APPENDIX A: Survey Report

In September 2024, MCLS consultants created a public community survey that was offered through the MPPML library website and in person. Four hundred and thirty-two (432) people participated in the Maud Preston Palenske Memorial Library Strategic Planning Survey either online or in paper form. Paper copies were entered into the online survey, and all results have been compiled and will be shared in this report.

The survey was a total of 21 questions, but not all respondents were presented with all survey questions. All survey respondents were presented with questions #1-4 and questions #14-21, but only those who answered in Question #4 that they had some involvement with the Library in the past year were presented with questions #5-13. For question #4, 21 (or 4.87%) of the respondents had not had some involvement with the Library in the previous year. One other exception is that Question #11 was only presented to those who answered Yes to Question #10, stating they had brought children to the Library within the past year.

Not every person who took the survey chose to answer every question. The tables provided in this report will show the total number of respondents for each question.

Of note, for question #1 of the survey, 96.53% (417 respondents) either agreed or strongly agreed that they consider Maud Preston Palenske Memorial Library (MPPML) to be an important part of the community. Twelve, or 2.78%, neither agreed nor disagreed, and only 3 people (0.69%) disagreed or strongly disagreed.

Following are the charts, tables, and comments, if applicable, for each survey answer, along with a summary of the response under each chart and table.

Q1 I consider the Maud Preston Palenske Memorial Library (MPPML) an important part of the community.

Answered: 432   Skipped: 0
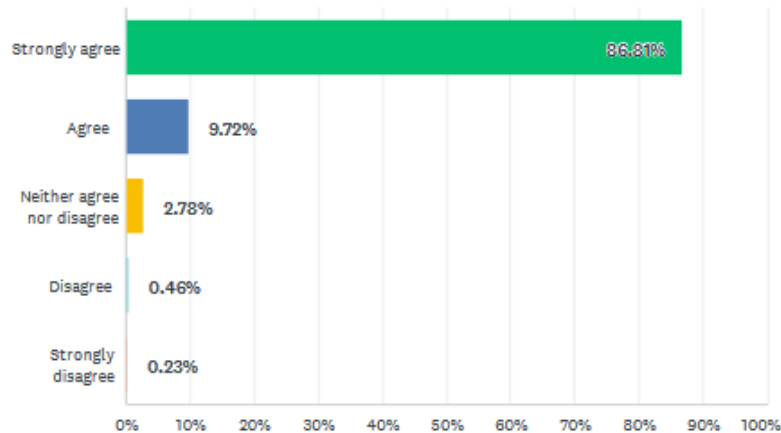
ANSWER CHOICES	RESPONSES	
Strongly agree	86.81%	375
Agree	9.72%	42
Neither agree nor disagree	2.78%	12
Disagree	0.46%	2
Strongly disagree	0.23%	1
TOTAL		432

As mentioned in the introduction to this survey report, 96.53% (417 respondents) either agreed or strongly agreed that they consider MPPML to be an important part of the community. Twelve, or 2.78%, neither agreed nor disagreed, and only 3 (.69%) disagreed or strongly disagreed that they consider MPPML to be an important part of the community.

When asked why or why not, the following responses were provided (unedited):
- Libraries are essential to communities. Their servcies are so important. One of the only places where you go in and are not expected to buy anything
- Knowledge and enjoyment
- Programming and Internet access
- waste of tax payers money
- Libraries have something for everybody.
- It is a place to come for peace from the whirlwind of our busy lives. All can sit and read, seek knowledge or fellowship with other learners in the community! It also provides important internet/computer access for those that do not have it at home.
- Community spaces and resources are so vital to our community.
- Libraries are the heart of a community.
- It's a place that brings people together and is also impactful in sharing information.
- I consider all libraries to be an important part of every community they exist in.

- Nothing is better than a library!!!!
- Accessible, broad resources for all ages
- Perhaps if it was a better library. We avoid it and go to other local libraries that have more to offer, even though we live in Saint Joe. We only started going regularly in the the last month because the Stevensville library is closed.
- Interesting, diverse programming
- A library is a key element of a strong community providing needed resources and/or educational opportunities for all ages. Whether it is classes, books, access to other libraries books, or onsite activities. Plus, the genealogy resources and local history is a key element that needs to be preserved and moat people think of the library as that place.
- There's nothing else like it -- and it's free!
- Reading ink-on-paper and silence are tremendously grounding and relaxing.
- A library is a important part of a community.
- I love so many things, especially Hoopla, Please keep this option.
- Our libGenerations of community members have called this landmark their own. Our library conitnues to meet the needs of all ages. The programs and changes in services are evidence of that.
- Is there for everyone.
- It is not only a book/information resource, it is a place for activities and community gathering.
- All libraries are an important part of the community.
- A library is for everyone and allows community members access to whatever knowledge, entertainment, or community building events they are interested for free.
- Invaluable resource to promote learning
- Reading is knowledge and that can unite our community
- It gives information to anyone who walks through the door
- It's a gathering place as well as providing services
- It provides both educational and recreational opportunities with books, movies, programs, & community brochures.
- the library provides programs for all ages
- Provides services and books for everyone in the community. Important community hub.
- Access to free books is essential, also offers great programs
- Information is important as is reading material. Not everyone has digital devices.
- resources & programing for the community
- It is a vital resource and space for children, teens, adults, & seniors!
- Libraries have been an integral part of my life from childhood through adulthood
- It's a wonderful hub of resources, a place to explore and gather knowledge, a place to have fun, and it's a beautiful respite. My kids and I love it!
- They provide extensive access to both books (both in house and via MEL) and online resources
- Libraries are just one of the best "public good" places for community education and involvement.
- It's one of the hardest working libraries in the area providing for so many in our community.
- It serves all age groups and is a resource that is free to taxpayers.
- Every community needs a quality library and the MPP is just that
- Every community needs a quality library and the MPP is just that
- ALL Libraries are essential to the betterment of mankind.

- The library is absolutely vital to St. Joseph for it's fiction, non-fiction, education and other book, as well as all other "thinking" and entertainment materials.
- Libraries are community gathering points as well as sources of information and knowledge.
- Supplements visual and audial media, provides otherwise expensive or not readily accessible literature
- Vital resources for many people in the community
- It is a valuable resource for our community
- The skill of reading is the core of an organized society.
- it is a coner stone of our community
- It's a valuable resource
- Myself, I do not utilize this service.
- Libraries are essential to a community.
- Allows for equitable accessibility of a variety of resources
- Information is at our fingertips
- I don't use.
- In the heart of downtown important opportunity for everyone
- Everyone should read. We all need a library where we can find information and pleasure.
- The core of a community's interest stems from its library
- It is a vital resource to the community. Not enough people read anyway in the historical archives are important to the area as well
- Community gathering, dispensing knowledge, services
- I find that the resources of the library improve over all understanding of the world around us and create lifelong learners the help enrich the community that we live in.
- I've not used this library as much as I've used the Lincoln Twnshp library. Used to live in Stevensville.
- Huge variety of resource types
- Limited book choices. Every time I look for a book I'm interested in they don't have it.
- Access to resources and space
- Gives people access to knowledge, resources and internet services.
- Multiple public services needful for a vital, developing and knowledgeable community
- It's great, has a lot to offer. I go several times a month.
- I've only been once since I've lived here.
- A community library is a place for gathering
- Readers are informed and place to interact with like minded people.
- Libraries are central to communities and their access to diverse information, learning opportunities for all, and a meeting space for many.
- My preteen daughters absolutely love the library and renting books and attending the different activities each month and I love using the online site to rent books
- Community access to knowledge regardless of age, gender, ethnicity, political persuasion, etc
- Information / Internet access / activities

Q2 Where do you live? (please choose only one answer)

Answered: 432   Skipped: 0
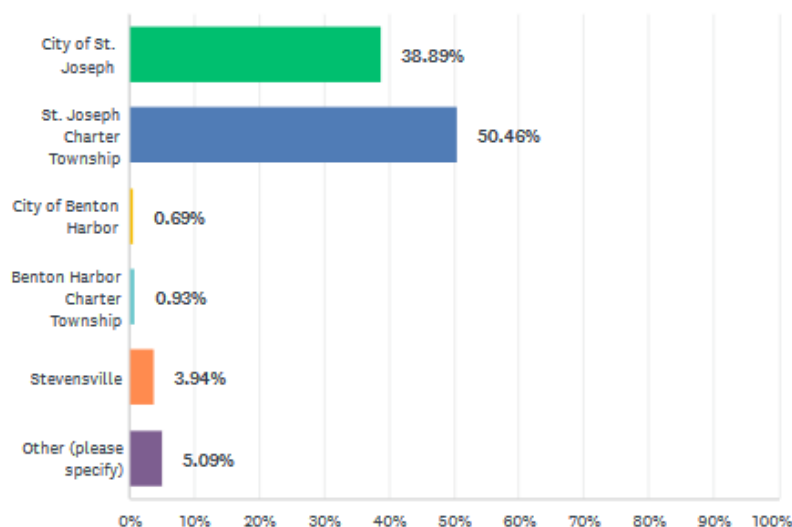
ANSWER CHOICES	RESPONSES	
City of St. Joseph	38.89%	168
St. Joseph Charter Township	50.46%	218
City of Benton Harbor	0.69%	3
Benton Harbor Charter Township	0.93%	4
Stevensville	3.94%	17
Other (please specify)	5.09%	22
TOTAL		432

About half of the survey respondents were from St. Joseph Charter Township while more than one-third, or 38.89%, were from the City of St. Joseph. The next highest area that respondents were from was Stevensville with 3.94%, followed by Benton Harbor Charter Township with .93%.

The Other responses for location were:
- Royalton Township (4)
- Shoreham (2)
- Coloma (2)
- Lincoln Township (2)
- Lincoln Twp. (Stevensville address)
- In St. Joseph but Lincoln Township
- Benton Charter Township
- Berrien township
- Sodus Township
- Sodus, MI
- Sawyer

- Baroda
- Watervliet
- Riverside

Q3 What is your age?

Answered: 431   Skipped: 1
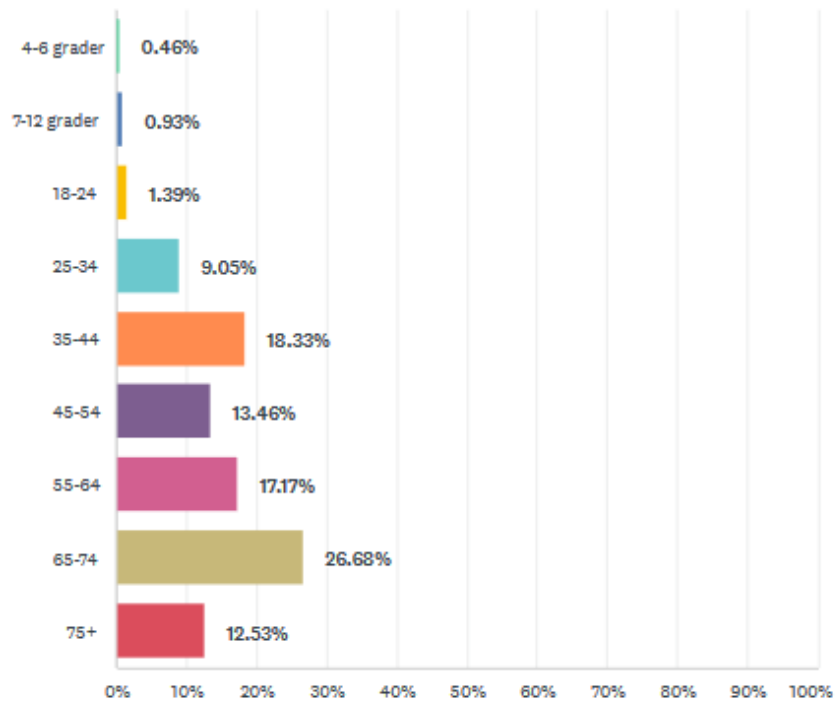
ANSWER CHOICES	RESPONSES	
4-6 grader	0.46%	2
7-12 grader	0.93%	4
18-24	1.39%	6
25-34	9.05%	39
35-44	18.33%	79
45-54	13.46%	58
55-64	17.17%	74
65-74	26.68%	115
75+	12.53%	54
TOTAL		431

About one-quarter of respondents were aged 65-74, which was the most selected age category. Next were those 35-44 years old with 18.33% selecting that age category. All other age categories had over 10% except those age 25-34 who represented 9.05% of survey respondents and those under age 25 who represented only 2.78% of survey respondents.

