GRAND RAPIDS PUBLIC LIBRARY

December 15, 2025

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

Dear Vendors,

In light of submitted questions, as well as productive conversations we have had with many of you, **we have decided to re-scope our RFP (Interior Redesign Project)** to ensure that the project is aligned with our most pressing needs and sets us up for more successful long-term planning.

To that end, we have **updated the RFP to focus on the Main Library's interior** (111 Library Street NE, Grand Rapids, MI 49503). The modified RFP **concentrates our efforts around our Lower Level, Level 1, & Level 2**. These areas include our historic main entrance, lobby & adjacent rooms, Adult Services area, Youth Services area, and a limited number of staff offices.

Key Areas of Change:

- **Phase 1: User Investigation**
  Phase 1 will focus on the development of a space-use strategy and prioritized safety measures for the Main Library. Required engagement activities include a community survey (which can be deployed with support from our internal communications department) and in-person engagement defined by our selected vendor.

- **Phase 2: Design Concept & Preliminary Designs**
  Phase 2 will focus on the development of a cohesive design concept and preliminary designs for the Main Library (Lower Level, Level 1, & Level 2). This phase will also include the creation of FF&E and shelving standards that can be applied at the Main

GRAND RAPIDS PUBLIC LIBRARY

Library with consideration of how the furniture and shelving standards may also be applied to branch locations. In addition, "budget development" during this phase should also include implementation costs for each of the selected floors of the Main Library.

Enclosed is the modified RFP, answers to submitted questions, clarity about our estimated budget range for this work, and additional requested documentation. We believe these refinements, which are focused to address our most highly-used location, will help ensure a more focused approach to the project.

We appreciate your continued interest and engagement in this process. If you have any questions, please feel free to reach out directly.

We look forward to receiving your submitted RFPs by January 9, 2025.

Sincerely,

Jennifer Vander Heide
Deputy Director

grpl.org

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Grand Rapids Public Library
Main Library Interior Space Redesign
Request for Proposal

Date of Issue: November 14, 2025
Date or Revision: December 15, 2025
Proposal Submission Deadline: January 9, 2026
Contact: Jennifer Vander Heide, Deputy Director, jvanderh@grpl.org

1. Introduction and Project Background

1.1 Grand Rapids Public Library Overview

The Grand Rapids Public Library (GRPL) is a department of the City of Grand Rapids and serves an urban population of almost 200,000 through eight locations. Established in 1871, the Grand Rapids Public Library is known for excellent customer service, depth and breadth of collections, responsiveness to community needs, and focus on equity and inclusion.

In 2023 GRPL completed a rebrand that resulted in a new visual brand identity as well as a shared purpose of “reflecting and connecting our community to trusted resources and each other.”

In the fall of 2025, GRPL began a strategic planning process to set a clear strategic vision and resulting priorities for the next five years. The strategic planning process is anticipated to be completed in February of 2026. Following GRPL’s strategic planning process, GRPL will update its Main Library to ensure the user experience within its central branch reflects and supports our Strategic Vision.

1.2 Project Scope and Goals

GRPL is seeking a partner to help shape a strategic vision for the design of our Main Library spaces that aligns space transformation with our service model and new Strategic Vision. The selected consultant will demonstrate a deep understanding of how physical environments shape user experience and service delivery in public libraries.

The primary goals for the project are to:

- Work collaboratively with our team to develop a clear **experience philosophy** and **space-use strategy** for GRPL's Main Library. This would include clear definitions of patron experience objectives and desired patron behaviors in this location. The space use strategy must also address prioritized **safety measures** to improve safety at the Main Library.
- **Engage internal and external stakeholders** to understand user needs and inform design decisions that support desired behaviors.
- Create a **Design Concept, Preliminary Designs, and Budget Development** for GRPL's Main Library, specifically the following floors: Lower Level, 1st, and 2nd.
- Establish **FF&E and Shelving Standards** to guide purchasing decisions. FF&E and Shelving Standards will be for the Main Library with consideration of application for the Branches.

2. Detailed Scope of Work and Deliverables

2.1 Phase I: User Investigation

Deliverable	Description
A. Stakeholder Engagement	Engage internal and external stakeholders to determine user needs and wants when using GRPL's Main Library.
B. Space Use Strategy	Develop a clear space-use strategy that articulates our user experience philosophy, establishes clear experience goals, and identifies the behaviors and interactions we aim to support across our interior spaces at our Main Library.
C. Prioritized Safety Measures	Articulate design decisions to promote more efficient and effective monitoring of spaces, conflict reduction, and disruptive behavior management.

2.2 Phase II: Design Concept, Preliminary Design and FF&E and Shelving Standards

Deliverable	Description
A. Design Concept	A Design Concept informed by User Investigation and expressed through high-level renderings that demonstrate the look and feel of the interior space at the GRPL Main Library.
B. Preliminary Designs	Preliminary Designs for GRPL Main Library that will clearly visualize the Design Concept and will support the next phase of Final Designs and implementation. Note: At the conclusion of the project, GRPL may consider an extension of the contract to include Final Designs.
C. Budget Development	Provide budget development for each of the selected floors at GRPL's Main Library based on the Preliminary Designs. The budget should include estimated cost escalation.
D. FF&E and Shelving Standards	Provide FF&E and Shelving standards that include performance specifications for furniture types, recommended products catalog, and cost & budgeting guidance for all categories. FF&E and Shelving Standards will be for the Main Library with consideration of application for the Branches.

3. Proposed Timeline

Milestone	Date
RFP Distributed	November 14, 2025
Virtual Pre-Proposal meeting [attendance is not mandatory]	December 1, 2025
Questions Due	December 8, 2025

Revised RFP and Questions Published	December 15, 2025
RFP Due	January 9, 2026
Firms notified for Interviews	January 15, 2026
Interviews	January 21 & 23, 2026
Tentative Selection	February 25, 2026
Budget Approval and Final Selection	April 6, 2026
Anticipated Contract Start Date	July 1, 2026
Anticipated Contract End Date	June 15, 2027

4. Proposal Content Requirements

Proposals must address all aspects of the Detailed Scope of Work and Deliverables (Section 2) and include the following elements, clearly labeled:

1. **Firm Profile and Qualifications:**
    - Overview of the firm, size, location, and years in business.
    - Confirmation of experience in public sector, library, or similar non-profit design projects.

2. **Relevant Experience and References:**
    - Five examples of comparable projects, ideally within the last five years, demonstrating similar scope (User Investigation, Design Concept, Preliminary Designs, FF&E and Shelving Standards).
    - Contact information for a reference for each submitted project example.

3. **Project Team:**
    - Identification of the principal(s) and key personnel assigned to the project.
    - Resumes highlighting relevant expertise in design guidelines, space planning, accessibility compliance, and FF&E standards development.

4. **Project Methodology:**
    - A detailed, phased work plan that outlines the approach to the project.
    - Proposed schedule with estimated timelines and milestones.
    - Examples of preliminary designs from past projects that were used for fundraising efforts.

