content that is popular with our community, and we were able to bring it to the public just before GRPL's Comic Geek Out. Comics in this digital collection are always available

with no holds required and can be read by all patrons simultaneously. Over 700 titles have been checked out so far!

- We've updated a large percentage of collection signage to a print-on-demand format using standard acrylic holders. This change gives locations more flexibility, ensures consistency, and makes it easier to update signs as needed. This is a large endeavor and all locations are working to replace their existing signage with the updated versions by September 1, 2025. This shift also includes signage in the Main Library's lobby.
- The Mobile Library pivoted its popular summer outdoor service when safety was a concern this month. Rather than cancel the library's regular Mobile Library stop due to unhealthy air quality, staff worked with the team at Campau Commons and hosted material check out and balloon twisting with our patrons there.

TRANSFORMING OUR CULTURE

- Staff across the system now have access to a shared suite of custom Google Templates—designed to streamline workflows, enhance productivity, and promote consistent, effective communication. These optional tools empower teams to work more efficiently and collaboratively across the organization and include agendas, presentation decks, signs, and handouts.

BEING VISIBLE & VALUABLE TO THE COMMUNITY

- Julie Tabberer, Grand Rapids History Center Manager, and Ann Neff-Rohs, Director of Collections, presented a talk at ALA's Annual conference on June 30, 2025. They described the evolution of the Grand Rapids History Center's digital newspaper collection and how user friendly and sustainable the new newspaper viewer is for the Collective Access database. Newspapers like the *Grand Rapids Herald* can now be scanned, searched, clipped, and saved by anyone who is interested, no library card required. In the first two months new users increased 498% and newspaper searches increased 772%.

Julie Tabberer, Grand Rapids History Center Manager, also presented on a panel at ALA with the Community Webs program from the Internet Archive. She joined other public librarians from across the country to share how they are using emerging technologies to mitigate representational gaps in community history. Julie talked about how GRPL is approaching digital preservation and the steps we are taking to ensure long-term access to digital records.

VALUES

Access

We are flexible, transparent, and trusted. We provide equal access to information, programs, and services.

- On Saturday, July 26, 2025, over 600 patrons attended the Comic Geek Out event that took place at the Main Library. Patrons got to experience a comic con free of charge. 14 local emerging artists showcased and sold their art in an Artists Alley, and free face painting, graphic novels, snacks, and crafts were shared with the community. The event featured multiple panels related to comics. Patrons also got the opportunity to meet Voice Actor Veronica Taylor, voice of Ash Ketchum from Pokemon and received a free signed Pokemon themed poster.
- On Wednesday, July 23, 2025, GRPL hosted an Introduction to Bird Watching program at the Ottawa Hills Branch. We had 53 people attend the program and it was great to see so many people interested in bird watching. It was also wonderful to see attendees making connections with one another.

Collaboration

We seek partnerships and build strong teams. We co-create with our community.

- Our Grand Rapids Public Schools (GRPS) Summer School and SRC partnership has really ramped up this summer! For the first time this year, the summer curriculum coordinators built in time for kids to work on the SRC with "Drop Everything and Read" scheduled into each day of the summer school session. We increased our interactions with GRPS staff, parents, and students this year to better spread the word about SRC and to coordinate multiple visits and professional developments between GRPL and GRPS folks. For the first time in many years, multiple librarians hosted school assemblies where they motivated kids to get excited about the SRC and offered some fun interactive activities. Right before the end of Summer School, we hosted Book Fairs for students to pick out their final prize book and grab a Read S'more sticker. With built-in reading and SRC time, this year we are confident that Summer School students, all 1,063 of them, have completed the SRC.
- A curator from the Gerald R. Ford Presidential Museum came into the Grand Rapids History Center to find images to use for an upcoming exhibit. The exhibit focuses on the World War II era, and they quickly found several photographs they'd like to use from the Robinson Studio photographs, which are a great resource. We're happy to support our colleagues at local museums and we provided them with scans for their exhibit.
- A half page general GRPL informational flyer will now be included in board books distributed by the City of Grand Rapids through a partnership with Kent District Library's Board Books for Babies initiative. This initiative distributes bilingual board books with library information inside to organizations that interact with new or expectant parents in Kent County (e.g. hospital birthing centers). The organization then gives the board books to its clients, encouraging these families to

use their local library and build early literacy with their little one.

- A patron was experiencing an unsafe situation and several staff across multiple locations worked with the patron and emergency personnel for many hours over several days. A great deal of coordination was done between staff, a half dozen community partners, and other nonprofits to help the patron get out of the unsafe situation and into a position where they have the opportunity to receive needed services.

Learning

We embrace life-long learning. We support literacy, curiosity, and cultural enrichment. We uphold everyone's right to privacy, to seek information, and to voice diverse points of view.

- On Saturday, July 12, 2025, we hosted a unique discussion between noted Michigan authors Bonnie Jo Campbell and Josh Malerman at St. Cecilia Music Center. Campbell is best known for her books *American Salvage* and *The Waters*. Malerman has gained wide readership as the prolific horror novelist behind *Bird Box* and *Incidents Around the House*. Led in discussion by GRPL's Megan Biggins, Director of Public Services, both authors were enthusiastic and friendly, offering useful insights into the craft of writing, the creative process, and much more. Patron responses included:
 - *"So fun to see the conversation between the authors and hear how they are similar and different. Thank you!"*
 - *"Excellent choice of authors and great moderator."*
 - *"Fantastic, Would love more like it."*
 - July was an excellent month for displays at the Main Library. We saw a considerable amount of books circulating, especially for our Around the Campfire, Summer Reading Challenge, and Beach Reads displays. We also saw a lot of movement on the entryway display Let's Talk About It, which featured books about intimate partner violence.
-



Memorandum

Date: August 26, 2025
To: Board of Library Commissioners
From: John McNaughton, Library Executive Director
Re: Salary Ordinance Amendment

grpl.org

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

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

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

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

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

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

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

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

GRPL currently has two full-time Communications Assistant positions. Both of these roles now have significantly different functions and responsibilities. We are proposing to reclassify these positions into two new classifications that better reflect the realities of their day-to-day operations.

Current:

Communications Assistant

This position collaborates on professional communications and marketing work, providing assistance in planning and implementation of communications and marketing functions.

16G	H	A	B	C	D	E	F
Hourly	\$25.7359	\$27.2847	\$28.3056	\$29.4173	\$30.4747	\$31.6410	\$32.9169
Annual	\$53,531	\$56,752	\$58,876	\$61,188	\$63,387	\$65,813	\$68,467

Proposed:

Graphic Designer

The Graphic Designer leads the development, design, and production of all marketing materials, collateral, space activations, and signage. They ensure that all visual assets align with, support, and are consistent with GRPL's brand, visual identity, and messaging guidelines.

NEW	H	A	B	C	D	E	F
Hourly	\$27.0227	\$28.6489	\$29.7209	\$30.8882	\$31.9984	\$33.2230	\$34.5628
Annual	\$56,207	\$59,590	\$61,820	\$64,247	\$66,557	\$69,104	\$71,891



GRAND
RAPIDS
PUBLIC
LIBRARY

Digital Communications Specialist

The Digital Communications Specialist leads the social media and content strategy, shaping its digital presence and engagement by creating compelling digital media assets while also overseeing the library's website, Google Business Suite, and customer-facing support. They also serve as the library's photographer and manage its photo and video archive, ensuring organized and accessible media resources.

NEW	H	A	B	C	D	E	F
Hourly	\$27.0227	\$28.6489	\$29.7209	\$30.8882	\$31.9984	\$33.2230	\$34.5628
Annual	\$56,207	\$59,590	\$61,820	\$64,247	\$66,557	\$69,104	\$71,891

grpl.org

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

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

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

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

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

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

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

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

Proposed resolution:

RESOLVED that the Board of Library Commissioners of the City of Grand Rapids approve the proposed salary ordinance amendment, effective August 26, 2025.