Q4 Please choose any that apply. In the last year, have you…

Answered: 431   Skipped: 1
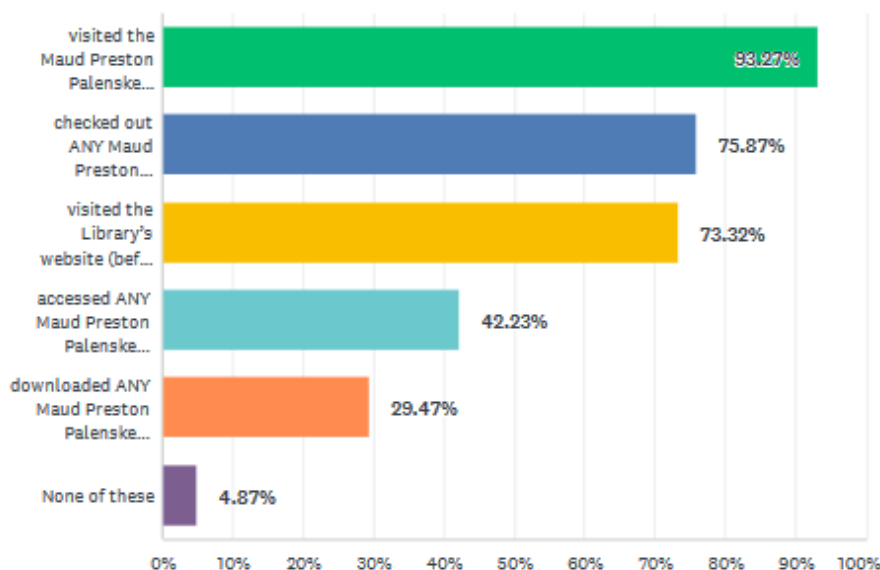
ANSWER CHOICES	RESPONSES	
visited the Maud Preston Palenske Memorial Library?	93.27%	402
checked out ANY Maud Preston Palenske Memorial Library materials (including homebound delivery)?	75.87%	327
visited the Library's website (before today)?	73.32%	316
accessed ANY Maud Preston Palenske Memorial Library online resources?	42.23%	182
downloaded ANY Maud Preston Palenske Memorial Library materials?	29.47%	127
None of these	4.87%	21
Total Respondents: 431		

Over 90% of those who responded to the survey had visited the Library in the previous year. Three-quarters had checked out materials and nearly three-quarters had visited the Library's website. 42.23% used the Library's online resources while 29.47% downloaded Library materials. As mentioned in the introduction, only 21 or 4.87% of respondents to the survey said they had not visited or used any resources from the Library in the prior year.

Q5 How often do you typically visit MPPML?

Answered: 401   Skipped: 31
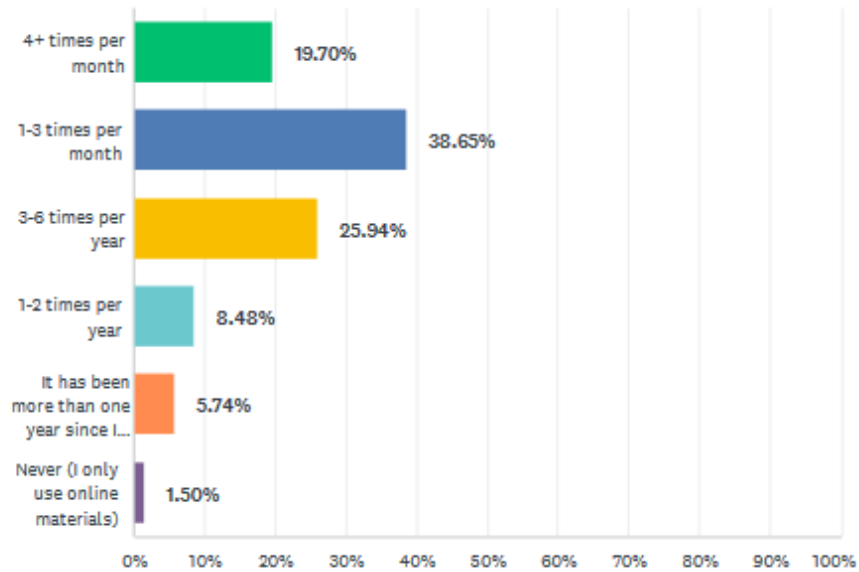
ANSWER CHOICES	RESPONSES	
4+ times per month	19.70%	79
1-3 times per month	38.65%	155
3-6 times per year	25.94%	104
1-2 times per year	8.48%	34
It has been more than one year since I visited	5.74%	23
Never (I only use online materials)	1.50%	6
TOTAL		401

About one-fifth of respondents visit 4+ times per month while 38.65% visit 1-3 times per month. About one-quarter of respondents visit 3-6 times per year, while 8.48% visit 1-2 times per year. 5.74% have not visited in over one year, and 1.50% don't go to the Library in person but just use online materials.

Q6 How do you find out about services and programs? (please check all that apply)

Answered: 394   Skipped: 38
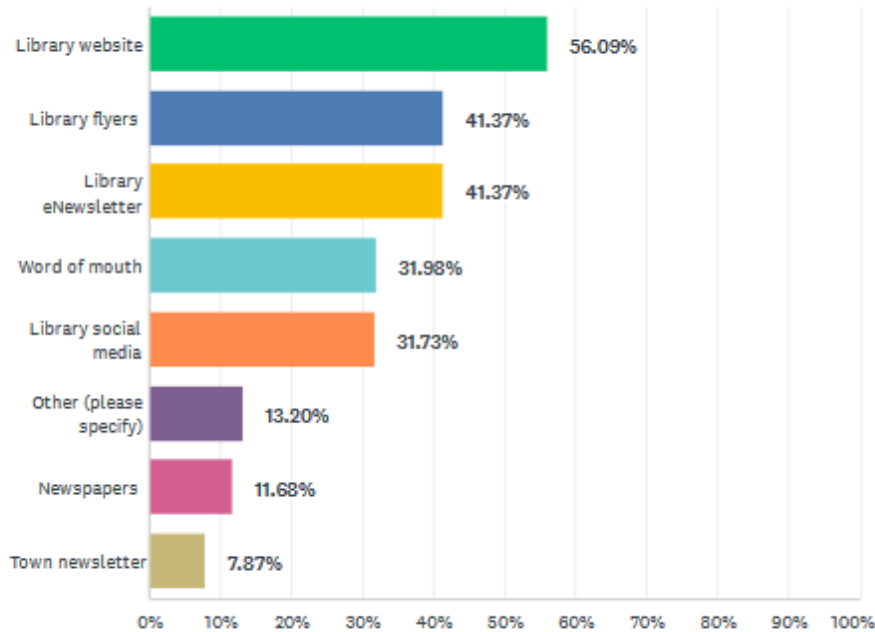
ANSWER CHOICES	RESPONSES	
Library website	56.09%	221
Library flyers	41.37%	163
Library eNewsletter	41.37%	163
Word of mouth	31.98%	126
Library social media	31.73%	125
Other (please specify)	13.20%	52
Newspapers	11.68%	46
Town newsletter	7.87%	31
Total Respondents: 394		

The Library's website is the most chosen response for how respondents found out about services and programs at 56.09%. Next was a tie between Library flyers and the Library eNewsletter with 41.37% each. About one-third found out about services and programs by word of mouth and Library social media. The response of Newspapers was the next most popular response with 11.68% and then the town newsletter was the method that 7.87% found out about services and programs.

Other ways respondents found out about services and programs follow:
- electronic billboard out front (19)

- by visiting library (4)
- I do not receive info (2)
- At the library only or the marquee
- Information obtained while in the library
- notices posted at library
- Posters and lighted sign in building
- Posters in library
- saw it
- walked by
- I live and work in St. Joseph.
- Internet
- fall fair
- Book Club
- I volunteer at the library
- I know some of the Friends of the Library (FOTL)
- I am a member of the Friends of the Library
- When people share posts, the "In & Around St. Joseph" Facebook page
- Other people posting on social media
- My parents or school
- info at ckout desk
- Lincoln Elementary School newsletter
- Local newspaper and TV stations
- staff
- Library Front Desk personnel
- Libby App
- Go in and ask or call and ask
- I didn't know they had an e-newsletter, will have a look.

Q7 Please rate the following based on your recent Library experiences.

Answered: 396   Skipped: 36

Category	Excellent	Good	Neutral	Fair	Poor	NA
Customer service	73.16%	20.25%	3.80%			
Friendly and welcoming atmosphere	63.04%	26.58%	5.06%			
Comfortable physical space	55.47%	32.57%	5.60%			
Physical collections	29.46%	44.96%	9.56%			10.34%
Outdoor/Green space	40.16%	30.83%	6.99%	0.78%		17.10%
Events and programs	26.61%	36.95%	10.59%	0.52%		21.71%
Parking	13.92%	30.41%	18.81%	18.56%	13.14%	5.15%
Technology	19.11%	36.13%	12.04%	4.97%		27.49%
Digital collections	19.16%	30.18%	8.66%	1.05%		35.43%
Meeting space	23.51%	23.26%	10.08%	0.78%		39.28%

Legend: Excellent, Good, Neutral, Fair, Poor, NA

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	EXCELLENT	GOOD	NEUTRAL	FAIR	POOR	NA	TOTAL	WEIGHTED AVERAGE
Customer service	73.16% 289	20.25% 80	1.77% 7	0.76% 3	0.25% 1	3.80% 15	395	4.54
Friendly and welcoming atmosphere	63.04% 249	26.58% 105	5.06% 20	1.52% 6	0.51% 2	3.29% 13	395	4.40
Comfortable physical space	55.47% 218	32.57% 128	5.60% 22	1.78% 7	0.76% 3	3.82% 15	393	4.29
Physical collections	29.46% 114	44.96% 174	9.56% 37	4.39% 17	1.29% 5	10.34% 40	387	3.66
Outdoor/Green space	40.16% 155	30.83% 119	6.99% 27	4.15% 16	0.78% 3	17.10% 66	386	3.54
Events and programs	26.61% 103	36.95% 143	10.59% 41	3.62% 14	0.52% 2	21.71% 84	387	3.20
Parking	13.92% 54	30.41% 118	18.81% 73	18.56% 72	13.14% 51	5.15% 20	388	2.98
Technology	19.11% 73	36.13% 138	12.04% 46	4.97% 19	0.26% 1	27.49% 105	382	2.86
Digital collections	19.16% 73	30.18% 115	8.66% 33	5.51% 21	1.05% 4	35.43% 135	381	2.55
Meeting space	23.51% 91	23.26% 90	10.08% 39	3.10% 12	0.78% 3	39.28% 152	387	2.48

When asked to rate various aspects of the Library, nearly three-quarters of respondents noted that customer service was excellent and 63.04% marked "Excellent" for the Library having a friendly and welcoming atmosphere. Outdoor/greenspace was marked "Excellent" by 40.16%. The category that had the most for "Good" was physical collections with 44.96% selecting that. Next for "Good" was events and programs with 36.95% selecting that closely followed by technology at 36.13%. Respondents felt neutral about parking with 18.81% choosing that followed by technology with 12.04%. The highest "Fair" response was 18.56% choosing that for parking. The highest "Poor" response was also for parking with 13.14% selecting that. NA was listed by 39.28% for meeting space. Overall customer service received the highest favorability and parking the lowest.

