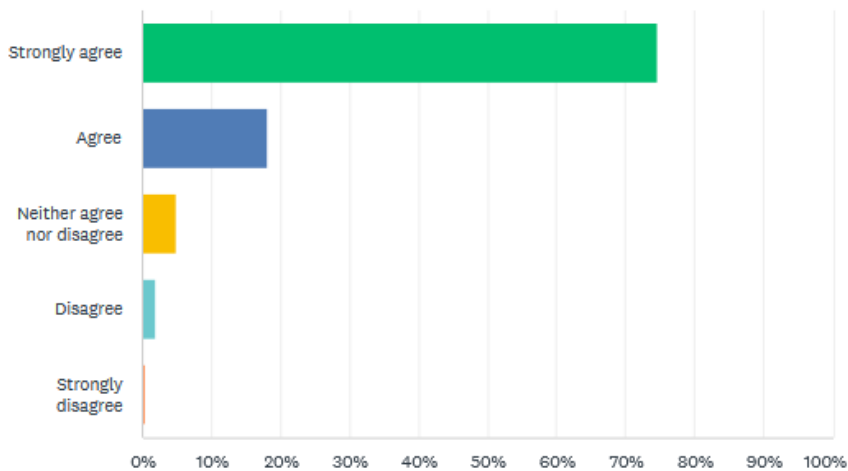


Elk Rapids District Library Community Survey Report

Four hundred sixty community members took the Elk Rapids District Library Public Survey either online or on paper copies. Paper copies were entered into the online survey and all results have been compiled and will be shared in this report. The first four questions (#1-4) and the final fourteen questions (#11-24) were presented to everyone who took the survey. Questions #5-10 were only presented to those who answered that they had visited ERDL, checked out or downloaded any ERDL materials, and/or accessed any ERDL online resources or databases as noted in Question #4. Seventy-one respondents or 15.43% of those who took the survey checked “None of these” for Question #4 indicating they had not visited or accessed resources from the library.

Q1: I consider ERDL to be an important resource.



ANSWER CHOICES	RESPONSES
Strongly agree	74.56% 340
Agree	18.20% 83
Neither agree nor disagree	4.82% 22
Disagree	1.97% 9
Strongly disagree	0.44% 2
TOTAL	456

The largest percentage of survey respondents, 74.56%, Strongly Agree that they consider ERDL to be an important resource.

Why or why not? (146 responses)

ERDL is an Important Resource

- a community without a great public library has no soul
- A library is an equal opportunity resource for everyone
- A library plays a major role as anchor to a Village!
- A library should be a mainstay of a community.
- All libraries are import!
- An accepted and beautiful gathering place for public. A source of help for those w/ o access to high-speed internet, etc. A multi-generational asset in an historic setting and building!
- Answers to so many questions
- Any economically and socially vibrant community needs a center for people of all ages equipped with necessary resources.
- As a community center, children's center
- Because having access to free books should exist in every town
- Center of our community
- Central location, charming building - just needs expansion and renovation
- Centrally located in town, I consider it the heart of this community
- A brick & mortar library is enhanced by digital resources but also offers human/community connection that online library tools cannot replace.
- Community gathering and education space
- Access to learning, to technology, to resources.
- A library is a center of knowledge of any community, whether print or digital
- Community hub
- Books encourage learning and entertainment
- Books!
- ERDL is a vital resource for low-income children and families, many of whom do not have access to the internet or computers at home.
- Every community needs a library. Reading is crucial to a civil community.
- Every community needs a quality library, and ERDL is the only one within reasonable distance.
- Everyone deserves to have access to free sources of literacy.
- Fills a gap in www and intra-library resource connectivity for many families in the community who do not have access to expanded learning resources at home
- A place of resource for students to get reading material
- Easily accessible for all. An important institution that can be used by all.
- For a small library you have great selections.
- For my younger kids to visit and get books yes.
- I love the usual quiet
- Books connect people on many levels.
- Access to written information (in book form) is critical to being a well-informed citizen