GRAND RAPIDS PUBLIC LIBRARY

FY25 SNAPSHOT



CIRCULATION & COLLECTIONS

1,433,292

Total items borrowed
↑ 3% increase from FY24

764,903

Physical items borrowed
53% of total circulation
↓ 1% decrease from FY24

668,389

Digital items borrowed
47% of total circulation
↑ 8% increase from FY24

176,729

Physical holds fulfilled
↑ 4% increase from FY24

212,461

Digital holds fulfilled
↑ 7% increase from FY24

26,125

Checkouts from hold lockers

869

WiFi hotspot checkouts

1,280

Circulating Memberships used

178,765

Digital archival items viewed

1,001,483

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

36,718

↪ 2,284 patron requests!

New items added to collection

COMMUNITY

535,775

Library Visits

53,844

Cardholders

10,520

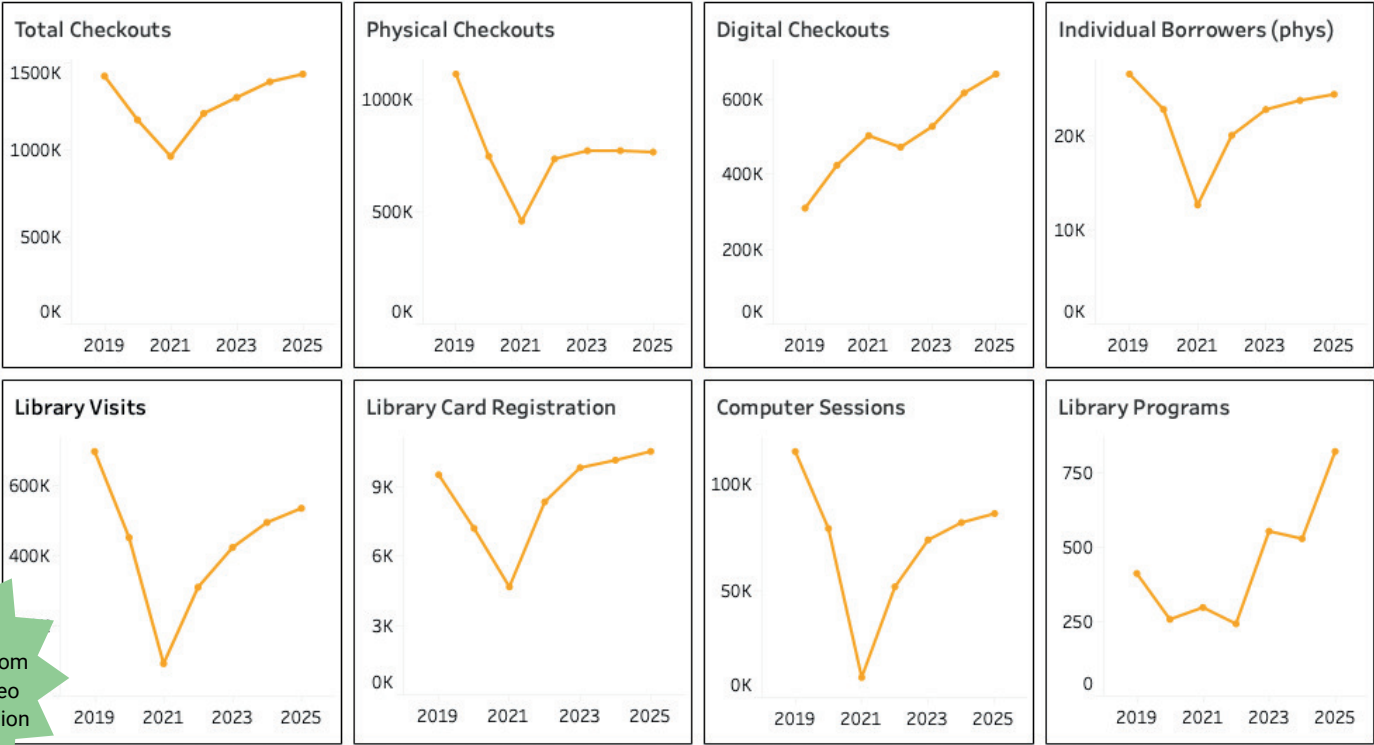
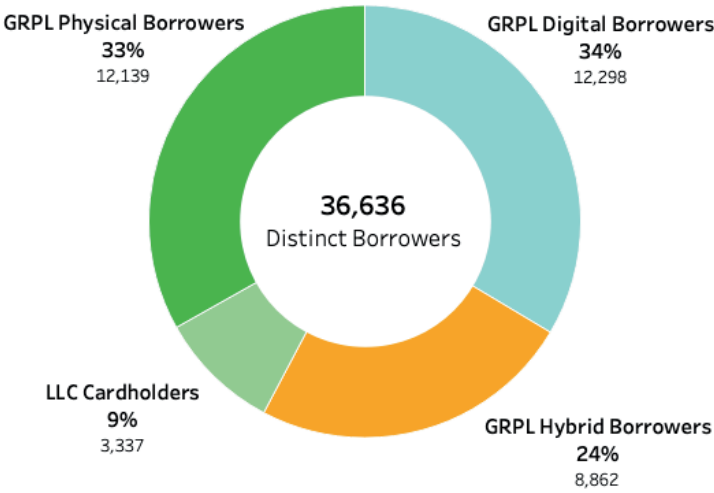
New Cardholders

17% (1 in 6)

city residents used their library card in FY25

Physical / Digital Borrowers Breakdown

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



4,000+
checkouts from
the new video
game collection

EVENTS, OUTREACH, & SERVICES

822

Library Programs & Classes

27,283 Attendees

↪ including 262 storytimes

142

Outreach Events

16,780 Attendees

↪ plus 45 Mobile Library stops

81

Library Tours / Class Visits

131

One-on-One Tech Help

122

Small Business Consultations

85,968

Public Computer Sessions

7,228

Average Monthly WiFi Users

Grand Rapids Public Library FY24 Facilities Report

Assessment Management Projects

- Repaired masonry chimney at Ottawa Hills Branch
- Exterior caulking replaced at Madison Square Branch
- Large scale tree maintenance was completed at Main Library, Seymour, West Leonard and Yankee Clipper branches to address safety concerns
- Updated hold locker lighting at Seymour, Ottawa Hills and West Side branches
- Replaced basement ventilation damper assembly in Main Library sub-basement power room
- Rebuilt storm catch basin at Yankee Clipper Branch upper parking lot
- Performed catch basin maintenance at Seymour, Yankee Clipper, and West Side Branches
- Performed roof maintenance & repairs north side of Main Library
- Replaced failed window cells at West Side and Yankee Clipper branches
- Installed temperature and glare reducing window film at Ottawa Hills Branch
- Installed security fencing around AC condenser at West Side Branch
- Modified security fencing around West Side Branch book lockers
- Replaced battery backup lighting at West Side Branch 1st floor and basement levels
- Replaced mechanical components for Main Library archive
- Replaced mechanical components for AC condenser at Madison Square Branch

Contracted Projects

- Installed bottle filling stations at all branches
- Increased exterior lighting on the East side the Main Library
- Increased exterior lighting on the North side of West Side Branch
- Replaced dead/dying Cranberry Viburnum at Main Library due to catastrophic insect damage
- Repaired washout at Yankee Clipper Branch

Major Purchases

- Completed system-wide staff chair replacements
- Purchased riding carpet cleaner and bonnet scrubber
- Purchased commercial dehumidifiers and fans for post-carpet cleaning and small-scale leak cleanup and drying
- Replaced dated appliances at all branches
- Began replacement of power tools
- Purchased battery-powered snow blowers for Van Belkum and West Side branches

Maintenance In House Projects

- Trimmed/upcut trees and shrubs at Main Library, Madison, Seymour, Yankee Clipper, and West Leonard branches
- Completed more than 56 irrigation system repairs
- Upgraded 7 irrigation system controllers to WiFi accessible/web based systems to control 61 zones system wide
- Rebuilt and repaired walkway lighting poles at Main Library and West Side Branch
- Completed lawn repairs at 7 branches
- Changed LED lighting drivers system wide
- Supported 7 power losses/service interruptions system wide
- Cleaned out Van Belkum Branch and Main Library basement storage
- Updated cleaning supplies, chemicals, and dispensing at all branches
- Updated interior window cleaning to chemical-free cleaning
- Painting projects at Van Belkum Branch and Main Library 2nd floor restroom
- Wall repairs and painting associated with bottle filling station project system wide

Grand Rapids Public Library 2025 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.