Q8 How do you use the Library's services? (please check all that apply)

Answered: 398   Skipped: 34

Service	Percentage
Borrow a book or magazine	83.92%
Attend class, program, or event (with ...	41.71%
Check out eBooks, eAudiobooks,...	41.71%
Access Wi-Fi with my own device	34.17%
Get help from library staff	34.17%
Sit, study, or read alone	33.92%
Borrow an audiobook, DVD, or CD	32.41%
Do research or find information	25.63%
Use the copy machine or fax	20.10%
Meet with friends	15.58%
Attend a public or community...	15.08%
Use a computer	14.82%
Use a community room	12.06%
Access local historical collection...	9.55%
Other (please specify)	8.29%
Pick up tax forms	6.28%
Look for a job	2.51%
Study with a group	1.01%

ANSWER CHOICES	RESPONSES	
Borrow a book or magazine	83.92%	334
Attend class, program, or event (with or without children)	41.71%	166
Check out eBooks, eAudiobooks, or eVideos	41.71%	166
Access Wi-Fi with my own device	34.17%	136
Get help from library staff	34.17%	136
Sit, study, or read alone	33.92%	135
Borrow an audiobook, DVD, or CD	32.41%	129
Do research or find information	25.63%	102
Use the copy machine or fax	20.10%	80
Meet with friends	15.58%	62
Attend a public or community meeting	15.08%	60
Use a computer	14.82%	59
Use a community room	12.06%	48
Access local historical collection and/or digitized newspapers	9.55%	38
Other (please specify)	8.29%	33
Pick up tax forms	6.28%	25
Look for a job	2.51%	10
Study with a group	1.01%	4
Total Respondents: 398		

The most chosen selection for how respondents use the Library's services was borrowing a book or magazine with 83.92% choosing that response. Tied for second place were attending a class, program, or event, and checking out eBooks, eAudiobooks, or eVideos with 41.71% each. Next was accessing Wi-Fi with their own device and getting help from library staff both at 34.17%. 33.92% of respondents liked to sit, study, and read alone, while 32.41% borrow audiobooks, DVDs, or CDs. The least chosen response for services used was studying with a group with only four respondents or 1.01% selecting that.
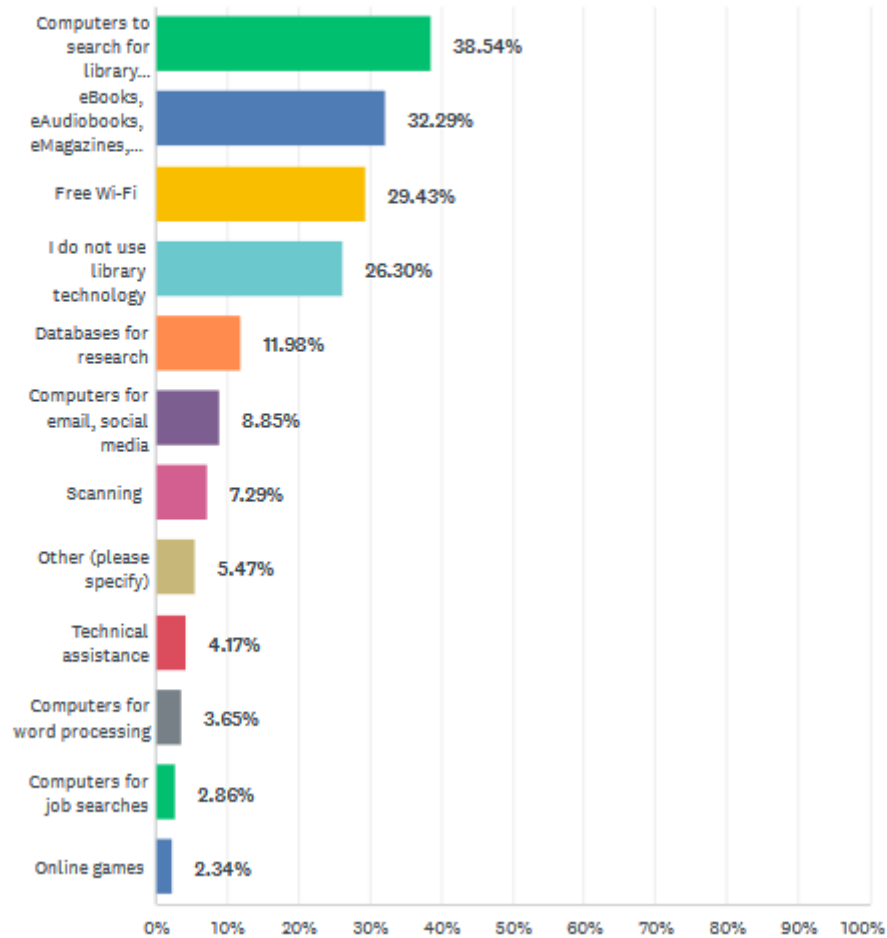
Other Library services used are:
- Use Shredder (2)
- Shredder, play area with child
- Play with my child
- use kids library area
- Use the child space
- Take my grandchildren to the child's floor. They like the toys and the books.
- Take great granddaughter to the children's area for play.
- My grandkids visit the Library every time they come to visit me and check out books
- Take grandchildren there to play downstairs and read books.
- We enjoy the toys, art projects and children's games.
- Puzzles (2)
- Red the newspapers offered there,swap jig saw puzzles

- daily newspapers
- Attend your book sale!
- I also attend the FOTL book sales
- Drop off used book colllections
- I volunteer at the library
- See clients
- I am new to the community . At my library where I used to live. I would visit the library once a week.
- Men's' book club
- I plan to increase my use in other areas
- Plan on using the community room in the future
- I tried 2 separate occasions to use fax machine but it wasn't working. Library in Stevensville has a wonderful fax machine. SJ desperately needs to upgrade to one like Lincoln twp has.
- I don't use the library (2)
- Don't need it
- Sorry, but we don't.
- Have not been there in years couldn't tell you

Q9 We have many forms of technology in the Library. What do you use? (please check all that apply)

Category	Percentage
Computers to search for library...	38.54%
eBooks, eAudiobooks, eMagazines,...	32.29%
Free Wi-Fi	29.43%
I do not use library technology	26.30%
Databases for research	11.98%
Computers for email, social media	8.85%
Scanning	7.29%
Other (please specify)	5.47%
Technical assistance	4.17%
Computers for word processing	3.65%
Computers for job searches	2.86%
Online games	2.34%

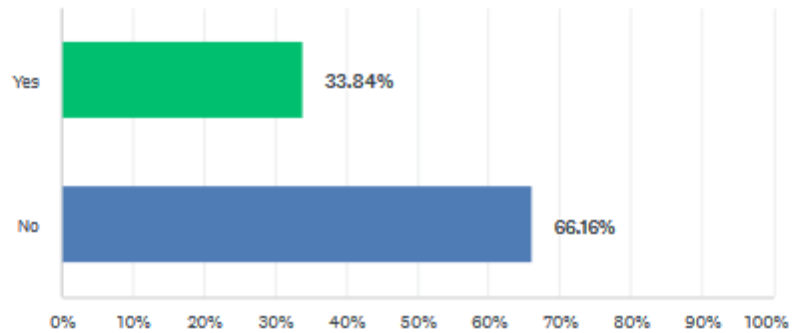| ANSWER CHOICES	RESPONSES	
Computers to search for library materials	38.54%	148
eBooks, eAudiobooks, eMagazines, video streaming, downloadable music from the Library's website	32.29%	124
Free Wi-Fi	29.43%	113
I do not use library technology	26.30%	101
Databases for research	11.98%	46
Computers for email, social media	8.85%	34
Scanning	7.29%	28
Other (please specify)	5.47%	21
Technical assistance	4.17%	16
Computers for word processing	3.65%	14
Computers for job searches	2.86%	11
Online games	2.34%	9
Total Respondents: 384		

The most-used form of technology was utilizing computers to search for Library materials, with 38.54% of respondents choosing that. Next was eBooks, eAudiobooks, eMagazines, video streaming, and downloadable music from the Library's website with 32.29% using at least some of those options. Next was free Wi-Fi with 29.43% listing that. 26.30% say they do not use Library technology. Least-used was computers for job searches and online games with 2.86% and 2.34% choosing those options respectively. Over half of those who took the survey were age 55 or over, which may reflect already being established in jobs or being retired.

Other forms of technology used are:
- printing services (5)
- Color printing (2)
- I also use the library technology to print personal documents. At ten cents a page, it's much less expensive than owning and maintaining a home printer.
- Geneology research (2)
- Access books through Libby mainly. (2)
- Ukulele class
- would like to use Hoopla, but it is not allowed
- I bring my own computer to work in a quiet space away from the distractions at home.
- Use catalogue for book searches
- Children's games
- Plan to become more intersctive
- I will now- was unaware
- I mostly just check out books but appreciate the services yall offer
- None

Q10 Did you visit the Library with children (6 grade or younger) within the last year, whether with your own children, your grandchildren, or other children?

Answered: 396   Skipped: 36

ANSWER CHOICES	RESPONSES	
Yes	33.84%	134
No	66.16%	262
TOTAL		396

About one-third of respondents visited the Library with children within the last year and two-thirds did not. Those who did were asked Question #11: "What times work best for the children (6th grade or younger) to attend programs?"

Q11 What times work best for the children (6th grade or younger) to attend programs?

Answered: 134   Skipped: 298
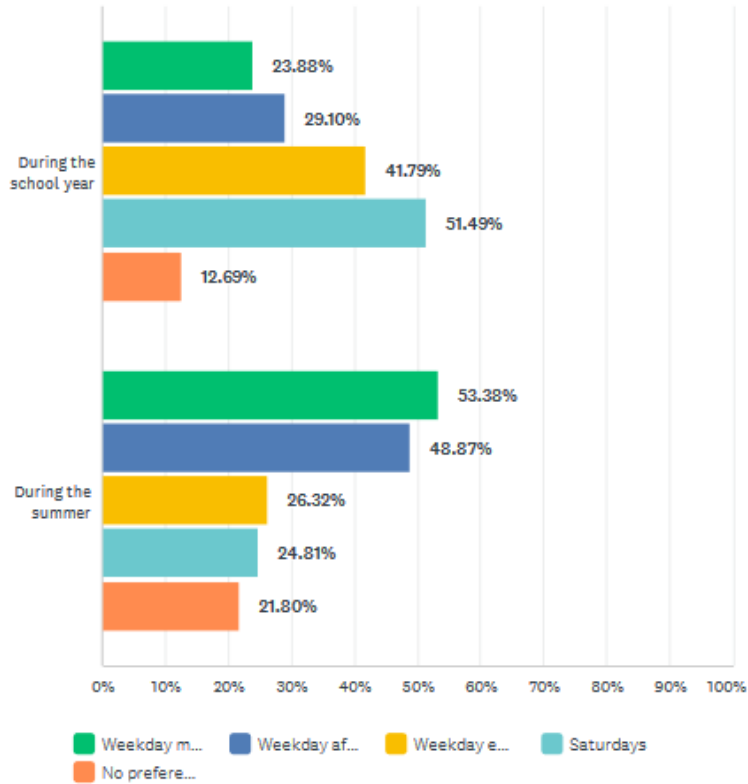
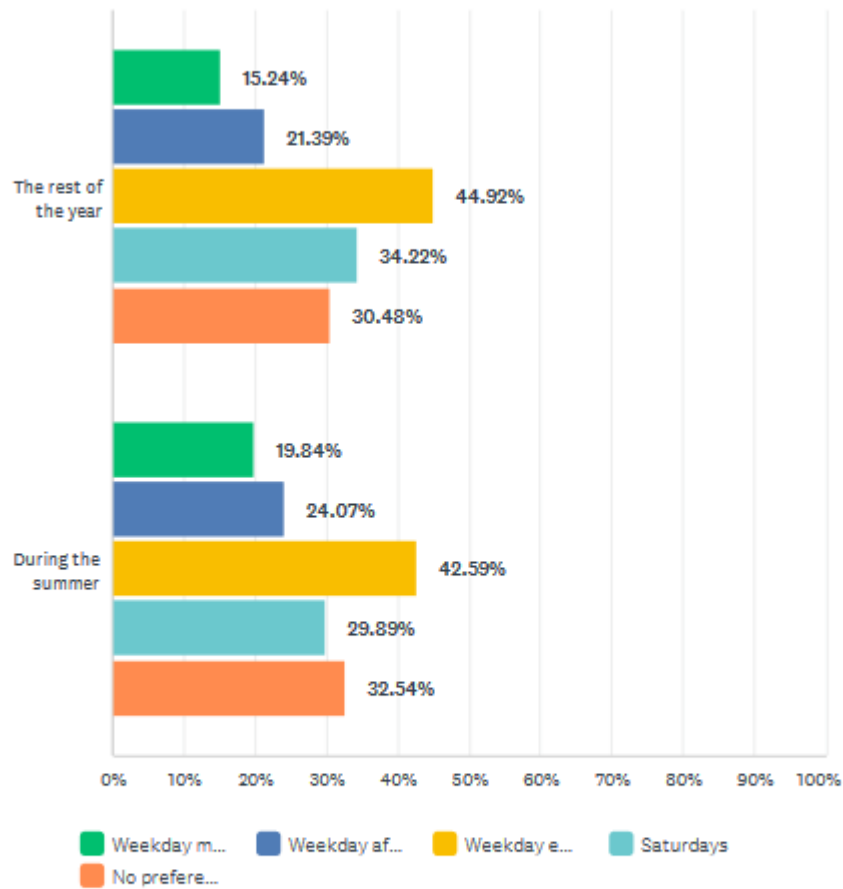|	WEEKDAY MORNINGS	WEEKDAY AFTERNOONS	WEEKDAY EVENINGS	SATURDAYS	NO PREFERENCE	TOTAL RESPONDENTS
During the school year	23.88% 32	29.10% 39	41.79% 56	51.49% 69	12.69% 17	134
During the summer	53.38% 71	48.87% 65	26.32% 35	24.81% 33	21.80% 29	133

This question was answered by those who stated in question #10 that they brought children to the Library.

