

## **Kalamazoo Public Library**

### **Benchmarking: Comparisons with Other Libraries**

Benchmarking is a process in which data points from one library are compared to the same data points of other similar libraries. These comparisons allow the library to evaluate performance, assess strengths, and make improvements. It can highlight areas of excellence and under-performance that may require further investigation. While it is difficult to make exact comparisons from one library system to another, it is helpful to look at how the **Kalamazoo Public Library** stands in relationship to its peers. While states vary widely in public library funding, organization, and standards, it is still worthwhile to use similar peer libraries across the country to compare performance. The benchmarking report should not be used as a stand-alone or complete assessment of library performance but should be viewed in context with the Kalamazoo Public Library's unique circumstances, including its demographics, governing structure, and other community resources. The findings in this benchmarking report will be most useful during the "operationalizing" phases of strategic planning.

The libraries selected to be used in this benchmarking effort are six national libraries serving a similar population (+/- 20%), with similar operating expenses (+/- 20%). This results in a peer group that has similar resources and population. We have also selected six Michigan libraries serving a similar population. However, it is significant that the Kalamazoo Public Library has no peer libraries in Michigan when using the standard peer identifiers of both population and expenditures. None of the libraries in Michigan that are within +/- 20% of Kalamazoo's population have within +/- 20% of expenditures.

The data shown for the library comparisons is for fiscal year 2016 and is drawn from the most recently available Public Library Survey from the Institute for Museum and Library Services.

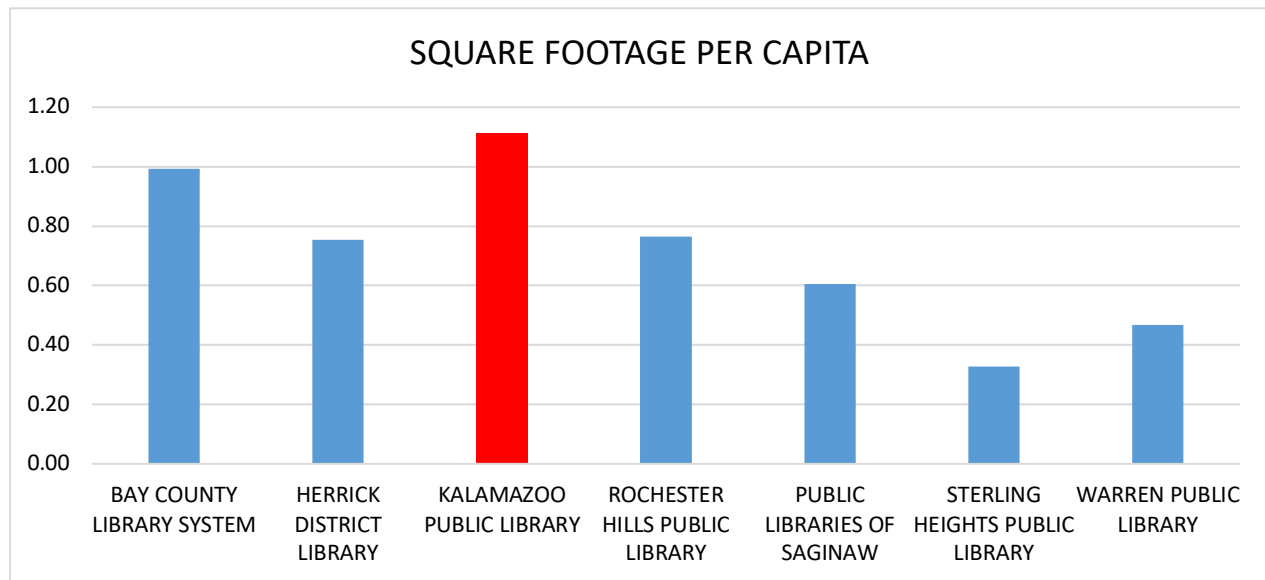
The following data points were chosen for comparison:

- Square footage of library space per capita
- Annual public service hours
- Expenditures per capita
- Collection expenditures per capita
- Collection expenditures as a percent of total expenditures
- Circulation per capita
- E-circulation per capita
- Holdings and holdings per capita
- E-materials holdings and holdings per capita
- Materials turnover
- Full-time equivalent staff
- Total staff expenditures as a percent of total expenditures
- Visits per capita
- Number of programs, total program attendance, number of programs per capita, and program attendance per capita
- Reference transactions per capita
- Number of public computers
- Public computer uses per capita

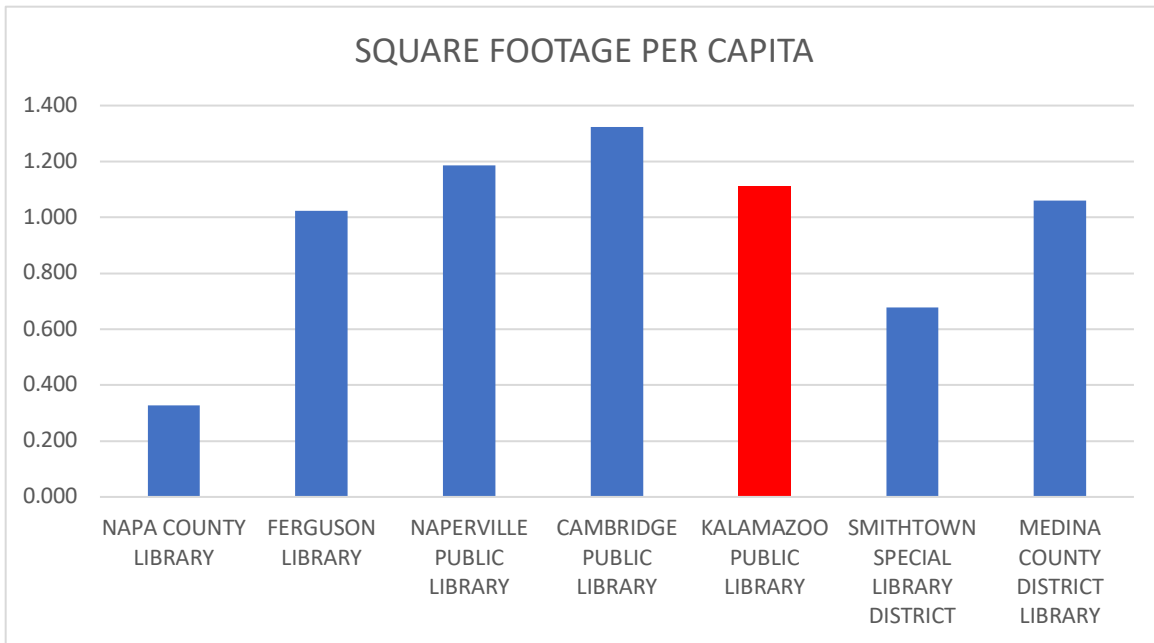
## Square Footage of Library Space Per Capita

This chart details the population served, and the square footage of the library. For comparative purposes, the square footage per capita for each library system has been calculated. This data point shows the amount of library space available for each person in the population served by the library.

MICHIGAN PEERS	POPULATION	# OF BUILDINGS	TOTAL SQUARE FOOTAGE	SQUARE FOOTAGE PER CAPITA
BAY COUNTY LIBRARY SYSTEM	107,681	4	106,817	0.99
HERRICK DISTRICT LIBRARY	102,423	2	77,291	0.75
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>123,979</b>	<b>5</b>	<b>137,800</b>	<b>1.11</b>
ROCHESTER HILLS PUBLIC LIBRARY	100,485	1	76,910	0.77
PUBLIC LIBRARIES OF SAGINAW	124,690	4	75,475	0.61
STERLING HEIGHTS PUBLIC LIBRARY	129,699	1	42,556	0.33
WARREN PUBLIC LIBRARY	134,056	4	62,769	0.47



NATIONAL PEERS	POPULATION	# OF BUILDINGS	TOTAL SQUARE FOOTAGE	SQUARE FOOTAGE PER CAPITA
NAPA COUNTY LIBRARY	136,024	4	44688	0.33
FERGUSON LIBRARY	128,874	4	132000	1.02
NAPERVILLE PUBLIC LIBRARY	141,853	3	168300	1.19
CAMBRIDGE PUBLIC LIBRARY	107,289	7	141998	1.32
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>123,979</b>	<b>5</b>	<b>137800</b>	<b>1.11</b>
SMITHTOWN SPECIAL LIBRARY DISTRICT	113,804	4	77100	0.68
MEDINA COUNTY DISTRICT LIBRARY	145,137	6	153710	1.06

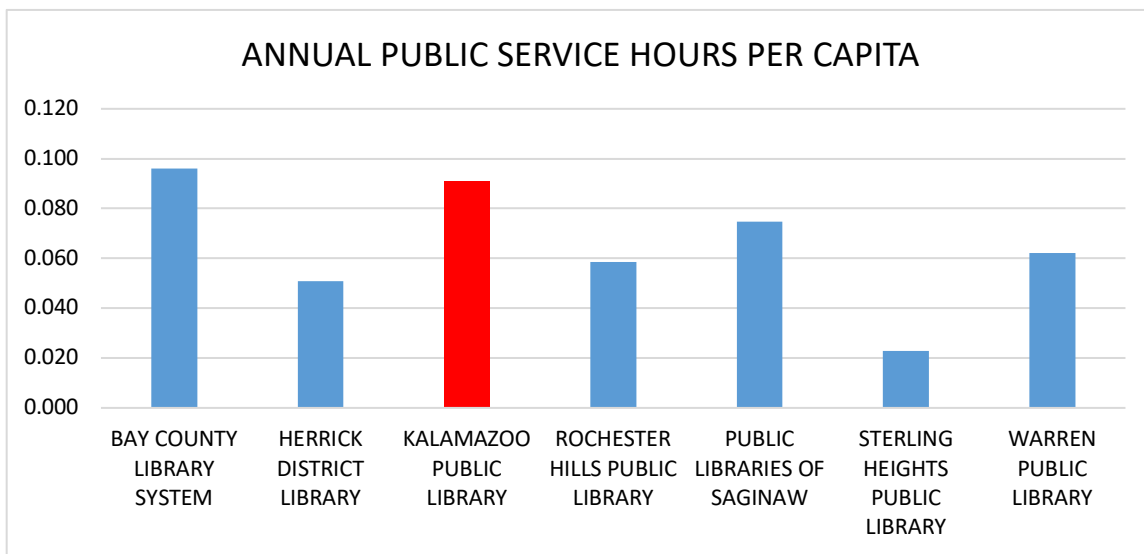
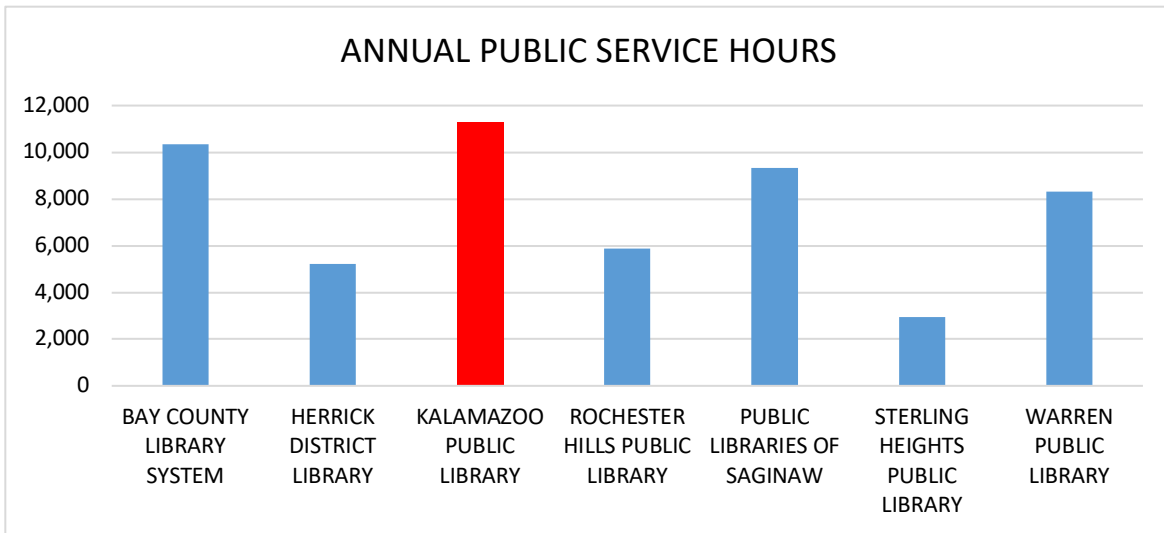


Residents of the Kalamazoo Public Library service area have the most amount of library space (square feet) per capita compared to residents of the other Michigan benchmark sites, and slightly more than the average square footage per capita among the national peer group. The average amount of space across all class 6 Michigan libraries is 88,144 square feet. The Kalamazoo Public Library’s total square footage of 137,800 is well above the average for all class 6 Michigan libraries. A higher amount of square footage may entail expending more funds on staffing, maintenance, and utilities to operate the space than libraries serving a similar population.

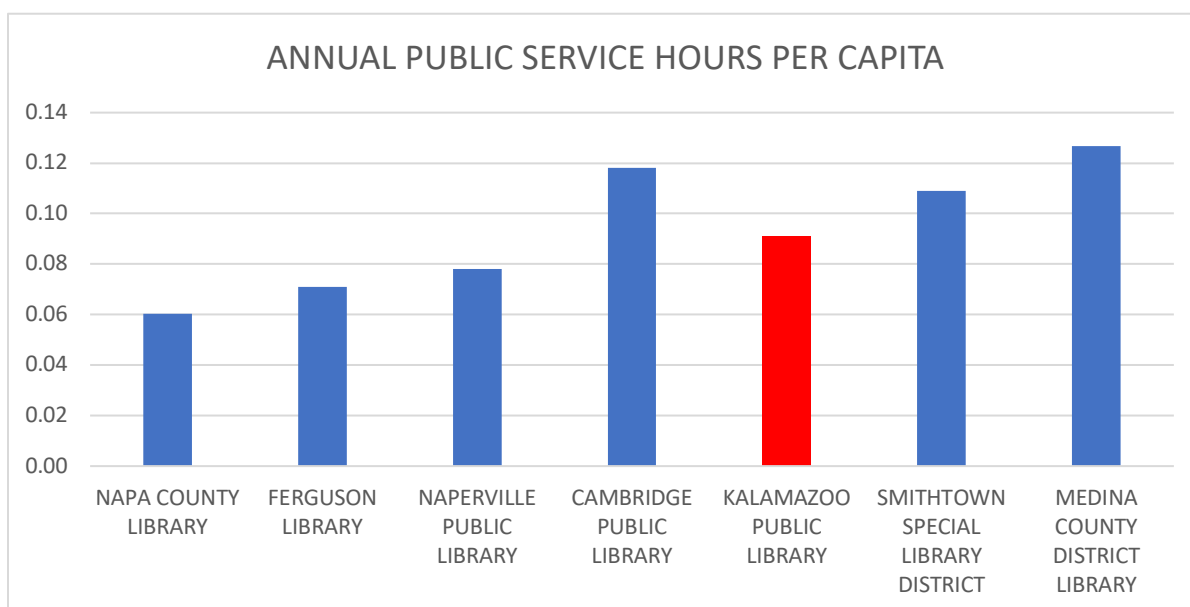
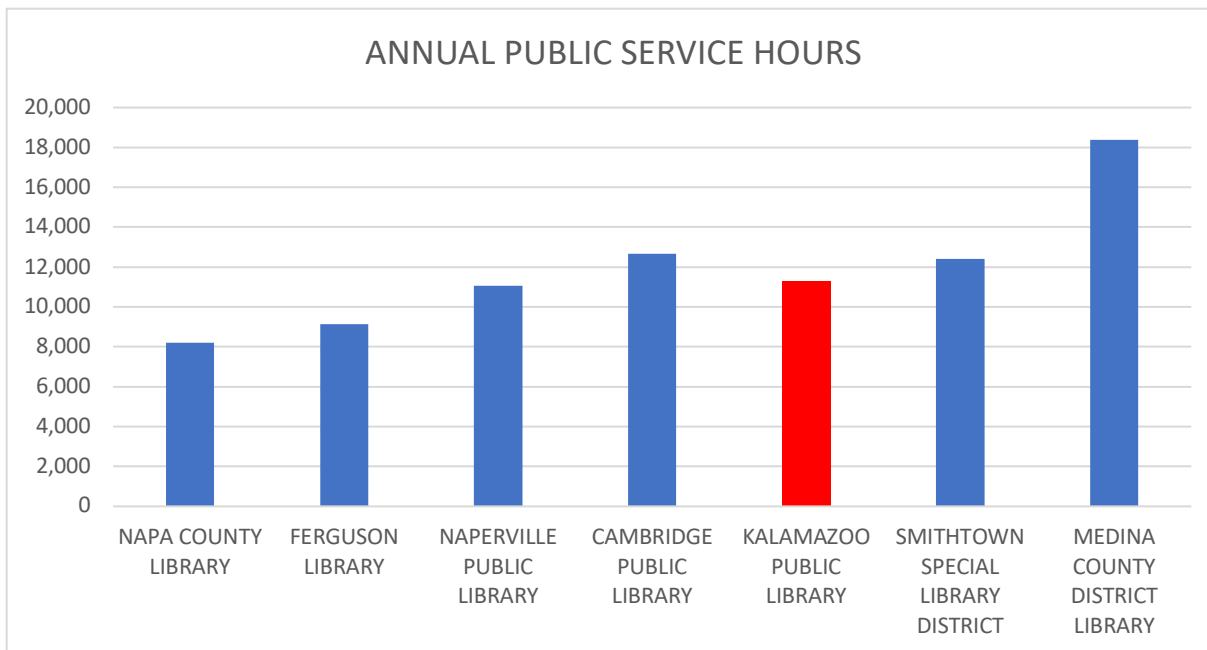
### Annual Public Service Hours

This chart shows the number of hours the library is open to provide service to the public annually, as well as the number of service hours available per capita to residents.

