

DIRECTOR'S REPORT

JANUARY 2025

DIRECTOR'S SUMMARY – JENNY MARR, EXECUTIVE DIRECTOR

CADL January Updates: A Month of Exciting Opportunities and Ongoing Initiatives

January has been a month of exciting opportunities, continued community engagement, and operational progress at CADL. One of the most significant developments is CADL's selection as one of just 50 libraries nationwide to participate in the E-rate Cybersecurity Pilot Program. Out of over 2,700 applicants, CADL was among the 707 institutions chosen to share \$200 million in funding, representing the cybersecurity needs of libraries and schools of all sizes. Notably, CADL is one of only 16 selected participants from Michigan—and the only library. With a 90% discount rate, we anticipate securing up to \$170,000 in funding over the next three years to enhance our cybersecurity infrastructure, including firewalls, email protections, and network security. We look forward to sharing updates as this project unfolds.

In funding efforts, we have submitted a \$20,000 grant request to the City of Lansing HRCS department to support contracted social services through Advent House. We anticipate hearing a decision by July. Meanwhile, the Michigan electronic Library Catalog (MeLCat) continues to thrive with more than 1 million items requested by patrons throughout the state of Michigan in 2024. January 2024 was the busiest month, with patrons placing a whopping 105,811 MeLCat requests! Altogether in 2024, more than 980,000 items were loaned out to patrons all over Michigan, and CADL ranked as the top lending library in Michigan. MeLCat is funded through federal IMLS grant funds with additional support from the State of Michigan.

January also marks a busy time for community partnerships and special events. PBS KIDS® Day with WKAR took place on January 25 at the MSU campus, where CADL hosted a button-making activity and distributed library information. Additionally, staff participated in the Wharton Center Family Event on February 2, leading a pre-show activity for families attending a sensory-friendly performance of Goodnight Moon & The Runaway Bunny.

On the programming side, the January/February guide, "Yeti for a New Start," is now available online, featuring seasonal programs such as Valentine's-themed crafts and the Winter Reading Challenge: "Yeti to Read." Running through February 28, this all-ages challenge offers fun incentives, including a Yeti-themed sticker, candy prizes, and a grand prize drawing for a stuffed Yeti and a copy of *How to Catch a Yeti* by Adam Wallace.

Operationally, CADL continues to focus on both governance and facility improvements. The Stockbridge branch renovation is set to begin in March with completion in April, requiring some intermittent temporary closures while painting, new carpeting, and shelving updates are completed. We will meet with the township in February to review the improvements alongside our annual report.

The annual State Aid Survey for the Library of Michigan has been completed, ensuring CADL remains eligible for state funding and IMLS grants. Additionally, the annual audit has begun, with financial staff preparing all necessary documents for an in-depth review in February. Finally, I want to acknowledge the work of CADL's Heidi Butler and Sophie Steiner with the Michigan Digital Preservation Network. At a recent meeting with the MCLS Executive Director, he expressed the group's gratitude for their efforts in preserving Michigan's digital heritage.

At the end of each month, I highlight the incredible work of one of CADL's employees. The recipient for the January Director's Award was Amelia Wilson, Library Clerk, Leslie Branch. Amelia recently was promoted from library page to library clerk. She has a natural ability to problem solve any small mechanical item that needs to be fixed or built. Amelia is always up for any special project, and when she's finished with her daily tasks she's always asking or looking for something else she can help. Recently, she went above and beyond and helped with a medical emergency at the library. Amelia was calm, collected, and assisted with anything that needed to be done to help ensure the person was safe. We appreciate Amelia for her dedication, hard work, and all that she brings to the CADL team. Congratulations to Amelia on this well-deserved recognition!

A reminder that all branches were closed on January 20 in observance of Martin Luther King Jr. Day. As January comes to a close, I appreciate everyone's hard work in keeping CADL thriving. Looking ahead, we remain committed to strengthening our library's services, partnerships, and infrastructure for an impactful year ahead.

For more information about all the resources and happenings at CADL, connect with us by checking our updates on the website and/or follow CADL on social media.

ADMINISTRATION AND SUPPORT SERVICES

BUSINESS OFFICE – MIRIAM MATTISON, FINANCE DIRECTOR

The Finance Department worked on getting all the year-end journal entries completed and started on all the workpapers for the 2024 audit year. Over 250 documents have been loaded to the audit portal so far. AHP will be on site in February.

I met with our Flagstar Bank representative for the annual review of our accounts. I also met with our Janitorial contract representative to go over the contract for the upcoming year. In addition, I accompanied new Board Member Julie Vandenboom on tours of the Lansing branches.

In the month of January 2025, the Accounting Department issued 92 purchase orders, entered 561 invoices, and distributed 172 checks totaling \$574,691.19.

OPERATIONS – MICHAEL MOORE, OPERATIONS DIRECTOR

January brought the gambit of temperatures, with a cold front dipping into the negatives and then a week later with highs approaching 50° - Say Yes to Michigan! Luckily inside temps remained comfortable at all our libraries. Winter roads made travel slow, but our drivers did a great job ensuring deliveries were timely and made safely.

Maintenance Updates & Communications:

- The staff elevator at Downtown stopped working and is still out of service as of January 31. This is an original 1964 elevator and the only one not modernized, which is a quarter-million-dollar investment. We are hoping the elevator can be repaired under our service agreement with little to no additional costs. As this elevator would have to be modernized by 2028 due to new SOM elevator requirements, we need to weigh the costs and benefits of this piece of equipment. The back secure elevator is able to reach all five floors; however, the front patron elevator cannot access the mezzanine level.
- We renewed a 1-year contract with our janitorial company that services nine library locations. We will be touring with them in February to review standards and expectations.
- The early spring 2025 Stockbridge Renovation project is moving forward. We are presenting to the Township at their February meeting.
- We had 20 Help Desk Tickets in January.

HUMAN RESOURCES – JULIE LAXTON, HUMAN RESOURCES DIRECTOR

In January we implemented 2025 payroll changes to include the new pay rates, benefit cost and deductions for each employee. We processed three payrolls in January including one split between both years. We also started hiring again and posted positions vacant in December and January.

I coordinated with staff on a number of issues this month. First, staff members' goals for 2025 were submitted to supervisors; these will be measured in performance reviews in December. Second, I sent out a dress code survey to supervisors asking them about possible changes to our dress code. This will be used as we update our dress code procedures this year. Finally, I met with staff from Dansville, Holt and Stockbridge.

I also participated in a number of staff committees and workgroups. The Training Committee met to plan for 2025. Assistant Director Jolee Hamlin, Collection Development Director Thais Rousseau, and I met to plan the next supervisory training. The Inclusivity Workgroup met and decided the work would continue in our smaller group committees. The CADL Cares Committee met to plan for 2025. The Workplace Wellbeing group also met and discussed planning an event for staff. As follow-up, I reached out to City Limits about scheduling an employee bowling night.

The Ingham County Health Coalition met to begin the planning for 2026 when there will no longer be a UM Health/PHP offered. Acrisure (44North) is working on gathering benefit options from BCBS and HAP who will be presenting to the Health Coalition in the next couple months. Furthermore, I attended a webinar through the Chamber of Commerce regarding the sick leave and minimum wage changes coming in February.

Head Librarian Jeff Antaya and I did our annual Leslie High School Career Day event and gave away some CADL highlighters and pens to interested middle school and high school students. It's a really wonderful event, and it's fun to talk about the library and all the cool jobs we have here.

Finally, I had a fun morning touring Aurelius and Mason with CADL Board Member Julie Vandenboom.

New Hires

Name	Position	Location	Hours	Date
Jennifer Kellogg	Clerk	Aurelius	10	13 Jan 2025
Jacob Sturgeon	Assistant	Holt	20	13 Jan 2025
Katelyn Swanson	Page	Webberville	15	22 Jan 2025
Terri Grant	Clerk	Mason	15	27 Jan 2025
Jordyn McIntyre	Clerk	Haslett	20	27 Jan 2025

Separations

Name	Position	Location	Date
Sandie Currie	Page	Lansing Branches	03 Jan 2025
William Hackbarth	Assistant	Lansing Branches	05 Jan 2025
Paulette Guterrez	Clerk	Meridian Branches	29 Jan 2025

MARKETING

– VICTORIA MEADOWS, MARKETING & COMMUNICATIONS DIRECTOR

Advertising and Promotion

Marketing and Communications (MarCom) staff rolled into the new year promoting the Winter Reading Challenge, our Knowledge Navigator service, Savor the Past food history programs, reader’s advisory picks, educator training and our Jan-Feb Program and Services Guide: *Yeti for a New Start?* We continue to see increased engagement with these guides since re-launching in September 2024, with a 112.5% increase in viewership in January.

We also produced a new episode of our [Book Bound podcast, Episode 13: New Year New Reads](#). Book Bound is a monthly podcast, hosted by Collection Development Specialists Jessica T., Mari G., and Cheryl L. and is produced by Multimedia Content Coordinator Rissa G. You can subscribe and listen to Book Bound wherever you listen to your podcasts.

In the digital advertising space, our Google Ads Grant campaigns generated 23,918 impressions, 1,785 ad clicks and 604 conversions, with the catalog, website discovery, Kanopy, and library card campaigns driving the most engagement and traffic to our website.

Event and Program Information:

- [CADL Events Calendar](#)
- [Upcoming Author Visits](#)
- [Educator Trainings](#)
- [History Programs](#)
- [January/February Program Guide](#)

CADL in the News

- [UMSI project helps community librarians create civic solutions](#) | The University Record

Marketing and Communications Operations

We continue to develop training to support staff use of Canva teams as a tool for promoting programs and services across the system. In January, we reviewed 201 staff designs ranging from promotional flyers to social media posts, bookmarks, display signage and more.

We began working on our March-May program and services guide and added 386 events to our online calendar.

Our Branch Marketing Coordinator, Cassidy G., and I attended the quarterly SSI Team Meeting, where I presented some common social media graphics to promote monthly SSI-related tips. We discussed central scheduling for branches as an option, which Cassidy will assist with.

MarCom and Reader's Advisory staff met to review and discuss the past and future of Book Bound, our monthly RA-focused podcast. We talked about listenership trends over the past years and within the podcast ecosystem. In 2024, we made some adjustments to format, branding, and the publishing schedule, leading to a 100% (double) increase in listenership in 2024 over 2023. The team decided to further adjust in 2025 by adding podcast guests, promoting the podcast to CADL staff and to other likely listeners, and focusing on increasing production quality.