- Agree if they can stay within the island house and get creative
- For resources and historical beauty.
- Fosters a sense of community and provides cultural resources
- Free and affordable services, a center of community engagement
- Easy access to resources for enjoyment and information. Pleasant place to enjoy literature. Excellent programs for all ages in the community
- Free internet access. Important for those who can't afford internet at home.
- Free libraries are essential to civilization
- Good resource for families and older folks. Free to public makes it a valuable resource in the community.
- Having a library is important
- I frequently check out books
- I have always loved the library!!
- Friendly service and wonderful location!
- I have young children who feel safe and comfortable at the ERDL, it is an amazing resource in our community
- I love to read. I love to browse the new materials shelf. I value the assistance I receive. I am reading more with Libby these days, but still love libraries!
- Having local access to books, computer access and various other media the library provides
- Provides access to information to community in many forms: programming, internet access, diverse books, etc.
- Located in the heart of the Elk Rapids community, the library is easily accessible to all members of the surrounding community
- I read more when I don't have to buy books from \$30 and up
- It enriches the community with knowledge, especially for children
- Public libraries are for all. I don't buy books anymore so I depend on libraries for my reading.
- It has a wide variety of materials, very helpful staff, and is open when people need to use it
- It is a beautiful, unique space that radiates positive bibliophile vibes! The book sales are always fun, too.
- It is a great resource for those without easy internet access
- It is an important resource for me because I am within walking distance of ERDL. I enjoy reading and spending time in the environment created by both the library's location and the availability of a variety of reading materials. The library's offering of materials and books for children is also important to me. I also use the library's access to the statewide inventory of titles.
- It is essential for our village community!! A true gem.
- Literacy matters
- They are the corner stone to a community
- Literacy, community gathering

- Open to everyone
- Location and atmosphere
- Luv it on rainy days while in the harbor
- It's close. It has a wide variety of materials.
- More opportunities for the public to educate themselves and a place to gather
- It's a stabilizer/resource for the entire community
- Necessary for learning. Without learning there is no humanity
- Provides additional ways for students to acquire books
- Resource for all ages
- Our library is key for literacy and life-long education.
- Resource in rural environment.
- The library is a historical backbone of the community. It is a valuable resource especially for children and the elderly.
- Provides resources and gathering place for the community
- In addition to public schools it is a learning center.
- Resources and people
- It seems to be the center of the community.
- Summers, we use many resources; books, mags, WiFi etc.
- The community is strengthened
- It offers so much from internet to a place to sit and enjoy the bay.
- It's a free education center.
- Provides information literature and community connections
- We love keeping fresh books in the house without needing to buy new ones all the time.
- We need repositories of knowledge, information ... and a quiet place to explore the world.
- Its location is central to the community; activities for all
- Libraries are important.
- The library offers so many resources that are vital for learning and growing along with activities our family enjoys just for fun.
- The library provides for all reading and research tastes
- WiFi service
- It is the only place I can go inside with my daughter where I don't feel like I have to spend money. It's a wonderful resource.
- The library represents life-long learning.
- Libraries are a cornerstone to thriving communities
- It's our 1st graders favorite " special"
- Important to serve local community
- I use it often and see community members of every age using it.
- To make sure that all community members, regardless of economic status, can find/ask about resources.
- Programs and reading with young kids is very important! It can also be used as a resource for adults!

- We all need free access to information, enlightenment & amusement.
- It promotes equity. Anyone can take out a book, promotes literacy, safe place to go for kids and adults and especially teens, non-discriminatory,
- We use it as our source of books and information
- I use it all the time
- It provides information for all.
- I'm a reader.
- Immeasurable positive offerings
- The inventory, accessibility, atmosphere, and the staff.
- It is one of the last free places to read and discover.
- My family values the resources the library provides for the community
- Lynch pin of the community offering more than just books
- it should be a key resource for all
- Libraries are the heart of the community
- It's part of the community and who we are.
- Our family utilizes the library for an array of different purposes almost weekly
- It's important for everyone to have access to books, computers, internet connection, technology instruction and other educational and entertainment resources. These resources need to be available for all ages, regardless of income, ethnicity, etc.
- It's our local library
- Libraries offer multiple resources and children activities regardless of income.
- Its location is great - both convenient & beautiful place to pick up books, videos, audios, etc. plus use computers. Also an opportunity for folks to gather for meetings, book studies and general socializing.
- Libraries are the one true asset for any community and are more important than ever in this age of technology.
- It provides resources to many who do not have them.
- A thousand reasons