MICHIGAN PEERS	ANNUAL PUBLIC SERVICE HOURS	ANNUAL PUBLIC SERVICE HOURS PER CAPITA
BAY COUNTY LIBRARY SYSTEM	10,347	0.10
HERRICK DISTRICT LIBRARY	5,219	0.05
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>11,283</b>	<b>0.09</b>
ROCHESTER HILLS PUBLIC LIBRARY	5,876	0.06
PUBLIC LIBRARIES OF SAGINAW	9,330	0.07
STERLING HEIGHTS PUBLIC LIBRARY	2,951	0.02
WARREN PUBLIC LIBRARY	8,326	0.06



NATIONAL PEERS	ANNUAL PUBLIC SERVICE HOURS	ANNAUL PUBLIC SERVICE HOURS PER CAPITA
NAPA COUNTY LIBRARY	8,216	0.06
FERGUSON LIBRARY	9,138	0.07
NAPERVILLE PUBLIC LIBRARY	11,070	0.08
CAMBRIDGE PUBLIC LIBRARY	12,673	0.12
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>11,283</b>	<b>0.09</b>
SMITHTOWN SPECIAL LIBRARY DISTRICT	12,416	0.11
MEDINA COUNTY DISTRICT LIBRARY	18,383	0.13



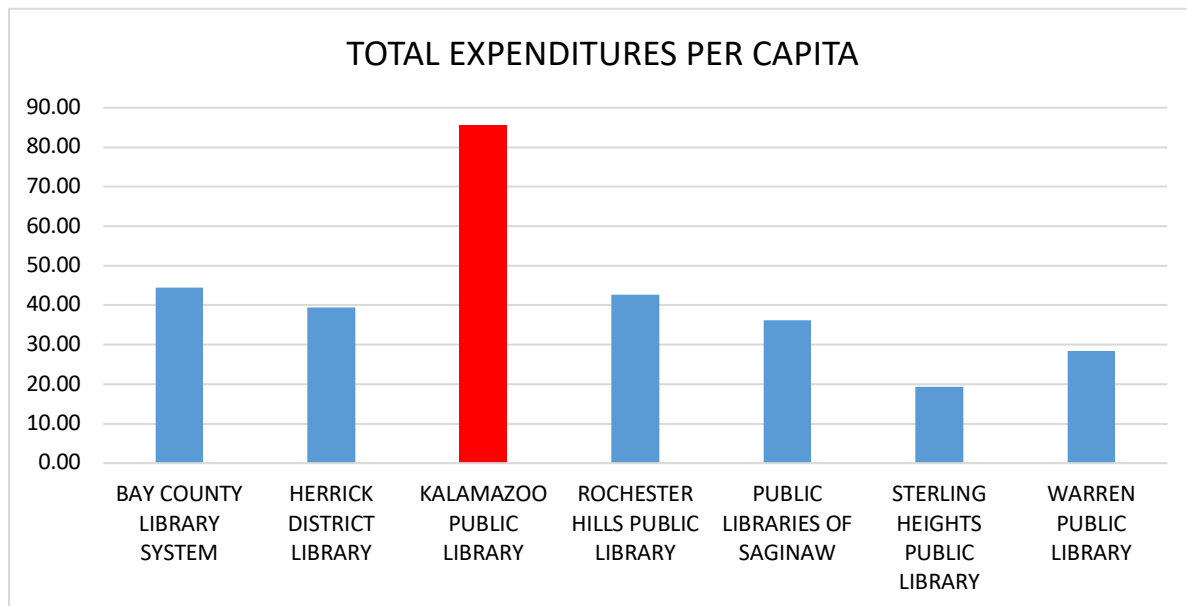
Among the Michigan peer group, Kalamazoo Public Library has the most annual public service hours and only one library has slightly more hours per capita.

Implication: Residents of the Kalamazoo Public Library's service area have more open hours in which to use library facilities than residents of other similar-sized libraries in Michigan and have similar access to the library hours of national peers with similar operating expenditures.

## Expenditures Per Capita

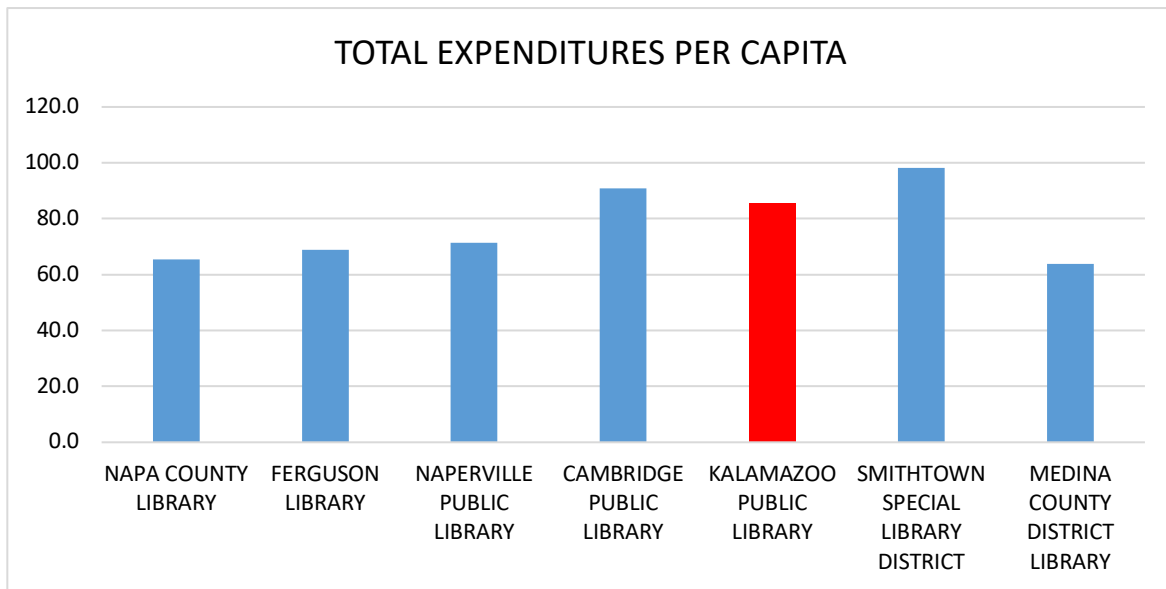
This chart presents each library's total operating expenditures for fiscal year 2016. The second column indicates the expenditures per capita: that is, how much each library spends per person in its legal service area.

MICHIGAN PEERS	TOTAL EXPENDITURES	TOTAL EXPENDITURES PER CAPITA
BAY COUNTY LIBRARY SYSTEM	4,789,985.00	44.48
HERRICK DISTRICT LIBRARY	4,044,723.00	39.49
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>10,616,141.00</b>	<b>85.63</b>
ROCHESTER HILLS PUBLIC LIBRARY	4,293,566.00	42.73
PUBLIC LIBRARIES OF SAGINAW	4,502,858.00	36.11
STERLING HEIGHTS PUBLIC LIBRARY	2,498,535.00	19.26
WARREN PUBLIC LIBRARY	3,806,806.00	28.40



As noted in the opening section, the Kalamazoo Public Library has no peer library equal in population and expenditures in Michigan. The difference between Kalamazoo's expenditures per capita and the closest Michigan peer's expenditures per capita was 63%. The average operating expenditures in the reporting year for all class 6 Michigan libraries was \$5,133,651. With a millage rate of 2.7782, only one class 6 Michigan library (Southfield) has a higher rate.

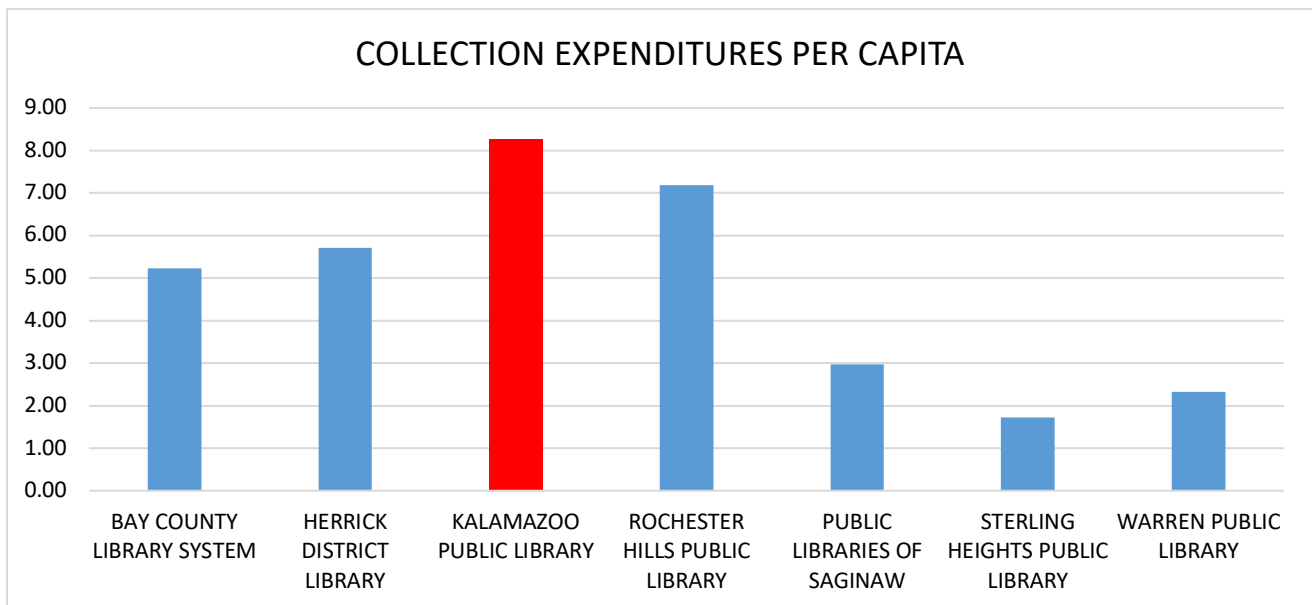
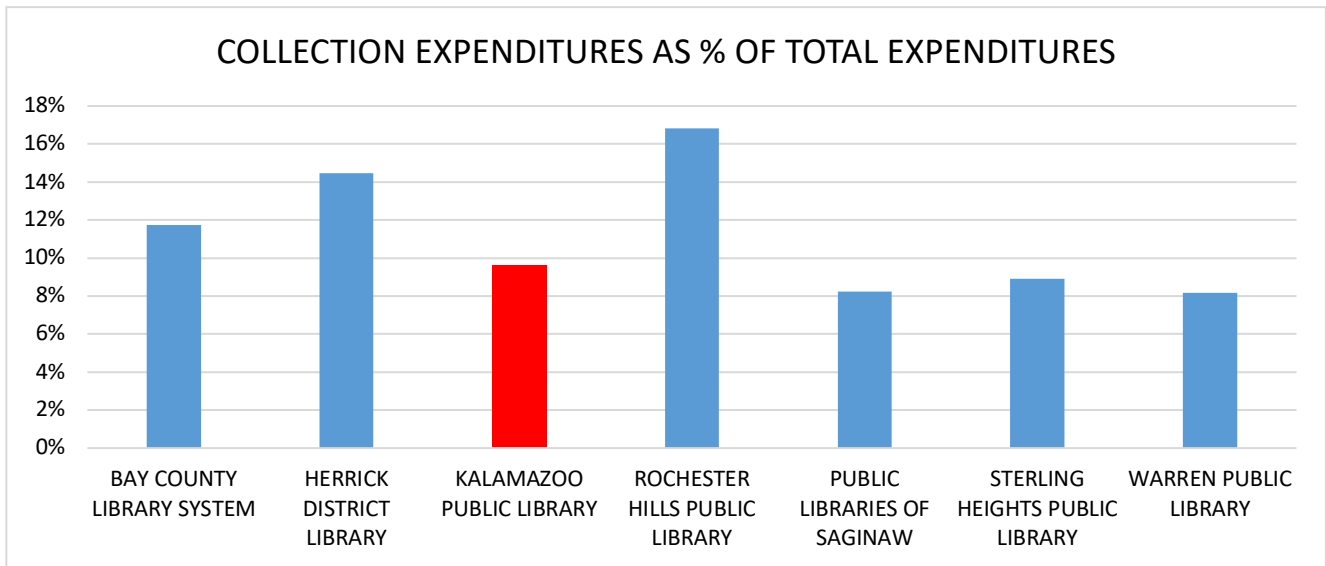
NATIONAL PEERS	TOTAL EXPENDITURES	TOTAL EXPENDITURES PER CAPITA
NAPA COUNTY LIBRARY	8,910,830.00	65.5
FERGUSON LIBRARY	8,883,291.00	68.9
NAPERVILLE PUBLIC LIBRARY	10,113,043.00	71.3
CAMBRIDGE PUBLIC LIBRARY	9,742,356.00	90.8
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>10,616,141.00</b>	<b>85.6</b>
SMITHTOWN SPECIAL LIBRARY DISTRICT	11,166,917.00	98.1
MEDINA COUNTY DISTRICT LIBRARY	9,251,939.00	63.7



## Collection Expenditures as a Percentage of Total Expenditures and Per Capita

The collection expenditures chart indicates what percentage of the total expenditures were spent on collections. A generally accepted benchmark is that public library materials expenditures should comprise 12% or more of a budget. The chart also shows how much per person in the legal service area was spent on the acquisition of library materials (books, dvds, magazines, electronic databases, etc.) Materials Expenditures as a Percentage of Operating Expenditures relates the amount spent on the library's collection to what is spent for overall operations. It is the cost of library materials divided by the amount spent for all operating expenses, including materials costs. This measure indicates the portion of the library's operating expenditures which is set aside for materials. This may indicate a library's commitment to its collection. However, an extremely high figure on this measure can also indicate a library's lack of commitment to paying staff, which is usually a major cost.