Incident Report Segmenting Summary

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:

Segment	Ban Duration	Example Behaviors
Severity C	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
Severity B	1 to 2 Years	<ul style="list-style-type: none"> • Physical threat (with an explicit threat) • Indecent exposure • Verbal sexual harassment
Severity A	Greater Than 2 Years	<ul style="list-style-type: none"> • Physical fighting • Physical assault • Physical sexual harassment

Safety & Security Infrastructure

There has been a substantial increase in disruptive and unsafe behavior near GRPL's Main Library. This has been particularly true to the immediate south of the building, near the bus stop and in Veteran's Memorial Park.

The current team of Security Officers (David Rodriguez, Annette Smith, Tarrance Edwards, Howard Scolnik, and Raven Harris) consistently monitor public spaces and respectfully address rule-breaking behavior as early as possible.

71% of all Incident Reports took place at the Main Library and 93% of all Incident Reports resulting in a ban longer than two years took place at the Main Library. GRPL further expanded the amount of time that the Main Library has two Security Officers on duty by 16 additional hours per week.

85% of all Incident Reports at the Main Library took place along the thoroughfare between the front exterior of the building, 1st Floor, and Lower Level. The additional security hours helped GRPL to increase the security presence in the portions of Main where the most incidents have taken place, with a particular focus on the Lower Level and the front exterior.

More than 30 cameras were installed systemwide and it is now easier for staff to access camera feeds across all locations.

GRPL has been working increasingly frequently with the Grand Rapids Police Department to ensure the safety of patrons and staff, resulting in increased trust and collaboration between GRPL and GRPD.

GRPL worked with GRPD on a revamped procedural approach to situations in which patrons bring weapons into GRPL locations. GRPL's previous procedure came from conversations with GRPD approximately seven years ago. Law enforcement's approach to weapons-related calls has changed in that time and it is important that GRPL and GRPD are on the same page procedurally so GRPL staff know how and when to most effectively get law enforcement assistance.

GRPL's Incident Report and Monitoring Log data tracking took a big step forward in FY25. The following additional information is now being tracked:

- Multiple classifications now possible for each Incident Report and Monitoring Log
- Specific locations within the Main Library
- Whether or not a restroom was involved
- Whether or not an exterior area on library property was involved
- Number of previous Incident Reports for the patron
- Number of previous Monitoring Logs for the patron
- Number of times the patron trespassed after receiving a banning letter
- How many other GRPL locations the patron has been involved in an Incident Report or Monitoring Log
- Whether or not law enforcement was called
- Whether or not law enforcement interacted with the patron
- Whether or not the patron now requires a 911 phone call

Safety & Security Training

Fall Staff Day featured a training session for front-facing staff on Naloxone and Overdose Education, led by Catherine Kelly, Program Development Manager for The Grand Rapids Red Project. The training covered practical steps on using Naloxone (commonly known as Narcan) to reverse an opioid overdose. The session also helped contextualize the overdose epidemic and ways GRPL can help, including education around the Harm Reduction approach.

Mental Health First Aid Training continued, as did Active Shooter Training - both with contractors specializing in the topic.

All new front-facing staff continue to receive in-depth Safety and Security training with GRPL's Community Services Manager. The content of the training has expanded again and now takes approximately 3.5 hours to complete.

Resource Navigation and Partner Resource Availability

GRPL's Community Support & Safety Department continued into its third 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

Neni Andrade joined Community Support & Safety as the Community Support & Outreach Assistant. Their time is split between Outreach-related work and Support & Safety-related work. Neni investigates and processes Incident Reports and Monitoring Logs for all of GRPL, including all of the data tracking. Neni also works on a variety of projects related to safety & security infrastructure.

Sabrina Slenk continues as Resource Navigator, further building 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 worked with 131 new patrons in FY25 and made 285 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 FY25:

- | | |
|--|--|
| • AYA (new this year) | • Heart for Home (new this year) |
| • Bethany Christian Services (returning this year) | • Hispanic Center of West Michigan (new this year) |
| • Family Futures | • Laker Educational Opportunity Center |
| • Friend of the Court (new this year) | • Literacy Center of West Michigan |
| • Goodwill PathFinders (returning this year) | • Meals on Wheels (new this year) |
| • Healthy Homes | • MomsBloom (new this year) |
| | • UIA Community Connect (new this year) |

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 FY25:

- Arbor Circle Street Outreach
- Catherine's Health Center (returned this year)
- Cherry Health (new this year)
- Mel Trotter Ministries
- One Starfish (new this year)
- Pine Rest StreetReach
- Safe Haven
- Trinity Health

GRPL's first-ever Community Resource Fair took place in September and received very positive feedback from patrons, partners, and staff. There were 24 local organizations in attendance and more than 145 patrons participated in the event, which took place throughout the west side of the Main Library's Lower Level. Patrons, partners and staff indicated they would love to see the event happen on a regular basis and appreciated the opportunity to connect with the community in this way. Partner organizations also indicated that they appreciated being able to talk with other organizations to be able to fill in gaps in services for their clients and were able to work together during the fair to connect patrons to one another.

GRPL also partnered with Catherine's Health Center and the Homeless Outreach team to provide medical services on-site to patrons experiencing homelessness. This was a monthly event and in the days leading up to each instance of the program, a representative from the Homeless Outreach Team was onsite at Main, talking with patrons about the program and signing people up for appointments.

Sabrina also developed and implemented several tools to help connect patrons with needed resources.

- Responding to an increase in the amount of patrons who have disclosed suicidal ideation to staff in recent years, the Suicidal Ideation Flowchart was developed and made available for GRPL staff.
- In order to provide another way to connect patrons with GRPL's Resource Navigator, a Resource Navigation Form was developed and implemented during FY25. If staff are unable to connect a patron to the Navigator in the moment, the form is available so that helpful information is gathered and conveyed and Sabrina can reach out to the patron.
- Because connecting patrons to resources can be a challenging task due to various factors, a step-by-step guide called Connecting Patrons to Resources was developed and implemented for front-facing staff.

Key Comparisons Between FY23, FY24, and FY25 and Data Collection Changes

There is a temporary downside to the significant increase in data gathered about each Incident Report and Monitoring Log. Until FY25, only one Situation Classification was available for each event. However, there are now up to five Situation Classifications for each event. This means that comparing year-over-year numbers for Situation Classifications is no longer effective for years prior to FY25.

Monitoring Log data collection has also changed significantly. In previous years, a Monitoring Log was only counted when there were no previous Monitoring Logs for the patron. Starting in FY25, all behaviors that were documented via Monitoring Log were counted, whether or not it was a new Monitoring Log.

Below are year-over-year metrics that are not dependent on Situations Classifications.