During the school year, just over half chose Saturdays as the best time for children to attend programs. Their next favored option was weekday evenings at 41.79%, and then weekday afternoons, at 29.10%. Lastly, weekday mornings were chosen at 23.88%.

During the summer, the response chosen by just over half of respondents was weekday mornings. The next favored option was weekday afternoons at 48.87% followed by weekday evenings at 26.32%. While Saturdays were the most favored option during the school year, they were the least favorite option in the summer with only 24.81% choosing that option.

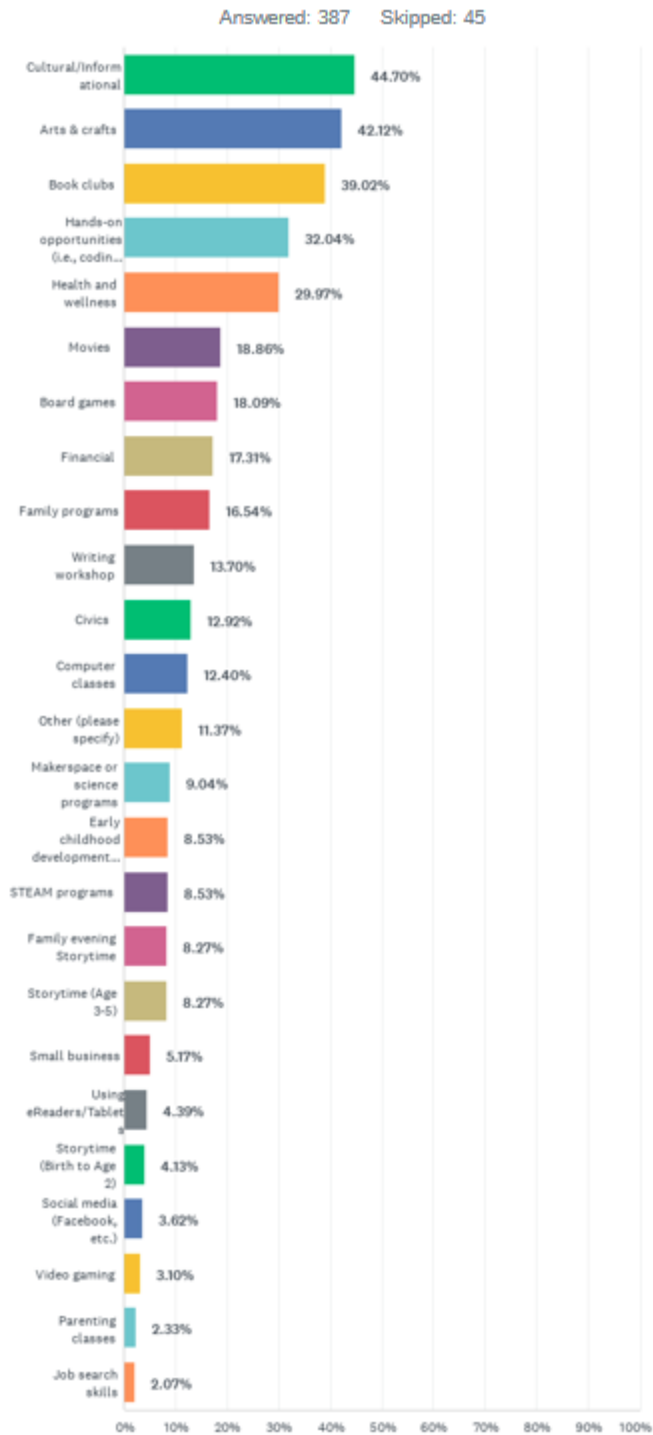## Q12 What times work best for you to attend programs?

Answered: 381   Skipped: 51

	WEEKDAY MORNINGS	WEEKDAY AFTERNOONS	WEEKDAY EVENINGS	SATURDAYS	NO PREFERENCE	TOTAL RESPONDENTS
The rest of the year	15.24% 57	21.39% 80	44.92% 168	34.22% 128	30.48% 114	374
During the summer	19.84% 75	24.07% 91	42.59% 161	29.89% 113	32.54% 123	378

Both during the summer and for the rest of the year, weekday evenings were the top pick for when respondents preferred to attend programs at 42.59% and 44.92% respectively. Excluding those who had no preference, the order of favorite program times both during the summer and for the rest of the year was Saturdays, then weekday afternoons, and then weekday mornings.

Q13 Which of the following types of programs, activities, workshops, or speakers would you be interested in attending? (please check your top five choices)

Answered: 387   Skipped: 45

Program	Percentage
Cultural/Informational	44.70%
Arts & crafts	42.12%
Book clubs	39.02%
Hands-on opportunities (i.e., codin...)	32.04%
Health and wellness	29.97%
Movies	18.86%
Board games	18.09%
Financial	17.31%
Family programs	16.54%
Writing workshop	13.70%
Civics	12.92%
Computer classes	12.40%
Other (please specify)	11.37%
Makerspace or science programs	9.04%
Early childhood development...	8.53%
STEAM programs	8.53%
Family evening Storytime	8.27%
Storytime (Age 3-5)	8.27%
Small business	5.17%
Using eReaders/Tablets	4.39%
Storytime (Birth to Age 2)	4.13%
Social media (Facebook, etc.)	3.62%
Video gaming	3.10%
Parenting classes	2.33%
Job search skills	2.07%

ANSWER CHOICES	RESPONSES	
Cultural/Informational	44.70%	173
Arts & crafts	42.12%	163
Book clubs	39.02%	151
Hands-on opportunities (i.e., coding, robotics, 3-d printing, cooking, sewing, etc.)	32.04%	124
Health and wellness	29.97%	116
Movies	18.86%	73
Board games	18.09%	70
Financial	17.31%	67
Family programs	16.54%	64
Writing workshop	13.70%	53
Civics	12.92%	50
Computer classes	12.40%	48
Other (please specify)	11.37%	44
Makerspace or science programs	9.04%	35
Early childhood development activities	8.53%	33
STEAM programs	8.53%	33
Family evening Storytime	8.27%	32
Storytime (Age 3-5)	8.27%	32
Small business	5.17%	20
Using eReaders/Tablets	4.39%	17
Storytime (Birth to Age 2)	4.13%	16
Social media (Facebook, etc.)	3.62%	14
Video gaming	3.10%	12
Parenting classes	2.33%	9
Job search skills	2.07%	8
Total Respondents: 387		

When asked which programs, activities, workshops, or speakers respondents would be interested in attending, the top pick was cultural/informational topics with 44.70% or 173 respondents choosing that. This was closely followed by arts & crafts with 42.12% choosing that. Next was book clubs at 39.02% and then hands-on opportunities at 32.04%. Many other topics were of interest and the least selected topics were job search skills and parenting classes with around 2% each choosing those. As mentioned related to question #9, with over 50.00% of survey respondents being age 55 or over, these may not be top priorities for this demographic.
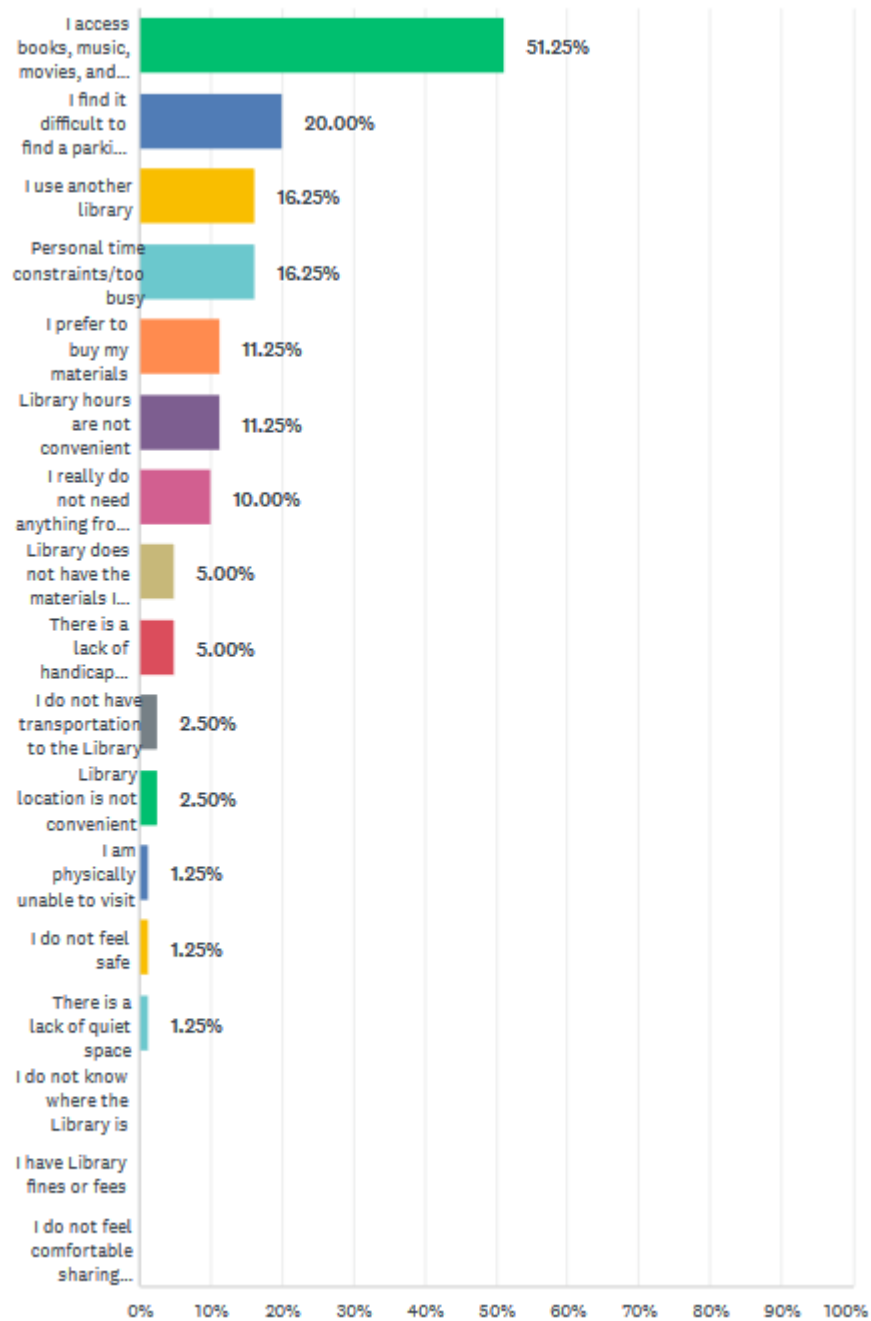
Other responses were:
- Genealogy (3)

- Genealogy / Ancestry programs
- genealogy classes, resource know how, does the library have access to Family Search or what records are available for genealogy?
- your outdoor concerts (2)
- Tai chi, cards, elder yoga (2)
- Guitar Lessons
- I am willing to give ukulele workshops
- Would like to see more adult only programs
- We enjoyed the programs about haunted lighthouses, urban legends, and UFOs.
- ghost stories/Michigan hauntings (especially around Halloween), exciting author background (like the Nancy Drew program), live concerts (such as Jack Black), general voter information on what each candidate considers important
- literary events, e.g. author visits
- Visiting authors, local historians, and how about another jigsaw puzzle competition?
- Puzzle competition!
- puzzle club or speed puzzling
- puzzle area and magazine exchange
- Volunteer opportunities
- public computer help
- Writing workshop a second time. :)
- Local and state history.
- Sewing
- Open time for knit or crochet
- Playing euchre
- Something specifically for homeschoolers. Other libraries in the area have stuff for homeschoolers but I would prefer to use OUR SJ/MP library.
- Having programs targeting homeschooling
- Educational Programs/Speakers
- Educational lectures/discussions
- oral storytellers and historical presentations
- Community info and handout pamphlets
- I just use the library to read newspapers and check out books
- NA
- no answer
- None (2)
- none; I don't like to go to programs
- din't use MPPPL

Q14 If you have not used any MPPML services within the last year or have never used them, please let us know why. (please check all that apply)

Answered: 80   Skipped: 352

Category	Percentage
I access books, music, movies, and...	51.25%
I find it difficult to find a parki...	20.00%
I use another library	16.25%
Personal time constraints/too busy	16.25%
I prefer to buy my materials	11.25%
Library hours are not convenient	11.25%
I really do not need anything fro...	10.00%
Library does not have the materials I...	5.00%
There is a lack of handicap...	5.00%
I do not have transportation to the Library	2.50%
Library location is not convenient	2.50%
I am physically unable to visit	1.25%
I do not feel safe	1.25%
There is a lack of quiet space	1.25%
I do not know where the Library is	
I have Library fines or fees	
I do not feel comfortable sharing...	