We also met with the RA Advisory Committee to discuss marketing support for RA efforts. The MarCom team has been working to develop a logo for the One Grand Read initiative. Multimedia Content Coordinator Rissa G. drafted logo options for consideration by the One Grand Read committee. CADL MarCom will further assist by developing a marketing toolkit, social media accounts, a website presence and media engagement as the initiative progresses.

I began working to draft the annual report this month, focusing first on branch annual report sheets that can be used to support annual report visits.

Finally, I enjoyed touring the Leslie and Holt branches with our newest Board member, Julie Vandenboom.

COLLECTIONS, CIRCULATION & TECHNICAL SERVICES

– THAIS ROUSSEAU, COLLECTION DEVELOPMENT DIRECTOR

The new year started on a fun note with implementing Picture Book Neighborhoods at Haslett. Selection Specialist Marisela G. and I, Collection Development Director Thais Rousseau, worked with Head Librarian Tom Moore and Library Assistants Robert C. and Bridie M. to help young patrons be able to browse for dinosaur, transportation and construction, and concept picture books more easily. This is the first large branch and the fifth branch overall to onboard this project.

January is always a time for committees to meet, review progress, and set goals for the new year. I attended the Tech Training, Training Planning, Student Success Initiative, Reader's Advisory, Inclusivity and Circulation Committee meetings. I am sure I will be reporting impactful improvements to services resulting from committee work over the coming year.

I worked with Assistant Director Jolee Hamlin and Human Resources Director Julie Laxton to plan an upcoming Supervisor Roundtable training focused on being a successful middle manager.

Marketing worked with the Collections Team on a variety of initiatives including planning for list content as well as possible article content for the Lansing State Journal, evaluating the BookBound podcast, and adjusting plans for the coming year to build on the success of the past year, and along with the Reader's Advisory committee, planning for new bookmarks for branch use, improved email communications for recommendations, and integrating recommendations into digital slideshows and events and services guides.

I accompanied new Board Member Julie Vandenboom on tours of CADL Haslett and Okemos and enjoyed being reminded of all the great work the Meridian branches do to serve and connect with their community.

We enjoyed the appreciation expressed by our community when folks were given the opportunity to ask questions about how the collection is curated on Facebook. Here is a sample of some of the touching comments:

- *I really appreciate how CADL has a wide variety of amazing children's books that represent the diversity of my classroom for me to check out! We recently had about 11 great Lunar New Year books that my students really enjoyed!*
- *They do an excellent job! I appreciate the diverse children's books, which represent many different cultures and points of view that we see in our community. There are so many excellent ones. Thank you!*
- *CADL does a fantastic job. If it's not at my local branch, one of the branches will surely have it. I can't say thank you enough for being my community library.*

Technical Services cataloged 2,290 titles and processed 4,376 items.

PUBLIC SERVICE AND COMMUNITY OUTREACH

– JOLEE HAMLIN, ASSISTANT DIRECTOR

Branch Support

Staff support was provided on a number of fronts this month. New hire training was provided to six new branch staff. I met with eight branch heads throughout the month for a multitude of reasons. I also reached out to branch staff about attending MLA's Spring Institute, and I began the registration and reservation process.

Program assistance was also provided in January. Support was provided to the Leslie Library for the Leslie Career Fair, and games were sent to them for in-branch programs. Promotional pieces were also sent to branches to honor Black History Month.

Human Resources Director Julie Laxton and I met about the Dansville Branch Head opening. I worked on updating the job description, and we laid out a plan for the posting timeline.

I toured the Williamston and Webberville Libraries with CADL's newest Board member, Julie Vandenboom.

Departmental Updates

Several committees met for the first time of the year. Altogether, I attended Training, Youth Services, Readers Advisory, CADL Cares, the Inclusivity Workgroup, Circulation, Student Success Initiative and Tech Training. Several outreach staff also took part in many of these meetings.

Over 2200 searches were performed on Local History Online, with popular keywords "Frandon" and "YMCA" surfacing. The database saw 50 users per day. Local History's primary activities focused on the Stebbins Real Estate LSTA grant project. To date, more than 50 boxes went through quality control, which has shown excellent work by the digitization vendor. All Local History staff worked on preparing the files, and Local History Librarian Heidi B. cataloged the first few files.

Local History Outreach Librarian Ben A. presented at the Haslett-Okemos Kiwanis meeting. Meanwhile, Heidi B. attended the Michigan Digital Practitioners Network governance board meeting and met with a Flickr Foundation project lead about how public libraries use and preserve digital collections. Additionally, accessioning of school photos was completed, and their digitization continued.

The Library of Things collection saw a busy month with many new additions. including over 20 Chromebooks with hotspots and new American Girl dolls.

Community Engagement Specialist Jill A. was quite busy with citizenship services in January. She attended multiple committee and subgroup gatherings for the IRRRC, provided six citizenship classes, and continued offering books to children through the Refugee Development Center.

Together with Executive Director Jenny, I met with Head Librarians Melissa Cole and Tom Moore about potential updates to the Meeting Room policy, based on challenges and opportunities which have arisen.

I met with Julie Laxton and Finance Director Miriam Mattison about plans for CADL branded apparel and a mechanism for staff to order items.

I distributed 360-degree evaluation information to branch heads and other individuals whom I supervise.

In the Community

The Knowledge Navigator Service kicked off the year at a brisk clip, with seven in-depth research requests for the month.

Youth Services Specialist Kate N. met with other members of the Early Childhood Literacy Coalition to plan the *March is Reading Month* Literacy Celebration at the Lansing Mall. She and

Library Assistant Mark B. scouted the Lansing Mall's space in preparation for the celebration. Kate also participated in a half-day workshop presented by the Coalition.

In support of library services, Head of Community Partnerships Jim M. met with several organizations throughout the community including: Zonta International; together with Mark, staff from both Cristo Rey and CAC Head Start about possible Mobile Library stops; and liquidators of Archives Book Shop.

Jill, Mark, and I served the Connections in Corrections program, connecting over 30 incarcerated individuals and their children.

CADL hosted a table at WKAR Kids Day. Information focused on programming and early literacy support. Staff connected with 350 people at the booth.

I met with Melissa Cole about an opportunity with the Great Start Collaborative to partner on Building Readers. Kate and I will meet with staff in February to investigate further.

Programming

Digital Literacy Specialist Courtney T. continued to provide Drop-In Tech Help at senior living centers.

Kate N. and Mark B. made plans for a free, members-only viewing of the film *Abominable* at NCG Cinemas. The film grants a nice nod to the Winter Reading theme "Yeti to Read!" The two also connected with potential Summer Reading Challenge sponsors.

Central programming staff met to discuss and firm up details for later spring and summer systemwide events. They also met with Marketing staff to discuss promotional efforts. We firmed up plans for 2025 giveaways and other promotional pieces too.

Twenty-five individuals attended the "History of Mac & Cheese" program with Food Historian Sarah Wassberg Johnson. We offered free mac and cheese from a new East Lansing restaurant. The event proved fun and informative. We are eager to host Sarah again in February for an additional virtual event about the history of hot cocoa and hot chocolate (apparently, two different things!).

Winter Reading was hopping, with a re-order of prizes made two weeks into the 6-week event! Engagement with this snowy reading challenge continues to grow over the years.

I met with Theresa Lark from the Mid-Michigan Environmental Action Coalition to discuss CADL contribution for their National Endowment for the Humanities Big Read grant. I additionally wrote a letter of support, specifically outlining what we can offer in assistance. We should hear the outcome of the application in late spring. I also met with the One Grand Reads Committee in January.

Courtney T. and I both worked BookSleuth this month.

INFORMATION TECHNOLOGY

– SHERYL CORMICLE KNOX, TECHNOLOGY DIRECTOR

Digital Inclusion

- Selling and donating retired equipment – The IT department sold most of the remaining retired patron computers and did a major e-waste disposal of obsolete equipment in cooperation with Human I-T of Detroit, a non-profit, charitable e-waste recycler who also conducts device giveaways with wrap around supports.
- Print/Copy/Fax/Scan – Desktop Specialist Jon N., Finance Director Miriam Mattison, and I worked on updating a multi-year contract with our copier services vendor.
- Ingham County Broadband Taskforce – The Michigan BEAD grant application window is open through April 9. Ingham County has published an RFP seeking potential ISP partners for a joint project to serve eligible areas of Ingham County. The MITTEN grant funding has still not been awarded due to inaction at the federal level.

Staff Support

- Intranet – I worked with CADL’s support vendor to publish several updates to improve access to the staff Intranet. Digital Literacy Specialist Courtney T. is updating related staff training materials.
- Help Desk – Jon is evaluating and improving aspects of our ticketing software.
- Student Success Initiative – Systems Analyst Chris L. loaded second semester updates to student and staff accounts.

I.T. Infrastructure

- Data and network security – In January we learned that CADL was one of 50 libraries nationwide to be selected to participate in a pilot program that will allow schools and libraries to use the E-rate program to fund cybersecurity infrastructure. Systems Administrator Sophie S. and I identified an estimated \$170,000 of services and equipment that would be eligible for subsidy under the program over the next 3 years.
- E-rate – I posted Form 470s seeking bids for some Category 2 expenses and planned a timeline of tasks for the 2025 E-rate funding year. The new E-rate eligibility for hotspots is facing potential cancellation under the new congress and administration in Washington and we are monitoring that while also planning an application.

Reflection and Planning

- Goal Setting – The new year brought many tasks to wrap up last year’s projects and plan for the year ahead.

AURELIUS LIBRARY – JENNIFER DEGROAT, HEAD LIBRARIAN

Impact Story

“Thank you so much for organizing and supplying the button-making fun at our recent family night. Myself and the PTO at Harvey are so grateful for all you do for our kiddos!” – Harvey Center PTO

COMMUNITY CONTACTS

As in previous months, events and information were shared with Aurelius Baptist Church and Robbins United Methodist Church. I, Jennifer DeGroat, was also in contact with North Aurelius Elementary School about upcoming events, and I staffed a table at their Literacy Night.

This month also included continued work on teacher training. I facilitated a Zoom SSI educator training about our digital resources, and I was in contact with Andrew at the IISD regarding our teacher training sessions.

Additional contacts included communication with the VFW National Home as well as contact with Potter Park Zoo regarding summer programming.

Internally, I attended several meetings, including SSI Committee, Circ Committee, Youth Service Committee, and Aurelius Staff Meeting. We also welcomed a visit by new CADL Board member Julie Vandenboom.

GOVERNMENT CONTACTS

We scheduled events with the Township and held programs in the Township Hall. We were in contact with the Township regarding cold temperatures and strategies to keep the pipes from freezing. We reported a broken door and electric heat registers to the Township. We also met the new deputy clerk.