5. **Cost Proposal:**
    - A not to exceed cost for the entire scope of work.
    - Hourly personnel rates for all staff assigned to the project.
    - Identification of all anticipated reimbursable expenses.
    - GRPL reserves the right to have discussions with potential firms falling within a competitive range, to request revised pricing offers from them and to make an award or conduct negotiations thereafter.

5. Selection Criteria

Criterion	Weight
Portfolio and Expertise (experience in public space design)	30%
Project Methodology (clarity, feasibility, and alignment with project goals)	25%
Project Team (relevant experience of assigned personnel)	20%
Cost Proposal (competitiveness and reasonableness of cost)	10%
Interview/References (qualitative factor)	15%

6. Submission Information

6.1 General Disclaimer

This RFP does not commit GRPL to award a contract.

6.2 Communication Protocols

The deadline for submission is January 9, 2026 at 4:00 pm EST. An electronic copy should be sent to Deputy Director Jen Vander Heide (jvanderh@grpl.org).

Any inquiries or requests regarding this project should be directed to:

Jen Vander Heide
Deputy Director
Grand Rapids Public Library
111 Library Street SE
Grand Rapids, MI 49506

616-988-5402 x5468
jvanderh@grpl.org

Tours are also available upon request.

Addendum #1: RFP Questions

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1. The RFP indicates that GRPL's Strategic Plan will be completed in February 2026. Will the selected consultant receive draft findings or the final plan at contract start, and how should we proceed if the strategic planning process is delayed?

The selected consultant will receive the final plan at the contract start date. GRPL is scheduled to have the plan approved at the February 24, 2026 Board meeting. If there is unforeseen delay with the strategic plan, work with the consultant will still proceed beginning in July 2026.

2. Has GRPL conducted prior user research, safety assessments, or community surveys that will be shared with the consultant to inform the Experience Philosophy and User Investigation?

GRPL has done patron segmentation and has identified the top four patron segments it wishes to connect with in order to inform the Experience Philosophy and User Investigation. Patron segmentation information is available as an addendum to the updated RFP.

GRPL's Brand Guide is also a foundational document for informing GRPL's Experience Philosophy, as it articulates GRPL's purpose and aspirations. GRPL's Brand Guide is available as an addendum to the updated RFP.

3. Are there specific community groups or equity objectives that should be emphasized within the Experience Philosophy (e.g., teens, newcomers, multilingual communities)?

In addition to the four identified patron segments, GRPL would like the Experience Philosophy to also explicitly consider the needs of college students, members of the unhoused community, and multilingual communities. This effort is guided by a strong commitment to inclusive design, ensuring the library serves diverse members of the community.

4. Following the 2023 rebrand, are there existing brand guidelines for physical environments (e.g., signage, color palettes, materials), or is the consultant expected to translate the visual identity into spatial applications from scratch?

While GRPL has established visual brand guidelines that include signage, comprehensive guidelines for GRPL's physical environments have not been developed. The consultant would be expected to develop a visual identity for GRPL's physical environments that harmonizes with and reinforces the existing brand standards to deliver a unified patron experience. (The current brand guidelines are included in the addendum.)

5. What level of detail is expected for the Preliminary Designs (e.g., adjacency diagrams, schematic floor plans, key elevations, material palettes)?

Given the project rescoping, the Preliminary Designs phase is now expected to deliver a **Schematic Design** level of detail. The consultant must provide a comprehensive package that includes:

- Adjacency Diagrams
- Schematic Floor Plans
- Key Conceptual Elevations
- Preliminary Material and Finishes Palettes

This level of detail is intended to finalize the spatial organization and conceptual approach before proceeding to Design Development.

6. Are there required formats for deliverables (e.g., Revit, AutoCAD, BIM, PDF standards) or preferred visualization styles for community or Board presentations?

- **For Community and Board Communication:** Presentation materials for stakeholders must be provided in **High-Resolution PDF** format. These materials should utilize clear, easy-to-read graphical standards and compelling visualizations (e.g., simple 3D renderings, illustrative diagrams) to effectively convey design intent to a diverse, non-technical audience.

- **For Subsequent Project Phases:** GRPL anticipates that all design drawings (Schematic Design onward) must be delivered in BIM-compliant format files (specifically Revit and IFC), to ensure integration and compatibility with future project phases and consultants. GRPL is willing to engage in discussion with the selected consultant about the format.

7. Given the large variation in branch sizes, should all eight branches receive the same level of detail, or should certain high-traffic or high-need locations be prioritized?

We have **updated the RFP to focus on the Main Library's interior** (111 Library Street NE, Grand Rapids, MI 49503). We are requested an update to **our Lower Level, Level 1, & Level 2**. These areas include our historic main entrance, lobby & adjacent rooms, Adult Services area, Youth Services area, and a limited number of staff offices. The addendum provides SF of the spaces.

8. For branches with historic significance, are there preservation restrictions or compliance requirements that the consultant must incorporate into design concepts or space use strategies?

No formal historic preservation restrictions govern the Ryerson Building (the historic portion of the Main Library). However, GRPL internally mandates that all design strategies for Level 1 must be **sensitive to and compatible with** the original historic architecture and detailing, ensuring the library's history is preserved.

9. Will GRPL provide existing architectural floor plans, as-built documentation, site surveys, or digital files for all branches, and in what formats (CAD, PDF, Revit)?

GRP will provide existing architectural floor plans for the Main Library in PDF and TIFF file formats.

10. The RFP highlights prioritized safety measures, conflict reduction, and disruptive behavior management. Can you elaborate on the specific architectural, behavioral, or operational challenges currently faced across the branches?

The Main Library, more than any other GRPL locations, faces architectural and operational challenges that impact safety management and conflict resolution.

A critical operational challenge is the concentration of incidents along the primary pathway in the building. A review of Incident Reports from 2025 showed that 85% of all incidents at the Main Library occur within the single thoroughfare defined by the front exterior, the 1st Floor, and the Lower Level. Design interventions must focus heavily on determining best programs along this corridor and best methods for monitoring and responding to behavior issues along this central path.

The Lower Level, the floor with the largest collection, presents several additional challenges:

- Poor Sightlines: The physical density of the collection severely obstructs sightlines for staff. The vast expanse of shelving creates hidden pockets and limits staff ability to proactively monitor behavior.
- Congestion: The existing furniture and public computer configurations can cause groups of individuals to gather or be in close proximity to each other. This results in noise and behavioral issues.
- Inadequate Staff Visibility: The current location of the Lower Level service desk offers poor sightlines relative to the study spaces and public computer areas. This positioning makes it operationally difficult for staff to effectively observe and intervene in developing situations.

There has also been a general increase in incidents at the Main Library in the last few years. The 2025 Annual Safety & Security Report (provided in the Addendum) provides detailed data regarding the nature and frequency of these behavioral incidents.

11. Will incident reports, usage data, staffing patterns, and other operational metrics be available to inform safety-related design decisions?