ERDL is not an Important Resource

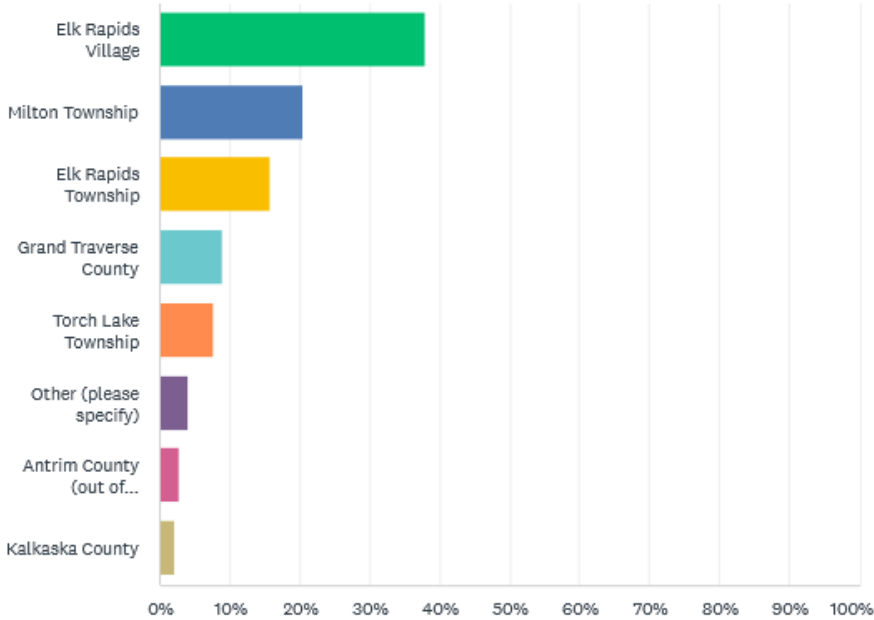
- I have never used it. (4 responses)
 - I think some find it helpful and others don't use it at all. I personally haven't used it much.
- Internet / googling / amazon
- My older kids don't use it much anymore because they have school libraries and iPads to look info up on.
- Currently lacking in many areas
- Good service but terrible location
- I think it can and should be, but it's currently lacking in what it provides.
- Director was mean/very unfriendly and the board toxic - an embarrassment to the community and themselves

- It could be more important with additional services being offered
- Lack of relevant/new books, lack of technology. It does not meet the needs of students. The layout is not conducive to being an actual library, there is a lack of new/relevant authors and materials. There is also a lack of cozy spaces/nooks to read/research/write/get comfortable.
- It is important, but limited in offerings.
- No longer needed.
- It NEEDS to be an important resource for a sustainable community. Lifelong habits need to be formed with the youth of the community to make the library a go to spot for all sorts of individual growth and learning. Currently is it marginal at best.
- Physical libraries seem to be outdated - most info is available online free or at minimal cost.
- Library use is in major decline. We don't need a library. The entire concept has to be updated.
- Not at the moment. Kid area is too small and limited.
- Life today is digital and does not require a physical location for obtaining books, connecting to the internet, or doing research.
- Limited access, hours, size, resources.
- Not enough inventory

Other

- I have not utilized the library for school yet. I plan to in the future seeing that the library at the high school doesn't have many books.