PROGRAMS

This month's programs included: Storytimes, Coffee Chat, Book Discussion, STEAM Night, Assisting with BookSleuth, and Reminisce, which featured Adam Oster from the Library of Michigan to talk about their family history research databases.

FRIENDS

The Friends held a meeting. The Friends continued to make and sell Book Buddies.

CIRCULATION

Library Items	MONTH	2025 YTD
Staff Assisted	1,756	1,756
Self-Check	N/A	N/A
Subtotal	1,756	1,756

Digital Collections	MONTH	2025 YTD
OverDrive	950	950
Hoopla	351	351
Kanopy	2	2
Subtotal	1,303	1,303

Total Circulation	MONTH	2025 YTD
	3,059	3,059

LIBRARY CARD USE

CARD TYPE	MONTH	% OF ACTIVE CARD USE
Regular Cards	900	67%

Student Success	452	57%
Total	1,352	63%

VISITS, ATTENDANCE AND COMPUTER USE

Activity	MONTH	2025 YTD
Library Visits	1,349	1,349
Program Attendance	114	114
Computer Sessions	10	10
Wireless Sessions	136	136
Outreach Attendance	400	400
Book-a-Librarian Visits	5	5

DANSVILLE LIBRARY – LYNN HARPER, HEAD LIBRARIAN

Impact Story

A man who came to use the library computers to apply for a job was most appreciative of the assistance provided to him by one of our library assistants. He tried to give her a tip and was surprised when she told him that it is a standard library service.

One of the assistants put up a Blind Date with a Book display right before a family with four children came in. When Mom asked one of the kids if they wanted to unwrap a Blind Date Book, the response was “Oh Yeah!” The paper was torn off and the kids admired the book like it was a present.

COMMUNITY CONTACTS

January provided many opportunities to connect with Dansville schools. I, Lynn Harper, visited all four preschool classes to present storytimes and check out library books, and I provided SAT study resources to the Dansville Middle/High School librarian. I also hosted a station for Family Literacy Night at Dansville Elementary. Despite the bad road conditions, 50 people came out for pizza and winter-themed literacy activities.

We started making contacts for March is Reading month as well. I communicated with the elementary principal about bringing Frog and Toad to the school during March is Reading Month. I visited all of the fifth-grade classes to introduce the Battle of the Books competition. The students are excited to compete in March.

The Dansville Ladybugs group provided a donation for a performer to visit the elementary school in May and promote the Summer Reading Challenge.

GOVERNMENT CONTACTS

I spoke with the Ingham Township Clerk to follow up on an issue we had with the furnace (now resolved), and plowing for the library parking lot.

PROGRAMS

Despite winter weather and illnesses, we've had steady attendance for our weekly storytime, Coffee Chat, and Drop-in STEAM Lab. We postponed Book Group by one week because of weather and enjoyed discussing *The Comfort of Crows* by Margaret Renkl.

FRIENDS

The Friends held their monthly meeting.

CIRCULATION

Library Items	MONTH	2025 YTD
Staff Assisted	1,120	1,120
Self-Check	N/A	N/A
Subtotal	1,120	1,120

Digital Collections	MONTH	2025 YTD
OverDrive	437	437
Hoopla	176	176
Kanopy	1	1
Subtotal	614	614

Total Circulation	MONTH	2025 YTD
	1,734	1,734

LIBRARY CARD USE

CARD TYPE	MONTH	% OF ACTIVE CARD USE
Regular Cards	880	61%
Student Success	764	19%
Total	1,644	41%

VISITS, ATTENDANCE AND COMPUTER USE

Activity	MONTH	2025 YTD
Library Visits	1,077	1,077
Program Attendance	204	204
Computer Sessions	81	81
Wireless Sessions	246	246
Outreach Attendance	249	249
Book-a-Librarian Visits	9	9

HOLT-DELHI LIBRARY – KARON WALTER, HEAD LIBRARIAN

Impact Story

Over the phone, a patron commented that she thinks CADL is "the best library system in the world."

Another patron came in with a new phone and was shown how to download the library's app; reset his password; log into the app; filter and place holds; access and sign into Hoopla; and filter and borrow from Hoopla. He was very happy for the help!

COMMUNITY CONTACTS

I, Karon Walter, attended the Holt Business Association Board, member, and committee meetings as well as the Lions Board meeting and member meeting. I was also able to receive and coordinate the Tax documents that are available in the building lobby.

Our public service librarians also had opportunities to connect with the community this month. Kat V. created three displays, connected with Cassidy from Marketing about Facebook page needs, made a social services document for staff to use, and attended the Readers Advisory Committee meeting. Jessica W. created two displays, two passive programs, prepared February's Make and Take crafts, and attended the Youth Services meeting.

GOVERNMENT CONTACTS

We had a meeting this month with Township Manager Tracy Miller and reserved their space for programs in March, April, and May. The basement renovations should be completed in the next few weeks. I talked with Beau from Township Maintenance about mounting a donated picture and the new CATA rides pamphlet holder to the walls, and those requests were completed by the end of January.

PROGRAMS

We had a successful Origami Butterflies program on a Saturday this month, attracting three new families.

FRIENDS

Our Friends group is taking a small hiatus due to the storage space renovation. They plan to reconvene when the storage space renovation is completed and they are able to work in that location again.

CIRCULATION

Library Items	MONTH	2025 YTD
Staff Assisted	5,915	5,915
Self-Check	5,215	5,215
Subtotal	11,130	11,130

Digital Collections	MONTH	2025 YTD
OverDrive	7,229	7,229
Hoopla	2,641	2,641
Kanopy	101	101
Subtotal	9,971	9,971

Total Circulation	MONTH	2025 YTD
	21,101	21,101

LIBRARY CARD USE

CARD TYPE	MONTH	% OF ACTIVE CARD USE
Regular Cards	10,261	60%
Student Success	4,934	25%
Total	15,195	48%

VISITS, ATTENDANCE AND COMPUTER USE

Activity	MONTH	2025 YTD
Library Visits	6,304	6,304
Program Attendance	318	318
Computer Sessions	685	685
Wireless Sessions	542	542
Outreach Attendance	80	80
Book-a-Librarian Visits	14	14

LANSING LIBRARIES | DOWNTOWN, FOSTER, SOUTH –

MELISSA COLE, HEAD LIBRARIAN

Impact Story

South Lansing:

“Thank you! Thank you for your help yesterday when I was returning material and checking out more material. With the internet down, your jobs were made a lot more difficult. I appreciate your help yesterday (and every day, actually).”

A patron said *“I have sort of an embarrassing question... I'm supposed to write up a report for my work, but I really have trouble with the difference between 'there,' 'their,' and 'they're.' Could you help?”* A staff member put their English degree to work and grabbed a scrap piece of paper and wrote down each word, what they signified, and a sentence using them. They quickly explained the differences to him, and he looked at the paper, looked up, and said *“Wow, you made it so easy! Thank you so much, I'm so grateful. Spanish is my first language and English is tricky for me sometimes.”*

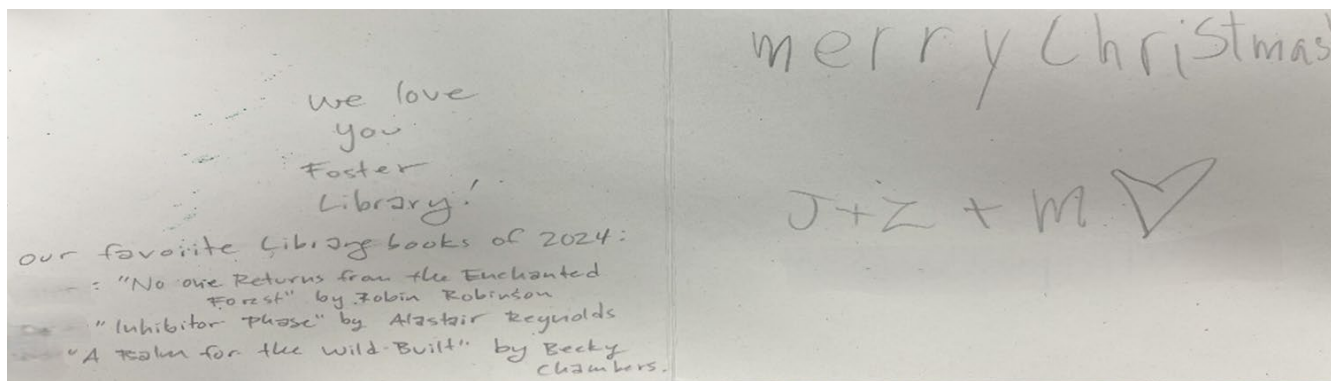
Downtown:

A patron commented about how happy they were to see the new Large Print section in its new spot. They said it made it much easier for them and they really appreciated the change.

Staff members helped a patron with scanning documents and creating a library account, and the patron said *“I've been here two days in a row, and everyone has been so helpful and polite. Thank you.”*

Foster:

Staff received the following note:



COMMUNITY CONTACTS

In January, I, Melissa Cole, attended the SLBA monthly Board Meeting and the DLI Org Committee meeting. I went on a tour of Catholic Charities at Cristo Rey along with Jim M. and Mark B. I also submitted our HRCS grant for the period of July 2025-2026.

We worked with Advent House at Downtown to connect patrons to needed basic resources. A representative from LifeBoat offers services at Downtown every other Friday to connect patrons with recovery services and resources. We continue to work with the Greater Lansing Food Bank to provide food packs to patrons at Foster and South Lansing branches. We also work with Great Start to provide space for a playgroup at South Lansing.

During January, we continued to work with the City of Lansing on ice skate rentals for the rink at Reutter Park.

CADL Lansing staff had a lot of community contact this month:

- Head of Public Service Cassie V. and Youth Services Librarian Kathy Z. visited classrooms at Kendon, Baker, Pleasant View, and Cavanaugh Headstart.
- Public Service Librarian Anita S. provided an activity at EVE.
- Staff provided activities at Parks and Recreation's afterschool programs at the Lansing community center.
- Head of Public Service Suseela E. attended the monthly CAMP meeting and Cavanaugh Family Night.
- Public Service Librarian Katie S. attended the PBS WKAR Day with Outreach.

GOVERNMENT CONTACTS

I worked with the Parking Department to reserve parking for the VITA bus at Downtown, and I worked with Parks and Recreation to reserve parking at Foster Community Center for the VITA bus.