We currently have and are willing to provide the selected firm with:

- anonymized incident data by location and incident type,
- building usage (daily visits and dwell time),

- floor usage (daily visits and service desk data),
- service usage (printing, public computers, programing, and collection usage data),
- staffing patterns (service desk coverage throughout the day),
- and any other requested data.

12. Does GRPL prefer specific engagement formats (e.g., town halls, focus groups, surveys), and will the library support participant recruitment, translation, and accessibility accommodations?

GRPL requires a strong emphasis on **in-person engagement** with stakeholders. The specific format (e.g., workshops, focus groups, or design sessions) may be flexible, based upon the chosen firm's proven methodology and professional recommendations.

The engagement strategy must also include a **community-wide survey**. GRPL can support the vendor with participant recruitment, Spanish translation, and accessibility accommodations.

13. For the FF&E and Shelving Standards, is GRPL seeking a fixed catalog of recommended products, or performance-based specifications that allow flexibility in future procurement?

For FF&E and Shelving Standards, GRPL is seeking performance standards with a recommended products catalog. FF&E and Shelving Standards will be for the Main Library with consideration of application for the Branches.

14. Should the Standards address only public-facing areas, or also staff workspaces, meeting rooms, and back-of-house areas?

The standards should address public-facing areas, meeting rooms, and staff workspaces.

15. How should the “scalable budget for each phase” be interpreted? Does GRPL anticipate selecting specific phases only, phasing work across branches, or varying investment levels?

Given the rescoping of the project to focus just on the Main Library, GRPL no longer requests a scalable budget for each phase of the project.

16. Is there an internal target or range for renovation and FF&E implementation costs that we should assume when developing the Preliminary Designs and Budget deliverables?

GRPL has $3M - $3.5M as the current budget for this entire project (User Investigation through Implementation) and is exploring additional options for further fundraising.

17. Does GRPL have preferred payment milestones, or should the consultant

propose a milestone-based fee structure?

The consultant should propose a milestone-based fee structure.

18. If the contract is extended to include Final Design, will this be based on the hourly rates submitted with the proposal, or negotiated separately?

If the contract is extended to include Final Design, the contract will be negotiated separately.

19. For the Cost Proposal criterion (10%), how will pricing be evaluated? Will lower-cost proposals receive proportionally higher scores, or is the emphasis on reasonableness and value relative to methodology?

For the Cost Proposal criteria, emphasis will be on reasonableness and value relative to methodology.

20. Will interview performance adjust existing scores in categories such as Methodology or Team Qualifications, or is it considered as a separate qualitative factor?

We have added a separate qualitative factor to our scoring criteria to incorporate interview performance and references.

21. Will references be part of the scored evaluation or used only as a pass/fail validation after scoring?

We have added a separate qualitative factor to our scoring criteria to incorporate interview performance and references.

22. If branch tours are requested by proposers, will these be offered to all shortlisted firms under the same conditions, and may teams collect photographs or video for internal design use?

All vendors may request a tour of the Main Library and teams may collect photographs or video for internal design use.

23. When will firms be notified if they have been selected for an interview?

Firms will be notified by January 15, 2026 if they have been selected for an interview.

24. Does GRPL have any preferred furniture vendors?

GRPL does not have any preferred furniture vendors.

Addendum #2: Main Library Square Footage

Main Library

- Built in 1902 with newer additions added in 1967 and 2001
- 204,494 sf
- 6 floors

1st Floor & Lower Level

- 19,950 gross sf

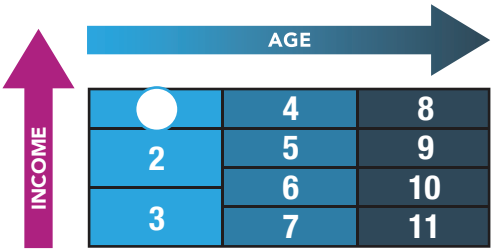
2nd Floor

- 17,814 gross sf

Addendum #3: Patron Segmentation

COHORT 1

IQ COHORTS



DEMOGRAPHICS

61% homeowners

47% with children under 18

55% married

Active lifestyle with interest in technology and sports

e

NEIGHBORHOOD DEMOGRAPHICS

5% single

47% single

Commute Time

SERVICES

- Partner to offer yoga teacher training or personal trainer accreditation at library
- Focus on outdoor sports and partner with Parks to host sports-themed events
- Provide helpful information for homebuyers including school rankings, tips, questions for loan officer, etc.
- Offer a library-curated streaming music channel (Spotify or Apple)
- Produce a library podcast discussing latest must-reads or current topics such as HBO shows, reality shows, eSports, skiing, etc.
- Highlight local bands in collection or through programs
- Offer meeting spaces – private or small group - that can be reserved online

COLLECTION

Does not own an eReader — Owns an eReader

- Provide extensive children's collection with classic and contemporary titles in board books, picture books and easy readers
- Focus children's fiction on popular titles and complete series with multiple copies
- Offer a strong adult browsing collection of literary fiction, genre fiction and popular NPR-style nonfiction
- Curate a robust selection of current titles on politics, social issues and travel

Provide links for patrons to recommend titles for purchase and reader's advisory services

High Impact/Low Investment Initiative

Statistics reflect neighborhood data where cohort is predominate lifestage group

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COHORT 1

PROGRAMS

- Host programs for families to connect over shared technology rather than individual devices
- Provide opportunities for single people to meet like yoga in the library or nature walk in fun location
- Host programs about travel to exotic locations, backpacking for beginners, etc.
- Provide monthly family fun night with games and activities
- Offer exclusive experiences such as a Foundation gala or access to special community events through Friends or Foundation membership
- Invite tech experts to speak and consider hosting a TEDx conference

Offer film showings hosted by local expert

TECHNOLOGY

Tech Usage

No-Tech Low-Tech Mid-Tech High-Tech

- Ensure dependable and easy-to-use wireless printing, eCard registration and Wi-Fi
- Offer fun technology including robots, STEM experiments and coding clubs
- Introduce new technology such as AI, VR and ChatGPT. Utilize Virtual Reality tools to create meetups
- Ensure website is easy to use and optimized for mobile devices
- Clearly describe upcoming events, services and new and noteworthy books on children's section of website

MARKETING

- **Media Consumption: HBO, LinkedIn, Apple TV, Bravo**
- **Uses social networks to invite others to events, tag locations and watch videos**
- **Streams music via Spotify, Stitcher and Apple Music**
- **Likely to commute less than 30 minutes to work**

- Use social media to connect with library users and non-users. Create events on Facebook
- Execute a mini marketing campaign to drive library Yelp reviews
- Focus heavily on video marketing using 30 second clips
- Highlight technology programs via YouTube and TikTok
- Create social media-worthy opportunities with photo backdrops

LIBRARY ENVIRONMENT

- **Eats at Chipotle, California Pizza Kitchen and organic/health food restaurants**
- **Shops online and in-store at REI, Bloomingdale's, H&M and Saks Fifth Avenue**

- Set up permanent or pop-up demonstration kitchen for nutrition and cooking programs
- Co-locate with local restaurant on library property to drive foot traffic
- Provide community living room space for small group programs like book clubs or travel series
- Offer high-quality coffee bar with high-end prepackaged snacks

Sources: Claritas Household Demographics 2024, Claritas Consumer Profiles 2024, Claritas GfK US MRI Behavior Profiles 2024, Nielsen Online Behavior Profiles 2023, Nielsen Television Behavior Profiles 2023.