	<u>FY 23</u>	<u>FY 24</u>	<u>FY25</u>
Total number of Incident Reports involving a ban	207	263	350
Average ban duration	14.4 months	16.3 months	14.0 months
Permanent bans	32 (15.5%)	42 (16.0%)	38 (10.9%)
Incident Reports involving minors	8 (3.9%)	14 (5.3%)	36 (10.2%)

Incident Reports & Monitoring Logs by Location

FY 24 Incident Reports & Monitoring Logs by Location									
	Main	West Leonard	Yankee Clipper	Van Belkum	West Side	Seymour	Madison Square	Ottawa	Mobile Library
Monitoring Logs	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	225	6	0	4	11	3	10	3	0
All Incident Reports and Monitoring Logs	482	32	10	26	26	24	38	4	1

FY 25 Incident Reports & Monitoring Logs by Location										
	Main	West Leonard	Yankee Clipper	Van Belkum	West Side	Seymour	Madison Square	Ottawa	Mobile Library	Phone or Email
Monitoring Logs	471	39	10	73	46	25	59	1	0	4
Less than 1 year ban	135	5	2	24	17	9	20	1	0	0
1 to 2 year ban	72	1	1	5	8	0	4	0	0	0
Ban longer than 2 years	43	1	0	1	0	0	1	0	0	0
All Incident Reports	250	7	3	30	25	9	25	1	0	0
All Incident Reports and Monitoring Logs	721	46	13	103	71	34	84	2	0	4

71% of all Incident Reports in FY25 took place at the Main Library, while 93% of all Incident Reports with a ban longer than 2 years took place at Main.

Main Library Incident Reports & Monitoring Logs by Specific Location

FY 25 Incident Reports & Monitoring Logs by Location within Main									
	Exterior	Lower Level	1st Floor Lobby	1st Floor Info & Vinyl	2nd Floor Adult Fic	2nd Floor Kids & Teen	3rd Floor	4th Floor	5th Floor
Monitoring Logs	44	224	73	19	22	21	8	59	0
Incident Reports	39	119	44	10	10	7	11	9	1
All Incident Reports and Monitoring Logs	83	343	117	29	32	28	19	68	1

* These data are not currently available prior to FY25

Incident Reports & Monitoring Logs by Month

FY 24 Incident Reports & Monitoring Logs by Month												
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Monitoring Logs	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	10	16	9	20	16	24	26	34	43	31	19	14
All Incident Reports and Monitoring Logs	29	60	30	48	36	50	73	77	93	65	50	33

FY 25 Incident Reports & Monitoring Logs by Month												
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Monitoring Logs	25	24	44	46	37	64	44	69	138	101	76	60
Less than 1 year ban	13	13	9	18	19	12	19	21	31	19	21	19
1 to 2 year ban	6	8	3	9	5	8	6	15	6	8	9	8
Ban longer than 2 years	0	4	1	1	4	7	5	8	9	2	2	3
All Incident Reports	19	25	13	28	28	27	30	44	46	29	32	30
All Incident Reports and Monitoring Logs	44	49	57	74	65	91	74	113	184	130	108	90

In both FY24 and FY25, the greatest quantity of Incident Reports take place in late winter and early spring. This was true of FY23, as well.

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

Incident Reports & Monitoring Logs by 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
Monitoring Logs	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	14	18	30	15	38	28	31	34	14	16	6	9	4
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**

FY 25 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
Monitoring Logs	35	56	58	63	62	88	87	70	85	39	34	26	8
Less than 1 year ban	7	9	13	18	14	21	25	34	25	13	16	6	12
1 to 2 year ban	5	7	6	11	8	11	12	6	6	4	4	4	7
Ban longer than 2 years	3	2	4	7	2	7	9	4	5	2	1	0	0
All Incident Reports	15	18	23	36	24	39	46	44	36	19	21	10	19
All Incident Reports and Monitoring Logs	50	74	81	99	86	127	133	114	121	58	55	36	27

***14 Monitoring Logs excluded due to no recorded time of day (for anonymization purposes)**

Incidents were slightly more evenly distributed across open hours in FY25 than FY24, which continued a trend that started between FY23 and FY24. 12pm to 5pm is the clear peak - both in terms of frequency and severity of incidents.

New Metrics for FY25

	<u>Amount</u>	<u>% of All</u>
Incident Reports that involve restrooms	42	12.0%
Monitoring Logs that involve restrooms	101	13.9%
Incident Reports involving an exterior area on library property	133	38.0%
Monitoring Log involving an exterior area on library property	124	17.1%
Incident Reports involving a call for law enforcement assistance	62	17.7%
Incident Reports in which law enforcement interacted with the patron(s)	30	8.6%
Incident Reports resulting in a patron becoming a "911 Patron", meaning staff should not approach the patron without law enforcement present and are required to call 911 if the patron enters GRPL property	23	6.6%

How many Monitoring Logs took place for a patron before they were banned as a result of an Incident Report in FY25?	<u>Amount</u>	<u>% of All</u>
0 previous Monitoring Logs	261	74.5%
1 previous Monitoring Log	55	15.7%
2 previous Monitoring Logs	19	5.4%
3 previous Monitoring Logs	7	2.0%
4 previous Monitoring Logs	5	1.4%
5 or more previous Monitoring Logs	3	0.8%

How many times were patrons banned from a previous Incident Report before they were again banned as a result of an Incident Report in FY25?	<u>Amount</u>	<u>% of All</u>
0 previous Incident Reports	284	81.1%
1 previous Incident Report	38	10.9%
2 previous Incident Reports	11	3.1%
3 previous Incident Reports	7	2.0%
4 previous Incident Reports	2	0.6%
5 or more previous Incident Reports	8	2.3%

How many monitoring logs took place for a patron before they were banned for longer than 2 years as a result of a Severity A Incident Report in FY25?	<u>Amount</u>	<u>% of All</u>
0 previous Monitoring Logs	33	71.7%
1 previous Monitoring Log	6	13.0%
2 previous Monitoring Logs	3	6.5%
3 previous Monitoring Logs	2	4.3%
4 previous Monitoring Logs	1	2.2%
5 or more previous Monitoring Logs	1	2.2%

How many times were patrons banned from a previous Incident Report before they were banned for longer than 2 years as a result of a Severity A Incident Report in FY25?	<u>Amount</u>	<u>% of All</u>
0 previous Incident Reports	37	80.4%
1 previous Incident Report	5	10.9%
2 previous Incident Reports	1	2.2%
3 previous Incident Reports	2	4.3%
4 previous Incident Reports	1	2.2%
5 or more previous Incident Reports	0	0%

How many times did patrons trespass after being given a banning letter from an Incident Report in FY25?	<u>Amount</u>	<u>% of All</u>
0 instances of trespassing	329	94.0%
1 instance of trespassing	12	3.4%
2 instances of trespassing	4	1.1%
3 instances of trespassing	1	0.3%
4 instances of trespassing	1	0.3%
5 or more instances of trespassing	3	0.9%

Number of GRPL locations within which patrons banned during FY25 have been involved with a Monitoring Log or Incident Report	<u>Amount</u>	<u>% of All</u>
1 GRPL location	331	94.6%
2 GRPL locations	13	3.7%
3 GRPL locations	5	1.4%
4 GRPL locations	1	0.3%

Overall Year-Over-Year Incident Reports

	<u>FY 23</u>	<u>FY 24</u>	<u>FY25</u>
Total number of Incident Reports involving a ban	207	263	350
Average ban duration	14.4 months	16.3 months	14.0 months
Permanent bans	32 (15.5%)	42 (16.0%)	38 (10.9%)
Incident Reports involving minors	8 (3.9%)	14 (5.3%)	36 (10.2%)

Incident Report & Monitoring Log Classification Totals

Starting in FY25, each Incident Report and Monitoring Log can receive up to five classifications.