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



ANSWER CHOICES	RESPONSES
Elk Rapids Village	38.04% 175
Milton Township	20.43% 94
Elk Rapids Township	15.87% 73
Grand Traverse County	8.91% 41
Torch Lake Township	7.61% 35
Other (please specify) Responses	4.13% 19
Antrim County (out of district)	2.83% 13
Kalkaska County	2.17% 10
Total Respondents: 460	

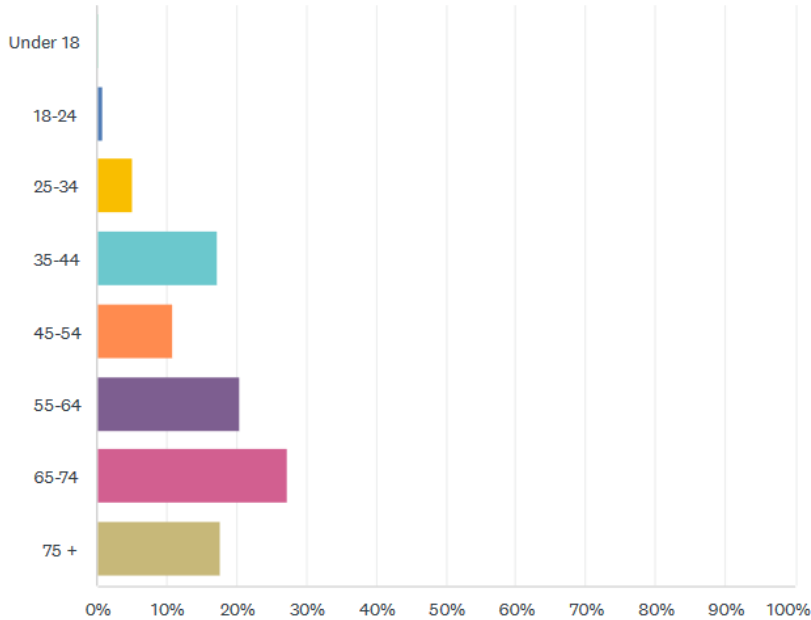
Elk Rapids Village represented about 1/3 of survey respondents while the 3 townships combined represented over 40%.

Other (19 responses)

- Central Lake
- Dearborn, MI
- Illinois (2)
- Kewadin
- Kewadin for the Summer - Toledo, OH the rest of the year.
- Metro Detroit suburb

- Milton Township – half year other (2 responses)
- Rapid City
- Summer resident the past 5 years, relocating full time this summer
- Elk Rapids for the Summer - Texas the rest of the year.
- Elk Rapids Township - Used to live there
- Kalamazoo or France but Elk Rapids is home
- Whitewater Township (3 responses)
- Williamsburg
- Williamsburg - Out of town but own property

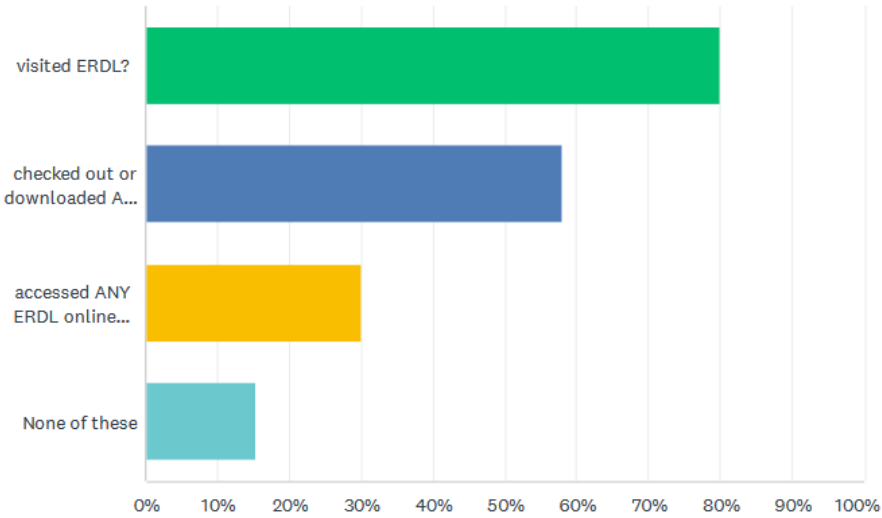
Q3: What is your age?