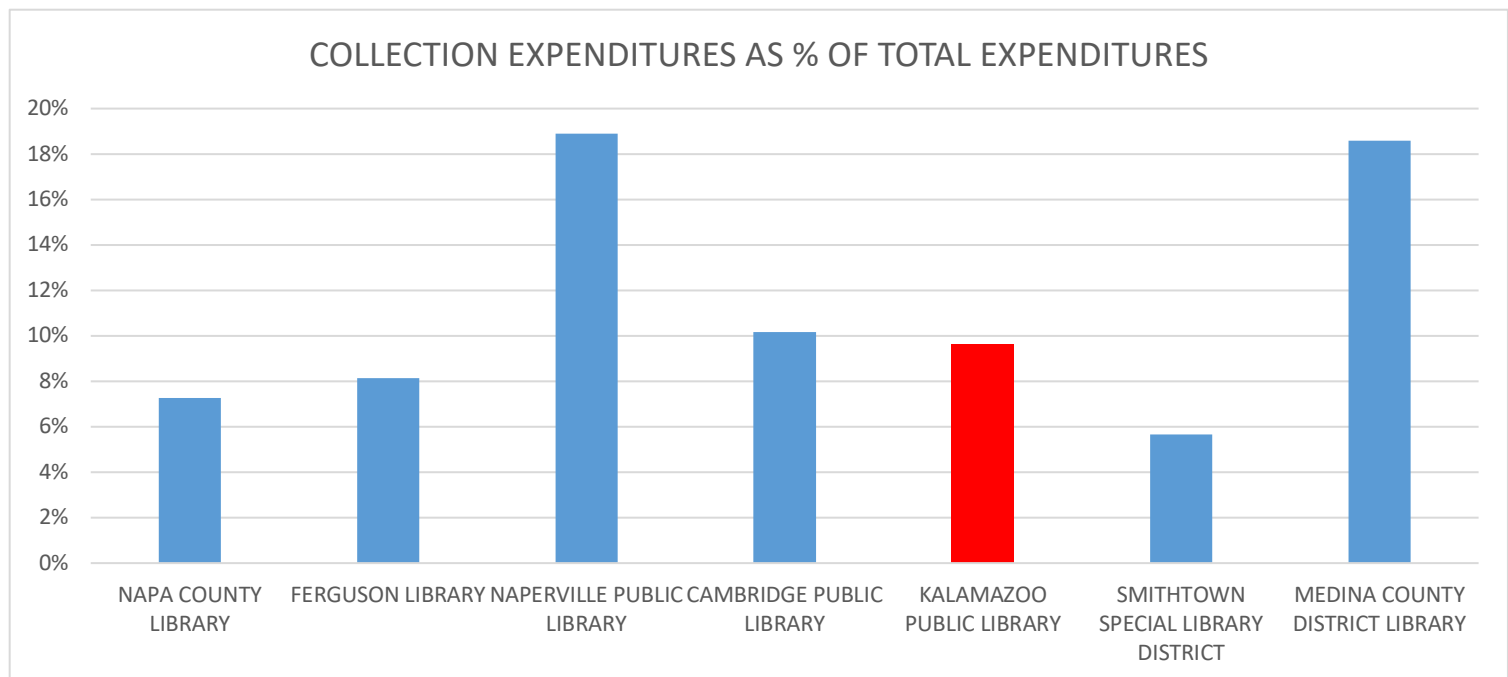
MICHIGAN PEERS	COLLECTION EXPENDITURES AS % OF TOTAL EXPENDITURES	COLLECTION EXPEDITURES PER CAPITA
BAY COUNTY LIBRARY SYSTEM	12%	5.23
HERRICK DISTRICT LIBRARY	14%	5.71
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>10%</b>	<b>8.26</b>
ROCHESTER HILLS PUBLIC LIBRARY	17%	7.19
PUBLIC LIBRARIES OF SAGINAW	8%	2.97
STERLING HEIGHTS PUBLIC LIBRARY	9%	1.72
WARREN PUBLIC LIBRARY	8%	2.32

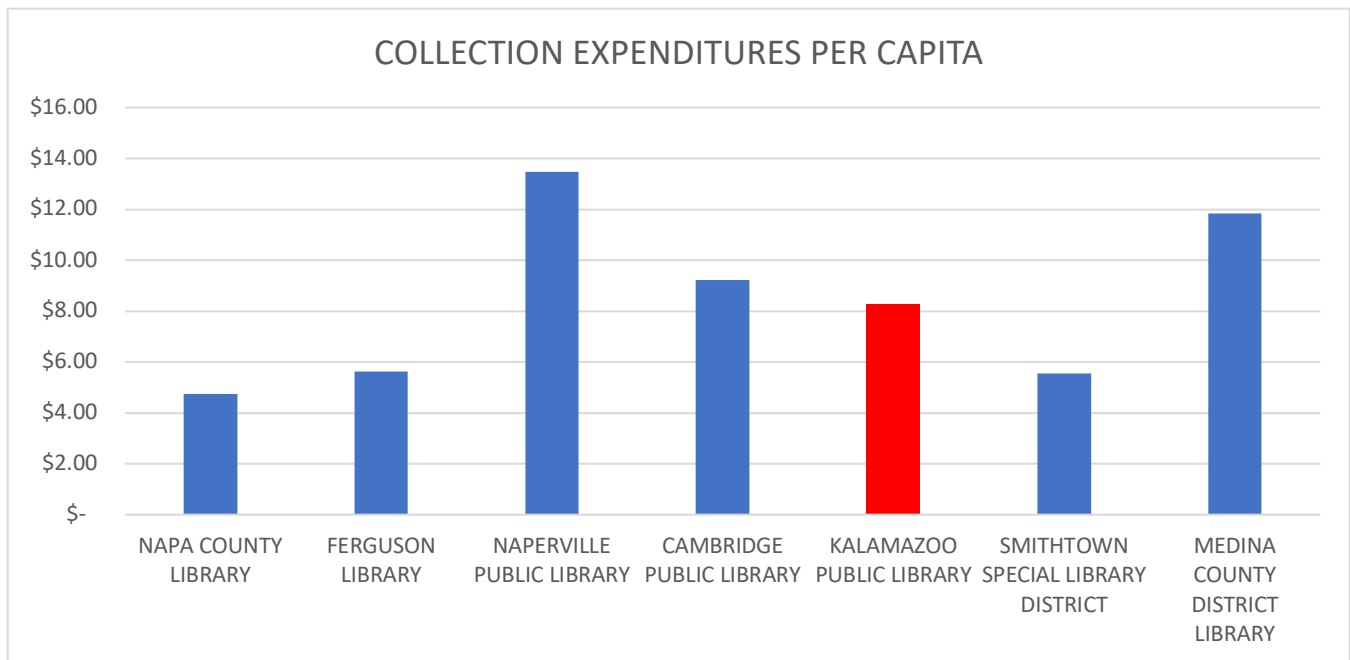




The Kalamazoo Public Library spent \$8.26 per capita in fiscal year 2016, which is the highest amount spent in the Michigan benchmark group, however, three other Michigan peers expended a larger percent of total expenditures on the collection. At 10%, the amount is less than the generally accepted benchmark percentage of 12%. Additionally, the Quality Service Audit Checklist for Michigan Public Libraries indicates that libraries spend at least 7% on collections for basic CORE certification. The enhanced and excellent levels are 11% and 15% accordingly.

NATIONAL PEERS	COLLECTION EXPENDITURES AS % OF TOTAL EXPENDITURES	COLLECTION EXPENDITURES PER CAPITA
NAPA COUNTY LIBRARY	7%	4.76
FERGUSON LIBRARY	8%	5.61
NAPERVILLE PUBLIC LIBRARY	19%	13.48
CAMBRIDGE PUBLIC LIBRARY	10%	9.23
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>10%</b>	<b>8.26</b>
SMITHTOWN SPECIAL LIBRARY DISTRICT	6%	5.55
MEDINA COUNTY DISTRICT LIBRARY	19%	11.84





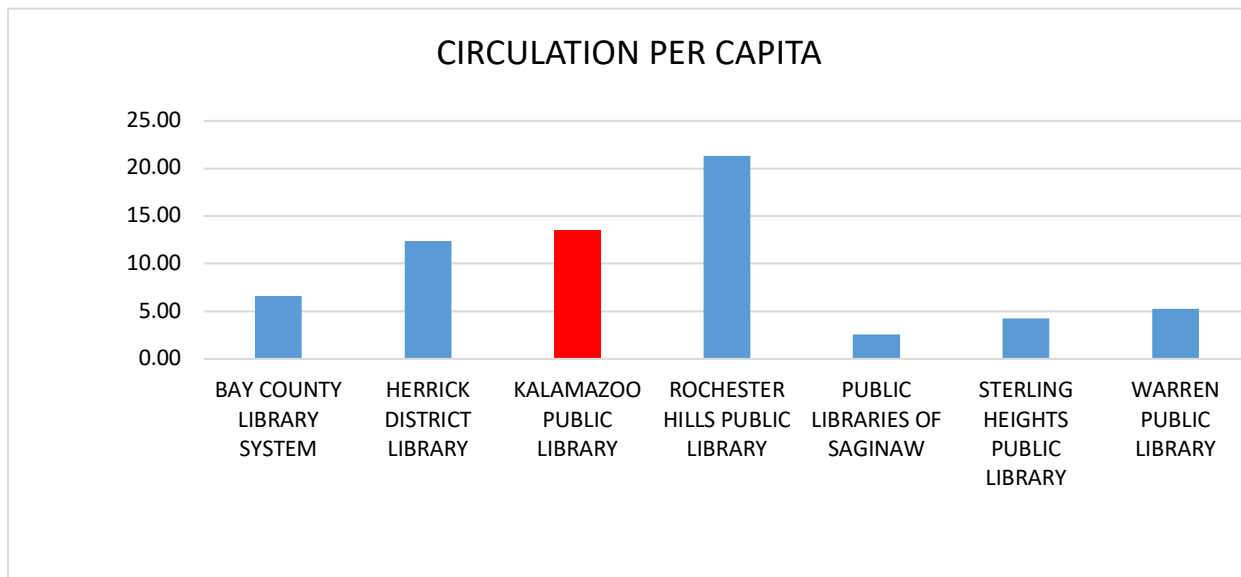
The Kalamazoo Public Library’s collection expenditures were average in relations to the national peer group.

Implications: The Kalamazoo Public Library may wish to increase the amount expended on collections.

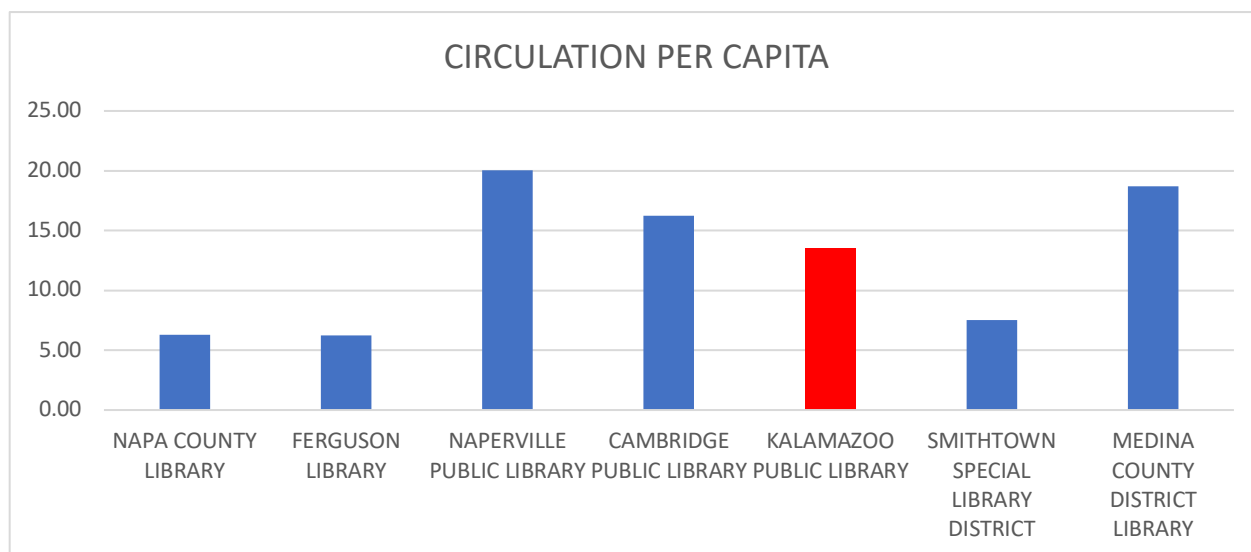
### Circulation Per Capita

Circulation is the measure of how many library items (books, dvds, etc.) are checked out by library users. The circulation per capita indicates how many items are checked out per person in the legal service area. This is a measure of how much the collection is used.

MICHIGAN PEERS	CIRCULATION PER CAPITA
BAY COUNTY LIBRARY SYSTEM	6.59
HERRICK DISTRICT LIBRARY	12.40
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>13.51</b>
ROCHESTER HILLS PUBLIC LIBRARY	21.34
PUBLIC LIBRARIES OF SAGINAW	2.54
STERLING HEIGHTS PUBLIC LIBRARY	4.23
WARREN PUBLIC LIBRARY	5.25



NATIONAL PEERS	CIRCULATION PER CAPITA
NAPA COUNTY LIBRARY	6.30
FERGUSON LIBRARY	6.25
NAPERVILLE PUBLIC LIBRARY	20.03
CAMBRIDGE PUBLIC LIBRARY	16.24
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>13.51</b>
SMITHTOWN SPECIAL LIBRARY DISTRICT	7.55
MEDINA COUNTY DISTRICT LIBRARY	18.69



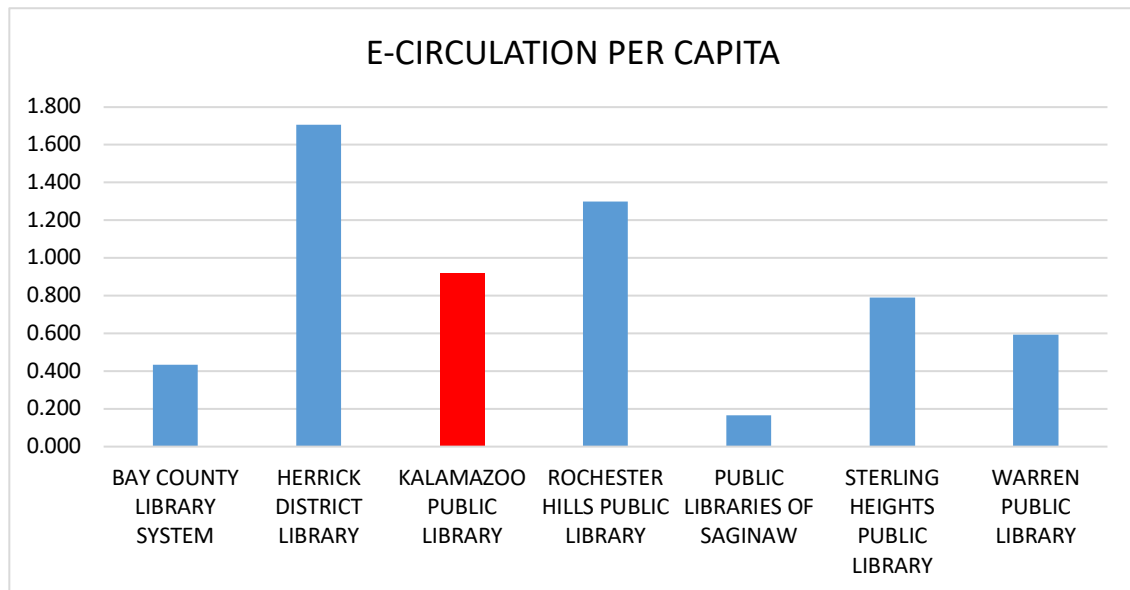
The Kalamazoo Public Library had a slightly above average circulation per capita among national peers, while only one Michigan peer had a higher circulation per capita. The average circulation per capita for all class 6 Michigan libraries was 9.32. Kalamazoo Public Library’s circulation per capita was above the average for class 6 Michigan libraries. Areas of further investigation regarding this figure are loan periods and renewals. Libraries with short loan periods and more renewals will tend to have larger circulation numbers than those with

longer loan periods and fewer renewals for instance. Lower circulation per capita can be the result of lower materials expenditures as well.