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COHORT 7

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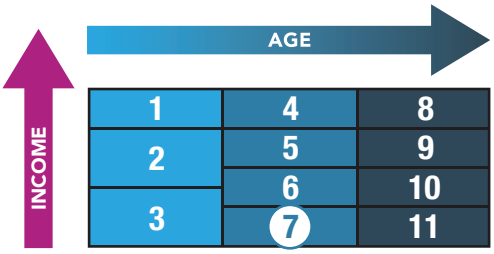

DEMOGRAPHICS

41% homeowners

49% with children under 18

35% married

Ethnically diverse

e

NEIGHBORHOOD DEMOGRAPHICS

13% single

44% single

Commute Time

SERVICES

- Organize eSports tournaments at the library in partnership with parks and rec department
- Circulate or provide low cost eReader devices
- Offer affordable living events and services such as a pickup point for farmshare produce
- Create a library of things so patrons can try expensive items before buying (sewing machine, design software, outdoor gear)
- Provide family book club and dinner focused on teaching life skills such as home safety, importance of reading to children, navigating public schools, etc.

Create partnerships with daycares and visit monthly to provide storytime and collection access

COLLECTION

Does not own an eReader — Owns an eReader

- Provide a strong children's collection including titles to support English language learners
- Tailor genre fiction to meet local demand, provide Spanish romance titles or urban fiction collections where appropriate
- Focus nonfiction titles on job training and test preparation
- Provide how-to manuals for DIY projects, popular self-improvement books and do-it-yourself legal titles

Offer fun, current titles for adults that are relevant in pop culture

- Understand and respond to reading habits of local non-English speaking seniors

High Impact/Low Investment Initiative

Statistics reflect neighborhood data where cohort is predominate lifestage group

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COHORT 7

PROGRAMS

- Host a quarterly family fun night to recognize cultural heritage and create community bonds
- Pair cooking demonstrations by local residents with fiction and/or cookbooks
- Offer programs on resume writing, soft skills, interview tips, etc.
- Build resources for those new to the United States: Conversation clubs, collections, citizenship test preparation, local information
- Offer couponing workshops or share tips on how large families can save money
- Assign one staff member to host and record virtual bilingual programs
- Seek out teen volunteers and create robust community give-back programs
- **Host events specifically for grandparents and young children**

TECHNOLOGY

Tech Usage

- **Put information about and encouragement to attend children's programs in prominent place on website**
- **Connect residents with large free events at the library and around the community**
- Ensure mobile optimized website that can be translated to multiple languages. Don't overlay English text on graphics as it will not translate
- Provide reliable computers for adults, along with plenty of assistance
- Offer Wi-Fi hotspots for checkout

MARKETING

- **Media Consumption: Snapchat, Telemundo, NBA League Pass, Cartoon Network, WWE, TikTok**
- **Spends 6+ hours per week on social networking sites**

- Use Facebook to share programming calendar
- Create Facebook or MeetUp events and encourage community partners to share
- Market to schools to entice families to visit the Library, partner to provide incentives for library use
- **Provide flyers to health clinics, WIC centers, daycares**
- Host school nights where media technicians and school librarians are invited to learn more about library services

LIBRARY ENVIRONMENT

- **Watches BET, talk shows and syndicated TV shows**
- **Eats at Golden Corral or mexican restaurants**

- Create a welcoming environment for children including a quiet space for homework and a social space with snacks encouraging students to stay until caregivers pick them up after work
- Create a comfortable multigenerational space. Designate specific room with toys and comfortable furniture so grandparents can bring children to play and socialize
- Design space for ease of access. Position holds near the front entrance or offer a drive through
- **Create a "marketplace" near front with information about library programs and services**
- Design flyers, coloring sheets, website pages and library posters to reflect diverse community

Sources: Claritas Household Demographics 2024, Claritas Consumer Profiles 2024, Claritas GfK US MRI Behavior Profiles 2024, Nielsen Online Behavior Profiles 2023, Nielsen Television Behavior Profiles 2023.

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COHORT 9

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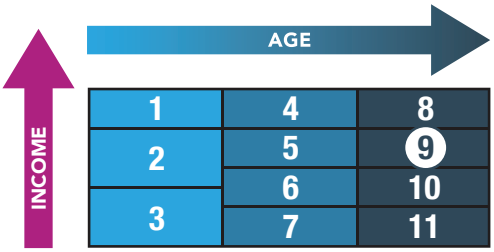

DEMOGRAPHICS

83% homeowners

22% with children under 18

70% married

Social lifestyle, enjoys entertaining

e

NEIGHBORHOOD DEMOGRAPHICS

4% single

32% single

Commute Time

SERVICES

→ Enjoys local museums, theater and casual dining

- Partner with local organizations and businesses to link library card with a discount such as local museum, theater, golf course, grocery store
- Provide one-on-one support for technology (phone, tablet, etc.)
- Offer library space as home base for community groups
- **Offer museum passes for checkout or partner with local theater to promote upcoming shows**
- Provide volunteer opportunities specifically designed to help people get to know each other

COLLECTION

Does not own an eReader — Owns an eReader

→

→

- Curate a browsing collection of current titles in trending topics
- **Collection should be well-maintained and current, with dated or worn titles weeded**
- Develop robust nonfiction collection focused on cooking, gardening, health, social issues, domestic travel, history and biography
- Develop efficient holds process rather than purchasing multiple copies of best sellers
- Ensure electronic collections mirror physical collections, with a strong emphasis on downloadable audio fiction

High Impact/Low Investment Initiative

Statistics reflect neighborhood data where cohort is predominate lifestage group

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COHORT 9

PROGRAMS

- Offer guided walking tours of the community or nature events with local arboretum staff paired with unique checkouts to enhance the experience
- Provide programs that combine travel tips, travel writing and local experts. Focus on travel opportunities within a five-hour radius
- Introduce the group to new technology that enhances life such as "ditching cable" and using Google docs
- Partner with local arts organizations to host ongoing cultural series
- Host book clubs paired with a unique experience such as a tasting or special speaker

Partner with a local health food store to teach programs on wellness

TECHNOLOGY

Tech Usage

- Provide kits for adults that combine useful tools with library materials. For example, combine a hiking map, bird identification book and binoculars
- Inform patrons about tools to stay connected to family such as the GrandPad for seniors
- Focus website equally on adults and families with children
- Make website navigation simple, fast and easy to use

Share trending titles and staff recommendations in newsletter or on website

MARKETING

- **Media Consumption: FOX News, HGTV, travel sites, Golf Channel, AARP, Open Table, Overstock.com**
- **Listens to talk radio and streams audio (Sirius)**