ANSWER CHOICES	RESPONSES
Under 18	0.22% 1
18-24	0.88% 4
25-34	5.03% 23
35-44	17.29% 79
45-54	10.94% 50
55-64	20.57% 94
65-74	27.35% 125
75 +	17.72% 81
TOTAL	457

The age range with the highest number of survey respondents was the 65-74 age range with 27.35%. The lowest percentage age range at .22% was those under age 18 and .88% for the 18-24 years age range.

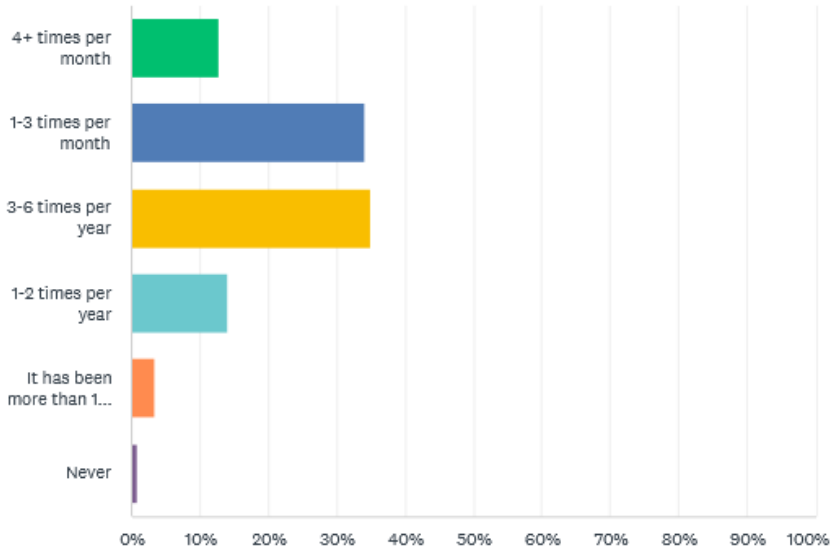
Q4: Please choose any that apply. In the last year, have you...



ANSWER CHOICES	RESPONSES	
visited ERDL?	80.00%	368
checked out or downloaded ANY ERDL materials?	58.04%	267
accessed ANY ERDL online resources or databases?	30.00%	138
None of these	15.43%	71
Total Respondents: 460		

The majority of respondents have visited ERDL with 80.00% in that category. The next largest category was those who checked out or downloaded ERDL materials at 58.04%. 30.00% accessed online resources or databases while 15.43% had not visited, checked out, or accessed items. Those who responded “None of these” were skipped to question #11.

Q5: How often do you typically visit the Library?



ANSWER CHOICES	RESPONSES
4+ times per month	12.70% 47
1-3 times per month	34.05% 126
3-6 times per year	34.86% 129
1-2 times per year	14.05% 52
It has been more than 1 year since I visited	3.51% 13
Never	0.81% 3
TOTAL	370

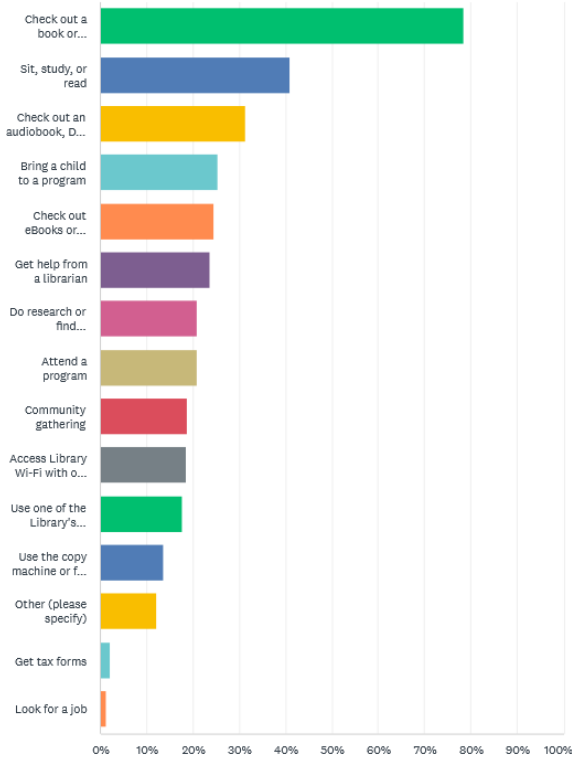
About 1/3 of those who answered this question visit the library 1-3 times per month and 1/3 visit 3-6 times per year.