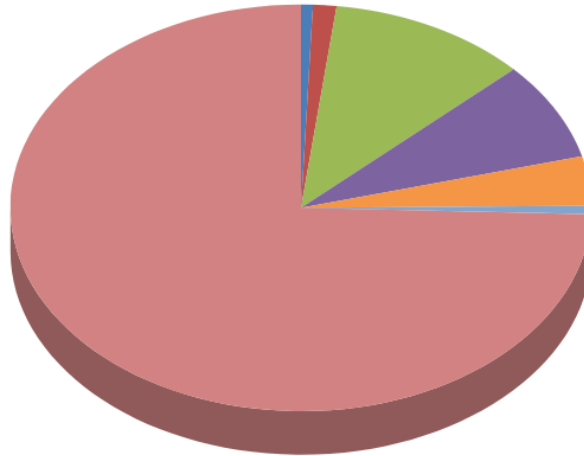
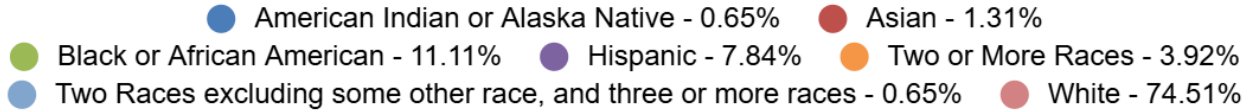
<u>Classification</u>	<u>Incident Reports</u>	<u>Monitoring Logs</u>
Alcohol Possession	21	7
Angry/Agitated	131	248
Belongings Exceeding Limitations	1	17
Bother/Annoy	17	28
Crime Off Library Property	2	3
Crime On Library Property	2	2
Damaging or Removing Library Property	9	13
Drug Use	5	2
Entering Private Areas	3	10
Food and/or Uncovered Drink	2	48
Hate Speech	11	3
Hazardous Materials	1	7
Illegal Drug Possession	2	1
Inappropriate Behavior Around Minor(s)	11	0
Inappropriate Interaction with Minor(s)	3	0
Indecent Exposure	5	5
Injurious Language	0	5
Intoxication: Exited on Own	20	24
Intoxication: Exited with EMS	18	8
Loud or Disruptive Behavior	122	223
Making Others Uncomfortable (No Physical Contact)	40	96
Making Others Uncomfortable (Physical Contact)	8	11
Masturbation	10	7
Noncompliance with Staff Requests	67	151
Physical Assault	18	5
Physical Fighting	29	16

Physical Threat	42	8
Pornography	10	0
Possible Drug Use	5	9
Possible Sex in Public	0	1
Possible Sexual Harassment	4	11
Possible Theft	1	3
Profane Language	61	96
Refusing to Exit	24	31
Sex in Public	0	0
Sexual Harassment: Nonverbal	9	8
Sexual Harassment: Verbal	21	32
Sexual Harassment: Threat	0	0
Sleeping	2	17
Smell/Hygiene	5	27
Sexual Harassment: Physical Contact	4	0
Solicitation or Panhandling	2	7
Staring: Aggressive	2	4
Staring: Other	1	1
Staring: Possible Sexual Harassment	1	5
Staring: Sexual Harassment	12	5
Theft	45	2
Threatening Words or Behavior	79	46
Urination or Defecation	14	11
Vaping/Tobacco Use	11	46

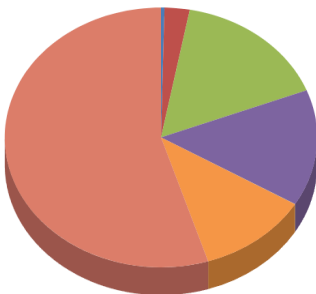
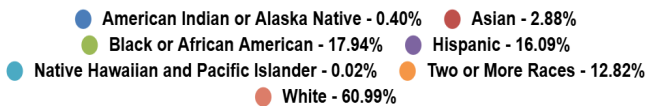
Grand Rapids Public Library

FY25 HR Report

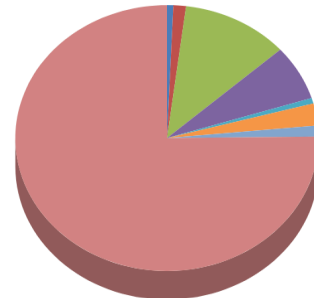
GRPL Staff Diversity by Race - 6/30/25 (153)



GR Community - Census Bureau (2023)



GRPL Staff Diversity by Race - FY24

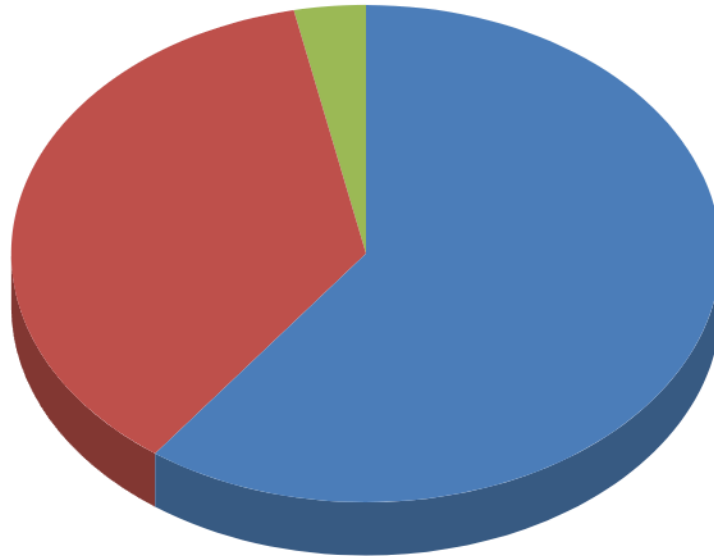


Grand Rapids Public Library

FY25 HR Report

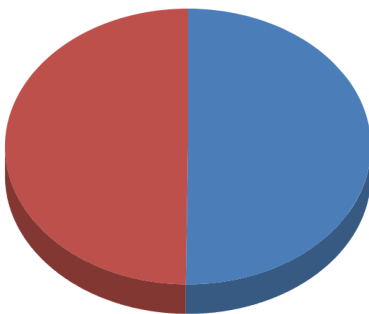
Staff Diversity by Gender Identity - 6/30/2025 (153)

Female - 60.13% Male - 36.60% Non-Binary - 3.27%



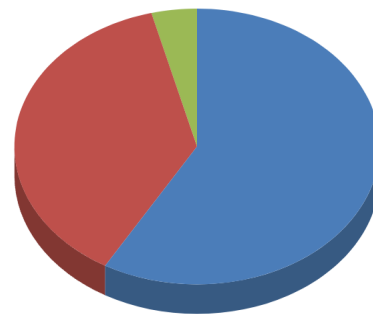
GR Community - Census Bureau (2023)