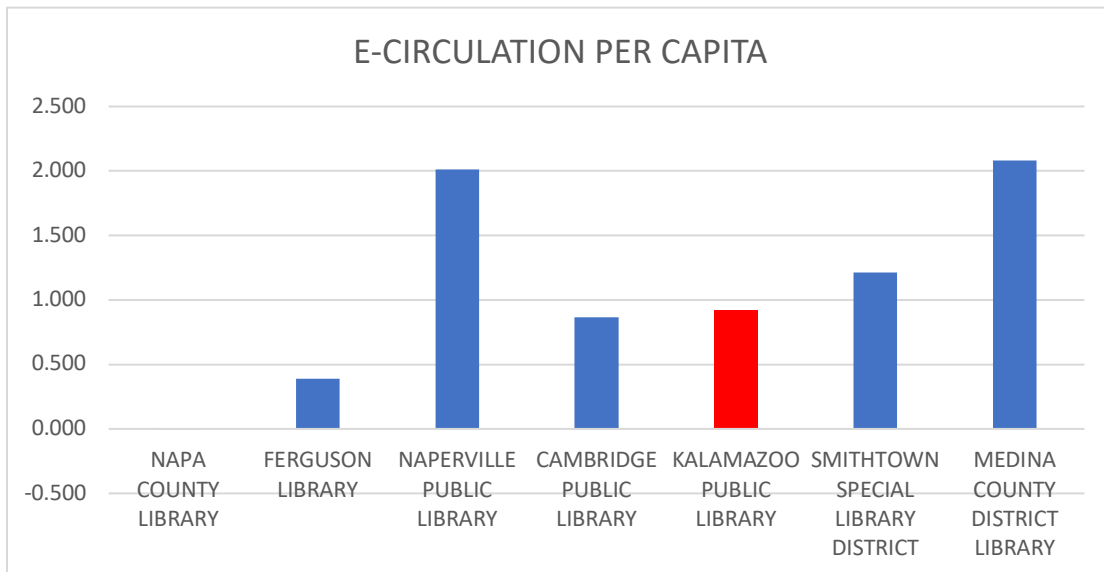
## Circulation of E-Materials Per Capita

Circulation of E-Materials per capita is the measure of how many electronic items (ebooks, audio downloads, video downloads, etc.) are checked out by library users. The e-circulation per capita indicates how many electronic items are checked out per person in the legal service area. This is a measure of how much the electronic collection is used.

MICHIGAN PEERS	E-CIRCULATION PER CAPITA
BAY COUNTY LIBRARY SYSTEM	0.433
HERRICK DISTRICT LIBRARY	1.705
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>0.918</b>
ROCHESTER HILLS PUBLIC LIBRARY	1.299
PUBLIC LIBRARIES OF SAGINAW	0.167
STERLING HEIGHTS PUBLIC LIBRARY	0.791
WARREN PUBLIC LIBRARY	0.593



NATIONAL PEERS	E-CIRCULATION PER CAPITA
NAPA COUNTY LIBRARY	0.000
FERGUSON LIBRARY	0.389
NAPERVILLE PUBLIC LIBRARY	2.010
CAMBRIDGE PUBLIC LIBRARY	0.865
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>0.918</b>
SMITHTOWN SPECIAL LIBRARY DISTRICT	1.213
MEDINA COUNTY DISTRICT LIBRARY	2.081

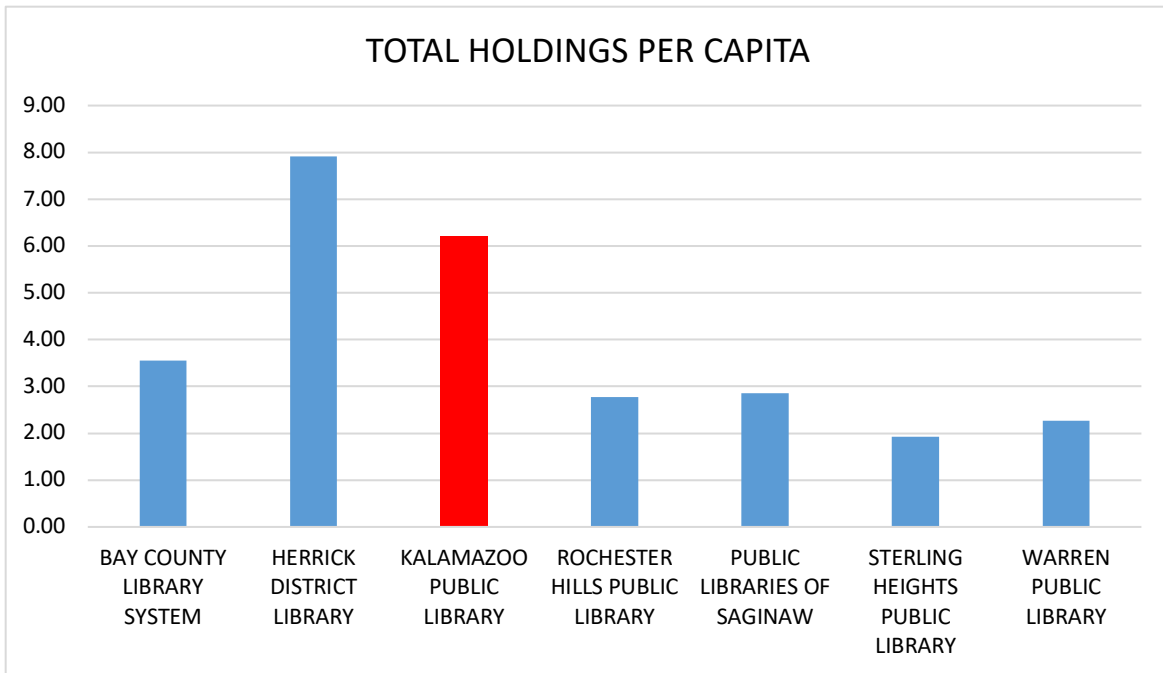


The Kalamazoo Public Library’s circulation of e-materials was slightly above the average for the Michigan peer group, with two of the peer libraries achieving a higher per capita circulation. In the national peer group however, Kalamazoo Public Library’s circulation of e-materials per capita was below the average.

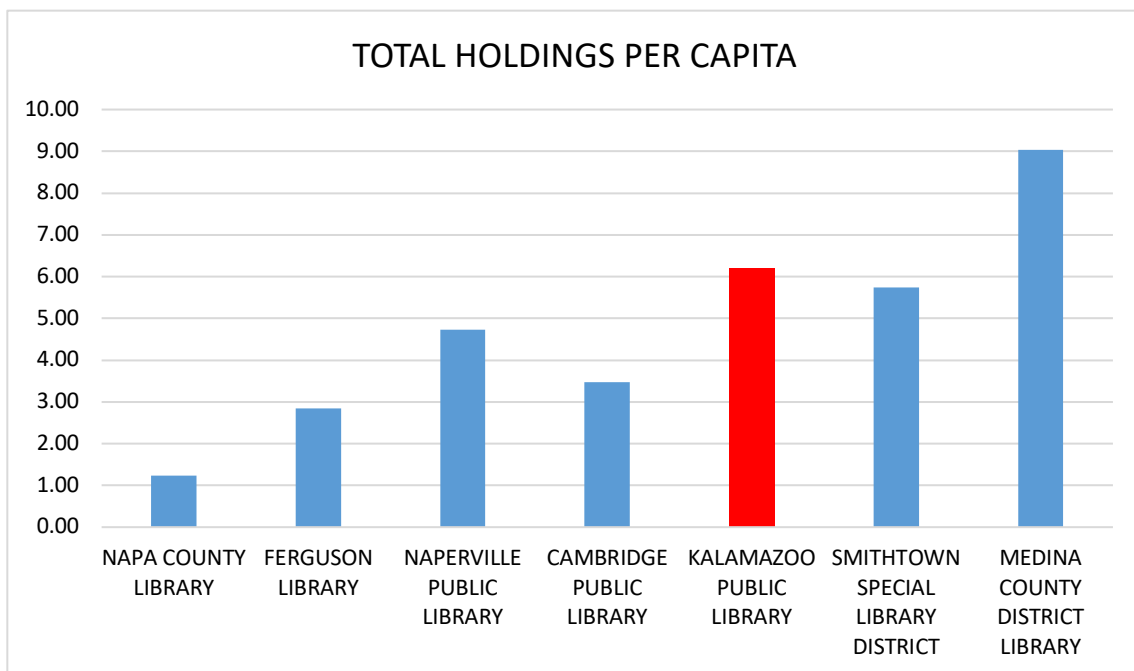
### Total Holdings and Holdings Per Capita

Holdings per capita indicate the total number of items in the library’s collections (books, media, e-resources, etc.) divided by the number of people in the legal service area. It is noted that the number of holdings do not reflect the quality of the collection, such as age or relevance.

MICHIGAN PEERS	TOTAL HOLDINGS	TOTAL HOLDINGS PER CAPITA
BAY COUNTY LIBRARY SYSTEM	382,834	3.56
HERRICK DISTRICT LIBRARY	810,610	7.91
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>768,223</b>	<b>6.20</b>
ROCHESTER HILLS PUBLIC LIBRARY	278,037	2.77
PUBLIC LIBRARIES OF SAGINAW	355,438	2.85
STERLING HEIGHTS PUBLIC LIBRARY	249,766	1.93
WARREN PUBLIC LIBRARY	304,137	2.27



NATIONAL PEERS	TOTAL HOLDINGS	TOTAL HOLDINGS PER CAPITA
NAPA COUNTY LIBRARY	167,157	1.23
FERGUSON LIBRARY	366,762	2.85
NAPERVILLE PUBLIC LIBRARY	670,835	4.73
CAMBRIDGE PUBLIC LIBRARY	372,808	3.47
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>768,223</b>	<b>6.20</b>
SMITHTOWN SPECIAL LIBRARY DISTRICT	652,806	5.74
MEDINA COUNTY DISTRICT LIBRARY	1,310,697	9.03

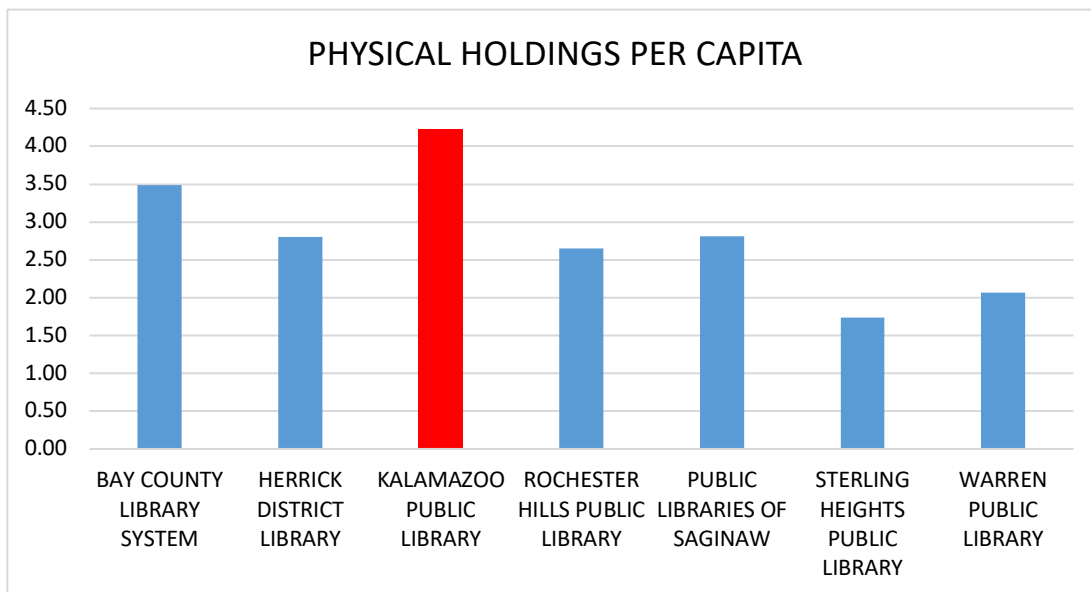


The Kalamazoo Public Library has among the highest holdings per capita in both peer groups.

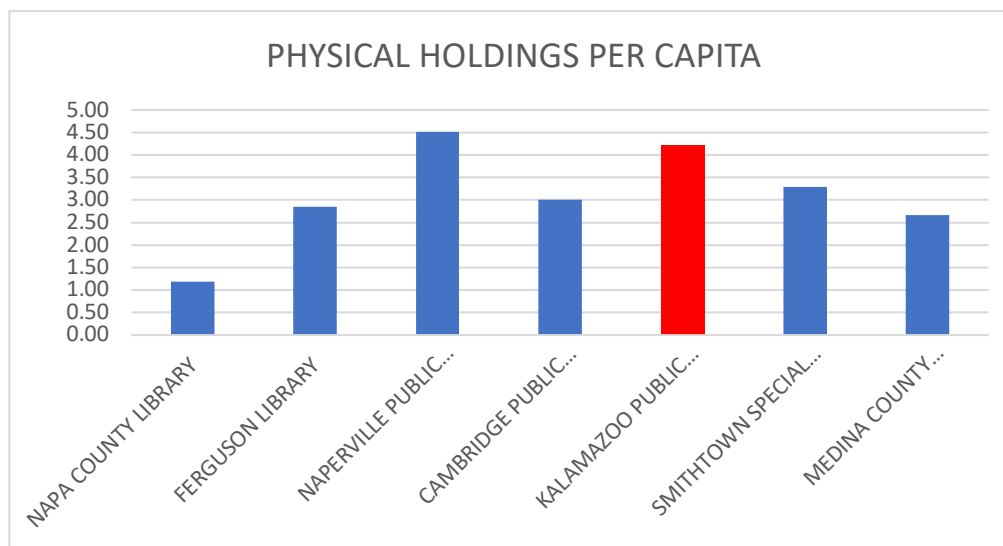
## Total Physical Holdings and Physical Holdings Per Capita

Physical holdings per capita indicate the total number of physical items in the library’s collections (books, DVD’s audio-books, print serials) divided by the number of people in the legal service area. It does not include e-materials. Physical items require space to house, and staffing to shelve. It is noted that the number of holdings do not reflect the quality of the collection, such as age or relevance.

MICHIGAN PEERS	TOTAL PHYSICAL HOLDINGS	PHYSICAL HOLDINGS PER CAPITA
BAY COUNTY LIBRARY SYSTEM	375,269	3.49
HERRICK DISTRICT LIBRARY	287,061	2.80
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>523,322</b>	<b>4.22</b>
ROCHESTER HILLS PUBLIC LIBRARY	266,128	2.65
PUBLIC LIBRARIES OF SAGINAW	350,168	2.81
STERLING HEIGHTS PUBLIC LIBRARY	225,135	1.74
WARREN PUBLIC LIBRARY	276,553	2.06



	TOTAL PHYSICAL HOLDINGS	PHYSICAL HOLDINGS PER CAPITA
NATIONAL PEERS		
NAPA COUNTY LIBRARY	161,617	1.19
FERGUSON LIBRARY	366,765	2.85
NAPERVILLE PUBLIC LIBRARY	639,588	4.51
CAMBRIDGE PUBLIC LIBRARY	322,877	3.01
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>523,322</b>	<b>4.22</b>
SMITHTOWN SPECIAL LIBRARY DISTRICT	373,916	3.29
MEDINA COUNTY DISTRICT LIBRARY	386,664	2.66



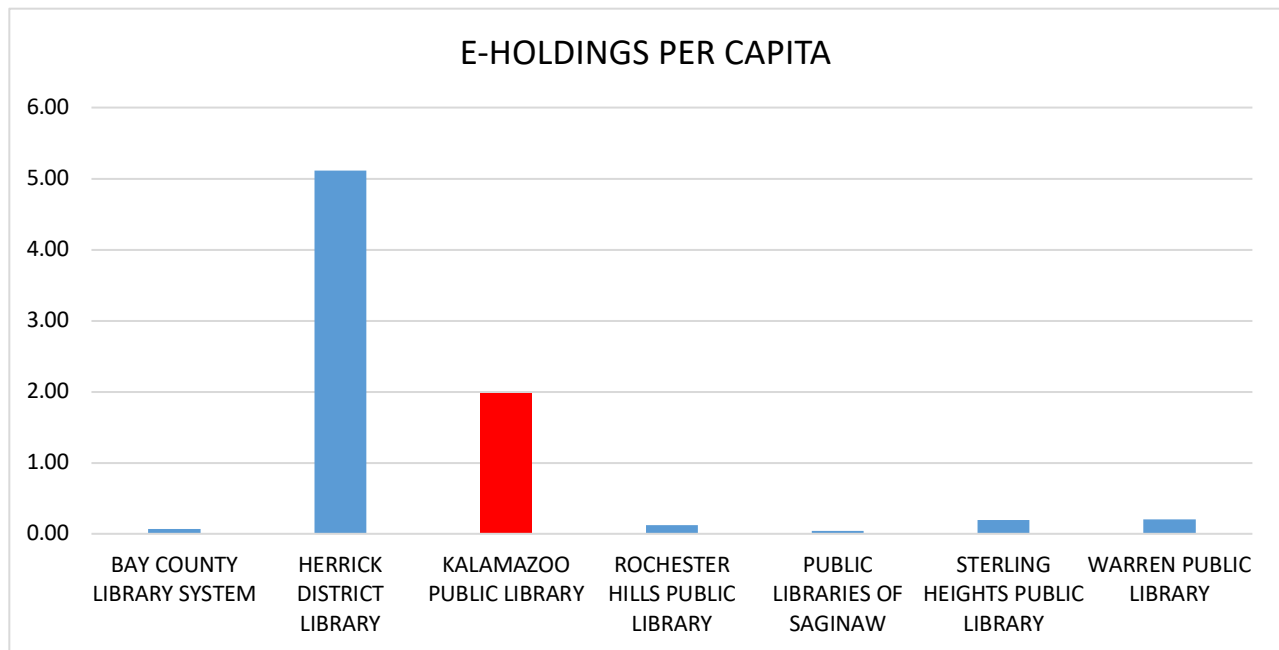
The Kalamazoo Public Library has the highest number of physical holdings in the Michigan peer group, and the second highest number of physical holdings in the national peer group.