ANSWER CHOICES	RESPONSES	
I access books, music, movies, and other materials in other ways	51.25%	41
I find it difficult to find a parking space	20.00%	16
I use another library	16.25%	13
Personal time constraints/too busy	16.25%	13
I prefer to buy my materials	11.25%	9
Library hours are not convenient	11.25%	9
I really do not need anything from the Library	10.00%	8
Library does not have the materials I want	5.00%	4
There is a lack of handicap parking spaces	5.00%	4
I do not have transportation to the Library	2.50%	2
Library location is not convenient	2.50%	2
I am physically unable to visit	1.25%	1
I do not feel safe	1.25%	1
There is a lack of quiet space	1.25%	1
I do not know where the Library is	0.00%	0
I have Library fines or fees	0.00%	0
I do not feel comfortable sharing personal information required for a Library card	0.00%	0
Total Respondents: 80		

There were 80 who responded to this question and just over one-half of them listed their reason for not utilizing the Library's services as that they access their books, music, movies, and other materials in other ways. The second top reason was that it was difficult to find a parking space with 20.00% choosing that answer. Tied for third place at 16.25% each was that they used another library, or they were too busy/personal time constraints. The least chosen reason for why they did not use the Library's services was the that there is a lack of quiet space with 1 choosing that option. No one selected library fines, not knowing where the Library is, or not being comfortable with sharing the personal information required to obtain a Library card as reasons.
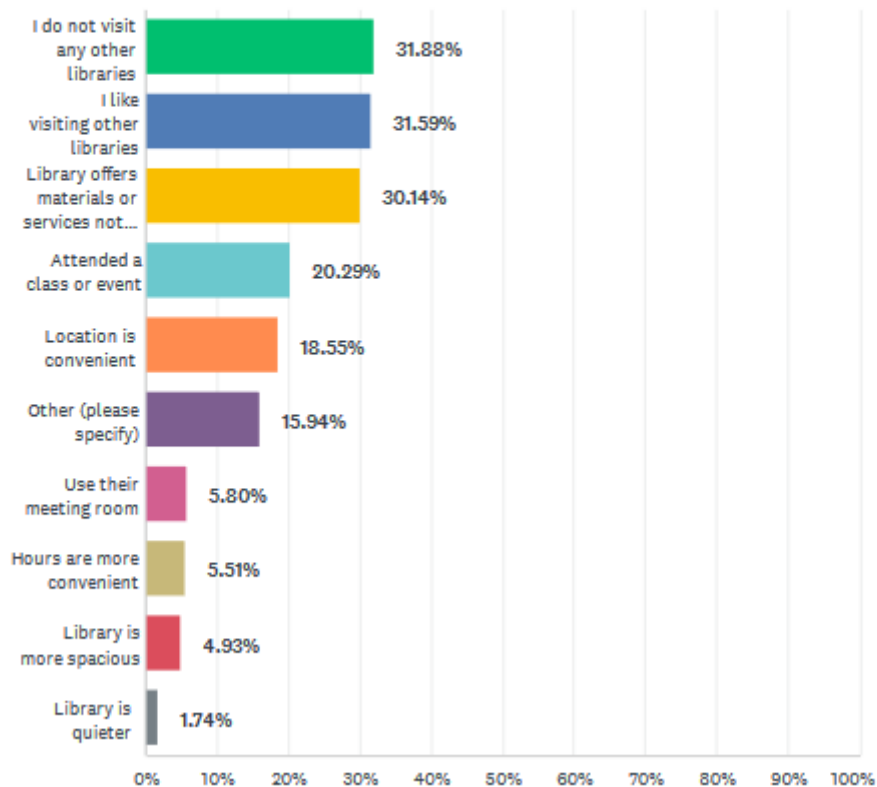
When asked other issues that keep them from using the Library, the following were mentioned:
- I've been making use of the Senior Center (book club)
- handicap access to the building
- My bike got stolen there.
- Distance from our home
- I wish the library would open at 9 am
- The website is not easy to use or view info regarding programs. Other local libraries have much better kids space, materials, and programs.
- Sometimes library staff can be unfriendly when children make noise. While quiet is important in a library, the entrance and children's areas should be more relaxed regarding sound levels. We need to strike a balance between maintaining a peaceful environment and creating a welcoming space for young patrons. These designated areas should allow for the natural enthusiasm and energy that comes with children exploring and enjoying the library.

- Not all the staff are friendly and unbiased.
- Lately not using children's section due to poor leadership and the unfair firing of great staff
- Spouse requires medical attention.
- There are homeless/drunk people who often sleep in the library.
- tourist season
- I do wish there were more audiobooks available on Libby. Most titles are either not audiobooks or always on hold
- I love Southwest Michigan Digital Library
- I prefer ebooks but live in benton harbor
- I really am not familiar with what this library offers.
- Awareness of what the library does have
- I use regularly
- I have no problems going to the library
- I have used the library
- Nothing o need is there
- No issues

Q15 Do you visit other libraries besides MPPML? If yes, why? (please check all that apply)

Answered: 345   Skipped: 87

Response	Percentage
I do not visit any other libraries	31.88%
I like visiting other libraries	31.59%
Library offers materials or services not…	30.14%
Attended a class or event	20.29%
Location is convenient	18.55%
Other (please specify)	15.94%
Use their meeting room	5.80%
Hours are more convenient	5.51%
Library is more spacious	4.93%
Library is quieter	1.74%

ANSWER CHOICES	RESPONSES	
I do not visit any other libraries	31.88%	110
I like visiting other libraries	31.59%	109
Library offers materials or services not available at MPPML	30.14%	104
Attended a class or event	20.29%	70
Location is convenient	18.55%	64
Other (please specify)	15.94%	55
Use their meeting room	5.80%	20
Hours are more convenient	5.51%	19
Library is more spacious	4.93%	17
Library is quieter	1.74%	6
Total Respondents: 345		

About one-third of those who responded to the survey said they did not visit other libraries.
For those who did visit other libraries, the top reason (with about one-third of respondents choosing it) was simply that they liked visiting other libraries. The next top reason was that the library they visit offers materials or services not available at MPPML with 30.14%. Next was that they went to other libraries to attend a class or event with 20.29%. The next reason for visiting other libraries was that their location was convenient with 18.55%. Others use meeting rooms, find hours more convenient, and find the libraries they visit more spacious or quieter.
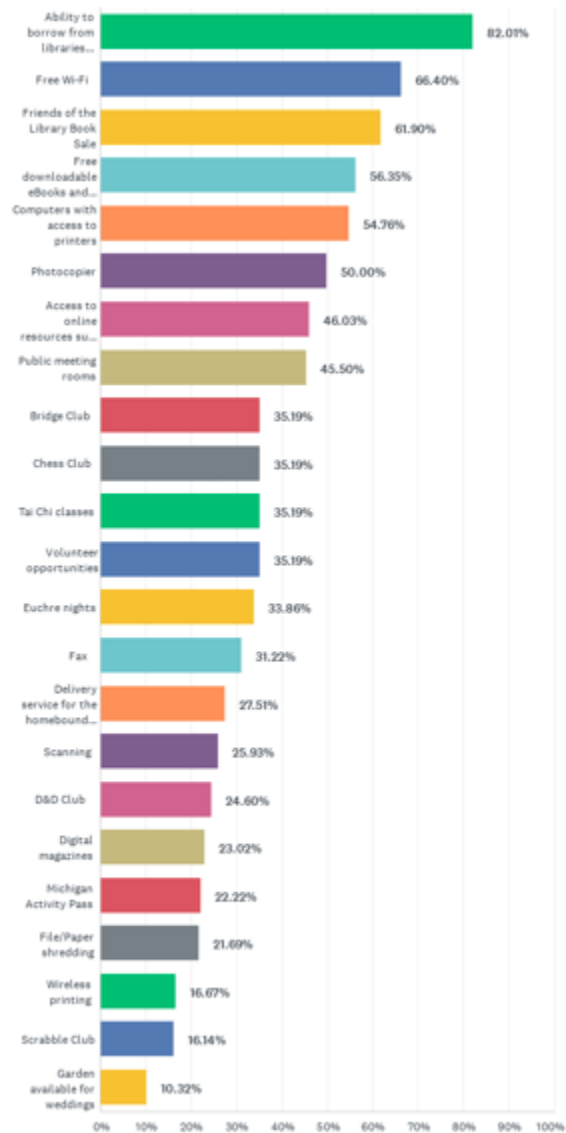
Other reasons listed for why respondents visit other libraries are:
- Yours is the best though
- Stevensville
- Attend stevensville library only
- I work in Stevensville so I use Lincoln
- More familiar with Lincoln T library -used a lot when my kids were young. Now live in St Joe.
- Live in another town in addition to St. Joseph
- Not yet, but I hear Stevensville is nice also
- I work in Niles and Eau Claire is my library
- I travel for work, and visit libraries in Saint Charles & Geneva Illinois
- When traveling, I often visit other libraries to learn about local culture and history.
- I love to visit various libraries, even when traveling.
- When out of town (2)
- once in a while when out of town
- If Maud Preston Palenske Memorial Library is Closed
- Live in another library's service area -- but like to come to SJPL for materials the other library does not have
- I visit libraries close to where my grandkids live
- With grand children in their home communities.
- Libraries in towns where grandchildren live
- I visit in Lakeshore, much nicer play area for grandchildren.