Female - 50.19% Male - 49.81%



Staff Diversity by Gender Identity - FY24

Female - 58.39% Male - 37.58% Non-Binary - 4.03%

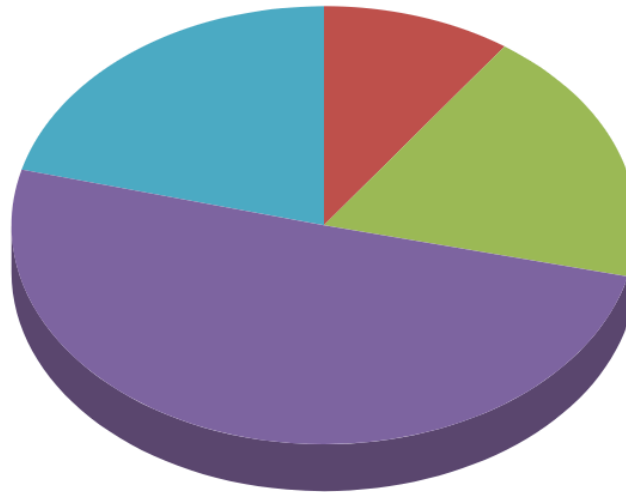


Grand Rapids Public Library

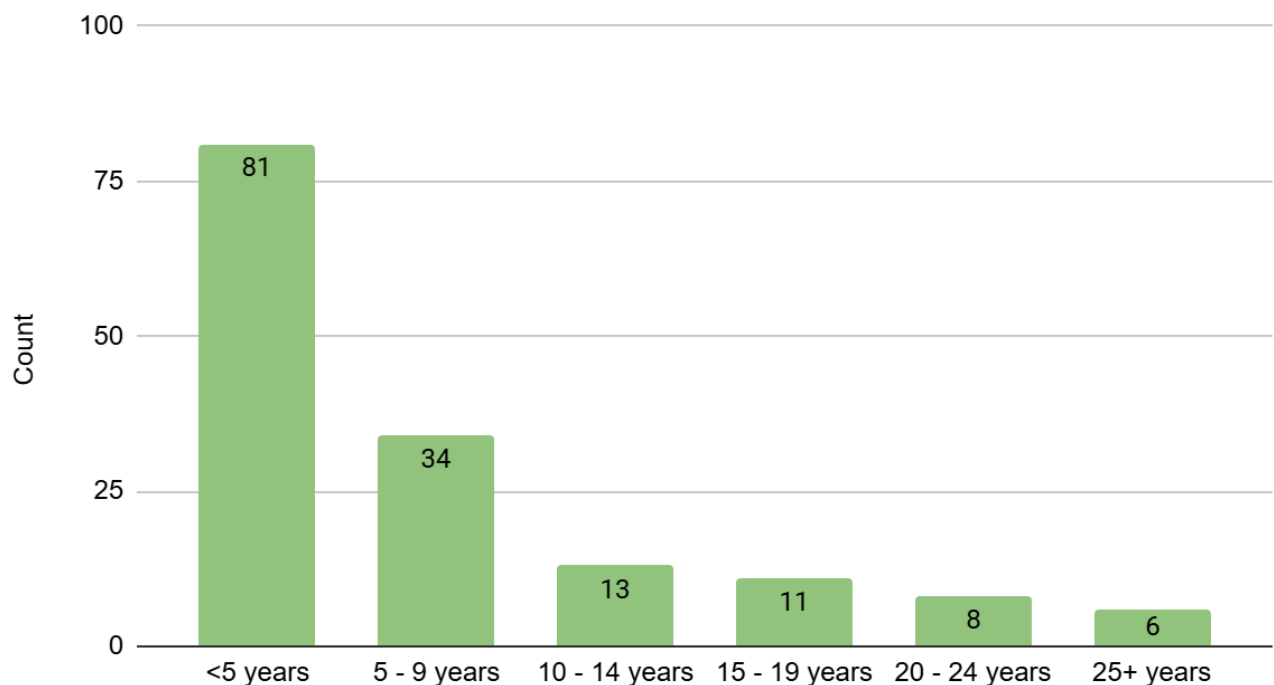
FY25 HR Report

GRPL Staff Generational Demographics - 6/30/2025 (153)

- Baby Boomers (1946 - 1964) - 9.80%
- Generation X (1965 - 1979) - 18.95%
- Millennials (1980 - 1995) - 50.33%
- Generation Z (1996 - 2009) - 20.92%



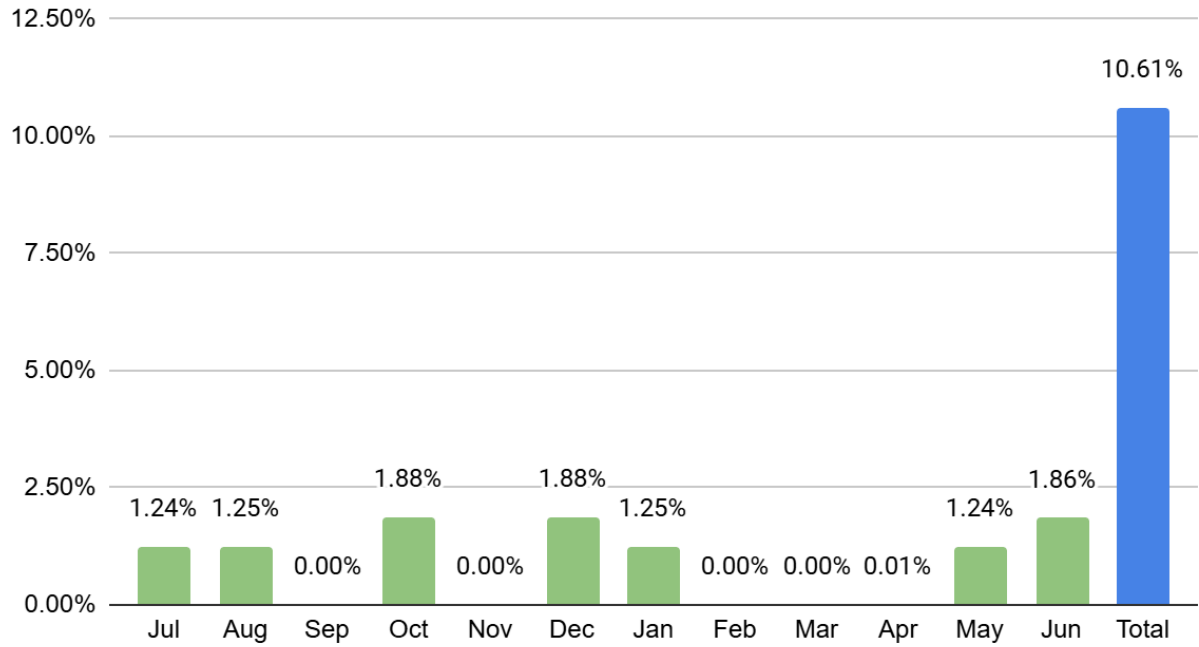
GRPL Staff Length of Service



Grand Rapids Public Library

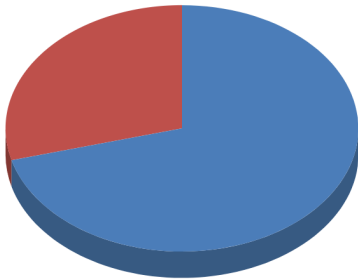
FY25 HR Report

Workforce Turnover July 2024 - June 2025



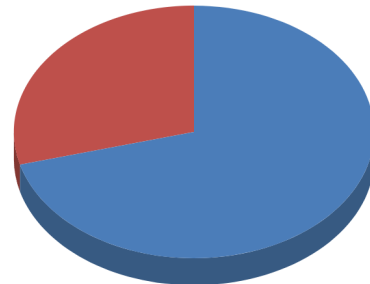
New Hires by Race (24)

● White - 70.83% ● BIPOC - 29.17%



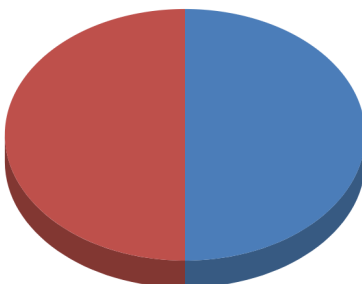
New Hires by Gender (24)

● Female - 70.83% ● Male - 29.17%



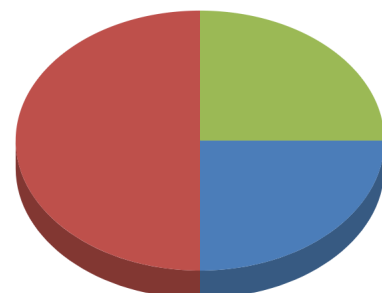
Promotions by Race (4)

● BIPOC - 50% ● White - 50%



Promotions by Gender (4)

● Non-Binary - 25% ● Female - 25% ● Male - 50%



Grand Rapids Public Library June – July 2025 Media Index

Media Mentions by Topic

Programs	2	Digital Media	0
General	7	Television	0
GR History Center	0	Radio	0
Staff/Board	0	Print publications	0
GRPL Foundation	0		
Outreach	6	Total number of mentions:	15