PROGRAMS

We continued a lot of our regular programming that patrons have come to rely on in January. Despite the weather, we had great crowds at our storytimes this month. I filled in for a storytime this month, and when I ran into a patron who attended the storytime at another event, they expressed their gratitude that we do storytimes all year around without breaks.

They know if they show up at the regular time there will be a storytime and they don't have to check the schedule. We also had our After-school Gaming, Open Computers Lab, Book Clubs, Drop in STEAM, Kids Reading to Dogs, and more. We had a few special programs like: Are You Smarter Than a Librarian (trivia), No Sew Snowman Pillow, DIY Bath Bombs, and Draw a Dino Day.

FRIENDS

The Friends of the Lansing Libraries did not meet this month, but they continue to run the Book Burrow in the basement of the Downtown Branch.

DOWNTOWN LANSING LIBRARY

CIRCULATION

Library Items	MONTH	2025 YTD
Staff Assisted	4,996	4,996
Self-Check	5,288	5,288
Subtotal	10,284	10,284

Digital Collections	MONTH	2025 YTD
OverDrive	8,611	8,611
Hoopla	2,908	2,908
Kanopy	301	301
Subtotal	11,820	11,820

Total Circulation	MONTH	2025 YTD
	22,104	22,104

LIBRARY CARD USE

CARD TYPE	MONTH	% OF ACTIVE CARD USE
Regular Cards	14,014	51%
Student Success	15,069	10%
Total	29,083	30%

VISITS, ATTENDANCE AND COMPUTER USE

Activity	MONTH	2025 YTD
Library Visits	11,294	11,294
Program Attendance	417	417
Computer Sessions	2,266	2,266
Wireless Sessions	1,818	1,818
Outreach Attendance	89	89
Book-a-Librarian Visits	46	46

FOSTER LIBRARY

CIRCULATION

Library Items	MONTH	2025 YTD
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Staff Assisted	3,414	3,414
Self-Check	N/A	N/A
Subtotal	3,414	3,414

Digital Collections	MONTH	2025 YTD
OverDrive	3,118	3,118
Hoopla	965	965
Kanopy	98	98
Subtotal	4,181	4,181

Total Circulation	MONTH	2025 YTD
	7,595	7,595

LIBRARY CARD USE

CARD TYPE	MONTH	% OF ACTIVE CARD USE
Regular Cards	2,338	71%
Student Success	N/A	
Total	2,338	71%

VISITS, ATTENDANCE AND COMPUTER USE

Activity	MONTH	2025 YTD
Library Visits	3,691	3,691
Program Attendance	360	360
Computer Sessions	198	198
Wireless Sessions	145	145
Outreach Attendance	0	0
Book-a-Librarian Visits	3	3

SOUTH LANSING LIBRARY

CIRCULATION

Library Items	MONTH	2025 YTD
Staff Assisted	4,486	4,486
Self-Check	5,316	5,316
Subtotal	9,802	9,802

Digital Collections	MONTH	2025 YTD
OverDrive	5,616	5,616
Hoopla	2,308	2,308
	153	153
Subtotal	8,077	8,077

Total Circulation	MONTH	2025 YTD
	17,879	17,879

LIBRARY CARD USE

CARD TYPE	MONTH	% OF ACTIVE CARD USE
Regular Cards	12,112	56%
Student Success	N/A	
Total	12,112	56%

VISITS, ATTENDANCE AND COMPUTER USE

Activity	MONTH	2025 YTD
Library Visits	7,524	7,524
Program Attendance	472	472
Computer Sessions	1,871	1,871
Wireless Sessions	728	728
Outreach Attendance	348	348
Book-a-Librarian Visits	27	27

LESLIE LIBRARY – JEFF ANTAYA, HEAD LIBRARIAN

Impact Story

We helped a young patron, who has come to Storytime since she was 3, obtain her first library card. Her mother said she could receive her own library card only after she read a book all by herself. The young patron was extremely excited for both accomplishments.

COMMUNITY CONTACTS

I, Jeff Antaya, worked with the Woodworth Elementary Library Volunteer to make arrangements for their Woodworth March Book Madness tournament. Julie Laxton and I attended the Leslie High School Career Fair. We spoke with many kids who had an interest in working at the library someday. It was great to see so many kids interested in working at the library! The very same day, I attended the Leslie Middle School Career Fair to distribute free books and to share information about our new “Late & Loud at the Library” after hours program.

We hosted Great Start for two of their Great Start Playgroups for ages 0-5.

GOVERNMENT CONTACTS

After several weather events, the City of Leslie plowed the parking lot and cleared the sidewalks.

PROGRAMS

We launched a brand-new program lineup with great success. We restructured our staff schedule to match a new lineup of programs, so our staff schedule worked in conjunction with our programming schedule and our public service desk needs. One of the main goals is to offer consistent programs for ages 0-12 and to offer at least 2 after school programs every week. To help support these goals we offered the following new programs: Late & Loud at the Library and a program designed for home school families but offered to everyone, called Explorers. We also now offer STEAM on a weekly basis and continue to offer Discovery Storytime, Discovery Playtime, Lego Club, Board Game Day. The Adult Book Discussion group has been

reimagined to become an afterhours book discussion group, called the Leslie Local Book Group, so we can reach patrons who work during the day.

FRIENDS

The Friends of the Leslie Library held their monthly meeting where they discussed applying for the upcoming Len Community Grant, Summer Reading Performers, an upcoming Author Visit with the Vice President of Cops & Doughnuts Bakery in Clare, and the Leslie High School Art Club Mural. They also confirmed the Board of Directors election results for the 2025-2027 term.

CIRCULATION

Library Items	MONTH	2025 YTD
Staff Assisted	2,527	2,527
Self-Check	N/A	N/A
Subtotal	2,527	2,527

Digital Collections	MONTH	2025 YTD
OverDrive	1,050	1,050
Hoopla	319	319
Kanopy	2	2
Subtotal	1,371	1,371

Total Circulation	MONTH	2025 YTD
	3,898	3,898

LIBRARY CARD USE

CARD TYPE	MONTH	% OF ACTIVE CARD USE
Regular Cards	1,214	62%
Student Success	1,181	31%
Total	2,395	47%

VISITS, ATTENDANCE AND COMPUTER USE

Activity	MONTH	2025 YTD
Library Visits	2,168	2,168
Program Attendance	225	225
Computer Sessions	409	409
Wireless Sessions	474	474
Outreach Attendance	220	220
Book-a-Librarian Visits	10	10

MASON LIBRARY – HEATHER GOUPIL, HEAD LIBRARIAN

Impact Story

On Thursday, January 9 several families organized to attend our monthly Painting Club event together. Nine kids shared paint and brushes amongst each other and enjoyed creating on

canvas. Before leaving the parents mentioned how thankful they were to have discovered this free library event, especially as other painting classes they had investigated were too costly.

COMMUNITY CONTACTS

I, Heather Goupil, staffed Connections in Corrections with Mark B., and for National Police Officer's Day we hosted Mason Police Chief Matt Shutes as a guest reader.

I attended Rotary Club of Mason meetings including a field trip to nearby Jewett Airport, and I set up a presentation by Ingham County Animal Control and Shelter who are considering joining Rotary. Rotary brings many area leaders together and the spirit of collaboration is strong. As a member of the Public Image Committee, I helped Rotary with a refreshed Welcome Packet and promotional brochure.

I am working with Bestseller's owner Jamie Robinson on a potential Children's Book Group partnership.

I requested 134 handmade toys via Scheffel Toy Project for four branches, and I signed up all branches for One Seed, One State.

I also assisted in coordinating an interview with Fox47 on the SHPO (State Historic Preservation Office) window grant.

Youth Librarian Lindsay A. helped staff Impression 5 Tadpole Storytime and provided Storytimes to eleven Mason Public Schools classrooms, reaching 229 students.

GOVERNMENT CONTACTS

I spoke with the City of Mason on routine maintenance including a problem area involving the front sidewalks. We provided info on installation of the new stained-glass piece in Children's, set a date for the Annual Report presentation, and assisted City staff with building access for their grant application.

PROGRAMS

Mason staff worked hard promoting Winter Reading, and we were highest in registration numbers across all age groups. Patrons are enjoying the challenge and the Yeti theme.

Programs organized by our library assistants are also seeing increases in attendance. Christine M. saw higher attendance at her Adventurer's Club event, including several families and returning patrons. And John T. has raised LEGO Club to the point where we need to find more space to accommodate attendance. At 20 attendees and a range of ages, LEGO Club is one of our most popular monthly events.

Lindsay A. coordinated our *Blind Date with a Book* outreach event at Mason High School, reaching dozens of teens who checked out gift-wrapped books using their SSI accounts. This lunch hour program is in its fourth year.

FRIENDS

Friends met in January to review financials, discuss fundraising, and plan their year. Michael Moore provided a review of the renovation and recommendations for future projects. I assisted with documents, display areas for the puzzle exchange and clothing sales, a potential project list and requested our 2025 funding.

CIRCULATION

Library Items	MONTH	2025 YTD
Staff Assisted	2,385	2,385
Self-Check	3,061	3,061
Subtotal	5,446	5,446

Digital Collections	MONTH	2025 YTD
OverDrive	4,005	4,005
Hoopla	1,468	1,468
	115	115
Subtotal	5,588	5,588

Total Circulation	MONTH	2025 YTD
	11,034	11,034

LIBRARY CARD USE

CARD TYPE	MONTH	% OF ACTIVE CARD USE
Regular Cards	4,741	61%
Student Success	3,037	19%
Total	7,778	44%

VISITS, ATTENDANCE AND COMPUTER USE

Activity	MONTH	2025 YTD
Library Visits	3,004	3,004
Program Attendance	292	292
Computer Sessions	150	150
Wireless Sessions	660	660
Outreach Attendance	252	252
Book-a-Librarian Visits	14	14

MERIDIAN TOWNSHIP LIBRARIES | HASLETT, OKEMOS –
TOM MOORE, HEAD LIBRARIAN

Impact Story

Staff helped a little girl get her first library card as we do countless times throughout the year and the mom emailed later thanking her for helping: *“Thank you. [My child’s] excitement over her library card has truly sparked her interest in learning to read. After her mama read one of her library books to her a few times, [she] had it memorized and then recited it to her toy bunny,*

turning each page as if she were reading to him. Learning to read is such a beautiful and almost miraculous process. Thank you and all the librarians at Okemos Library for inspiring readers!”

A patron came in to collect both of her WRC prizes and she commented how much she loves these, especially the Smokey the Bear challenge, because it encourages her to “read outside the box.” She then talked about a really interesting book about wildfires in California, something she would never have picked up on her own but loved it.