- Submit public service announcements to local public and commercial radio stations
- Share library newsletter with programming calendar to targeted Meetup groups
- Run campaign to drive positive library Yelp reviews
- Leverage partner social media and website to promote library updates

Engage in local interest forums and online groups, such as gardening or golf

LIBRARY ENVIRONMENT

- **Dines at California Pizza Kitchen and Bonefish Grill**
- **Shops at Cabela's, Chico's and Staples**

- Provide coffee bar with snacks, food and a place where friends can meet
- Create attractive indoor/outdoor spaces for quiet reflection such as a garden or reading nook
- Maintain a comfortable, private space for book clubs and meetings
- Partner with organizations to provide pop-up retail space for a local grocery store, book or craft vendor or to host a small, weekly farmers market
- Convert some shelving space to peaceful corner to read the newspaper and allow drinks

Sources: Claritas Household Demographics 2024, Claritas Consumer Profiles 2024, Claritas GfK US MRI Behavior Profiles 2024, Nielsen Online Behavior Profiles 2023, Nielsen Television Behavior Profiles 2023.

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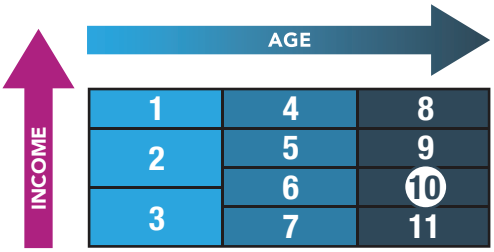
COHORT 10

IQ COHORTS



DEMOGRAPHICS

83% homeowners

12% with children under 18

54% married

Beginning empty nest years

e

NEIGHBORHOOD DEMOGRAPHICS

6% single

41% single

Commute Time

SERVICES

- **Enjoys home-based hobbies like coin collecting and gardening**
- **74% of homes do not include children under 18**

- Partner with interest groups such as Audubon (bird watching) or Parks Dept (pickleball and fitness). Create programs paired with materials from the collection focusing on these topics
- Provide a "Library of Things" with tools for DIY projects
- Partner with experts to provide information on organic gardening, solar panels for homes and seed library
- Generate enthusiasm through focused Readers Advisory about golf or classic country music and align with partnerships and programs
- Offer museum or arboretum passes for check out

Create opportunities for patrons to volunteer beyond the Friends of the Library

COLLECTION

Does not own an eReader — Owns an eReader

- Maintain a strong fiction collection with a great selection of leisure reading
- Support interests in cooking, gardening, hobbies, sports, domestic travel, medicine and current affairs
- Electronic materials should mirror the physical collection with a strong selection of downloadable audiobooks
- Focus book displays on genre fiction with suggested similar titles if popular books are checked out

High Impact/Low Investment Initiative

Statistics reflect neighborhood data where cohort is predominate lifestage group

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libraryIQ

COHORT 10

PROGRAMS

- Create hands-on learning opportunities such as a series introducing a new hobby/topic. Present multiple programs to provide in-depth information about the subject
- Offer casual programs such as relaxing concerts, crafting meetups or bingo
- Organize and host book clubs on specific topics or genres
- Partner with local senior organizations to co-host activities
- **Offer talks in coordination with historical society**

TECHNOLOGY

Tech Usage

No-Tech | Low-Tech | Mid-Tech | High-Tech

- Introduce simple technology for life enhancement such as video chat, Google photos and games
- Provide a makerspace with sewing machines and hand tools
- Offer one-on-one tech support by appointment
- Provide clear links to a clean catalog interface to make finding books and materials easy
- Provide memory lab equipment - large scanners and VHS conversion equipment to digitize photos and videos. Ensure equipment is not overly complicated and instructions are clear

MARKETING

- **Media Consumption: Facebook, AARP, television Westerns, Shopping Sites, Game Show Network**
- **Reads the local paper, particularly the editorial section**

- Use Facebook posts and events to distribute programming calendar
- Engage in online neighborhood sites such as Patch, Nextdoor and listservs as well as local interest group forums such as VFW and gardening
- Leverage free local magazines and local stores (hardware, garden center, tractor supply, etc.) to promote programs, services and events
- Send relevant information to patrons aligned with time of year and popular topics in the community
- Engage older patrons to help spread word-of-mouth marketing
- Encourage patrons to promote the library by sharing brochures to their friends at church or in social groups
- **Emphasize traditional services rather than technology access in marketing**

LIBRARY ENVIRONMENT

- **Likely to choose a night out over streaming content or social media scrolling**
- **Prefers classic movies and westerns**

- Provide comfortable, private space for book clubs and meetings
- Develop an outdoor space where volunteers can create a community garden
- Convert some shelving space to peaceful corner to read the newspaper and allow drinks
- Create welcoming entrance with friendly staff and helpful signage

Sources: Claritas Household Demographics 2024, Claritas Consumer Profiles 2024, Claritas GfK US MRI Behavior Profiles 2024, Nielsen Online Behavior Profiles 2023, Nielsen Television Behavior Profiles 2023.

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Addendum #4: Brand Guidelines

Brand Guide 2023

In a world run by dollars and cents,
we believe people should be free.

Free to ask questions and access knowledge.
Free to challenge and to be challenged.
Free to write brand new pages in the story
of their lives.

No matter your background or beliefs,
Grand Rapids Public Library is a place where
you can be free to have ideas collide,
imaginations ignited, and paths made clear.

Whatever you need to move forward,
we exist to help you find it. So the only
question remaining is…

What's your next chapter?

Reflect and connect
our community
to **trusted resources**
and each other.

Inspiration Themes

Next

Turning questions
into forward motion.

Expression:
New, fresh, contemporary, exploratory, evolution, ideas, forward, opportunity

Inclusive

Sharing knowledge across our community with anyone who's curious, no matter their background or beliefs.

Expression:
Overlap, patchwork, open, diversity, plurality, freedom

Assurance Themes

Trust

Providing accurate information with no obligation to you. We're here to help.

Expression:
Consistent, pure, honest, source, strength, knowledge, clarity, integrity, light

Connection

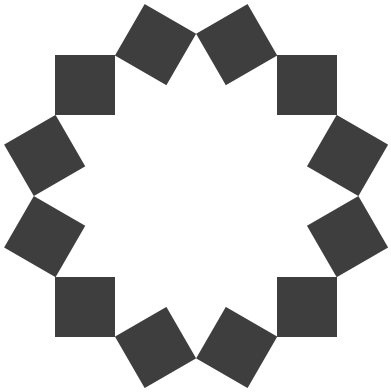
Linking patrons to resources, regardless of the medium or location. From books, to digital, people, or programs.