Key Articles and Interviews

- [Free author event: Meet Josh Malerman and Bonnie Jo Campbell in Grand Rapids](#)
- [Mobile **library** is a rolling reading resource - School News Network](#)
- [Grand Rapids Art Museum brings free events downtown all summer long with new series ...](#)
- [Where the GRPL Mobile **Library** will be this summer - MSN](#)
- [Unleash your inner superhero at free West Michigan 'Comic Geek Out' event - mlive.com](#)
- [GRAM on The Green returns for another year | The Rapidian](#)
- [Grand Rapids shop hosts free space for card games, video games | WOODTV.com](#)
- [Photo exhibition celebrates **Grand Rapids** history on 175th anniversary | WOODTV.com](#)
- [Trash talk and tacos? - **Grand Rapids** Magazine](#)
- [The 30 things everyone in **Grand Rapids** should do at least once, according to reviews on Tripadvisor](#)
- [Fifth grade is a crucial year for developing lifelong readers | wzzm13.com](#)
- [Morning Buzz: July 23, 2025 - FOX 17](#)
- [Getting to the bottom of the so-called 'summer slide' - School News Network - School News Network](#)
- [Escape The Heat At These **Grand Rapids** Cooling Centers - WGRD 97.9](#)
- [BEAT THE HEAT: **Grand Rapids** guide to escaping the hot temps - FOX 17](#)

Social Media Comments

Partner - Videos

- Alyson and Mallory are so wonderful and their cafe is a perfect addition to the neighborhood! Thank you GRPL for supporting the community! (Chartreuse Sisters)
- Thanks for the background. I drive past regularly; I have to stop in some time. (Chartreuse Sisters)
- Yay for libraries, for librarians and library staff and the many resources they provide! (Chartreuse Sisters)
- Steven also helped me get my first job with a resume review! great job you guys :-] (Chartreuse Sisters)

Staff - Videos

- Wow, look at that handwriting! So much cool stuff in your archives! (History Center - Hills Letters)
- Beautiful and important work ❤️ (History Center - Hills Letters)
- Eskooo! Love to see it (Law Resources at GRPL)
- 🙌🙌🙌🙌 (Law Resources at GRPL)
- We love public libraries!! (Law Resources at GRPL)

General

- Last week, I had the privilege to moderate the "Model Minority: Exploring Mental Health within the AAPI Community" event, hosted by **Grand Rapids Public Library**. Thank you for including the **Grand Rapids Asian-Pacific Foundation** in your month of May series highlighting AAPI heritage. I'm grateful for the opportunity to facilitate this conversation between attendees and the AAPI Clinical Social Workers/Therapists Tessa, Sally, and Natasha.
- Used my **Grand Rapids Public Library** Card today! Printing for Free is a Win ✅

- Instant classic 🙌 (Summer Reading Challenge)
- Do the kids get a packet of coupons or anything if we sign up in person at the library versus me signing them up online for the Summer Reading Program? (Summer Reading Challenge)
- Hey! Are there going to be cute yard signs this year, (Summer Reading Challenge)
- Grand Rapids Public Library (GRPL) launched its Summer Reading Challenge at the beginning of the month, aimed at encouraging readers of all ages to pick up a book this summer. (Summer Reading Challenge)
- Oh, I so wish I could go!! (Art Basics: Photography)
- I love this! What a great gift to the community! (Art Basics: Photography)
- NBD, just me at **Grand Rapids Public Library** reading my 3rd place poem with Christine Stephens-Krieger & some amazing poets for the 57th annual Dyer-Ives poetry competition ❤️ (Dyer-Ives Poetry Reception)
- Shoutout to **@grandrapidspubliclibrary** for hosting a paint night with losttheartist as our guide! Great **#communitybuilding** and **#creativeexpression** opportunities 💜🍒 (Art Basics: Painting)
-I wanna go to this but I'm 32. I love dinosaurs 😭😭 (Dinosaur Day with PaleoJoe)
- Thank you for this explanation. Good, fiscally responsible decision. (Hoopla Changes)
- I love books, have since I learned to read when I was in preschool. But somehow it took me 23 years after moving to Grand Rapids to finally get a library card. Can't wait to explore **@grandrapidspubliclibrary**!
- I still have mine from last year and love it! (Summer Reading Challenge Yard Sign)

STAFFING REPORT



July 2025 - August 2025

NEW						STAFF		
HIRES		EFFECTIVE	POSITION	LOCATION	ANNIVERSARIES	POSITION	TIME	
Rachel Britton		7/7/2025	Library Custodian	Main Library	Rebecca Near	Library Analyst	24 years	
Kylie Luciano		7/7/2025	Library Assistant II	North Region	Sue Lester	Library Page	23 years	
Meghan Martinez		7/21/2025	Library Assistant II	South Region	Sarah Scott	Business Office Admin. Assistant	15 years	
					Tommy Brown	Library Custodian	11 years	
					Nate Canute	Library Assistant II	11 years	
DEPARTURES					Denielle McCarron	Library Page	11 years	
Roy Anderson		7/21/2025	Facilities Assistant	Main Library	John Bosma	Community Services Manager	9 years	
Andrea Infante		7/26/2025	Library Assistant II	Main Library	Jordan Cloud	Office Assistant II	8 years	
					Cheri Cornell	Office Assistant II	7 years	
					Rachel Diener	Library Assistant II	4 years	
					Travis Mathis	Facilities Assistant	3 years	
OPEN					Henry Aderholdt	Library Page	2 years	
POSITIONS					Ashley Bovin	Library Assistant II	2 years	
Librarian IV (1)		Library Assistant II (2)		Library Page (1)	Tabitha Frazier	Library Page	2 years	
Library Help Desk Technician (1)		Librarian I (1)		Facilities Assistant (1)	Jennifer Bell	Library Assistant II	1 year	
					Isis Luna	Library Assistant II	1 year	
TOTAL TURNOVER FY26*			MONTHLY TURNOVER*			Prisila VandeHaar	Library Assistant II	1 year
			July 5, 2025 - August 1, 2025					
All staff	1.24%	2 people	All staff	1.24%	2 people			
Part-time staff	0.62%	1 person	Part-time staff	0.62%	1 person			
Full-time staff	0.62%	1 person	Full-time staff	0.62%	1 person			