COMMUNITY CONTACTS

Connecting with the community remains a big goal for us in 2025 and we picked right up where we left off in 2024.

I, Tom Moore, continue my involvement with the Kiwanis Club of Haslet-Okemos, attending the weekly meetings, assisting in volunteer efforts, scheduling speakers for meetings and serving as a contact for the community. I also am continuing my role as Steering Committee Chair for the Power of We, Ingham County’s Health and Human Services Collaborative. In addition to the monthly member meeting, we met with Eaton County’s HSCC to discuss our regional initiatives including collaboration on a series of Front-Line Worker Trainings. January kicked things off with a 211 training and updating with 90 people registered. We also met with a small group of organization CEO’s to begin establishing a regular leadership meeting with decision makers.

We connected with the Haslett Public Schools on several fronts including SSI, visits to the Middle School for all 6th grade classrooms to share resources and help access accounts. I met with the Superintendent concerning January’s “Town Hall” meeting a concerned community member held at the library to discuss the schools. Public Service Librarian Bridie M. continued the Animal Club at Ralya Elementary and we reached out to the schools about holding our Teen Leadership Council meetings at the High School.

We connected to with the Okemos Public Schools about SSI and responded to questions regarding our Collection Policy as they move forward with evaluating/developing their own. Public Service Librarian Jay H. also visited Edgewood Early Child Care Center for storytimes, and we confirmed our involvement in several of the upcoming Science and World Heritage nights.

We assisted the Friends of Historic Meridian with support for their speaker series both in technology assistance and speaker referrals and I confirmed we would participate in their Heritage Festival on October 4 again this year.

GOVERNMENT CONTACTS

I had several conversations with the Township Facilities team regarding issues in and around the building. We also reached out to get approval to for our Meeting Room Project, to inquire or confirm our involvement in 2025 community events including Juneteeth Jazz Festival, Meridian Pride, Celebrate Meridian, and the summer Farmers Market.

We continued our support to the Meridian Senior Center offering Mindbenders and a Senior Book Discussion Group.

The new Township Manager, Timothy Dempsey, started on January 27. I will be reaching out to welcome him and arrange a meeting in February.

PROGRAMS

We had over 800 people attend events this January. Outside of Storytimes, Exam Cram was the most well attended event. The bi-annual event at Okemos is supported by the Friends of the Library and provides snacks and a space to decompress to the enormous amount of teens studying at the library during finals week.

The new bi-monthly Yarn and Yap at Haslett has been a great addition to the afterschool offerings and was a really good example of staff creating a new program based on feedback from the teens.

In addition to our other regular events like Crafternoons, Fiber Arts, Drop-In Euchre, ESOL Conversation Group, Spanish Conversation, Cookbook Club, Spice Club, and various book and film clubs, our staff tried some new events like a Warriors Cat Party, Beginning Still Life Drawing, Mixed Media Bookmarks, and Hyper Fixation Hobby Hour.

FRIENDS

Both the Haslett and the Okemos Friends groups met this month. The Okemos Friends continued to discuss their recent shift in storage plans as they moved their books from CubeSmart to shipping containers which they purchased and negotiated housing on a local business's property. The initial investment will amount to what they were spending annually with their former storage option.

Both groups are excited about supporting the library in 2025. The Haslett Friends approved a donation of \$3,600 to continue support for outreach, programming, collections. The Okemos Friends are planning to support the Meeting Room Project once we are ready to move ahead on that project.

HASLETT

CIRCULATION

Library Items	MONTH	2025 YTD
Staff Assisted	4,414	4,414
Self-Check	6,059	6,059
Subtotal	10,473	10,473

Digital Collections	MONTH	2025 YTD
OverDrive	6,559	6,559
Hoopla	1,866	1,866
	199	199
Subtotal	8,624	8,624

Total Circulation	MONTH	2025 YTD
	19,097	19,097

LIBRARY CARD USE

CARD TYPE	MONTH	% OF ACTIVE CARD USE
Regular Cards	5,911	69%
Student Success	2,982	27%
Total	8,893	55%

VISITS, ATTENDANCE AND COMPUTER USE

Activity	MONTH	2025 YTD
Library Visits	8,020	8,020
Program Attendance	451	451
Computer Sessions	838	838
Wireless Sessions	489	489
Outreach Attendance	273	273
Book-a-Librarian Visits	8	8

OKEMOS

CIRCULATION

Library Items	MONTH	2025 YTD
Staff Assisted	6,260	6,260
Self-Check	10,235	10,235
Subtotal	16,495	16,495

Digital Collections	MONTH	2025 YTD
OverDrive	9,717	9,717
Hoopla	3,138	3,138
	232	232
Subtotal	13,087	13,087

Total Circulation	MONTH	2025 YTD
	29,582	29,582

LIBRARY CARD USE

CARD TYPE	MONTH	% OF ACTIVE CARD USE
Regular Cards	11,495	65%
Student Success	3,040	16%
Total	14,535	55%

VISITS, ATTENDANCE AND COMPUTER USE

Activity	MONTH	2025 YTD
Library Visits	9,027	9,027
Program Attendance	388	388

Computer Sessions	426	426
Wireless Sessions	1,196	1,196
Outreach Attendance	107	107
Book-a-Librarian Visits	11	11

STOCKBRIDGE LIBRARY – SHERRI MCCONNELL, HEAD LIBRARIAN

Impact Story

In January we learned that people really pay attention to our shelves and displays. One patron noted that when she is browsing the shelves she looks for the green Staff Pick spine label. Stockbridge staff place this label on books, movies and BCDs that they have really enjoyed and think patrons will enjoy them too. Now we know we have at least one fan.

COMMUNITY CONTACTS

I, Sherri McConnell, took Yeti to Read reading logs to Smith and Heritage Elementary Schools, and I emailed school administrators the February program calendar and flyers along with the Spring 2025 SignUp Genius link for class visits. I emailed the February program calendar to community groups and the Stockbridge Community News. I wrote the monthly column for the News about the Great Backyard Bird Count in February and CADL resources for identifying and attracting birds to the backyard. Furthermore, I attended the regular meeting of the Stockbridge Area Wellness Coalition.

GOVERNMENT CONTACTS

I contacted the Stockbridge Township Clerk to provide an update on the branch renovation and place CADL on the Township Board agenda to present the renovation to the whole board in February. I also reported an issue with the delivery door, and the Township sent a contractor to work on it the next day.

Officer McShane from the Stockbridge Police Department read *Goldilocks and the Three Bears* to a Family Storytime group and helped attendees with the craft.

PROGRAMS

Family Storytime came back for the holiday lull with enthusiastic participants. The two storytime programs have taken on different vibes. The Wednesday storytime is more focused on Library Assistants Rose M. or Tina G. who lead the program and the activities, songs and movements. The Friday storytime is more laid back with families often coming in after the start of the program and attention being focused on the toys and craft materials available in the children’s area.

Library Assistant Kim J. began the new year with a new Craft and Movie Night series, and kids had fun making snowmen and eating popcorn while watching *Ice Age*.

FRIENDS

The Friends of the Stockbridge Library did not meet in January.

CIRCULATION

Library Items	MONTH	2025 YTD
Staff Assisted	1,722	1,722
Self-Check	N/A	N/A
Subtotal	1,722	1,722

Digital Collections	MONTH	2025 YTD
OverDrive	855	855
Hoopla	195	195
Kanopy	49	49
Subtotal	1,099	1,099

Total Circulation	MONTH	2025 YTD
	2,821	2,821

LIBRARY CARD USE

CARD TYPE	MONTH	% OF ACTIVE CARD USE
Regular Cards	1,337	55%
Student Success	1,250	24%
Total	2,587	40%

VISITS, ATTENDANCE AND COMPUTER USE

Activity	MONTH	2025 YTD
Library Visits	1,550	1,550
Program Attendance	124	124
Computer Sessions	163	163
Wireless Sessions	185	185
Outreach Attendance	77	77
Book-a-Librarian Visits	9	9

WEBBERVILLE LIBRARY – AMANDA VORCE, HEAD LIBRARIAN

Impact Story

We had a Dog Man readalikes display this month in celebration of Dog Man coming to the big screen on January 31. A middle school-age girl was reluctantly dragged in to the library by her mother only to be excited at seeing this display. Not only did she find some great new books to read (having already finished all the Dog Man series) she also hadn't known there was going to be a movie. There's nothing like getting to be cool to a middle schooler!

We had an older gentleman with serious health issues affecting the use of his hands come in trying to figure out his track phone. One of our library assistants patiently worked with him for an hour or so to resolve his issues. He was so thankful for her help that he tried to give her a tip, and when he couldn't do that, he made a donation to the library instead.

COMMUNITY CONTACTS

I, Amanda Vorce, risked life and limb performing storytimes for the preschoolers at Webberville Elementary in the roughest patch of the middle of cold and flu season. The entire preschool shut down for cleaning the day after I had finished my visits. It was all worth it, however, to see the excitement of the children for "library time" and for them to practice checking out their own books.

GOVERNMENT CONTACTS

There were no government contacts this month.

PROGRAMS

In the face of the ups and downs of winter weather, our regular programming was reasonably attended. Miss Betty continues to be a rock star in the storytime set with a loyal following, especially with homeschool families. Book Club, similar to the Webberville preschool classes, was affected by it being cold and flu season. It has been interesting see how our new program, Craft Club attracts such different attendees each time and the vast array of people it engages overall.

FRIENDS

The Friends of the Webberville Library had their quarterly meeting this month whereat we discussed past events along with budgets for the future and potential new projects. The Friends had another of their euchre night fundraisers, which is always a treasured event in the community.

CIRCULATION

Library Items	MONTH	2025 YTD
Staff Assisted	1,348	1,348
Self-Check	N/A	N/A
Subtotal	1,348	1,348

Digital Collections	MONTH	2025 YTD
OverDrive	435	435
Hoopla	159	159
Kanopy	12	12
Subtotal	606	606

Total Circulation	MONTH	2025 YTD
	1,954	1,954

LIBRARY CARD USE

CARD TYPE	MONTH	% OF ACTIVE CARD USE
Regular Cards	820	60%
Student Success	513	42%
Total	1,333	53%

VISITS, ATTENDANCE AND COMPUTER USE

Activity	MONTH	2025 YTD
Library Visits	959	959
Program Attendance	62	62
Computer Sessions	26	26
Wireless Sessions	35	35
Outreach Attendance	150	150
Book-a-Librarian Visits	6	6

WILLIAMSTON LIBRARY – JULIE CHRISINSKE, HEAD LIBRARIAN

Impact Story

Overheard from two families at our gaming table – *“I am staying here forever!”*

Someone told a staff member that they loved the American Girl Dolls we have in our Library of Things collection. Her daughters have had so much fun throwing American Girl slumber parties.