### E-materials Holdings and Holdings Per Capita

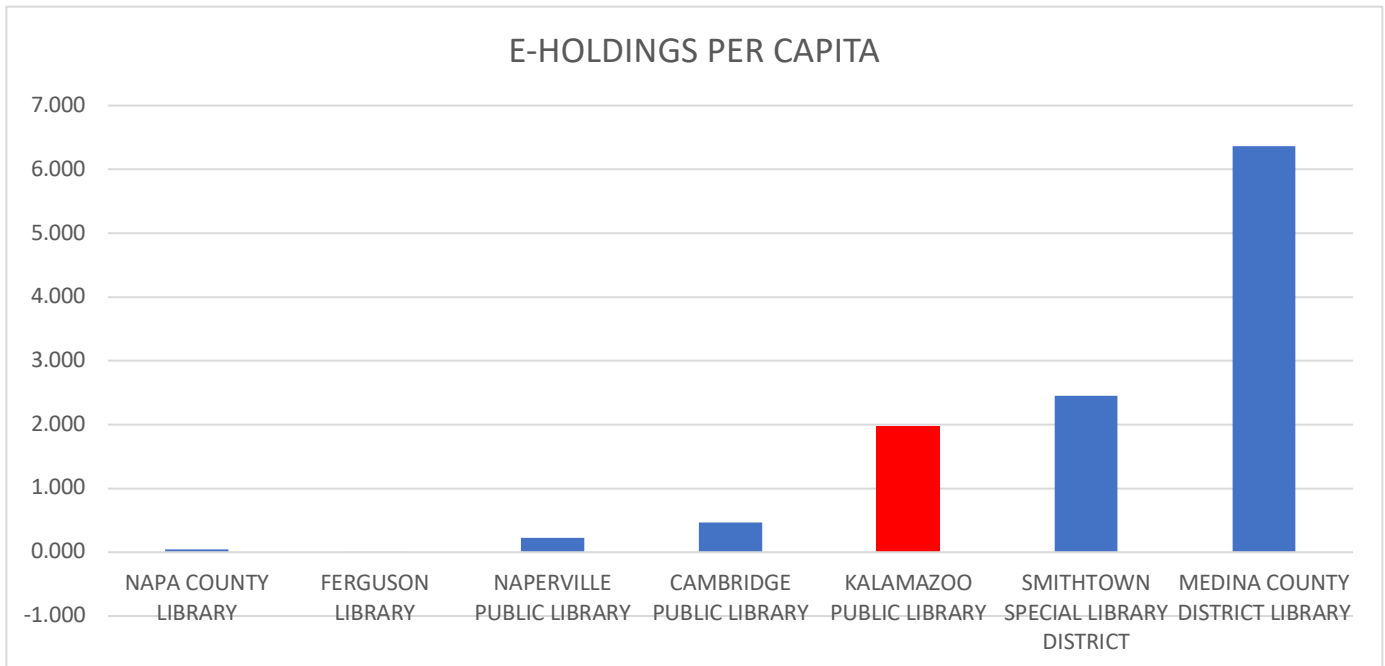
E-materials holdings indicate the total number of e-materials (electronic books, downloadable audio units, downloadable video units) as well as the e-materials available per capita.

	TOTAL E-HOLDINGS	E-HOLDINGS PER CAPITA
MICHIGAN PEERS		
BAY COUNTY LIBRARY SYSTEM	7,565	0.07
HERRICK DISTRICT LIBRARY	523,549	5.11
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>244,901</b>	<b>1.98</b>
ROCHESTER HILLS PUBLIC LIBRARY	11,909	0.12
PUBLIC LIBRARIES OF SAGINAW	5,270	0.04
STERLING HEIGHTS PUBLIC LIBRARY	24,631	0.19
WARREN PUBLIC LIBRARY	27,584	0.21





NATIONAL PEERS	E-HOLDINGS	E-HOLDINGS PER CAPITA
NAPA COUNTY LIBRARY	5,540	0.04
FERGUSON LIBRARY	-3	0.00
NAPERVILLE PUBLIC LIBRARY	31,247	0.22
CAMBRIDGE PUBLIC LIBRARY	49,931	0.47
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>244,901</b>	<b>1.98</b>
SMITHTOWN SPECIAL LIBRARY DISTRICT	278,890	2.45
MEDINA COUNTY DISTRICT LIBRARY	924,033	6.37

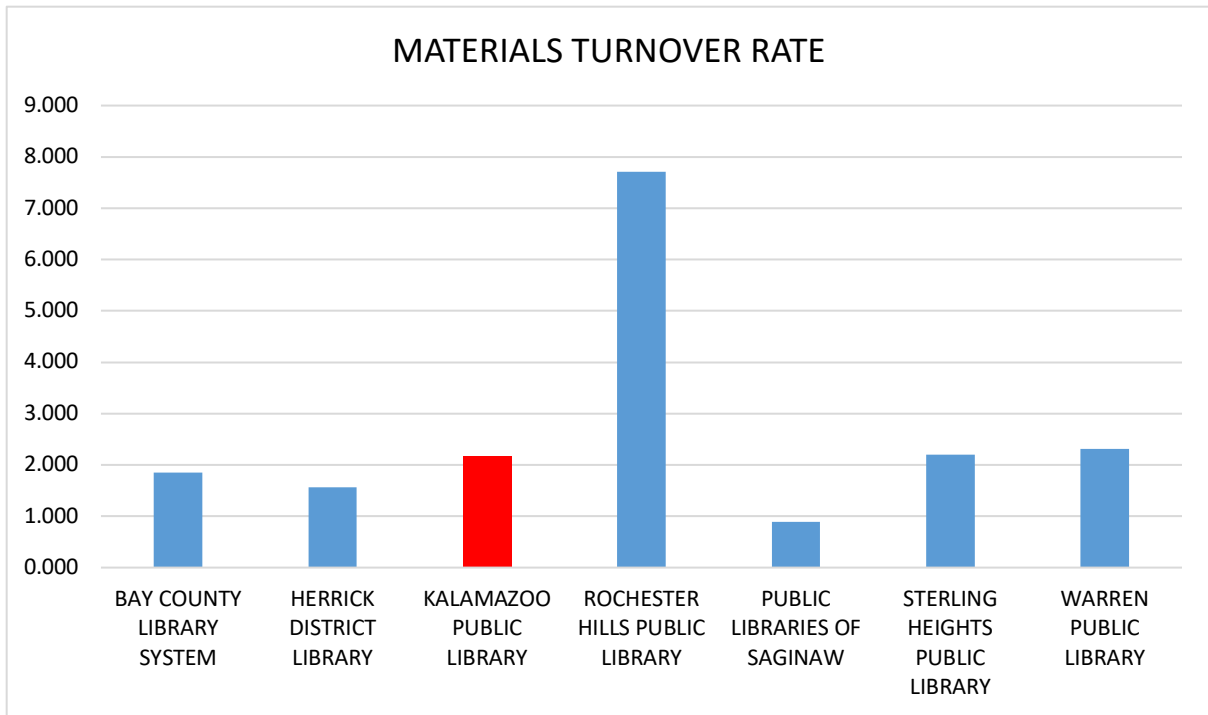


Kalamazoo Public Library has a higher than average number of e-holdings per capita than both peer groups.

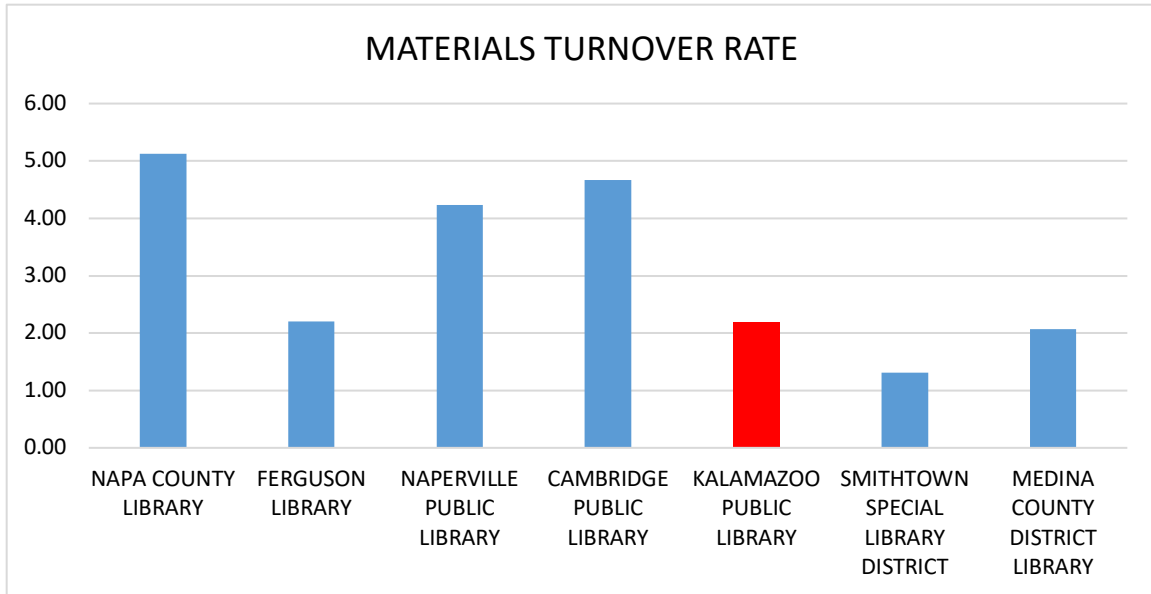
## Materials Turnover

Turnover Rate measures the activity of a library's collection, indicating the number of times each unit of library material would have circulated during the year if circulation had been spread evenly throughout the collection. It is calculated by dividing the library's total annual circulation by total library holdings (both physical and e-materials). A library which emphasizes the circulation of popular reading materials will have a higher Turnover Rate than a library which emphasizes subject depth in its collection and has an extensive reference collection.

MICHIGAN PEERS	MATERIALS TURNOVER RATE
BAY COUNTY LIBRARY SYSTEM	1.8
HERRICK DISTRICT LIBRARY	1.57
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>2.18</b>
ROCHESTER HILLS PUBLIC LIBRARY	7.71
PUBLIC LIBRARIES OF SAGINAW	0.89
STERLING HEIGHTS PUBLIC LIBRARY	2.20
WARREN PUBLIC LIBRARY	2.32



LIBRARY NAME	MATERIALS TURNOVER RATE
NAPA COUNTY LIBRARY	5.12
FERGUSON LIBRARY	2.20
NAPERVILLE PUBLIC LIBRARY	4.24
CAMBRIDGE PUBLIC LIBRARY	4.67
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>2.18</b>
SMITHTOWN SPECIAL LIBRARY DISTRICT	1.32
MEDINA COUNTY DISTRICT LIBRARY	2.07



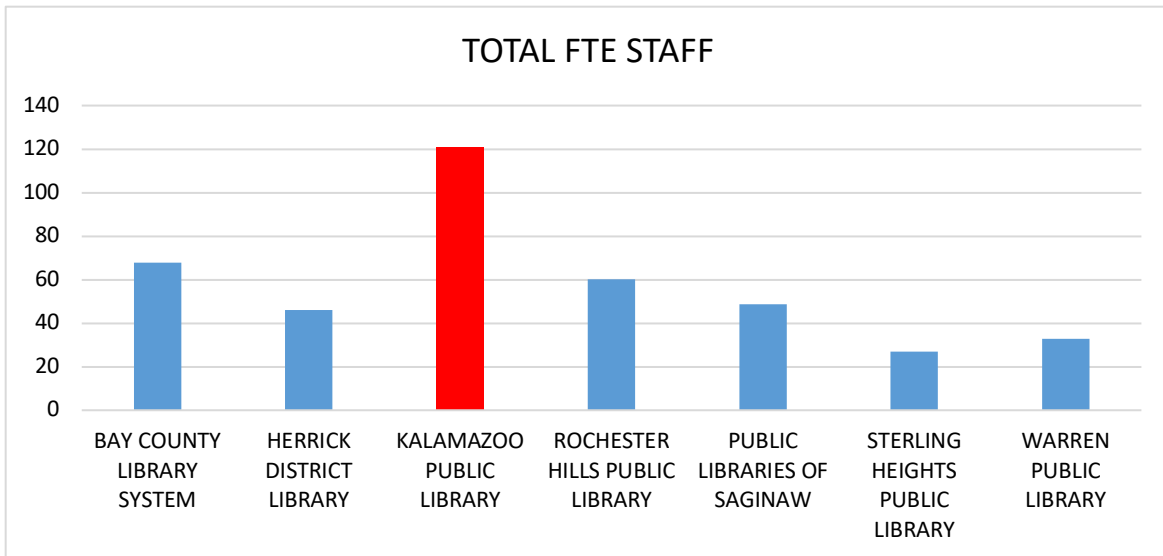
The Kalamazoo Public Library had a slightly lower than average materials turnover rate among Michigan peers. The average materials turnover rate for all Michigan class 6 libraries is 2.65, and at 2.18, KPL is slightly under that. Among the national peer group, KPL’s turnover rate of 2.18 is significantly lower than the average in the peer group of 3.11. Factors affecting this figure could be circulation policies; age, condition and size of the library’s collection; physical layout of the collection; or community awareness of the collections.

Implications: The Kalamazoo Public Library may want to examine the physical collection and weed outdated or un-used materials. Additionally, examining use of e-materials in more depth may provide information to create a more popular collection and/or increase awareness of the collection.