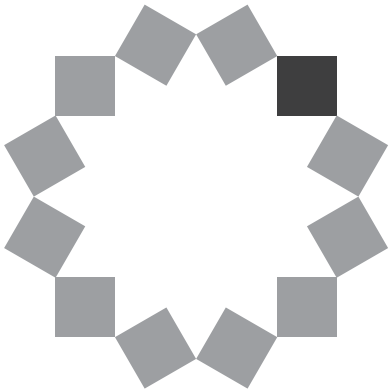
Expression:
Intersections, relationships, community, reflections, pathways, imagination

Logo

Main Symbol

The main symbol will be used for most marketing communication materials.

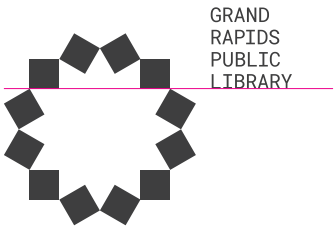


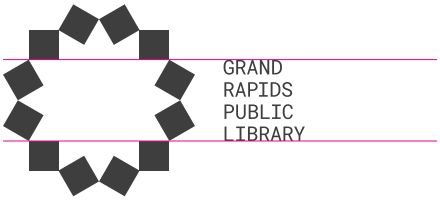


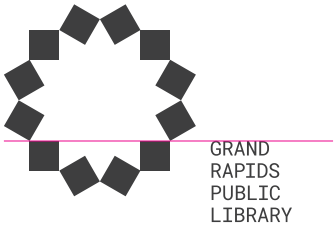
Logo

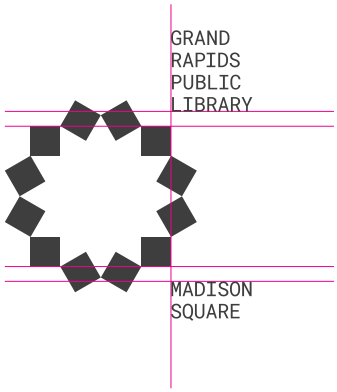
Alignment & Type configuration

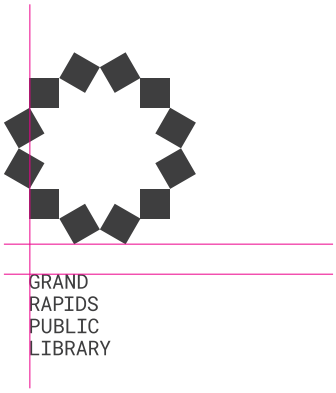
Use the square or it's derivative
for alignment and proportions.











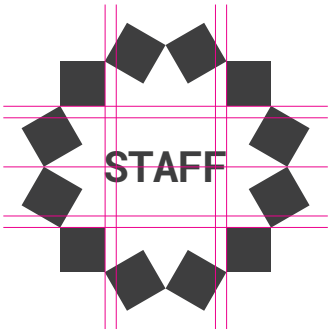
Logo

Text inside

Text is flush left.
Margins are 1/4 of the square.

Centered vertically for 2 lines.
Flush to the top for 3-4 lines.

In some cases, a single word can be centered.



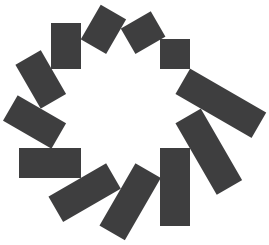
Logo

Graphic treatments

The main logo can be interpreted in different ways.

Rolling Star

The square shapes have been expanded to create a dynamic rolling graphic.

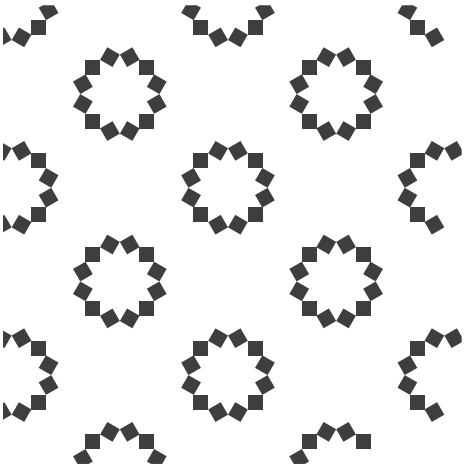


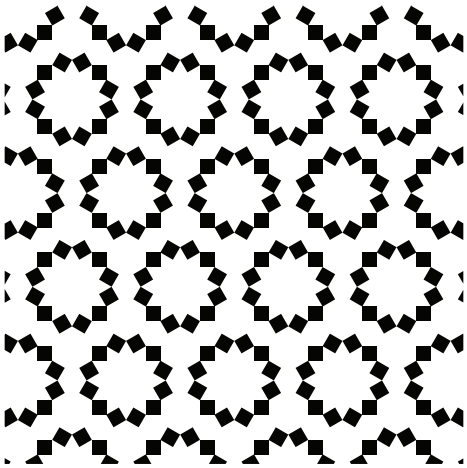
Mono line Star

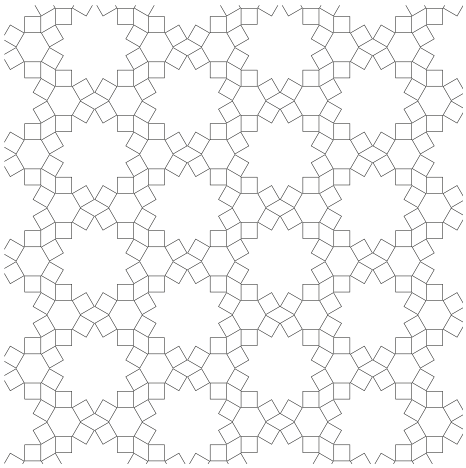
The inner star shape creates an opportunity to be more graphic.

Patterns

Patterns can be used for interest where appropriate.







Color

The palette is derived loosely from a color wheel. There are six main colors and their lighter versions make up the 12 squares.

Two neutral tints are available to use when a background is needed.

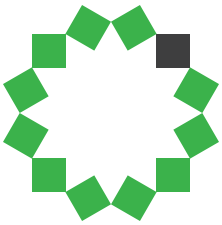
Charcoal	**Green**	**Blue**	**Pink**	**Red**	**Orange**
CMYK 0 0 0 90 RGB 65 64 66 HEX 414042	CMYK 74 0 98 2 RGB 60 177 74 HEX 3cb14a PMS 7738	CMYK 76 0 38 0 RGB 0 184 176 HEX 00b8b0 PMS 3262	CMYK 0 92 0 0 RGB 235 66 150 HEX eb4296 PMS Magenta 90%	CMYK 3 92 97 0 RGB 228 59 48 HEX e43b30 PMS 2035 95%	CMYK 0 41 100 0 RGB 250 164 26 HEX faa41a PMS 137
Charcoal 50% HEX 9d9fa2	Green 60% HEX 93c98d	Blue 60% HEX 89d0cc	Pink 55% HEX f192bc	Red 55% HEX ee8d71	Orange 70% HEX fbbc6b

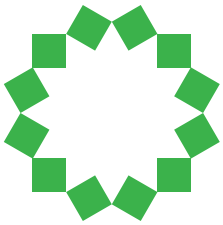
Dust
CMYK 2 1 3 0
RGB 248 247 244
HEX f8f7f4

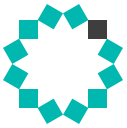
Cream
CMYK 0 2 3 0
RGB 254 249 244
HEX fef9f4

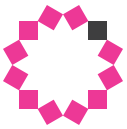
Color

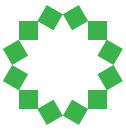
The logo can be presented as multi-color, two-color, and one-color depending on the application.