The Head Librarian was sought out by a 6th grade boy during a monthly class visit for an in-depth discussion on author Stephen King and title recommendations. As the class was leaving, he told a staff member, *“You have an awesome Head Librarian!”*

COMMUNITY CONTACTS

I, Julie Chrisinske, reached out to staff at the Williamston Area Senior Center to confirm program dates and to Art Williamston to propose a collaboration using our 2025 Scheffel Toy order. I was able to participate in the Williamston High School Civics Fair, interacting with several teams of students. I also discussed a MiRM collaboration with the Williamston Elementary librarian and responded to a request from a Williamston High School English teacher to present to 11th grade students on library resources and research best practices. I also worked with Williamston Youth Theatre to plan a public showing of an upcoming performance and welcomed new Board Member Julie Vandenboom to the branch for a tour. The library also participated in a Panic Alarm Testing activity, along with the Middle School.

Public Service Librarian Melissa C. met with Williamston Middle School’s assistant principal to answer questions about check-out policies as well as finalized preparation for the Middle School Battle of the Books program. She also communicated with all the Williamston Middle School English teachers regarding their January and February visits and set up a special visit for the Creative Writing class. Furthermore, she submitted monthly events to the Hive Jive newsletter.

Relevant media was created and posted on the branch’s Facebook page promoting programs and other branch/CADL updates.

Public Service Librarian Lauren C., Melissa C., and I also attended several meetings, including the monthly Heads meeting, Youth Services, Student Success Initiative, WM Staff meeting, Circulation Committee, and Technology Training Committee.

GOVERNMENT CONTACTS

I reached out to Williamston custodial staff regarding snow and ice removal, as well as a plugged toilet. I also emailed Williamston City Manager John Hanafin about meeting to discuss a possible Storywalk project this year.

PROGRAMS

Williamston welcomed the new year with a diverse and robust line-up of programs, including weekly Family Storytimes, Reading to Dogs, our quarterly After Hours Book Club (which met at local restaurant Niko's), programs held at the Williamston Area Sr. Center like Senior Tech Help and Mindbenders, and fun craft and afterschool programs like Learning to Cross Stitch, Break-in Bags, Middle School Reviews, DIY Lanterns, and Make your own Air Fresheners.

FRIENDS

The Friends group updated and restocked the Book Sale Shelf at the library.

CIRCULATION

Library Items	MONTH	2025 YTD
Staff Assisted	3,506	3,506
Self-Check	N/A	N/A
Subtotal	3,506	3,506

Digital Collections	MONTH	2025 YTD
OverDrive	2,772	2,772
Hoopla	774	774
Kanopy	53	53
Subtotal	3,599	3,599

Total Circulation	MONTH	2025 YTD
	7,105	7,105

LIBRARY CARD USE

CARD TYPE	MONTH	% OF ACTIVE CARD USE
Regular Cards	2,758	68%
Student Success	1,826	34%
Total	4,584	54%

VISITS, ATTENDANCE AND COMPUTER USE

Activity	MONTH	2025 YTD
Library Visits	3,570	3,570
Program Attendance	256	256
Computer Sessions	214	214
Wireless Sessions	235	235
Outreach Attendance	479	479
Book-a-Librarian Visits	16	16

MOBILE LIBRARY – KEVIN POST

CIRCULATION

Library Items	MONTH	2025 YTD
Staff Assisted	1,956	1,956
Self-Check	N/A	
Subtotal	1,956	1,956

Digital Collections	MONTH	2025 YTD
OverDrive	114	114
Hoopla	61	61
Kanopy	6	6
Subtotal	181	181

Total Circulation	MONTH	2025 YTD
	2,137	2,137

LIBRARY CARD USE

CARD TYPE	MONTH	% OF ACTIVE CARD USE
Regular Cards	662	52%
Student Success	N/A	N/A
Total	662	52%

VISITS, ATTENDANCE AND COMPUTER USE

Activity	MONTH	2025 YTD
Library Visits	N/A	N/A
Wireless Sessions	N/A	N/A

ONLINE BRANCH

SYSTEM-WIDE DIGITAL CIRCULATION

Collection	MONTH	2025 YTD
Total	77,503	77,503

LEARNING TOOLS

	MONTH	2025 YTD
Total	797	797

CADL ONLINE PRESENCE

Presence	Users	Sessions	2025 YTD Sessions
Website	30,566	80,357	80,357
App	5,896	40,305	40,305
Total	36,462	120,662	120,662

ONLINE SERVICE INTERACTIONS

Mode	Contacts	2025 YTD
Form/Email	67	67
Chat	217	217
BookSleuth Live	50	50

CADL CENTRAL OUTREACH AND PROGRAMMING

– JOLEE HAMLIN, ASSISTANT DIRECTOR

CADL hosted a table at WKAR Kids Day. Information focused on programming and early literacy support. Staff connected with 350 people at the booth.

Julie Laxton and I met about the Dansville Branch Head opening. I worked on updating the job description, and we laid out a plan for the posting timeline.

CADL hosted a table at WKAR Kids Day. Information focused on programming and early literacy support. Staff connected with 350 people at the booth.

Kate N. and Mark B. made plans for a free, members-only viewing of the film *Abominable* at NCG Cinemas. The film grants a nice nod to the Winter Reading theme “Yeti to Read!” The two also connected with potential Summer Reading Challenge sponsors.

Twenty-five individuals attended the “History of Mac & Cheese” program with Food Historian Sarah Wassberg Johnson. We offered free mac and cheese from a new East Lansing restaurant. The event proved fun and informative. We are eager to host Sarah again in February for an additional virtual event about the history of hot cocoa and hot chocolate (apparently, two different things!).

Winter Reading was hopping, with a re-order of prizes made two weeks into the 6-week event! Engagement with this snowy reading challenge continues to grow over the years!

Activity	MONTH	2025 YTD
Outreach Attendance	550	550
Book-a-Librarian Visits	8	8
Program Attendance	150	150

LIBRARY PATRONS BY MUNICIPALITY

Unit of Government	Number of Library Cards
Alaiedon Township	838
Aurelius Township	1,120
Bunker Hill Township	376
Dansville Village	898
Delhi Charter Township	14,055
Ingham Township	711
Lansing City	44,033

Lansing Township	1,031
Leroy Township	528
Leslie City	1,610
Leslie Township	494
Locke Township	359
Mason City	6,234
Meridian Township	21,416
Onondaga Township	429
Stockbridge Township	2,049
Stockbridge Village	328
Vevay Township	819
Webberville Village	797
Wheatfield Township	407
White Oak Township	229
Williamston City	3,069
Williamstown Township	1,508
Subtotal Residents	103,338

Ingham County – East Lansing	158
Clinton County	273
Eaton County	323
Jackson County	79
Livingston County	58
Shiawassee County	129
Washtenaw County	4
Other	130
Subtotal Nonresident	1,154

GRAND TOTAL	104,492
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JANUARY 2025 PUBLICATIONS AND SOCIAL MEDIA REPORT

INSTAGRAM			
Followers	Link Clicks	Accounts Reached	Interactions
2.6k	0	681k	98

FACEBOOK - @CADLIBRARY				
Followers	Link Clicks	Page Reach	Content Interactions	Minutes Viewed
17k	32	8.7k	2.6k	3 h 53 min

LINKEDIN					
Followers	Users Acquired	Page Views	Reactions	Comments	Reposts
1,283		73	1	0	0

YOUTUBE					
Subscribers	Users Acquired	Views	Impressions	Returning Viewers	Unique Viewers
988		1.5k	22.8k	55	1.2k

PINTEREST					
Followers	Link Clicks	Impressions	Engagements	Saves	Engaged Audience
800	11	19.55k	710	176	620

TIKTOK				
Followers	Likes	Comments	Video Views	Profile Views
545	53	1	2,676	18

AUDIOBOOM				
Listens	Users Acquired	Top Contributor	Top Contributor	Top Contributor
425		Other Apps	Apple Podcasts	Web

Notable Comments

Platform	Comment	Topic	Media Attached?
Facebook	Miss getting coffee mugs	Yeti to Read Prizes	
Facebook	I saw some grumblings about unhoused patrons using the downtown library, and I just want to say the library is indeed for everyone and I have never felt unwelcome or unsafe while at the downtown location.	Library is for everybody	
Facebook	I really appreciate how CADL has a wide variety of amazing children's books that represent the diversity of my classroom for me to check out! We recently had about 11 great Lunar New Year books that my students really enjoyed!	Questions for selection specialists	
Facebook	Sorry I'm late I got caught up reading the articles including	Mention from local artist	

	<p>the one in which I did the cover for. Kyle did a great job on it. Pick up a copy on newstands, Quality Dairy stores, and your local Capital Area District Libraries</p>		
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JANUARY 2025 E-NEWSLETTER REPORT

Jan. 3 - All members with no 18+ nonopeners (Resent to nonopeners on Jan. 7)

- New Program Guide
- Yeti to Read
- Hobby Events
- Language Learning
- Knowledge Navigator
- History of Mac and Cheese
- New Books at CADL
- Friday Freebie (Kindle)

Jan. 10 - All members with no 18+ nonopeners (Resent to nonopeners on Jan. 14)

- Yeti to Read Challenge
- Staff Picks
- Book Bound
- Library of Things
- New Program Guide
- Kanopy
- Knowledge Navigator
- Friday Freebie – Movie Gift Card

Jan. 15 - All members with no 18+ nonopeners

- BookSleuth Live
- New Year New Reads
- Squirrely Winter Books
- Book Bound
- Staff Picks

Jan. 17 - All members with no 18+ nonopeners (Resent to nonopeners on Jan. 21)

- Digital Resources Events
- English Practice
- Drop-in Basic Needs Assistance
- Repairing the Breach Event
- Staff Picks
- Yeti to Read Challenge
- Libby
- Holiday Closing Notice
- Friday Freebie – Movie Gift Card

Jan. 24 - All members with no 18+ nonopeners (Resent to nonopeners on Jan. 28)

- History of Mac & Cheese Event
- Contribute to Local History
- Raising Reader backpacks
- Arts and Crafts events
- Yeti Themed Events
- Knowledge Navigator
- Program Guide
- Friday Freebie – Kindle Fire

Jan. 31 - All members with no 18+ nonopeners (Resent to nonopeners on Feb. 4)

- History of Hot Chocolate
- Valentine's Day Events
- Libby Reading Guides
- Job Search Resources
- Knowledge Navigator
- Learning for Kids
- Tax Prep
- Friday Freebie – Movie gift card

PATRON COMMENTS

GENERAL

- Hello, In December I applied for the _____ position at the _____ branches. Has that application been received and reviewed? I am looking forward to the opportunity to discuss it.