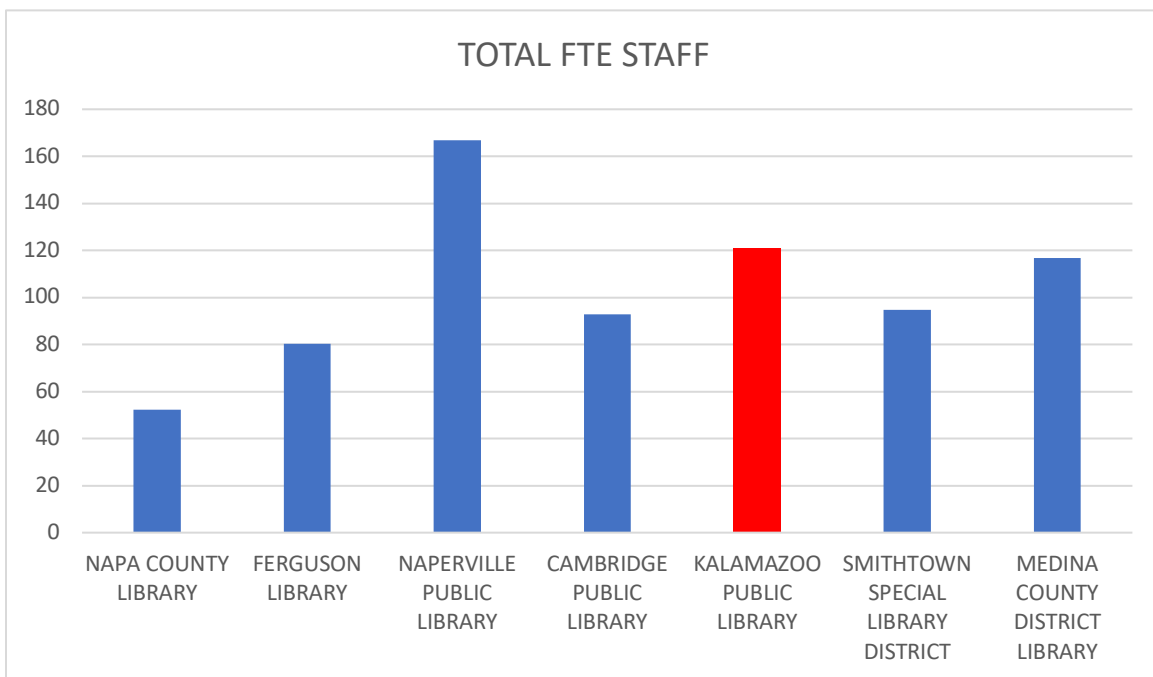
### Full-Time Equivalent (FTE) Staff

This chart lays out the full-time equivalent staff employed by each library. The number of FTE staff has direct impact on the number of hours the library can be open and the types of services the library can offer.

MICHIGAN PEERS	TOTAL FTE STAFF
BAY COUNTY LIBRARY SYSTEM	67.72
HERRICK DISTRICT LIBRARY	46.01
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>121</b>
ROCHESTER HILLS PUBLIC LIBRARY	60.03
PUBLIC LIBRARIES OF SAGINAW	48.73
STERLING HEIGHTS PUBLIC LIBRARY	26.95
WARREN PUBLIC LIBRARY	32.8



LIBRARY NAME	TOTAL FTE STAFF
NAPA COUNTY LIBRARY	52.3
FERGUSON LIBRARY	80.31
NAPERVILLE PUBLIC LIBRARY	166.75
CAMBRIDGE PUBLIC LIBRARY	92.79
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>121</b>
SMITHTOWN SPECIAL LIBRARY DISTRICT	94.73
MEDINA COUNTY DISTRICT LIBRARY	116.69

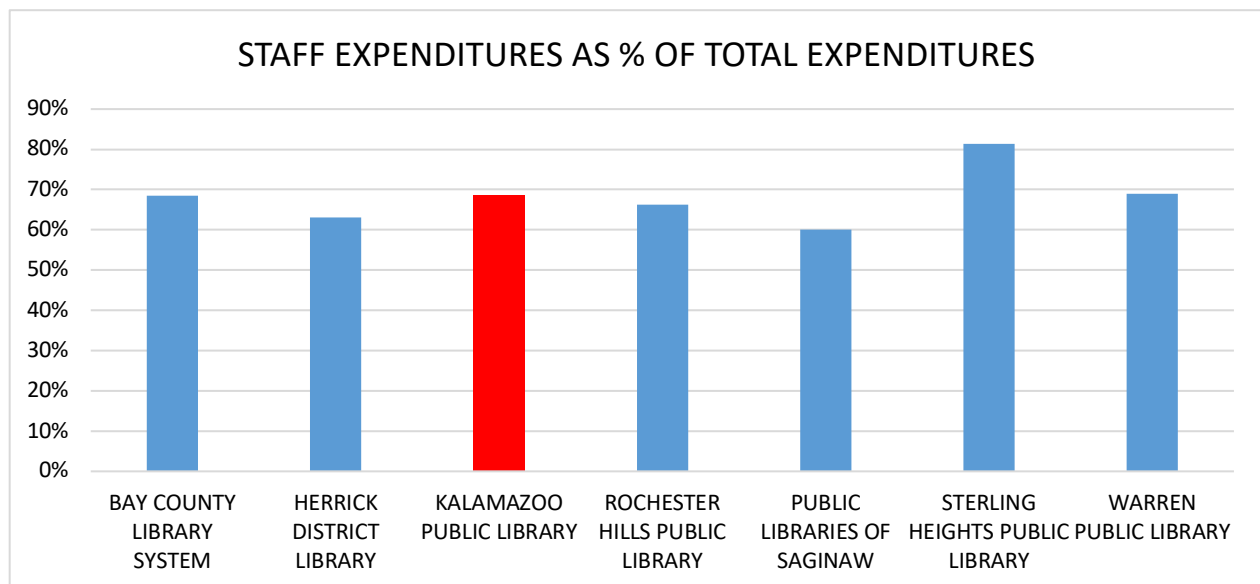


The Kalamazoo Public Library had the highest number of FTE staff among Michigan peers in the reporting year. At 121 FTE, they had more than the average FTE count for all Michigan class 6 public libraries, which was 58.44. Additionally, KPL had the 2<sup>nd</sup> highest number of FTE staff in the national peer group.

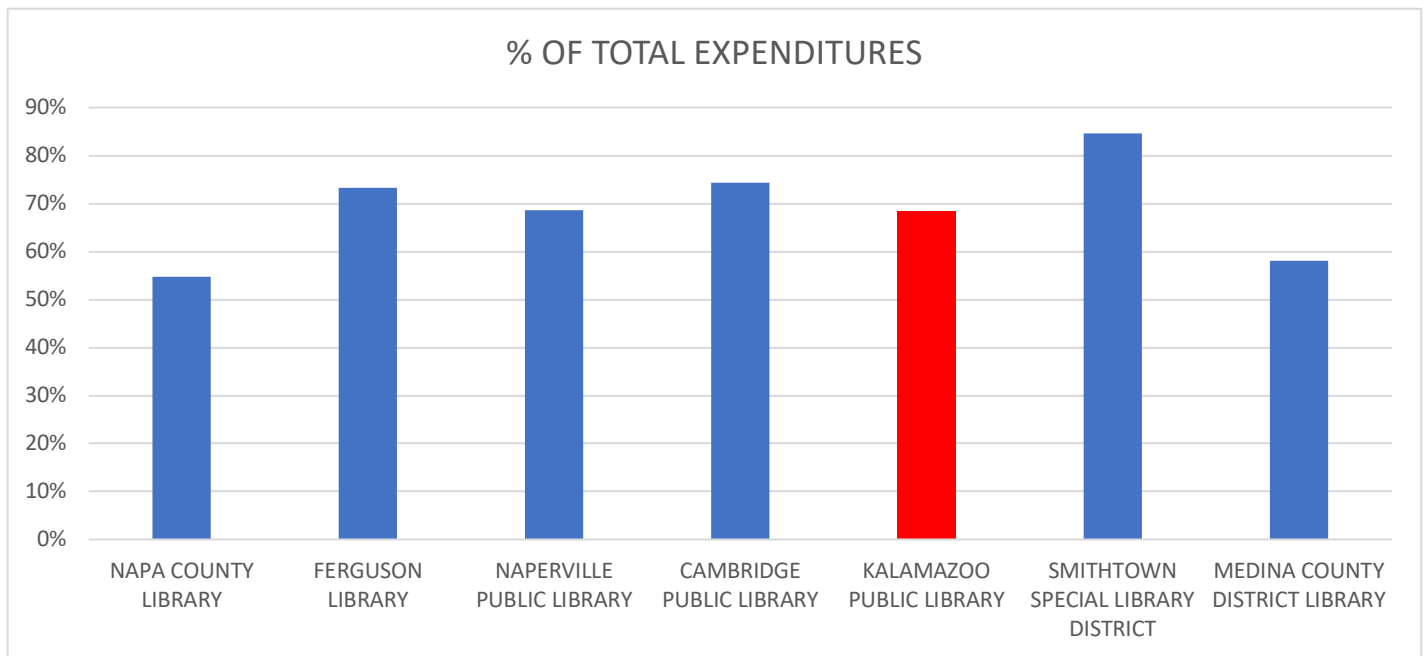
## Total Staff Expenditure as a Percent of Total Expenditures

The tables below illustrate the total amount of staff expenditures, which includes salaries and benefits, as well as the percentage of the total operating funds that are expended on personnel services. Staff Expenditures as a Percent of Operating Expenditures is the sum of all staff expenditures for salaries, wages, and benefits divided by the sum of all operating expenditures for staff, materials, and other purposes. This measure indicates the proportion of the library’s annual operating expenditures that is spent to compensate staff. Generally, this figure comprises the single largest proportion of operating expenditures. If this figure is extremely high, however, it may indicate a lack of adequate funding for other aspects of library operations; and, if extremely low, it may indicate a lack of commitment to having professionally trained library staff. A generally accepted benchmark for public libraries is that personnel expenditures should comprise 60-70% of a budget.

MICHIGAN PEERS	STAFF EXPENDITURES	STAFF EXPENDITURES AS % OF TOTAL EXPENDITURES
BAY COUNTY LIBRARY SYSTEM	3,283,175	69%
HERRICK DISTRICT LIBRARY	2,552,817	63%
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>7,275,295</b>	<b>69%</b>
ROCHESTER HILLS PUBLIC LIBRARY	2,844,432	66%
PUBLIC LIBRARIES OF SAGINAW	2,705,119	60%
STERLING HEIGHTS PUBLIC LIBRARY	2,033,378	81%
WARREN PUBLIC LIBRARY	2,627,482	69%



NATIONAL PEERS	STAFF EXPENDITURES	STAFF EXPENDITURES AS % OF TOTAL EXPENDITURES
NAPA COUNTY LIBRARY	4,882,436	55%
FERGUSON LIBRARY	6,512,961	73%
NAPERVILLE PUBLIC LIBRARY	6,935,791	69%
CAMBRIDGE PUBLIC LIBRARY	7,248,571	74%
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>7,275,295</b>	<b>69%</b>
SMITHTOWN SPECIAL LIBRARY DISTRICT	9,451,438	85%
MEDINA COUNTY DISTRICT LIBRARY	5,367,531	58%

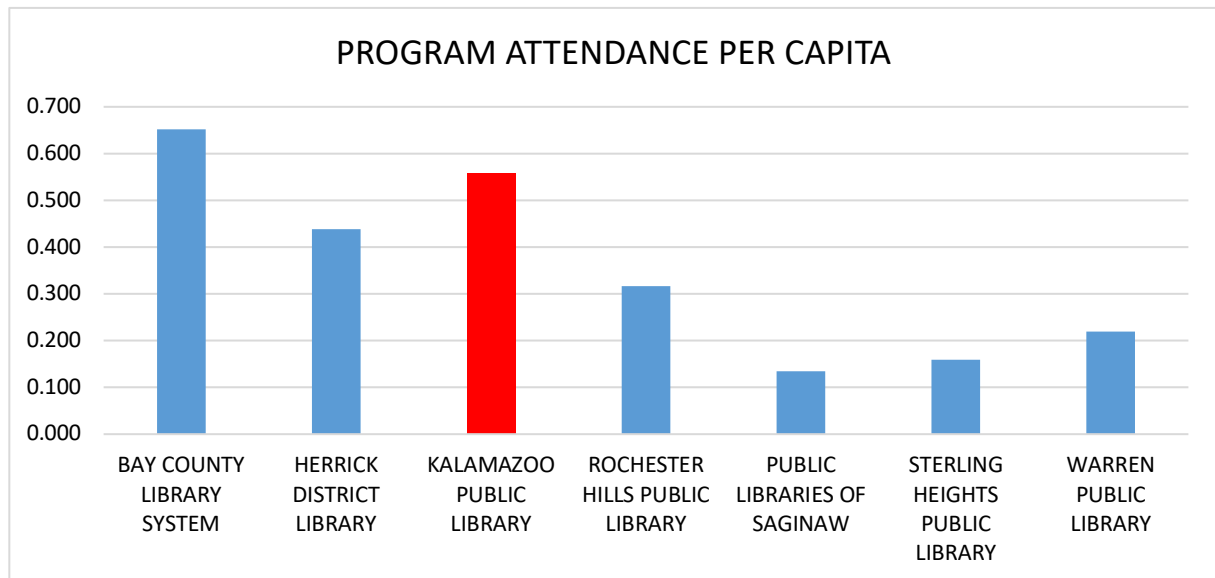
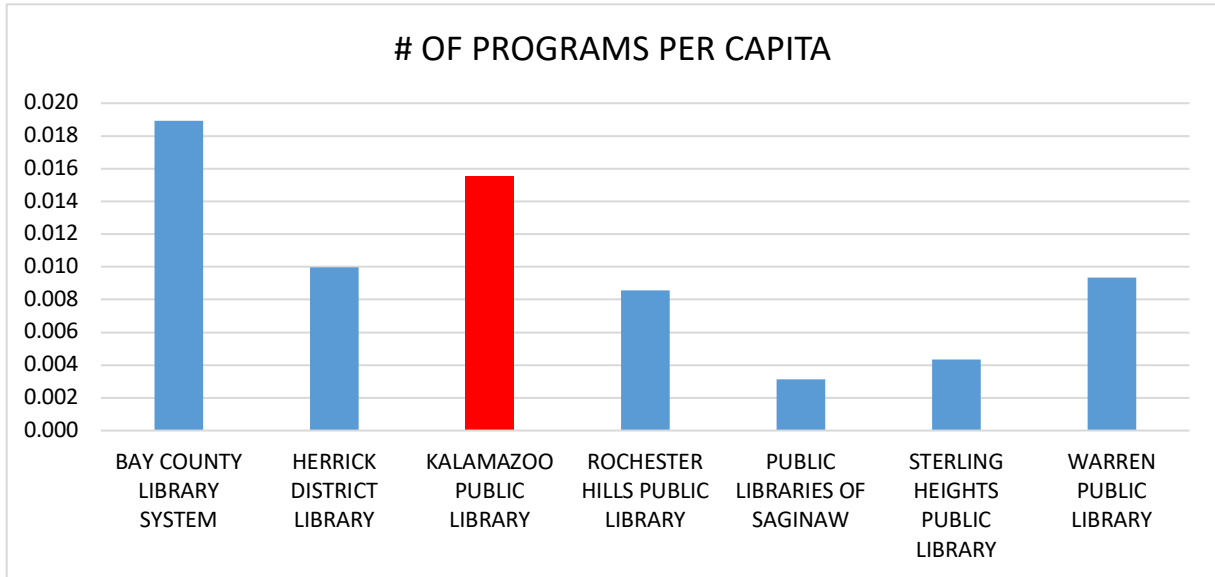


The Kalamazoo Public Library’s personnel expenditures comprised 69% of their total operating expenditures in both reporting years, which is within generally accepted benchmarks, and indicates an investment in staff.