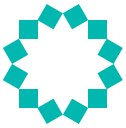


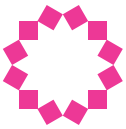












Typography

Font specifications

ROBOTO MONO

SINGLE
WORD
PER
LINE

KERNING -20
TRACKING BETWEEN -300

ROBOTO MONO

Bold

Regular

Roboto

Bold

Regular

Roboto Condensed

Bold

Regular

More weights are available as needed.
Roboto font is available here:

https://fonts.google.com/specimen/Roboto

https://fonts.google.com/specimen/Roboto+Mono?preview.text=roboto&preview.text_type=custom&query=roboto+mono

https://fonts.google.com/specimen/Roboto+Condensed?preview.text=roboto&preview.text_type=custom&query=roboto+condensed

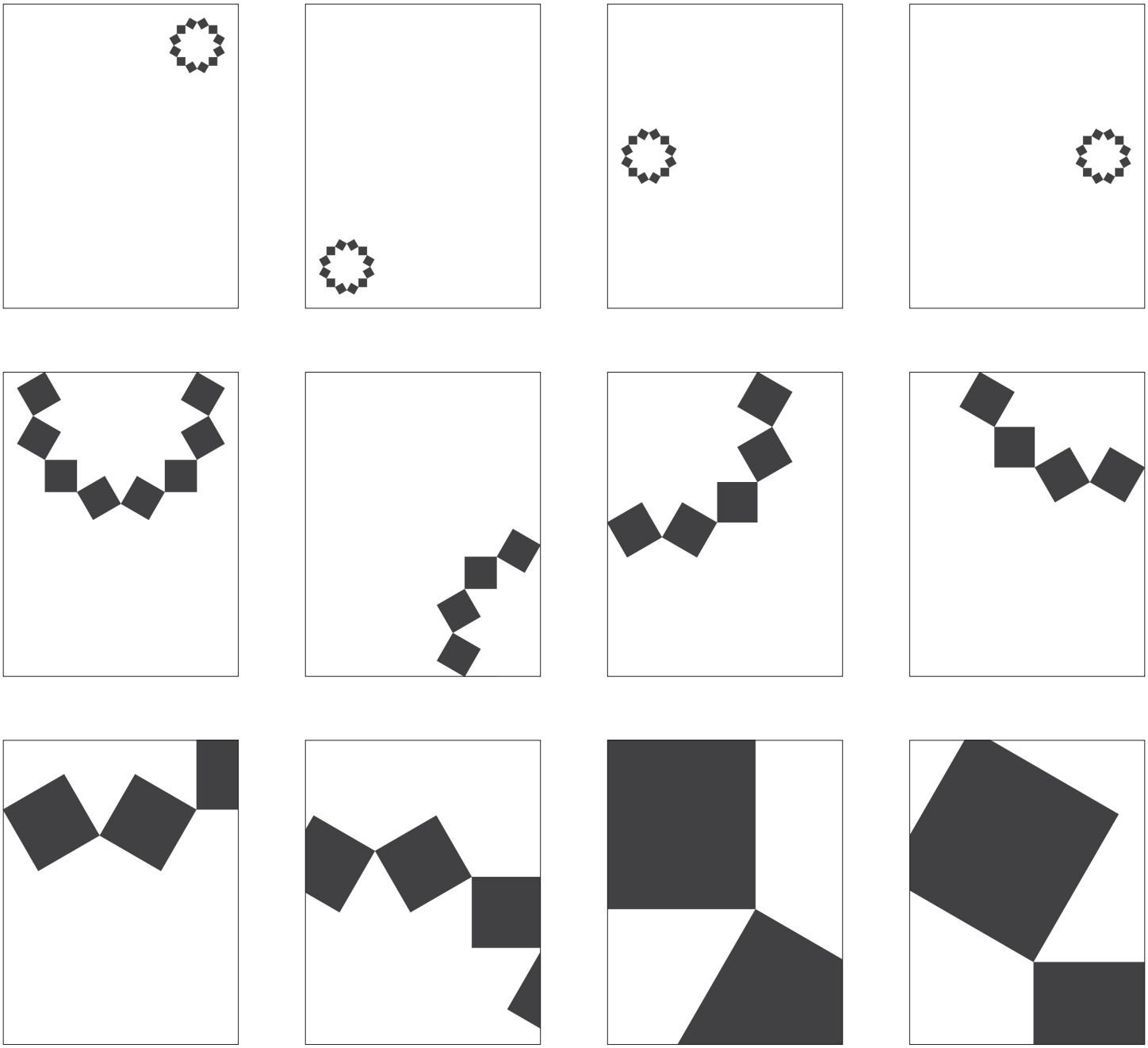
Roboto

Use Roboto for headlines and body copy.
Tracking -20

Roboto Condensed

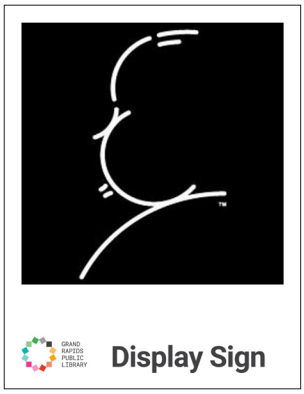
Use condensed for situations with limited space.
Tracking -20

Layouts

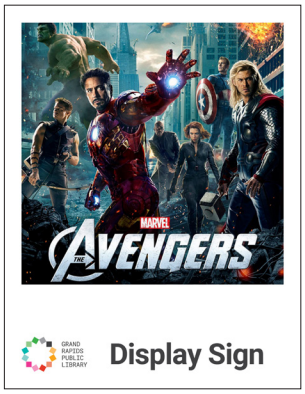


Layouts

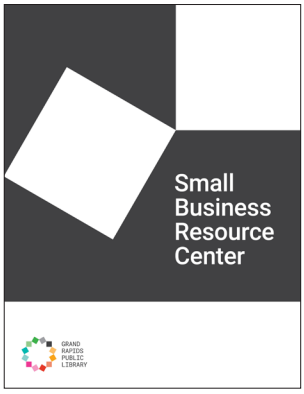
Display
Sign


Display Sign

Display
Sign


Display Sign

Grand
Rapids
History
Center


Small
Business
Resource
Center

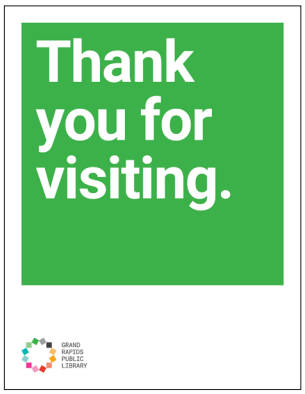
Display Sign

Display
Sign

SUMMER
2024
EVENTS

FALL
2024
EVENTS

WINTER
2023
EVENTS


Thank
you for
visiting.