If you answered never, please share more about why you don't visit (24 responses)

- Covid (8 responses)
- New to area
- Part-time residents – use more than 6 times
- Part-time residents, now full-time – will visit more
- Use library care to access online materials (3 responses)
 - Use Libby app (2 responses)
 - Purchased a Kindle and started using digital products (1 response)
 - Will use my library card to access online materials until the library "finds itself" (1 response)
- Lack of services/offerings (3 Responses)

- I am disappointed in the current offerings and lack of engagement with community.
- I usually go to Alden Library, more services.
- There's not a lot IN the library that I need.
- I did take my children to library time regularly, but the room was so overcrowded
- Unwelcoming (6 responses)
 - I usually go to Alden Library, much friendlier
 - Library Director has been a most unpleasant person. I don't go to the library much so I don't have to interact with her.
 - Not a friendly place when director present
 - Only when Nannette was not there, she was negative and non-helpful at the front desk.
 - When I do visit the staff is not welcoming. A cold vibe.
 - Will probably go more now that director has retired.
- Limited visits d/t seasonal residency but now living in the area full time so will be visiting frequently
- Moved. We don't live here anymore.
- Internet
- Will be stopping in more often now that most people are vaccinated.

Q6: How do you use the Library’s services? (please check all that apply)



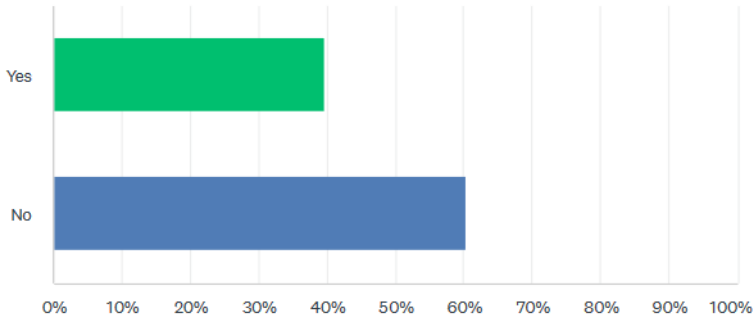
ANSWER CHOICES	RESPONSES
▼ Check out a book or magazine	78.53% 289
▼ Sit, study, or read	41.03% 151
▼ Check out an audiobook, DVD, or CD	31.25% 115
▼ Bring a child to a program	25.27% 93
▼ Check out eBooks or eAudiobooks	24.46% 90
▼ Get help from a librarian	23.64% 87
▼ Do research or find information	20.92% 77
▼ Attend a program	20.92% 77
▼ Community gathering	18.75% 69
▼ Access Library Wi-Fi with own device (including free Wi-Fi in the parking lot or on the island)	18.48% 68
▼ Use one of the Library’s computers	17.66% 65
▼ Use the copy machine or fax a document	13.59% 50
▼ Other (please specify) Responses	12.23% 45
▼ Get tax forms	2.17% 8
▼ Look for a job	1.36% 5
Total Respondents: 368	

Over 75% responded that checking out a book is at least one way they use Library services. About 25% listed “Bring a child to a program” and/or “Check out eBooks or eAudiobooks” for how Library services are used.

Other (45 responses)

- As a place to work remotely
- Attempt to check out books, have had trouble finding what I need in the past
- Attended programs, before Covid
- Checkout Book Cellar/basement books/book sale/give books to Friends/Book Cellar Volunteer/Buy or pick up free books (22 responses)
- Puzzles (2 responses)
- Book Club (3 responses)
- Check out STEM Kits
- Check out wireless hotspots (2 responses)
- Play with my children even if there is no program
- Enjoyment of the porch
- Get help on the computer
- I don't
 - I can get anything online that the library offers
 - Live now in North Carolina
- I use the library printers to print things
- I would attend programs and community gatherings if they were offered
- Just wanted to see it to understand what was there and what all the fuss was about needing new facilities
- Meetings with others
- MeLCat book requests
- My children are beyond the age of the library programs for children, but we used to participate in weekly story times.
- Picked up books and magazines to read
- Teach my son chess
- We won't be permanent residents until we retire, but we visit the library every chance we get