Your application has been received and reviewed, thank you!

- We are researchers at _____ conducting studies to learn more about why some children “grow out” of _____, while others persist, and why some children who _____ develop more adverse impact (i.e. negative thoughts, feelings, or behaviors) than other children. We would greatly appreciate your help sharing information about our studies around your facility. Below is more information about our studies. If you are interested in receiving copies of our recruitment fliers to give to interested families or to post in your facility, please email us at _____. These studies are approved by the _____. Thank you for helping us get the word out about our research! Please contact us with any questions or concerns,

We received emails from you regarding this study last June, and they were passed on to our branch heads at that time. If you want to reply with a flyer, I'm happy to forward that to Head Librarians for posting at their branches.

Thank you for your quick response! We recently updated our flier with a new QR code, so if you could pass this new one along (attached to this email) that would be great! Let me know if you have any questions.

- I am wanting to get more information on if my application for _____ came in and needed to add my _____ to the form because it didn't let me submit one when I was filling out the application thank you

Good morning- Your application was received however the _____ is missing information like _____ . You can attach your resume to this email.

- Need both a digital and hard copy of the _____. Actually quite appalled that this is not available.

Thanks for your suggestion. The hard copy of _____ is available at Haslett, Downtown Lansing, Leslie and Okemos, with many issues available for holds placement. Capital Area District Libraries Digital access of the content is available through the Michigan Electronic Library's Explora for Public Libraries https://_____. _____ is one of the featured titles on the homepage, and if you sort the articles by newest to oldest, you will see the articles in the most recent issue. Unfortunately, if you were hoping for a fuller digital experience like other magazines CADL provides through Libby, popular titles like _____ and _____ come and go from vendor packages as the magazines go exclusive to other library platforms, and it isn't possible for us to purchase all magazine platforms to just to keep up with these titles, despite our desire to offer them in a variety of formats. I hope this is helpful for you. Please let me know if there is anything further I can do to assist you.

- Suggestion: add the audiobook for _____

No contact information was included with the suggestion, but it was passed along to appropriate staff for consideration.

- Good afternoon, I hope this message finds you well! My name is _____, and I am a _____ for _____ at the _____. We are currently recruiting for four studies funded by organizations such as the _____, and were wondering if you would be willing to post some recruitment flyers in your libraries. For context, our studies are focused on _____, _____, _____, and _____. I would be happy to follow up with an overview of our studies if you would like more information, and can email the flyers if you are interested. Please do not hesitate to reach out with any questions/concerns. Thank you for your consideration! Kind regards,

Thank you for reaching out. If you would like to reply and attach a flyer, we can share the information with head librarians for posting on community boards at our branches. That would be the best way for sharing the information in case people are interested in being involved in the study.

Thank you for your response! I have attached the flyers for our studies. If you do not have space for all four flyers, we ask that you prioritize their posting in the following order: _____, _____, _____, _____. Thanks again and please let me know if any questions come up!

- Hello: I am writing for consideration of placement in your library of a book I co-authored, which is available through Ingram. Title of Book: _____ Names of Authors: _____ Reviewed By: _____ World Cat Listing: _____ Website: _____ Press Release: _____ Publisher/Publication Date: _____ Publication City, State: _____ Book's ISBN: _____ Number of Pages: _____ Dimensions of Material: _____ Binding: _____: Perfect Bound Price: _____ Distributor: _____ Sold By: _____ Thank you for your time and consideration.

Thank you for your suggestion. It has been passed on to the appropriate selector for consideration.

- My name is _____ and I work for _____ in Lansing. I am looking to hold a seminar about _____, to educate people on the positives of _____. If this is something the library is interested in partnering with me on please let me know at the included email address. Kind regards,

Thank you for your suggestion. It has been passed on to the appropriate staff for review. They will be in touch if they are interested.

INFORMATION TECHNOLOGY

- I use the app to request books, movies and videos. I had no issues with your previous app. Since reconfiguring the app it has become so NOT user friendly. I have had to ask on multiple occasions for help with where something is found or what something means. Not sure why you made such large changes to your app but it needs serious help!

Thank you for reaching out. I'm sorry you are unhappy with the app update. Our previous version of the app was highly customized, but it is no longer sustainable by our vendor. Ultimately, we were forced to transition to our vendor's standard platform which isn't as customizable. We have asked for some improvements, but they haven't all been implemented by the vendor.

If there are aspects that you find especially confusing, please let us know and we can work with you to help improve your experience.

- Hello, My name is _____, and I have a small _____ business. I've been reaching out to local business and organizations, and I was wondering if any of the CADL libraries might have a need for _____? I hope to hear back soon. Thank You

Thank you for reaching out. For our computers, we maintain active on-site warranty repair. We don't have company cell phones. Do you have experience with Chromebooks, iPads, or flat screen TV displays? Very occasionally we are interested in assessing whether a repair is feasible on an out

of warranty device. If you have experience with those, I can keep your contact information on file. Again, thanks for getting in touch and good luck with your business.

SPECIFIC LOCATIONS

Downtown Lansing

- someone named _____ (his name he wrote is illegible) who sits at the computer desk claimed to be in charge of the entire library when I asked to speak with the librarian. They refused to get a librarian and ignored my request for a librarian. They were abusive and had very poor attitudes a complete inability to forge relationships over the rules. _____ refused to extend my computer time although: * only about 20% were in use. It was 6 pm , an hour before closing, and I asked politely and informed him that I needed to print some images and did not want to rush that considering the color photos were expensive. It was dumb. How do you form relationships that are positive when you deny access for no reason other than it is a rule. I have to check A BOX that I am not a Robot. I can access information and gather facts and use it and _____ cannot. and is often the case _____ would stick like glue to an employee. worse library ever

The head librarian reached out to the individual to discuss their concerns.

- I having trouble finding the most recent _____ for: 1. _____
2. _____ I dont want the _____. Thank you

Thank you for reaching out. Have you tried _____ online? You access it through our website. Click on RESEARCH & LEARN and then RESEARCH TOOLS & GUIDES. In the blue section on the right, click on _____ and it is the top link.

When you open the online tool, search in the top bar with the magnifying glass icon for " _____ " and then a separate search for " _____ ". The results will include a ratings section as well as a section with expert advice. I hope this helps! If you have any other questions, please reach out.

- Hello. I'm wondering how long you wait before you declare a book lost & buy a new copy? This one (https://_____) is out on MeL loan and was due back on _____. I am one of two holds on the book. If it is not coming back from the borrowing library, could you purchase a new copy so that the two of us on the hold list can read it? Thank you.

A staff member communicated with the individual to answer their questions and resolve the issue.

Foster

- _____ Residence: _____ Mailing: _____ Jan _____, 2025 Am disputing the bill as I am not the cause of the staining that is on the corner of ** _____ ** I followed up via phone on Dec ____; in person on _____ Dec ____, also in person on _____ Dec ____, and a third in person, fourth overall on _____ Jan __. As of Jan __ CADL librarian or clerk stated there was no response from _____. Please respond to the mailing address that this item had been removed from my record and remedied.

Staff communicated with the individual to resolve their issue.

Haslett

- Can you please send the book that I paid for to Haslett location for me to pick up? Thank you!

Staff responded to the individual's request.

- Hi. Can you update my account to a different email? Or would I need a new library number to do that?

Staff followed up with the individual to resolve their issue.

- The library is loud and rowdy while middle schoolers just released from school are present. The children talk loudly while playing video games on computers and make slamming or clapping noises when celebrating something in their game. They also routinely fill up computer space, leaving none for community members to use. It is not readily apparent that staff asks them to quiet down, leave computers open if they are just sitting in the chairs, or make others available when all computers are in use.

Feedback was forwarded to Head Librarian. No contact information was submitted, so follow-up was not possible.

Holt-Delhi

- Do you know when you will have access to the new movie _____

We usually get our DVD's as soon as possible when they come out on DVD for us to purchase for the library. There are some exceptions from specific producers where they make libraries wait a longer time after that before they want their item available to check out for free at libraries, and I believe that Disney may be one of those producers.

With the new _____ DVD, it looks like _____ plans to release it for purchase sometime in mid-February, but this could be changed if they decided to keep the movie in theaters for longer than usual. We try and get them out to our members as soon as possible so I hope we have it available for checkout, or to place a hold on, either mid-February or mid-March.

We do usually try to make a record for it before we are able to get the item so that members can place a hold on it earlier, so I would recommend checking later this month for a record to see if you can place a hold on the item. I hope this helps,

- Is there a list of book titles for the book discussion meetings at the Holt Delhi Library?

We currently have 3 different book discussion groups for the library! Here are a list of their current books and the ones they choose for the year as we know them. There is also a printed list located at the "ask us" desk upon request. [Lists of titles by discussion group were included.]

- The DVDs and Blu-rays I check-out will often skip at different places during the movie. Is there a way to have these cleaned when somebody returns them? This happens with most DVDs and Blu-rays I've checked out, and will occur at least 7 or 8 times or more during the movie.

I'm sorry to hear that you are having issues with our DVD's and Blu-rays. We do have a small basket in the Holt library that is located on the top right-hand side of the return spot inside of the library desk that has forms that you can fill out and leave with the affected DVD/Blu-ray. The form just lets us know that you had issues and we should send it for cleaning when possible.

I do know that some DVD/Blu-ray machines have issues of their own that we can't solve with just resurfacing our items, So I would encourage you to just check your machine, and possibly clean it to make sure that it is working correctly also!

- I noticed that the film _____ is still listed as Ready for Pick-up, but I picked it up already. I plan on returning it tomorrow and didn't want there to be any confusion.

Thank you for letting us know that you have the _____ Movie, I have gone and checked it out to you on your account so that it reflects that you have the movie with you.

We do kindly ask that you just do a double check that all of your items have been checked out to you when you leave the library. We know that it can be easy to miss one in the process, but we always want to make sure that everyone's account is correct!

Thank you again for letting us know!

- HI, I am looking for a location that I can hold a weekly _____ class (I do charge for the class in advance, not at the door) that is free or low cost and was wondering if the library (Holt or Mason) would be an option. Any information would be helpful. Thank you!