### **Number of Programs Held and Total Program Attendance**

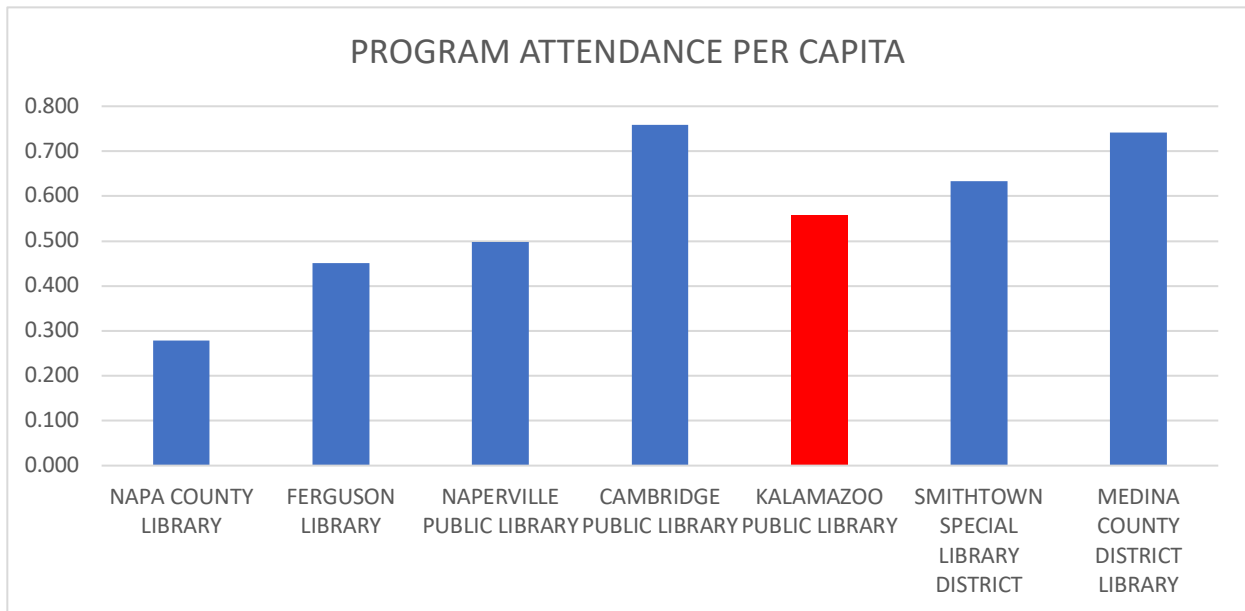
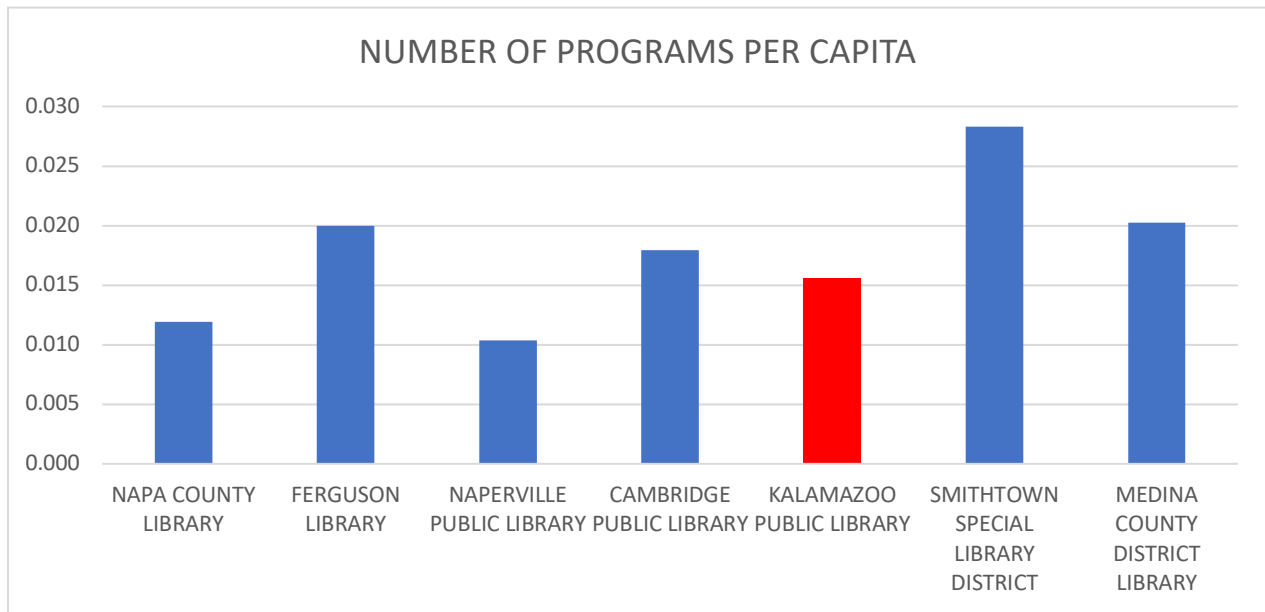
Program attendance includes all youth, adult and teen programs. Program attendance per capita is a standard indicator in the library industry. By dividing the total attendance by the population, the library has a simple indicator of how much “repeat” business it receives.

MICHIGAN PEERS	TOTAL PROGRAMS	# OF PROGRAMS PER CAPITA	PROGRAM ATTENDANCE	PROGRAM ATTENDANCE PER CAPITA
BAY COUNTY LIBRARY SYSTEM	2,037	0.019	70,135	0.651
HERRICK DISTRICT LIBRARY	1,021	0.010	44,960	0.439
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>1,927</b>	<b>0.016</b>	<b>69,089</b>	<b>0.557</b>
ROCHESTER HILLS PUBLIC LIBRARY	860	0.009	31,839	0.317
PUBLIC LIBRARIES OF SAGINAW	392	0.003	16,820	0.135
STERLING HEIGHTS PUBLIC LIBRARY	563	0.004	20,580	0.159
WARREN PUBLIC LIBRARY	1,255	0.009	29,441	0.220





NATIONAL PEERS	TOTAL PROGRAMS	# OF PROGRAMS PER CAPITA	TOTAL PROGRAM ATTENDANCE	PROGRAM ATTENDANCE PER CAPITA
NAPA COUNTY LIBRARY	1,620	0.012	37,925	0.279
FERGUSON LIBRARY	2,572	0.020	58,102	0.451
NAPERVILLE PUBLIC LIBRARY	1,471	0.010	70,654	0.498
CAMBRIDGE PUBLIC LIBRARY	1,923	0.018	81,318	0.758
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>1,927</b>	<b>0.016</b>	<b>69,089</b>	<b>0.557</b>
SMITHTOWN SPECIAL LIBRARY DISTRICT	3,224	0.028	72,046	0.633
MEDINA COUNTY DISTRICT LIBRARY	2,942	0.020	107,620	0.742



The Kalamazoo Public Library held a higher number of programs per capita, with more attendance per capita than all but one of the peers in the Michigan group. The average number of programs held for all Michigan class 6 public libraries was 1,526 and the average total attendance was 42,884, while Kalamazoo Public Library held 1,927 programs in 2016 with 69,089 in attendance. However, when compared with the national peer group, which more closely resembles the Kalamazoo Public Library in both population and expenditures, KPL's number of programs and program attendance were average.

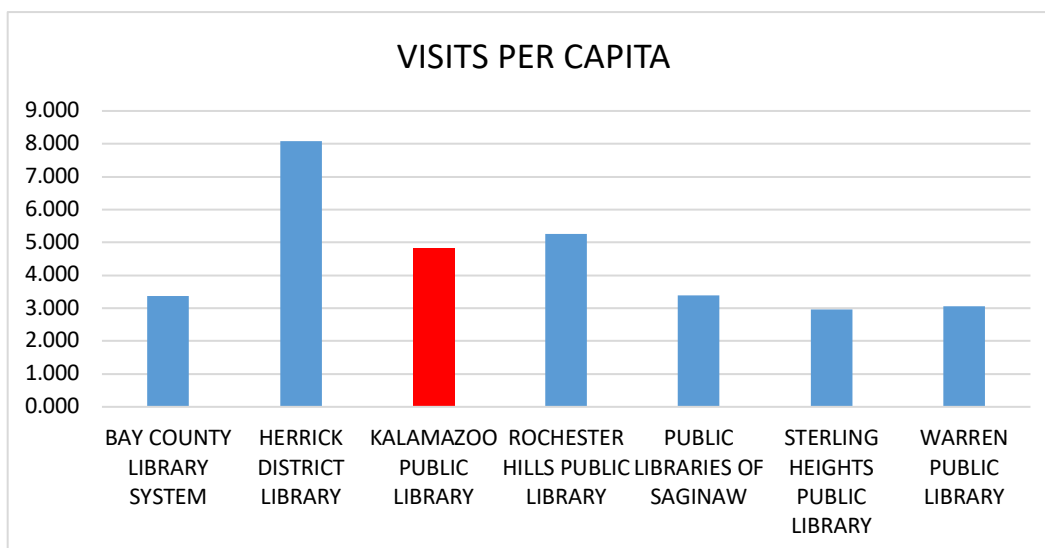
## Visits Per Capita

Visits Per Capita relates the number of people visiting the library to the population served. It can be thought of as representing the average number of times during a year that a member of the community uses the library. Visits Per Capita is calculated by dividing the library total attendance by the service area population or census/estimated population.

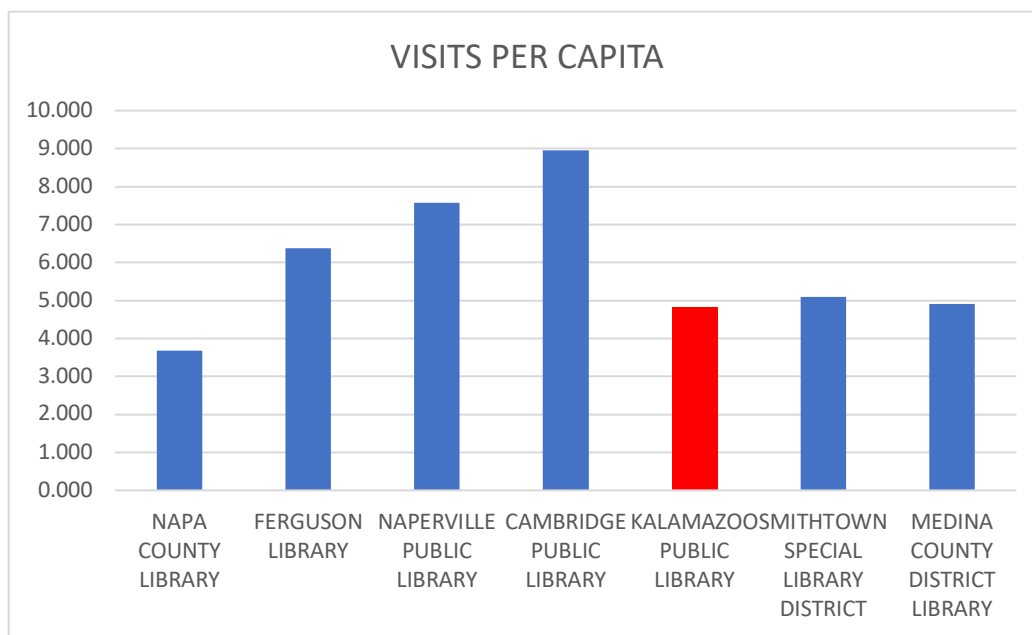
Visits Per Capita is one measure of the community's use of the library, whether for materials, programs, or meetings. A high score on the measure indicates heavy use of the facility. A low score may indicate several things. For example:

- The hours the library is open does not fit the needs of the community;
- The library's collection and/or programming does not meet the community's interests or needs;
- Residents may be unaware of what the library has to offer;
- The facility may be uninviting.

MICHIGAN PEERS	VISITS PER CAPITA
BAY COUNTY LIBRARY SYSTEM	3.379
HERRICK DISTRICT LIBRARY	8.081
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>4.817</b>
ROCHESTER HILLS PUBLIC LIBRARY	5.251
PUBLIC LIBRARIES OF SAGINAW	3.388
STERLING HEIGHTS PUBLIC LIBRARY	2.971
WARREN PUBLIC LIBRARY	3.055



NATIONAL PEERS	VISITS PER CAPITA
NAPA COUNTY LIBRARY	3.680
FERGUSON LIBRARY	6.370
NAPERVILLE PUBLIC LIBRARY	7.564
CAMBRIDGE PUBLIC LIBRARY	8.952
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>4.817</b>
SMITHTOWN SPECIAL LIBRARY DISTRICT	5.100
MEDINA COUNTY DISTRICT LIBRARY	4.905

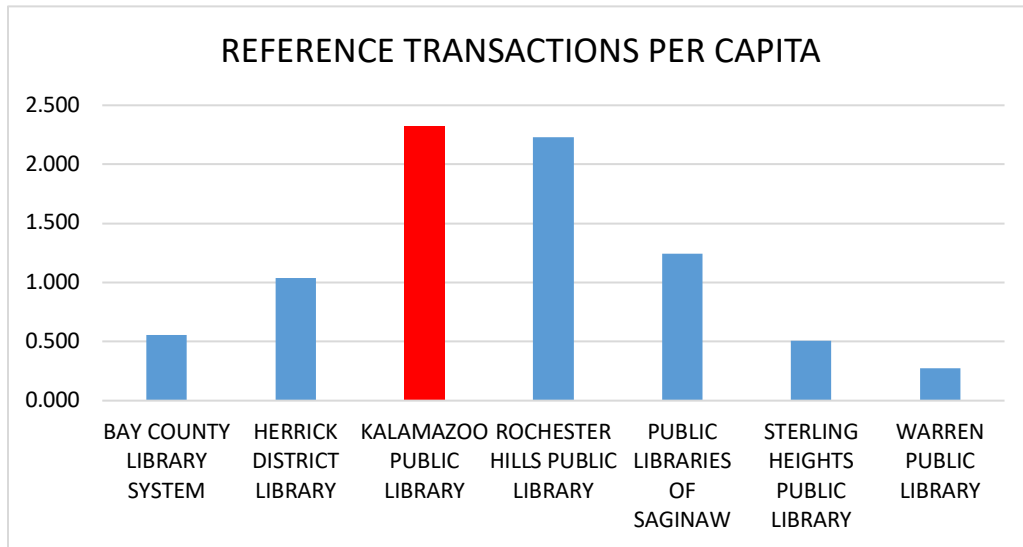


Kalamazoo Public Library’s visits per capita were slightly above average in the Michigan peer group. The average visits per capita across all Michigan class 6 public libraries for FY 2016 was 5.07. At 4.817 visits per capita in that year, KPL falls below the average. Additionally, KPL had among the lowest visits per capita when compared to national peers. This is interesting in light of the fact that the Kalamazoo Public Library had more annual public service hours than many of its peers. Programming can impact visits to the library and is one of the areas that could be further developed.

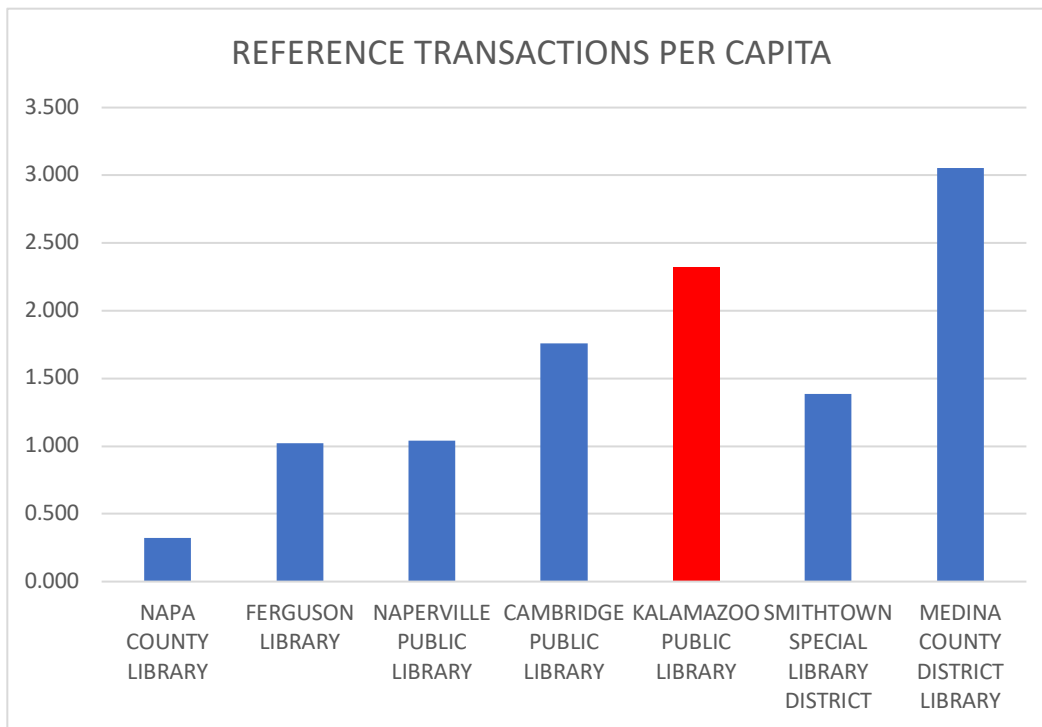
## Reference Transactions Per Capita

Reference Transactions are information consultations in which library staff recommend, interpret, evaluate, and/or use information resources to help others to meet particular information needs. Reference transactions per capita is the number of reference transactions per typical week multiplied by 52, then divided by the library’s legal service area population. This measure indicates the average number of times a resident of the library’s legal service area received staff assistance in using information sources available at or accessible through the library. Reference Transactions Per Capita may be relevant whenever the impact of reference service is an issue.