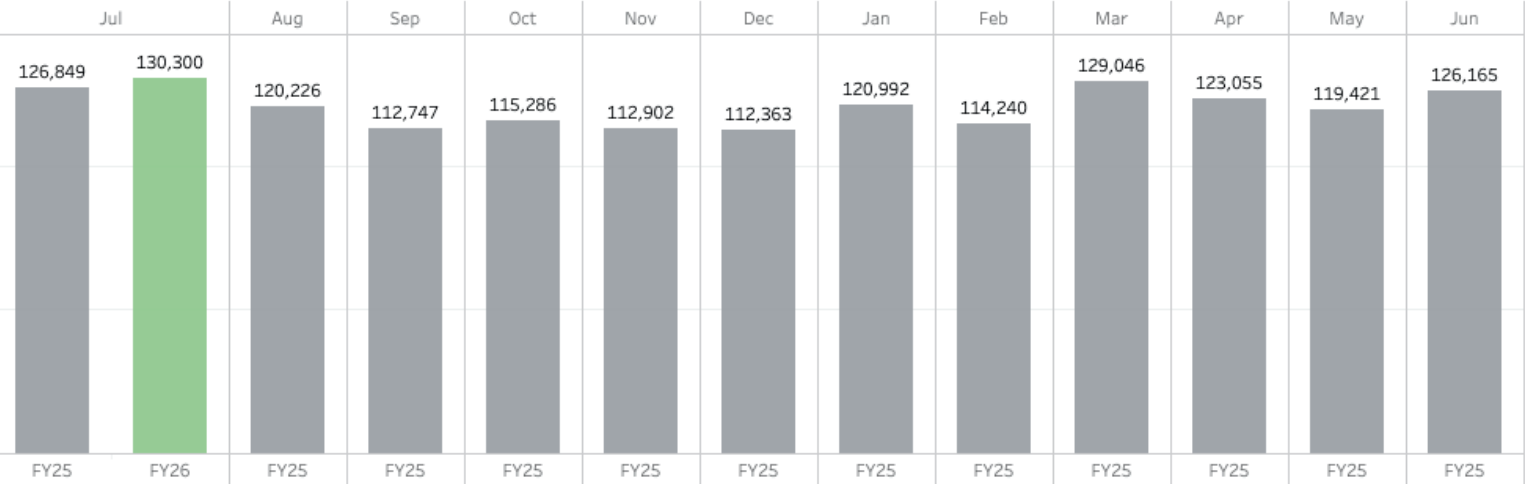
*Does not include retirements

8/1/2025

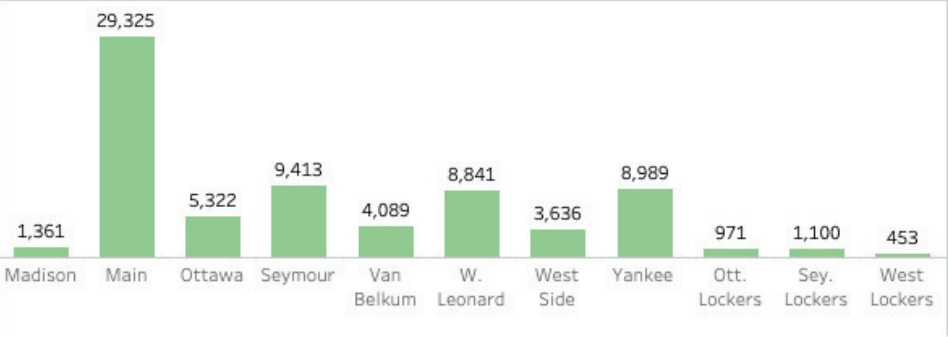
July 2025

STATISTICAL REPORT

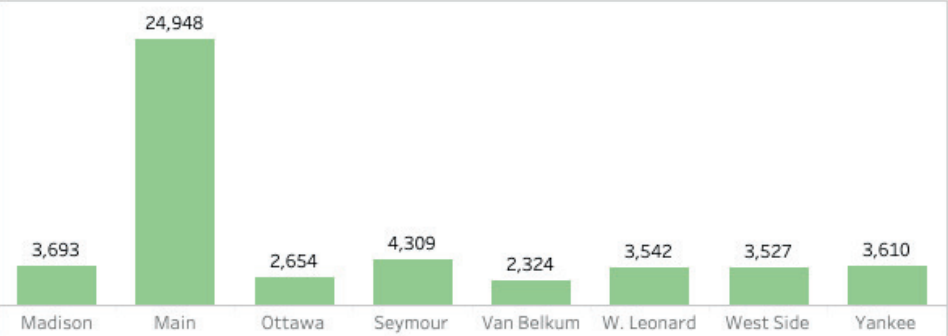
Items Borrowed by Fiscal Year and Month (includes both physical and digital items)



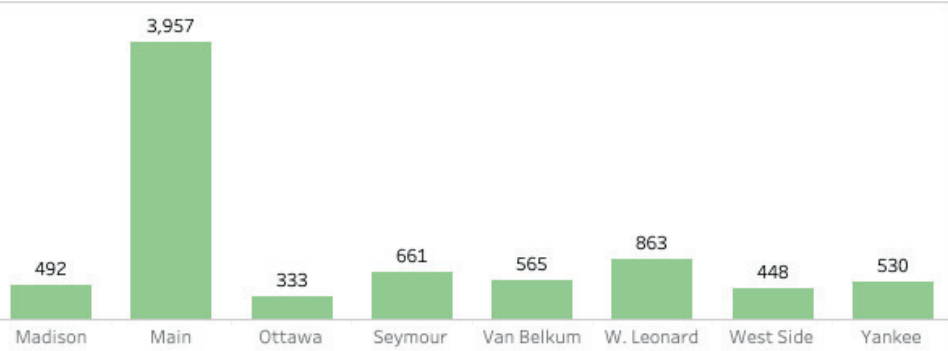
Physical Items Borrowed by Branch



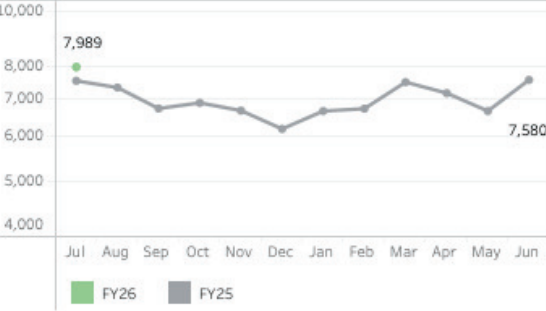
Library Visits by Branch



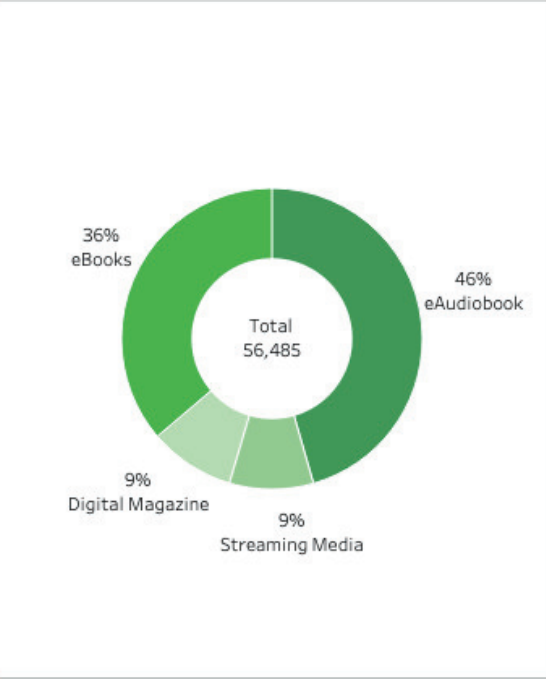
Public Computer Use by Branch



Unique Borrowers by Month
Indicates patrons checking out physical materials



Digital Usage by Format



48,607
Library Visits
2026 FYTD: 48,607 ↑6%
2025 FYTD: 46,031

1,002
New Cardholders
2026 FYTD: 1,002 ↑3%
2025 FYTD: 976

130,300
Total Items Borrowed
2026 FYTD: 130,300 ↑3%
2025 FYTD: 126,849

73,815
Physical Items Borrowed
2026 FYTD: 73,815 ↑2%
2025 FYTD: 72,051

56,485
Digital Items Borrowed
2026 FYTD: 56,485 ↑3%
2025 FYTD: 54,798

- 45 Library Programs
2,044 program attendance
- 16 Outreach Events
2,874 outreach attendance
- 5 Classes
- 8 School Visits / Tours
- 6 1-on-1 Tech Help
- 6 Business Consultations

12,693
Database Page Views

197
Email Reference
Questions Answered

7,849
Public Computer Sessions

Social Media
2,463 interactions
41,843 followers
628,161 impressions

16,705
Digital Archival Items
Viewed

15,854
Physical Holds Fulfilled

69
WiFi Hotspot Checkouts

Community Connections

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

- Alger Heights Neighborhood Assoc.
 - Arbor Circle Street Outreach
 - Bright Beginnings
 - Catherine’s Health Center
 - Family Futures
- Goodwill
 - Grand Rapids Housing Commission
 - Kent County Veterans Services
 - Mel Trotter
 - Network 180
- Ottawa Hills Neighborhood Assoc.
 - Trinity Health
 - United Methodist Comm. House
 - Vibrant Futures
 - YWCA

Popular Titles this Month