- When my daughter was younger she like the play room at the Lincoln township library
- Larger/nicer kid spaces
- I borrow books, etc. that MPPML doesn't have
- they have more graphic novels
- usually for books that we don't have
- book availability
- Availability of books (i go to lincoln, frequently)
- Collection newer
- We have to get out of the house
- Different Children's story hours
- purchase library priveledges elsewhere to access Hoopla
- I love that Southwest Michigan Digital Library accesses all local libraries in my area.
- In better condition. SJ library is a disgrace to city on how it's funded.
- more modern and up to date - their building is cleaner and remodeled
- Lincoln Twp has parking - especially in the summer
- More parking available
- Lots of parking space.
- Larger parking lot, updated and more easily accessible library drop boxes.
- Parking better at Lincoln Township library
- easier and more abundant parking, good prizes & incentives in summer reading program, year-round reading program to earn candy & other trinkets, no handicap entrance required, easier to navigate within the library b/c it's on 1 floor
- I think it is important to cross-promote and support all libraries' programming through attendance.
- They have better access to buying used books
- Their FotL sells discarded books all year round - good finds! :)
- More friendly
- Nicer staff and more kid friendly
- The LTPL is more welcoming to families.
- I RARELY visit other libraries, but when I do it's because they have programs specifically for homeschoolers
- I just learned MPPML is abreviated form for Maud Preston Palenske Memorial Library
- I like the individual nooks for working.
- LTPL has private study areas
- I do the LTPL book club because it meets in the mornings - the 6:30pm time of the SJPL book club is not the best time for me. Also, I've already read 6 of the 12 books selected for 2024 and don't want to reread that many so as to participate in the discussion.
- Looking for specific authors
- To pick up and return on hold books

Q16 Are you aware of the following services currently offered by the Library? (please check all that apply)

Answered: 378   Skipped: 54

Service	Percentage
Ability to borrow from libraries...	82.01%
Free Wi-Fi	66.40%
Friends of the Library Book Sale	61.90%
Free downloadable eBooks and...	56.35%
Computers with access to printers	54.76%
Photocopier	50.00%
Access to online resources su...	46.03%
Public meeting rooms	45.50%
Bridge Club	35.19%
Chess Club	35.19%
Tai Chi classes	35.19%
Volunteer opportunities	35.19%
Euchre nights	33.86%
Fax	31.22%
Delivery service for the homebound...	27.51%
Scanning	25.93%
D&D Club	24.60%
Digital magazines	23.02%
Michigan Activity Pass	22.22%
File/Paper shredding	21.69%
Wireless printing	16.67%
Scrabble Club	16.14%
Garden available for weddings	10.32%

ANSWER CHOICES	RESPONSES	
Ability to borrow from libraries statewide	82.01%	310
Free Wi-Fi	66.40%	251
Friends of the Library Book Sale	61.90%	234
Free downloadable eBooks and eAudiobooks	56.35%	213
Computers with access to printers	54.76%	207
Photocopier	50.00%	189
Access to online resources such as consumer advice, investment research, car repair, learning a language, magazine and journal articles, Reader's Advisory, legal help, and genealogy	46.03%	174
Public meeting rooms	45.50%	172
Bridge Club	35.19%	133
Chess Club	35.19%	133
Tai Chi classes	35.19%	133
Volunteer opportunities	35.19%	133
Euchre nights	33.86%	128
Fax	31.22%	118
Delivery service for the homebound (Library2You)	27.51%	104
Scanning	25.93%	98
D&D Club	24.60%	93
Digital magazines	23.02%	87
Michigan Activity Pass	22.22%	84
File/Paper shredding	21.69%	82
Wireless printing	16.67%	63
Scrabble Club	16.14%	61
Garden available for weddings	10.32%	39
Total Respondents: 378		

The top services the Library offers that respondents were aware of was the ability to borrow from libraries statewide which 82.01% selected. About 2/3 were aware of the Free Wi-Fi offered by the Library and 61.90% were aware of the Friends of the Library Book Sale. Just over one-half were aware of free downloadable eBooks and eAudiobooks as well as computers with access to printers that the Library offers. 50.00% were aware of the availability of a photocopier. The services respondents were least aware of were the garden being available for weddings with only 1/10 selecting that. Just over 16.00% were aware of the Scrabble Club and wireless printing. About 1/5 were aware of file/paper shredding, the Michigan Activity Pass, and digital magazines. One-quarter knew about the D&D Club and that scanning was offered.

Q17 How important is the Library as a community gathering space?
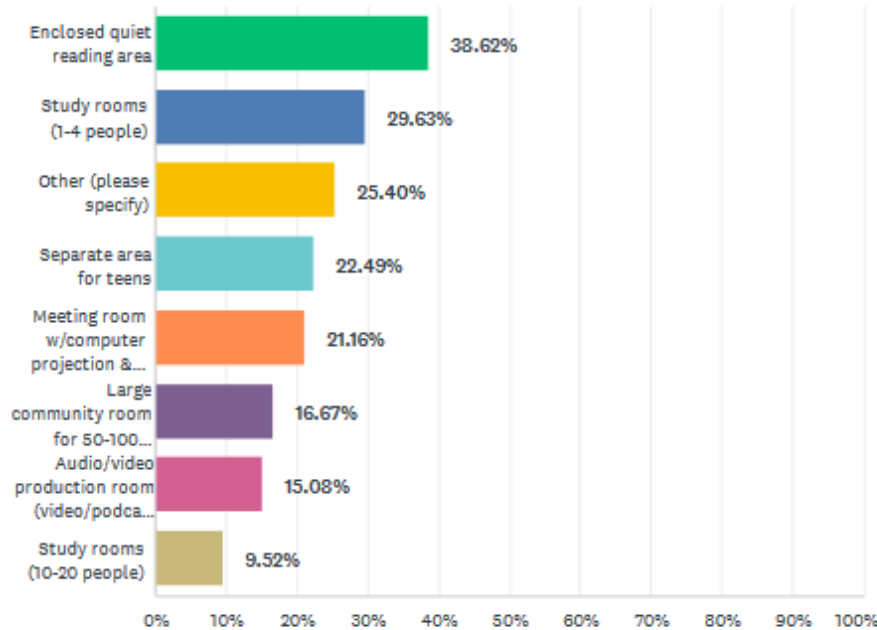
Answered: 378   Skipped: 54
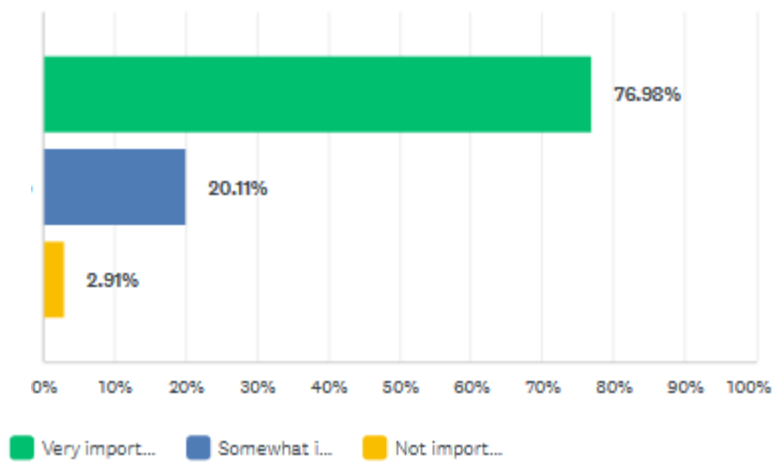
VERY IMPORTANT	SOMEWHAT IMPORTANT	NOT IMPORTANT	TOTAL	WEIGHTED AVERAGE
76.98% 291	20.11% 76	2.91% 11	378	1.74

Just over three-quarters of those who responded to this question saw the Library as a Very Important community gathering space. 20.11% chose Somewhat Important while only 11 respondents or 2.91% thought the Library was Not Important as a community gathering space.

Q18 Please consider which of the following POSSIBLE IMPROVEMENTS to the Library's PHYSICAL SPACE would be important to you. (please check all that apply)

Answered: 378   Skipped: 54

Answer Choice	Percentage
Enclosed quiet reading area	38.62%
Study rooms (1-4 people)	29.63%
Other (please specify)	25.40%
Separate area for teens	22.49%
Meeting room w/computer projection &...	21.16%
Large community room for 50-100...	16.67%
Audio/video production room (video/podca...	15.08%
Study rooms (10-20 people)	9.52%

ANSWER CHOICES	RESPONSES	
Enclosed quiet reading area	38.62%	146
Study rooms (1-4 people)	29.63%	112
Other (please specify)	25.40%	96
Separate area for teens	22.49%	85
Meeting room w/computer projection & audio/video conferencing equipment	21.16%	80
Large community room for 50-100 people	16.67%	63
Audio/video production room (video/podcasting)	15.08%	57
Study rooms (10-20 people)	9.52%	36
Total Respondents: 378		

As far as improving the physical space for the Library, 38.62% thought an enclosed quiet reading area would be an improvement. Next was study rooms for 1-4 people, with 29.63% choosing that. 22.49% were interested in a separate area for teens followed by 21.16% who wanted a meeting room with computer projection and audio/video conferencing equipment. 16.67% were interested in a large community room that could hold 50-100 people while 15.08% wanted an audio/video production room with video/podcasting. Finally, 9.52% would like larger study rooms for 10-20 people.
Other responses were:

- More parking (4)
- A dedicated parking garage. There's no such thing as "free parking", and the library's opposition to paid parking is contributing to community stagnation..
- Fixing of the road that goes to the side of the library. It has a rather large dip that scrapes the underside of my car.
- Combined quiet reading area that can be reserved as meeting room with a/v production capacity as well
- Garden reading area with table and chairs.. coffee tea
- cafe area where drinking coffee is allowed (not saying that you need to sell it there)
- Outdoor seating
- help improve the children for careers and good jobs.
- More DVD selection and books in house
- Card room
- community room for 20 to 30 people.
- regularly deep cleaning - especially bathrooms and floors would help make the library more welcoming and nicer.
- Large comfy chairs
- you need more chairs that bigger people can sit in, the chairs are very uncomfortable, wooden ones and too small
- Improved children's space, materials, and programs. An entirely different location that isn't downtown and has a parking lot.
- More young children events and activists. A lot for tweens or teens but not many for preschool/5 and under
- Upgrading the children's area. Cool seating arrangements, larger toy selection, facelift on the current space to feel modern and cool to hang out in.
- Nicer/larger play area for children
- Updated play area for children 5 and under.
- A designated space for small children to play.
- Enclosed kid area
- Please DO NOT put LQBTQ books out downstairs in the kids space, somewhere else where the crowd is older would be more appropriate. We came one time in June and didn't come back for awhile, every single end cap downstairs was lgbtq books. Let parents decide when and if they will expose this to their children.
- Space got special needs students … parent programs for latest technology for young and older students to help study
- A variety of spaces, large and small, for a variety of uses.
- Little nooks to work in (not study carrels)
- Increase seating - Desks for one
- I always assumed the entire library was a quiet space.
- Clean up the collection and clutter. The library is too quiet and not welcoming! Get a new website!
- Shorter shelves. I can't reach the top shelves.
- Ban cell phones
- Sunday availability
- Access to other library systems (share resources)
- A homeschool resource section

- The library is just the most depressing, old, stodgy, rundown building. Hopelessly stuck in the 1980s. It is too hot, humid, moldy - just nasty.
- The entire library needs modernization. Look at Stevensville and what they're doing.
- Improve local history and genealogy room
- performance stage w/ audio in the garden
- Enclosed computer for privacy
- Computer classes
- I would like to see more space devoted to physical books.
- A wider variety of Libby audiobooks
- I like the library just the way it is
- These all sound like fine ideas; they're not something I need though. The library has what I need: books, magazines, etc., and friendly, helpful staff.
- I see no need for improvements in the physical space
- None (22)

Q19 Please consider which of the following POSSIBLE IMPROVEMENTS to the Library's SERVICES OR TECHNOLOGY would be important to you. (please check all that apply)