MICHIGAN PEERS	REFERENCE TRANSACTIONS PER CAPITA
BAY COUNTY LIBRARY SYSTEM	0.554
HERRICK DISTRICT LIBRARY	1.039
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>2.320</b>
ROCHESTER HILLS PUBLIC LIBRARY	2.228
PUBLIC LIBRARIES OF SAGINAW	1.245
STERLING HEIGHTS PUBLIC LIBRARY	0.506
WARREN PUBLIC LIBRARY	0.276



NATIONAL PEERS	REFERENCE TRANSACTIONS PER CAPITA
NAPA COUNTY LIBRARY	0.321
FERGUSON LIBRARY	1.020
NAPERVILLE PUBLIC LIBRARY	1.041
CAMBRIDGE PUBLIC LIBRARY	1.760
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>2.320</b>
SMITHTOWN SPECIAL LIBRARY DISTRICT	1.385
MEDINA COUNTY DISTRICT LIBRARY	3.056

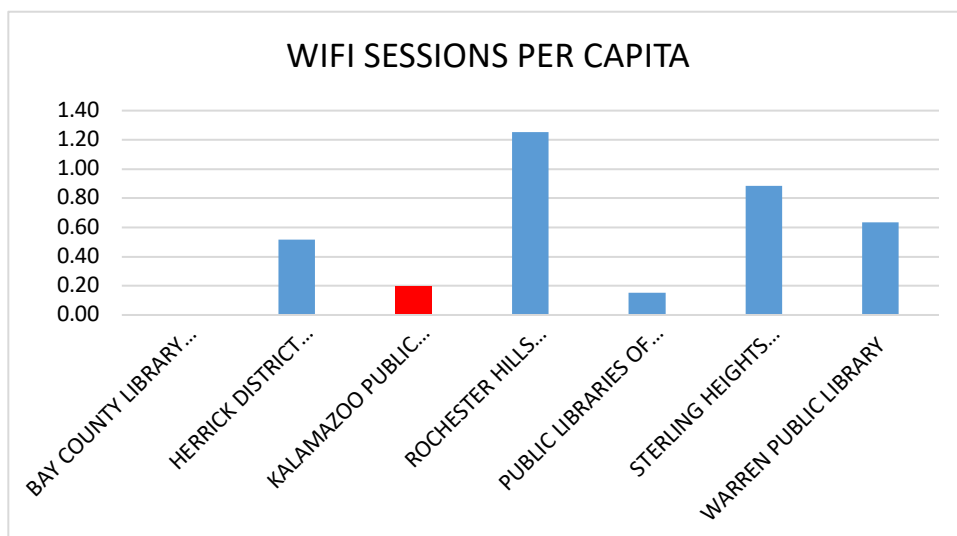
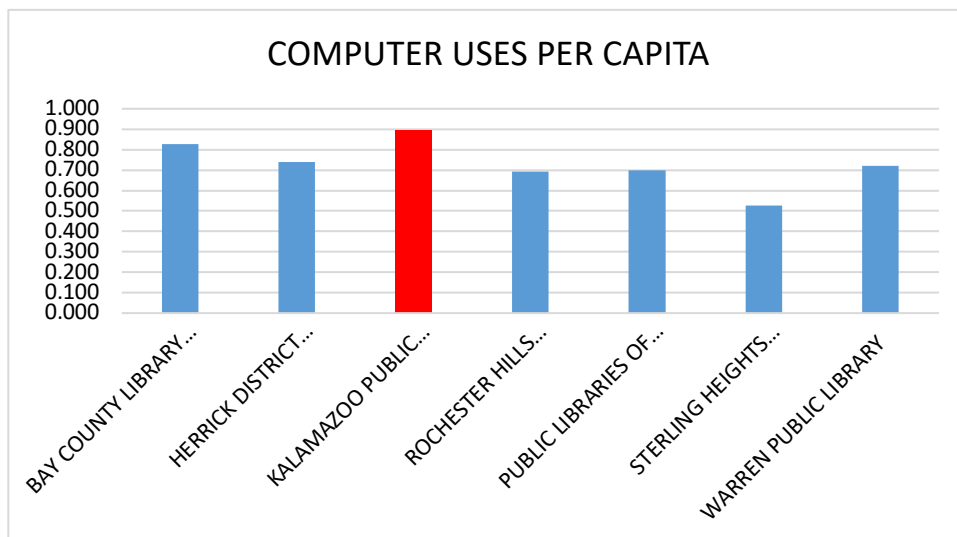
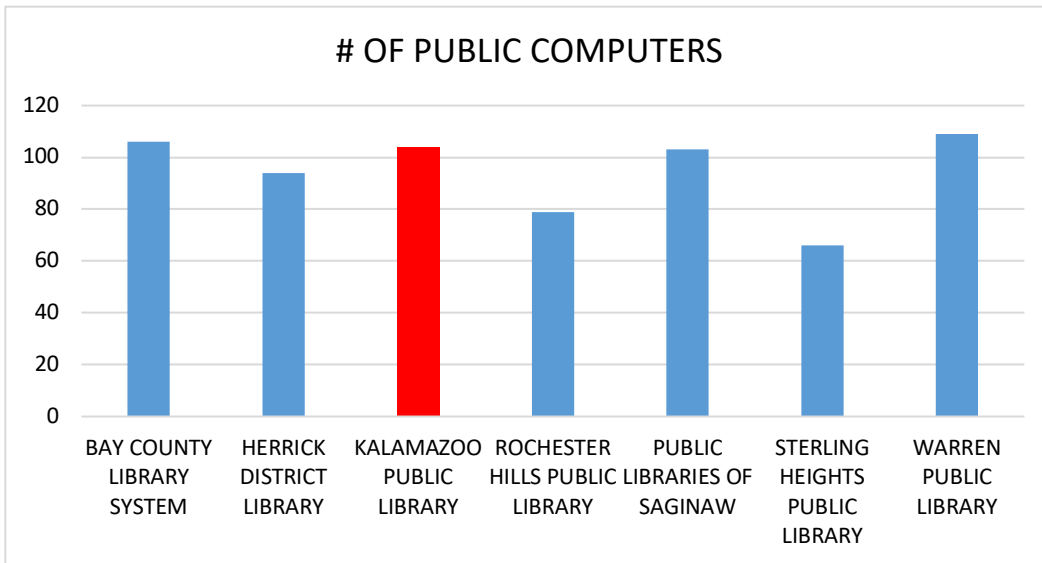


Kalamazoo Public Library conducted more reference transactions per capita than all of the Michigan peers and all but one of the national peers. The average number of reference transactions per capita for all class 6 Michigan public libraries for FY 2016 was .97. The Kalamazoo Public Library’s report of 2.32 was above average.

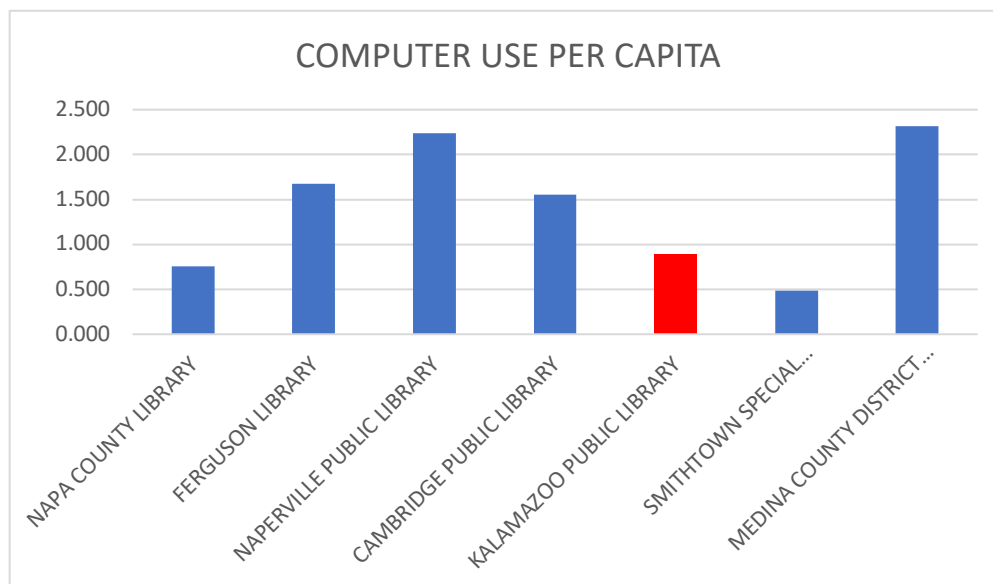
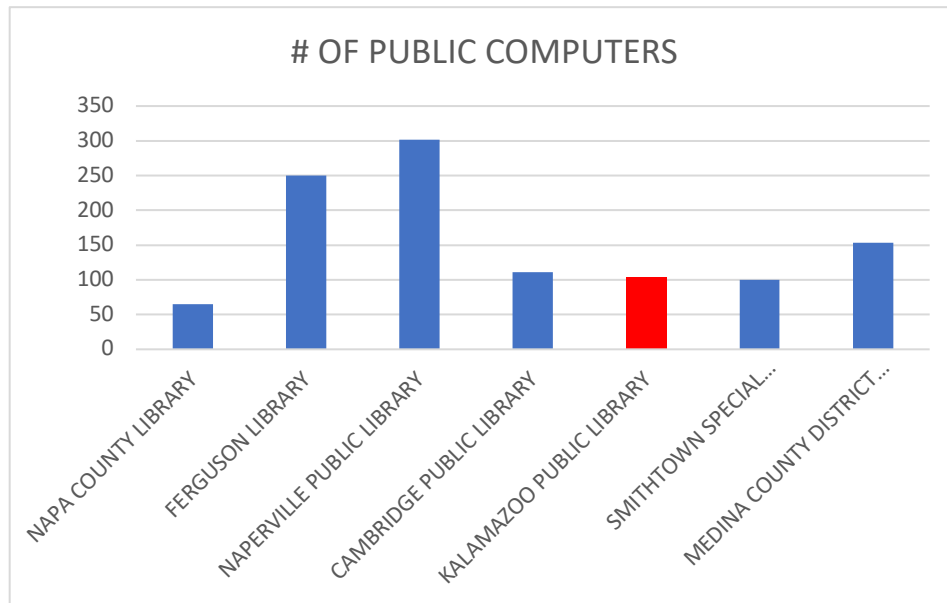
### Number of Public Computers and Public Computer Use Per Capita

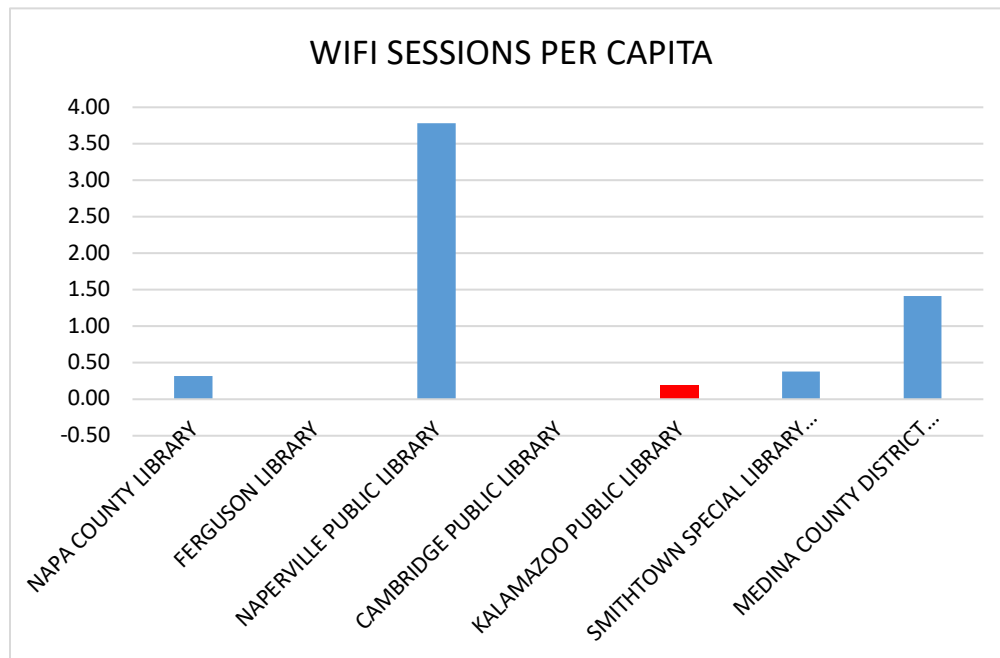
Public access computer usage per capita measures the ratio of the number of user sessions on public access Internet computers to the number of people in the library legal service area.

	# OF PUBLIC COMPUTERS	COMPUTER USES PER CAPITA
MICHIGAN PEERS		
BAY COUNTY LIBRARY SYSTEM	106	0.826
HERRICK DISTRICT LIBRARY	94	0.741
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>104</b>	<b>0.892</b>
ROCHESTER HILLS PUBLIC LIBRARY	79	0.694
PUBLIC LIBRARIES OF SAGINAW	103	0.698
STERLING HEIGHTS PUBLIC LIBRARY	66	0.525
WARREN PUBLIC LIBRARY	109	0.722



	# OF PUBLIC COMPUTERS	COMPUTER USES PER CAPITA
NATIONAL PEERS		
NAPA COUNTY LIBRARY	65	0.758
FERGUSON LIBRARY	250	1.678
NAPERVILLE PUBLIC LIBRARY	302	2.241
CAMBRIDGE PUBLIC LIBRARY	111	1.551
<b>KALAMAZOO PUBLIC LIBRARY</b>	<b>104</b>	<b>0.892</b>
SMITHTOWN SPECIAL LIBRARY DISTRICT	100	0.489
MEDINA COUNTY DISTRICT LIBRARY	153	2.313





The Kalamazoo Public Library had more public computers than many of the peers in the Michigan group, but fewer than the average for all class 6 Michigan public libraries, which was 123 public computers. KPL had the highest use rate among the Michigan peer groups. When taking a national look, KPL had fewer computers, as well as less use per capita than several of the peers in the group. Wifi sessions for KPL were also in the lower range when compared to most of the peer libraries. Reasons for this can include usage policies.

## Resources

Library Research Service: Definition of Terms

<https://www.lrs.org/data-tools/public-libraries/definition-of-terms/>

Institute of Museum and Library Services FY 2014 Public Libraries Survey

<https://data.imls.gov/Public-Libraries-Survey/Library-Systems-FY-2014-Public-Libraries-Survey-Ad/wzfa-2gdc/data>

Library of Michigan Public Library Statistics

[http://www.michigan.gov/libraryofmichigan/0,2351,7-160-18668\\_69405\\_61707---,00.html](http://www.michigan.gov/libraryofmichigan/0,2351,7-160-18668_69405_61707---,00.html)

## Peer Libraries

### Michigan

Bay County Library System

<http://www.baycountylibrary.org/>

Herrick District Library

<https://herrickdl.org/>

Rochester Hills Public Library

<https://www.rhpl.org/>



Public Libraries of Saginaw

<https://www.saginawlibrary.org/>

Sterling Heights Public Library

<https://www.sterling-heights.net/590/Library>

Warren Public Library

<http://www.warrenlibrary.net/>

**National**

Napa County Library, (CA)

<https://www.countyofnapa.org/Library/>

Ferguson Library (CT)

<https://fergusonlibrary.org/>

Naperville Public Library (IL)

<https://www.naperville-lib.org/>

Cambridge Public Library (MA)

<https://www.cambridgema.gov/cpl.aspx>

Smithtown Special Library District (NY)

<https://smithlib.org/>

Medina County District Library (OH)

<http://www.mcsl.info/>