Examples

GRAND
RAPIDS
PUBLIC
LIBRARY
GRAND
RAPIDS
PUBLIC
LIBRARY
111 Library Street NE
Grand Rapids, MI 49503
grpl.org
West Leonard Branch
1017 Leonard NW
Grand Rapids, MI 49504
616.988.5416
West Side Branch
713 Bridge NW
Grand Rapids, MI 49504
616.988.5414
Yankee Clipper Branch
2025 Leonard NE
Grand Rapids, MI 49505
616.988.5415

Examples

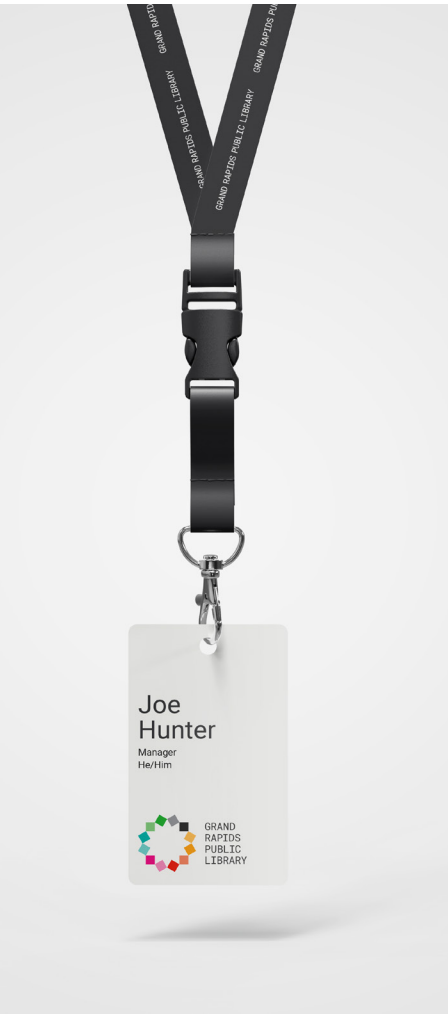
Examples

STAFF
GRPL
MADISON SQUARE
YANKEE CLIPPER
SH!
GRPL
OTTAWA HILLS

Examples

Examples

STAFF


GRAND RAPIDS PUBLIC LIBRARY
Joe
Hunter
Manager
He/Him
GRAND
RAPIDS
PUBLIC
LIBRARY

Examples

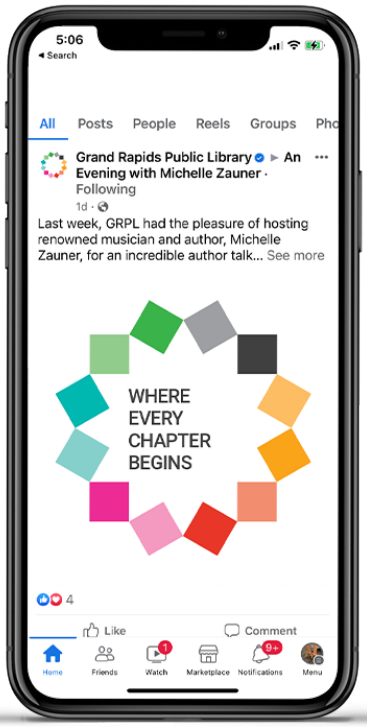
Small
Business
Resource
Center
GRAND
RAPIDS
PUBLIC
LIBRARY

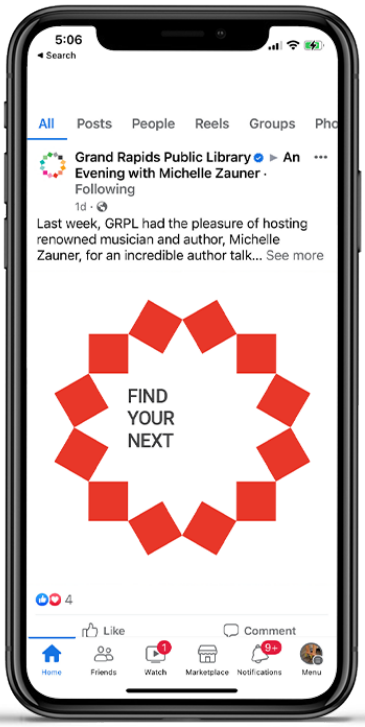
Grand
Rapids
History
Center
GRAND
RAPIDS
PUBLIC
LIBRARY

WINTER
2023
EVENTS
FEATURED EVENTS
Adult Story Time
Page 7
An Evening with Angeline Boulley
Page10
Ready, Set, Play!
Page 9

SUMMER
2024
EVENTS
FEATURED EVENTS
Adult Story Time
Page 7
An Evening with Angeline Boulley
Page10
Ready, Set, Play!
Page 9

Examples


5:06
Search
All
Posts
People
Reels
Groups
Grand Rapids Public Library ▶ An Evening with Michelle Zauner ·
Following
1d ·
Last week, GRPL had the pleasure of hosting renowned musician and author, Michelle Zauner, for an incredible author talk... See more
WHERE EVERY CHAPTER BEGINS
4
Like
Comment
Home
Friends
Watch
Marketplace
Notifications
Menu


5:06
Search
All
Posts
People
Reels
Groups
Grand Rapids Public Library ▶ An Evening with Michelle Zauner ·
Following
1d ·
Last week, GRPL had the pleasure of hosting renowned musician and author, Michelle Zauner, for an incredible author talk... See more
FIND YOUR NEXT
4
Like
Comment
Home
Friends
Watch
Marketplace
Notifications
Menu

Addendum #5: 2025 Security Report

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	● Pornography ● Threatening words or behavior (without an explicit threat) ● Intoxicated to the point of needing emergency personnel
Severity B	1 to 2 Years	● Physical threat (with an explicit threat) ● Indecent exposure ● Verbal sexual harassment
Severity A	Greater Than 2 Years	● 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)
- Bethany Christian Services (returning this year)
- Family Futures
- Friend of the Court (new this year)
- Goodwill PathFinders (returning this year)
- Healthy Homes
- Heart for Home (new this year)
- Hispanic Center of West Michigan (new this year)
- Laker Educational Opportunity Center
- Literacy Center of West Michigan
- Meals on Wheels (new this year)
- 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.

	FY 23	**FY 24**	**FY25**
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

	Amount	**% of All**
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?	**Amount**	**% of All**
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?	**Amount**	**% of All**
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?	**Amount**	**% of All**
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?	**Amount**	**% of All**
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?	**Amount**	**% of All**
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	**Amount**	**% of All**
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

	FY 23	**FY 24**	**FY25**
Total number of Incident Reports involving a ban	207	263	350
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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.

Classification	**Incident Reports**	**Monitoring Logs**
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