Answered: 352   Skipped: 80

Category	Percentage
More books	42.33%
Ability to reserve community ro...	39.20%
Library of Things (tools, tech,...	34.66%
More digital resources (eBooks,...	33.52%
Library's website	31.25%
Other (please specify)	19.89%
Seed Library	17.90%
Computers	9.09%
More DVDs	7.67%
Computer applications/software (plea...	6.82%
Makerspace equipment (please spec...	6.53%
More CDs	4.83%
Online games	4.83%
More databases	2.56%
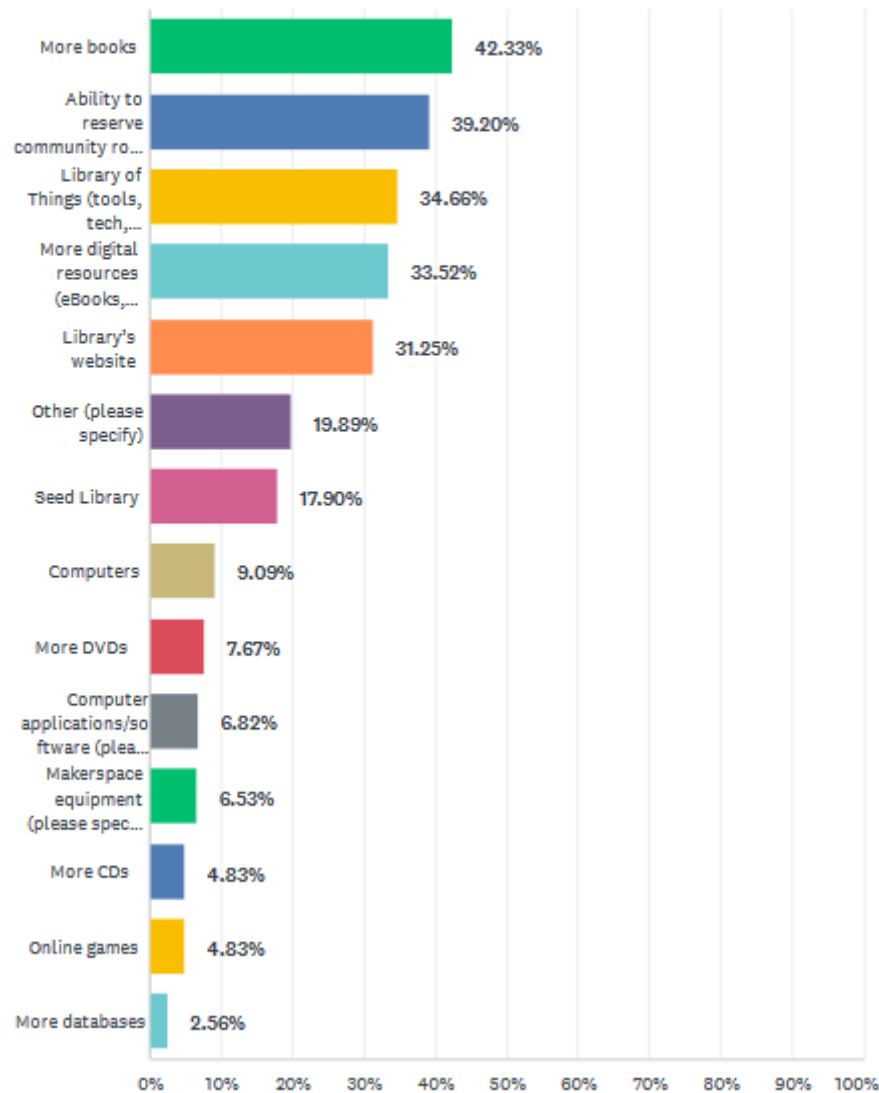
ANSWER CHOICES	RESPONSES	
More books	42.33%	149
Ability to reserve community rooms online	39.20%	138
Library of Things (tools, tech, beach/recreational equipment)	34.66%	122
More digital resources (eBooks, eAudiobooks, eMusic, eMovies)	33.52%	118
Library's website	31.25%	110
Other (please specify)	19.89%	70
Seed Library	17.90%	63
Computers	9.09%	32
More DVDs	7.67%	27
Computer applications/software (please specify below)	6.82%	24
Makerspace equipment (please specify below)	6.53%	23
More CDs	4.83%	17
Online games	4.83%	17
More databases	2.56%	9
Total Respondents: 352		

When asked possible improvements to the Library's services or technology, 42.33% said more books is what they were interested in. The next most highly selected choice was the ability to reserve community rooms online with 39.20% choosing that. Next was a Library of Things with 34.66% interested in that. About one-third would like to see more digital resources such as eBooks, eAudiobooks, eMusic, and eMovies. Next was the Library's website with 31.25% choosing that option. The least selected item was more databases with only 9 respondents or 2.56% selecting that option.
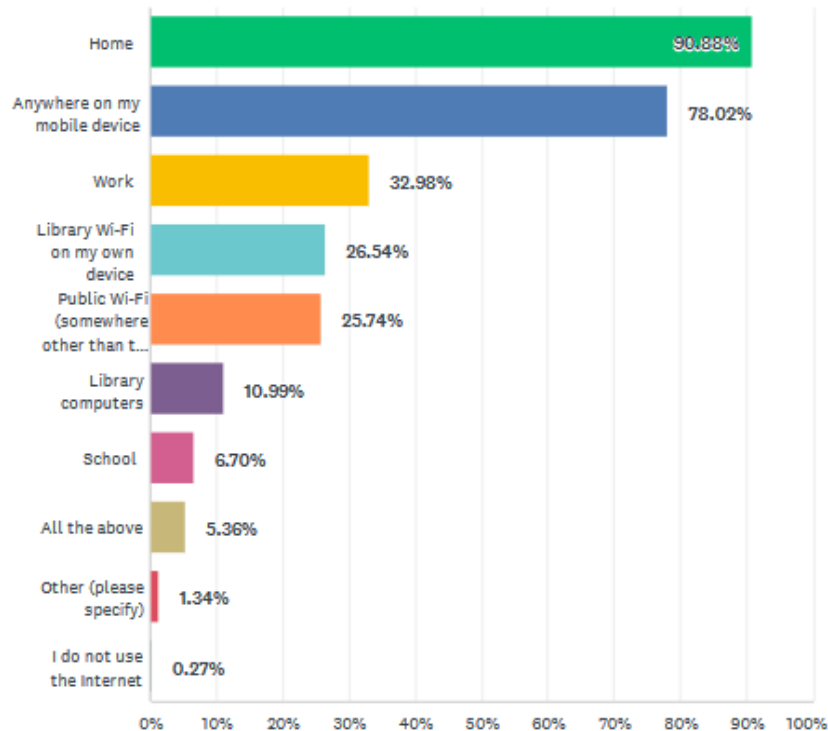
Other responses were:
- 3D Printer
- 3D printers and 3D scanner
- 3d printers, audio recording, wood working
- Woodworking supplies
- 3D printer, hardware tool checkout
- Embroidery machine and 3d printer :)
- Have the appropriate equipment and software for specific applications (e.g. photo editing, video editing, 3d modeling). Have a couple of 3D printers and software and systems to drive them.
- A seed library would be WONDERFUL! Also, a 3D printer like the fab lab at LMCC where you just pay for materials.
- Just putting a second check for the seed library. Or a seed savers exchange.
- would like more classic movies on dvd -- also suggest having 1) separate section dedicated to classic/vintage movies and 2) a list, either posted near the dvds or in the computer showing all available titles
- More current up to date movies, etc.
- more niche books, maybe, if there's room available.
- Freshen up the book collection.

- well, at least complete the series I want to read?
- More current books recommended in places like the NYT
- They should expand the area where they sell used books that's next to the stairs. The used book sales are wonderful but often very crowded. Seems there enough used books you could sell that you could justify a larger, more permanent area, rather than 1 small book rack that I rarely see more than 10 books on.
- More books on CD
- tech help for people to bring in their own computers
- value line
- More children's DVDs
- Blu Ray movies not just dvds as dvds are old technology
- more phone/computer charging stations
- Teach the children about helping others
- Please update site so cardholders can have a history of the books that they have checked out
- library's website is very hard to use on mobile devices
- The website is completely NOT user friendly -can't find anything that I'm ever looking for.
- I'd love for the library to have an app to make online borrowing way easier - many Libra have this and I wish they would!
- Self book checkout
- Self checkout!!!!!!
- Interest groups, e.g. knitting
- Genealogy / Ancestry program
- Kanopy
- Online library thru Libby needs to expand selections
- Libby/Hoopla audiobooks
- Hoopla for patrons outside of St. Joseph
- Especially more eBooks
- Ebook access for benton harbor
- Someway to reach me to use borrowed ebooks.
- I would like to see an increase to the check out time for ebooks from two to three weeks.
- Longer borrowing period
- Software: MS-Office, Autodesk, Adobe products, etc.
- Adobe Suite
- local author visits   computer applications: Adobe, canva   Makerspace equipment: coding info, tools
- Poster printer
- Any type of equipment that will allow individuals to use hands on applications.
- I have enough IT at home, no need to use it at library too
- more magazines
- Subscription to Atlantic magazine
- More digital resources: national newspapers (e.g. The New York Times; Wall Street Journal, USA Today); Consumer Reports; A to Z World Travel database
- psrking
- More adult programs & events
- Current facilities meet my own needs, but I can understand how many of the suggestions would be useful for others

- I will leave this question for others to answer, those days are behind me.
- These all sound like fine ideas; they're not something I need though. The library has what I need: books, magazines, etc., and friendly, helpful staff.
- My needs are curently being met.
- None (8)

Q20 Where do you access the Internet? (please check all that apply)

Answered: 373   Skipped: 59

ANSWER CHOICES	RESPONSES	
Home	90.88%	339
Anywhere on my mobile device	78.02%	291
Work	32.98%	123
Library Wi-Fi on my own device	26.54%	99
Public Wi-Fi (somewhere other than the Library)	25.74%	96
Library computers	10.99%	41
School	6.70%	25
All the above	5.36%	20
Other (please specify)	1.34%	5
I do not use the Internet	0.27%	1
Total Respondents: 373		

When asked where they access the internet. 90.88% responded that they access the internet at home. Next was 78.02% who access the internet anywhere on their mobile device. This was followed by about one-third who access the internet at work. Next was those using Library Wi-Fi on their own device with 26.54% choosing that. This was followed by one-quarter who use public Wi-Fi somewhere other than the Library. 10.99% use Library computers for accessing the internet. 6.70% access the internet at school. Twenty respondents or 5.36% noted they access the internet in all of these ways. Only one person responded that they do not use the internet.

Other responses listed were:
- Church
- My vehicle
- I need wifi access link at library

Q21 What might we do to better serve the community?

Answered: 143   Skipped: 289

#	RESPONSES
1	Our library is the best use of Property taxes in my opinion. Super asset to our community. Great physical space and services. Great Staff.
2	More recent authors (YA, Colleen Hoover) Newer released books
3	Reading guides English as a second language civics
4	The library does nice things already for kids and pre-teens - so keep that up! I think adding some activities for seniors wold be nice, perhaps focused on activities that encourage meeting new people.
5	I think you are doing a fine job. Your people are very friendly and helpful
6	Already provide a great service. Love the Book club, love how ███ treated even though he can be a curmudgeon. *Name redacted for privacy*
7	More new books. Especially mystery.
8	Doing great! Always helpful and friendly staff. Just more DVDs & more books needed!
9	The library is a great resource for the community. Keep up the good work!
10	I think you're doing a great job!
11	More professional dress among staff. Maybe polos with library logo. Hours back to 9:00 PM A quieter environment (I know we're past the "shh" day, but many speak freely and loudly - including staff)
12	Permit free parking year round.
13	Do you have an adult book club? Invite special speakers.
14	You are doing Great! Thank you for all that you do. :)
15	we appreciate everything you do, we would love a library of things for the kids to try out hobbies before we buy supplies for things they're not really interested in- e.g. sewing/crafts/art, etc.
16	You have a very open, positive library and great staff. You offer a lot to all ages. If anything, clean the men's bathroom door.
17	Cover all the different info spaces people use currently with simple messages of what's offered
18	Library of Things! For the items I need only once or once a year. A chainsaw is my favorite example. You don't need one until a tree branch falls.
19	Would love to see a more relaxed cost reading space
20	How about adding a Starbucks inside
21	Encourage the community to use the library space for group activities like yoga, education, and discussions.
22	Would love to see more adult programs. I love kids but would like some times and activities that are not centered around them. I don't like having to go to noisy restaurants or be around alcohol, and pay a lot of money to meet people or have fun.
23	Improve handicapped accessibility to the library--ramps, easy or auto-open doors, close parking
24	Modernize the website, create a mobile version of the website, and improve digital marketing from the library regarding events, services, etc.