Our Holt-Delhi Library does not have separate study or program rooms, so our library is open to all folks during our open hours. This means that anyone is welcome to come and use our space but will be held to the same restrictions as anyone else, volume must be low enough that is it not disruptive, space must be available for all folks, and there is no reservation of specific tables or locations inside the library. We have had some folks who were able to follow these rules and have meetings here but I can not guarantee that we would be the best location for your class.

I am unsure of Mason's ability to host you and your group, I would highly recommend calling them to inquire about their availability. The downtown Lansing Branch would be your best location for having a quite room that you can reserve and use for your programs but I know that it is not the best option for folks. Two other locations that could be good to check with would be: East Lansing Hannah Community Center and Allen Neighborhood Center.

- I received a text renewing _____ by _____. I returned that book yesterday.

I'm sorry for the confusion this has caused. The item is off of your account and checked in, so no worries there. Our notifications are automatically generated so occasionally they are delayed until the next morning especially if an item was automatically renewed shortly before it was checked back in later in the afternoon. I hope this helps clarify the situation.

Thank you for bringing this to our attention and please do still keep an eye on your items like this for the future because we always want to make sure that we have accurate records for your account!

Local History

- To Whom It May Concern, I hope this message finds you well. I'm currently working on my _____ publication in the _____ series, _____, and a store located inside the _____ is going to be featured in this book. As part of my research, I'm looking for any historical information or photographs related to the building at _____ . I've been having difficulty finding specific details about the history of the building and would greatly appreciate any insight or resources you could provide. I'm also curious to know if there are any notable events or stories tied to the location that you might be aware of. Your assistance in helping me uncover more about the history of this building would be invaluable, and I'd be truly grateful for any information or direction you can offer. Thank you so much for your time and support. Best regards,

Well the only image I was able to find was from the _____ and is a low res image. These two attached studies provide some information on the buildings.

I am not really set on who they listed as the first business

In _____ was _____ no listing for _____ or _____

In _____ was _____ no listing for _____ or _____

The _____ is from _____ and shows the lot _____

The _____ are from the _____ of the first building on the site.

Maybe and this is a big maybe, the _____, or the _____ or the _____

May have an image of the building.

You can search for more information at <https://www.cadl.org/research-learn/research-tools-guides/newspaper-magazine-articles> Use your Library Card and select Lansing State Journal Full Image

You can search for info on _____ by using these terms in quotation mark

"_____ " and "_____ " You can do this for any building you want.

I will scan the image we have sometime today and send it along

- To Whom It May Concern, I hope this message finds you well. My name is _____, and I am conducting research on the _____ in _____, _____. I am hoping to gather more information on the events surrounding these _____. If your library holds any historical records, newspaper archives, or other resources that provide insight into the _____, I would greatly appreciate your assistance. Specifically, I am looking for any relevant documents, articles, or firsthand accounts that could offer a deeper understanding

of _____ and its _____. Please let me know if you can point me in the right direction or if there are any resources available for public access. I am located in _____. Thank you for your time and consideration. I look forward to your response. Sincerely,

Staff reached out to the individual to provide assistance.

- I submitted request for a photograph of the home I currently live in. It was built in _____. I am still researching the history, but I do appreciate how fast of a turn around for this photograph, taken in _____ or _____. Not sure which year. Thanks for your help!

The admin office forwarded your feedback to me. Thank you! Most of the photographs in that collection were dated _____ or _____ in print on the margins of the photos, but the one for your house is a bit of an outlier. I am not sure if we can conclude the “_____” written on it refers to a year.

We also have a real estate file for the house which we happen to have already scanned. The files are in the links below for you to download. One of the photographs is from _____, and the other is from the early _____ as best I can tell.

We have lots of other resources in the library for researching house history. Local History is open Tuesdays 3pm-7pm and Thursdays 10am-1pm. We also have a page about house history research on our web site. Take a look! <https://www.cadl.org/research-learn/local-history/person-research/researching-history-your-home> Thank you again for your interest and let us know if we can help with anything else.

Mason

- Hello!! I just got an email saying I still have a book checked out, but I know I returned it a few weeks ago with several other books. The book is _____ by _____. Barcode is _____. I will continue to look for it but I'm certain I kept all the books together and turned all of them in at the same time. What is the protocol if the book is not found? Thank you for your time and Happy New Year!

Thank you for reaching out! We did miss this item on check in - we located it, and it is cleared from your account. Thanks again for letting us know and we hope you have a great week!

Okemos

- Hello, Happy New Year 2025!! I am a volunteer program coordinator from _____ reaching to you for possible _____ programs at your facility. We have conducted successful _____ at various libraries/Community Centers/Parks and Recreation in the last few years. These sessions are of no cost to you or the attendees. I am providing some more links to our websites etc. _____, _____ or _____ Practicing _____ helps with _____. We would love to do a program with your facility at your earliest convenience. Looking forward to hearing back from you soon. We can tailor these programs and add more or less sessions according to your need. If you have more questions you can call me at my cell _____. Thank You!! Sincerely, _____

Thank you for reaching out to us. I will share this information with our team for consideration. Do you have a standard rate you charge for these events?

- You have a desk librarian who seems to greet and offer assistance to everyone except _____ when they walk in. _____ also quite systematically wishes everyone but _____ a good day as they leave. Today I stood and observed her for some time as I waited for _____. It's an absurd thing to be seeing in a public library in the year 2025. _____ was on duty at the front desk at _____ on _____, Okemos Branch. I do not write this message frivolously, and yes I would appreciate a response.

Thank you very much for reaching out. I am sorry that you felt unwelcome in the library. One of our values as an organization is customer service and we try our best to ensure that our libraries are safe and welcoming spaces for everyone in our community. I will investigate this further and talk to our team about being mindful of how we are treating everyone who visits.

If you would like to meet in person to discuss this, I would be happy to sit down to speak with you. Just let me know and we will set up a time.

- Hello, I have a question for the Okemos branch. My daughter is a student at _____. I believe I accidentally put a book she checked out from the school library into the Okemos CADL book drop. Could someone see if “_____” was accidentally returned to your branch? Here’s the Amazon link to the book, if that’s helpful-_____

We do have the book. If you ask for it at the circulation desk we can return it to you. Occasionally someone from _____ Schools stops over to grab items that were returned to our location, but we have not had anyone stop by recently.

- How do I change my mailing address? I usually "rent" ebooks when I read, but just realized the stress listed is an old one and I don't seem to be able to change it.

Thank you for letting us know that your address has changed. Due to privacy and residency concerns we only allow changing your address in person at the branch. We would welcome you to stop by any CADL Branch, bring along a picture ID and a proof of address and we will happily update the address on your account. If you have any questions, please let me know.

- Do you have any books for _____ readers that is printed in _____ font??? If not, it would be a wonderful opportunity to help _____ readers who struggle with _____ learn to love reading.

Hi, my name is ____, I'm a librarian at CADL Okemos. Thanks for your question about _____ fonts! We unfortunately don't have a large collection of physical books in specifically _____ fonts. We have one graphic novel in _____ on the way, though it sounds like it may be for an _____ audience than your _____ reader. (I also always recommend graphic novels in general, and the

more illustrative _____ reader books like _____ series for _____ readers with _____.) Here's a list of things to look for when picking books for children with _____.)

If your child is comfortable reading e-books, all of the e-books in Hoopla and Libby can be set to a _____ font in the "reader settings" options. Here is CADL's page on _____ resources including specifics of changing these settings, reading lists of books that, while not specifically written in _____ or _____, are easier to parse, and other resources in the area.

We also have over 700 _____ books. These are physical books with a built-in audio player, so the reader can follow along with the narration, which can also be helpful for reading with _____. You can search our catalog with the filter "MP3 + Book" for these and narrow it down by other keywords and filters to find what you're looking for. I hope this information helps. Let me know if you have other questions!

- I really appreciate the staff at the Okemos branch. ____ and her staff at the checkout desk are friendly, helpful and professional. I recently had surgery and when I come in to pick up my (millions of) requested books, they always ask how I am doing and even helped me carry books out to the car when I was using a cane. _____ is always positive and helpful. A public library is about community and we are lucky to have them in ours.

Thank you so much for your feedback! Your email has been shared with the Regional Head Librarian Head and Head of Public Service at Okemos.

- Can you please add a feature to the CADL app to allow patrons to select the branch they'd to receive a book from? I'm currently waiting on a book coming from the Aurelius branch (to Okemos) even though there is a copy at the branch in Downtown Lansing. However, I was unable to select the location, and the app defaulted to the first copy listed. I would have preferred the Lansing copy, as I understand the Okemos branch receives deliveries from Lansing more quickly and more frequently than from the out-county branches. Thank you!

My apologies in the delay for responding. I did pass your request on to our team that oversees the catalog. They shared some additional information on how the holds are assigned.

Each branch is ranked in our system and available items are pulled in the order from which they are available according to the ranking. Small branches actually have their items pulled first, because they have fewer unique items so even with that the large branches have many more items paged each day, and mobile library is last because of their unusual schedule and different items being in different locations, some on the trucks some in storage.

Unfortunately, the system we use does not currently offer an option for the public facing catalog users to request specific copies. If you call one of the branches, staff can assist you with requesting a specific copy. If you are placing a hold on a title with all copies checked out, I would advise the regular process, so you receive the item returned soonest.

It is true items from a small branch could take up to a day longer to get to someone than from a large branch, hopefully not more than two days at the very most. Okemos receives two deliveries

each day from our branches and that will include items from every branch, but you are correct that the busier branches that are receiving two deliveries also have two chances to send items out and those items should arrive faster.

If you have any additional questions or suggestions, please let me know,

South Lansing

- I read large print books and I have always appreciated that at South Lansing they are located directly inside the door, which is helpful for those of us with eyesight or mobility issues (with age those usually go together.) But now you have moved the new large print books to the back wall and scattered them among the regular print books by category. The back wall also has shells that extend above my head. None of this is a real problem for me, but on behalf of those people my age (____) who aren't as mobile, I really think you should change it back. I used to bring _____ in while she was alive and I know it would have been impossible for her to search out new large prints the way you currently have it set up.

Thanks for your comment. We have been working with our Large Print collection as part of a larger collection shift and decided to move the Large Print new books to our New Book section to be more consistent with our other branches. I do agree that interfiling the Large Print isn't the best for the collection, so we are separating it out in the new section, so they are easier to find. They will have their own section in the New Books. We will also make sure that they are at an accessible height. Please let me know if you have any other questions or concerns.

Williamston

- I need a password [for my SSI account]

Staff reached out to the student to assist.