25	It seems that programs are very "site-oriented". Sponsoring events, activities, programs away from the actual building would be interesting. Use beach, or bluff for well published events. I walked my dog past the event in August on the bluff. I only figured out it was sponsored by the library when I saw chairs being dragged across the street. Not of lot of people read the large marquee. Advertise! Newspaper, Community, Calendars?
26	Not sure
27	Keep library offerings and programming free of charge. Increase how many events each month are offered for the children, tween, teen and adult programs.
28	Enhance Libby / ebook selections
29	I'm unsure, but my guess is, even if you are promoting things, you could do an ever better job of that.
30	Fund raises that involve community volunteers. With more diversity seeing that you're so close to Benton Harbor. More personal development classes Financial literacy classes
31	Improvements to the website so you can more easily see what events are going on.
32	I don't take my children to this library often because I feel it's becoming too focused on a specific agenda. I feel excluded and no longer safe bringing my children there. It's sad to see a community center turn into a place for propaganda.
33	Local History, Ancestry database resources
34	Continue to offer interesting events
35	The board minutes are not kept up online. I would like to see those maintained. The minutes that are published would indicate one of the following: a disengaged board, board and staff do not get along, or noone cares enough and simply doing tasks to imply doing a good job. The board minutes regarding the financials is embarrasing... how does a board or staff of a well established library not have any knowledge? This tells me the library has no process documents and relies in the knowledge of people to maintain their "business". Recipe for disaster and complacency as "you need me to function" mentality. This goes for both board and staff.
36	Modern libraries need to evolve as multi-purpose public spaces while still preserving areas for traditional quiet study. Here's how libraries can effectively zone their spaces: Silent Zones: Reading rooms Individual study areas Research sections Stack areas with research materials Quiet floors or designated quiet wings Moderate Noise Zones: Group study rooms Computer areas Reference desk areas Teen spaces Periodical reading areas Active Zones: Children's sections Community meeting rooms Makerspaces Entrance and lobby areas Career resource centers Technology learning spaces The reasoning behind this approach: Libraries are often one of the few free, accessible public spaces in communities They serve diverse needs: education, job searching, community gathering, children's programs Modern library users need spaces to: Collaborate on projects Attend workshops and programs Get technical assistance Work on resumes and job applications Meet with tutors or study groups Access digital resources Participate in community events By thoughtfully designing spaces with different noise expectations, libraries can maintain their role as quiet study spaces while evolving to meet contemporary community needs.
37	People may not be aware of all the services you offer, so get the word out: modern libraries are more than just books.
38	Staff and open the library more hours on the weekend. Many people use those resources that are not retired or stay-at-home soccer moms.
39	I'm truly sorry to say I have no ideas for you here. You already do a fine job.
40	The library always feels grimey. Not dirty like needs to be mopped, but grimey like stuff is old and just needs replacing. That feeling isn't helped by the number of homeless looking people that hang out on the computers and I'm the back sunny area.
41	Possibly publicizing the services and availability of them to community members
42	Pull back on the pride month and LGBQ activities. I feel these are being pushed more than other months and diversity items and shouldn't be pushed in the children's section. That is not

an item for young children to be exposed to and discussed. Not age appropriate and is a reason I don't visit as much in June.

43	More programs for tween boys
44	More activities (like Lincoln Library) and longer hours.
45	There is always a librarian available. Good quiet spaces. Wonderful children's area and activities. I am not familiar with the teen area to know of any improvements it may need. Great that there is still a presence of a teen board.
46	Please look at handicap parking and accessibility to the building.
47	More puzzle competitions. More community events. Utilize extra space for community events/craft shows. I would love a job at the library to demonstrate how to increase foot traffic and revenue for the library.
48	Add hot spots (instead of parking meters.)
49	The teen area is really small and doesn't have a lot of books in it. I wish there was room in there to read. I don't really like the preteen programs either, other than chess club. I'm 10. Most of them are for teens not preteens so for kids a little older than me.
50	I'd like to see more programs geared towards men, like diy home improvement classes or beer brewing. Women would be welcome to attend but those are stereotypical men's interested. Sorry if that sounds sexist. A lot of your adult books are really old. I'd like to see newer books. Better parking, although I know that is somewhat limited by the city and your location. Downtown parking is a problem everywhere. It'd be nice if the library had more designated library parking spots though. Study spaces. I tutor in the summer and I wish you guys had small rooms I could rent. I know you have the big rooms that you hold programs in but those are always booked. I wish you had small meeting spaces that I could rent day of. Generally speaking you guys are great though, especially your staff. Everyone is always friendly and helpful. Seems like you've added more staff lately, which is great. More people around to help if needed.
51	The library is a fantastic space. You're doing a great job!
52	Have watercolor painting classes that are less than $30 per session.
53	think you already cover the bases pretty well, but additions are always welcome -- good to be doing more!
54	Improve handicap accessibility and parking. Very concerned about possibility of having to pay for parking.
55	Add hours on Sunday Offer more types of items for check out (games, tools, etc)
56	I really enjoy our library, the staff and what you offer.
57	Yes
58	I'm older and have always used the library but my teen grands aren't interested anymore. It seems the key is how to keep kids coming so they become adults who come, in the world of technology, where everything they want is at their fingertips.
59	Offer more adult programs AND display relevant follow-up materials available to check out at the end of the program. You'd be amazed how your circulation would jump if you guided attendees to related materials available in-house.
60	Expand hours
61	Book club is rushed because the library closes at 8 pm - it used to close at 9 pm. With paid parking - that will be an issue, especially since I can also use Lincoln Township Library.
62	Get more new release movies and more than one copy, a copy on blu Ray also as dvd is old technology
63	I like Lincoln Library's "Used Book Sale" room that has so many choices all year long. I like the longer library hours there as well.
64	Host more events and do a better job advertising programs and events, I live down the street

and don't know when the library holds events.

65	We moved here from a larger town in Texas a couple of years ago and think y'all do a wonderful job! A really great and well curated library and friendly staff!
66	Buy some of the books of authors that have been around for years…
67	Keep up the good work. Service are great as is the staff. Very impressed that the director comes to many (maybe most) City Commission meetings.
68	I love the library. I wish there would be some out of the box thinking to help it stay relevant. I wish they'd use the beautiful garden for fun events for the community. I wish it would look nicer inside. I wish that huge ugly sign was never installed (looks tacky). I wish the children's area was cuter. I wish the city would invest in the library more - it's a treasure.
69	I'm very pleased with the programs the library offers.
70	Partner with other nearby libraries to create a system where a greater number of resources could be shared and borrowed.
71	Keep doing what you are doing!
72	Having programs specifically for homeschoolers. I am so jealous of the other libraries that have homeschool programs or more resources for homeschool families n
73	Better parking for when paid parking goes into effect
74	I think the library and librarians are a Wonderful part of our community
75	Gut the building - start new. The library is stuck in the 1980s with programming, displays, attitude …and pleas remove those ugly plants from the lower level. Looks like Maud herself potted the plants. Also, the name of the library needs to be shortened - highly ostentatious and cumbersome.
76	Publicizing all of the good things you do better.
77	It would be helpful to have a way to access help for the digital questions. I have a question right now about a "hold" on an audiobook that has been showing I will receive on 10/18/24 - to day the message is not allowing me to get the audio book. I don't know who to ask about this.
78	Provide 2 or 3 passes to Sarett that people could check out like a book, for a week at a time.
79	Stay open longer
80	Advertise and expand genealogy resources.
81	Not sure
82	Above all, keep the library open and available.
83	keep doing what you are doing. Close less often.
84	Just brighten up and modernize the physical space. Have the staff be more outgoing in general.
85	Open on Sundays ! For some, especially kids, it might be their only refuge
86	I think the library is great! Keep up the good work.
87	Maybe a bigger speaker series.
88	The books feel like an afterthought at this library to the computers. The downstairs feels like a dungeon.
89	I'd like to see more programs geared at adults. Personally I really enjoy educational programs (think college lecture type things). You guys have great children's programs but not a ton for adults. Also your parking situation is atrocious. The library itself only has about 4 spots.
90	I <3 you! I think the community needs to advocate for LIBRARIES! So maybe get on boards that promote initiatives & take out the "censor" people -- (boo!) and teach voters real rights and take on/provide resources for the misinformation spreaders : (
91	Bring back the 'coffee bar'

92	encourage more programs/clubs for people 25-35 years of age
93	Make sure you have parking, free parking specifically for the library. I have just started using it again and plan to increase usage and love it!
94	I am a frequent user of the library and have been for decades, but now that I have small children, I do not feel welcome upstairs. I can't have a child with me and browse the books with out admonishment from staff. I only check out physical books from the LTPL for myself. Overall though, I think the library is a great resource for the community! We go to many programs and use a lot of the online resources.
95	please get graphic novels for adults, adults like to read them too, not just kids or teens I like when you presented classic books to read, please do more of that. [next to the new books]
96	There were many good suggestions listed elsewhere in the survey. I also notice there are limitations on e-titles for the library as a whole and often run into issues checking items out in the evenings due to being out of allotted titles.
97	i think you are doing a fine job
98	Nothing comes immediately to mind. I'd love more digital titles! I think the library is one of the most important - if not the MOST - important institution in our society. Thank you!
99	Greet patrons when they come into the library. Have staff act and dress professionally....
100	Up to date website and online presence.
101	Either publicize how late fines are used and what % of budget they represent or remove them. This is fourth library system I have used in last 15 years and only one that has both late fines and no automatic renewal for books without holds. The fines seem petty
102	send a physical newsletter to people like me that don't use the library
103	I would like to see occasional educational/cultural lecture/discussion programs for adults. Sort of like book group discussions but for educational/cultural/scientific/historical topics. Perhaps having someone give a talk, or watching a documentary/TED Talk/etc., followed by a group discussion.
104	Do to internet availability, I have not used the library in years.
105	parking
106	More weekend children's programming.
107	Keep up the great work!
108	Im not sure. I'm hoping that the new Strategic Plan will help to figure out what we are doing right, what we need to improve on what we can add to help our communities
109	Provide book club packets like Lincoln Township library offers. Ensure that the front desk workers are welcoming and enthused to help patrons.
110	Do not rely on library cards that much. There have been a couple of times where librarian has not accepted my driver's license and have received warning that next time I would need to apply for a new card. There should be other acceptable options to verify ID other then a Library card
111	I don't know what you do now for the community
112	We love and appreciate our library, it's the only place in winter that we can take kids without having to break the bank. Would love more weekday morning/afternoon young kids activities
113	Again the management has treated emoyees very poorly and unfairly. A great employee was fired without cause bc of poor leadership in the children's section. That kind of behavior leaks out into the community. This staff for many years has a poor reputation.
114	Allow book borrowers to take a book out for 30 days
115	The font on your fliers are awful. Declutter the library and don't be like gate keepers. Libraries across the country have embraced more user friendly experiences and technology. Simple things like automatic renewals and paying fines online. Or even better go fine free!

116	I have nothing to add.
117	Toot the horn on all services. Travel classes
118	Less catering to niche communities
119	The services provided are wonderful for those of us who actually use them. However, the percentage of users relative to community size is rather small, I suspect, and this prompts a question; if the library was used by a more of the community, would their be enough books, services, parking, ... etc? Are these resources scalable within a short time frame? What is the sweet spot between under utilization and frustrated users who can't access the resources, services, or parking due to high use and demand. So, in answer to this question; the library needs to be able to respond to high use quickly to reduce user frustration related to high use. The library should be more like a community garden with room for all and not a beautiful but small garden that can only accommodate a few at a time.
120	Issue a monthly ness we newsletter
121	It would be good to have more of the most current books available.
122	Fund the library properly!
123	Let people know what is available. I'm online several hrs a day... don't get any library info. Mailers a few times a year would be nice.
124	Improve the space for people with disabilities
125	I wish book club meets were not held on Wednesday evenings.
126	Be a non partial resource for the community. We love the library, however the openess in the sharing of lgbtq books in the children's space was very upsetting. I will expose my young children to those topics at a ti.e I think is appropriate. However books about those topics DO NOT need to be pushed on people, especially children!!!
127	More visibility/marketing/ reminders about your events and programs thru FB and email
128	This is a great start.
129	Thing library
130	because of possible parking difficulties, I avoid the library during summers later in the day. Going there at 10 on a weekday is no problem for me, however. But, if you ever were to move, a place farther from the beach has some advantages.
131	I like it now.
132	Set up a Library of things
133	More library programs for young adults in their 30s and 40s. I love informational speakers but also some hands on activities.
134	book mobile during the summer for kids that are at home and can't get there due to working parents
135	I go to a book club at Lincoln Township Library because it is in the morning. I prefer a morning book club to an evening book club.
136	Extend evening hours.
137	I think advertising services more would help people be more aware of what the library provides. Also catering events to young adults/professionals. Age 23-40ish; many people come here for their first job after college and don't know anyone - it would be great to have some kind of event/class that they could meet people.
138	*Send out a quarterly newsletter with upcoming events and programs. *Be more welcoming when patrons come into the library. *You're doing a great job serving our community and I look forward to seeing what comes from the strategic plan!
139	Concern with St. Joseph upcoming parking fees - how will that affect library parking for book club and events.
140	More kids events on the weekend. More events for adults on weeknights, especially art, nature

	activities , technology and financial workshops and speaker series on various topics.
141	Have more family activities available
142	More nerdy clubs/events for adults
143	Convene disparate individuals to participate in facilitated, rational, fact-based discussions on tough topics