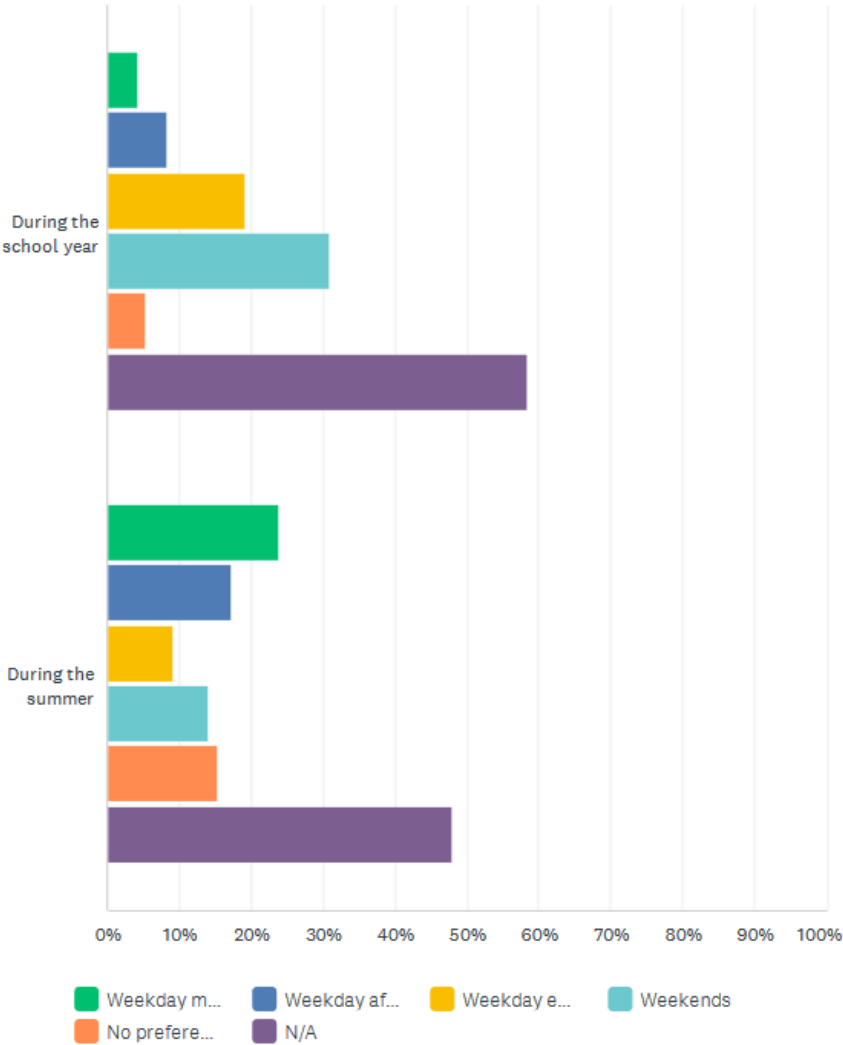
Q7: Did you visit the Library with children (12 years or younger) within the last year, whether your own children, your grandchildren, or other children?



ANSWER CHOICES	RESPONSES	
Yes	39.62%	145
No	60.38%	221
TOTAL		366

40% of those who answered this question listed bringing children 12 years or younger to the library and 60% did not bring children within the last year.

Q8: If you are a parent or guardian, what times work best for your school-age child to attend programs?



	WEEKDAY MORNINGS	WEEKDAY AFTERNOONS	WEEKDAY EVENINGS	WEEKENDS	NO PREFERENCE	N/A	TOTAL RESPONDENTS
During the school year	4.17% 10	8.33% 20	19.17% 46	30.83% 74	5.42% 13	58.33% 140	240
During the summer	23.79% 59	17.34% 43	9.27% 23	14.11% 35	15.32% 38	47.98% 119	248

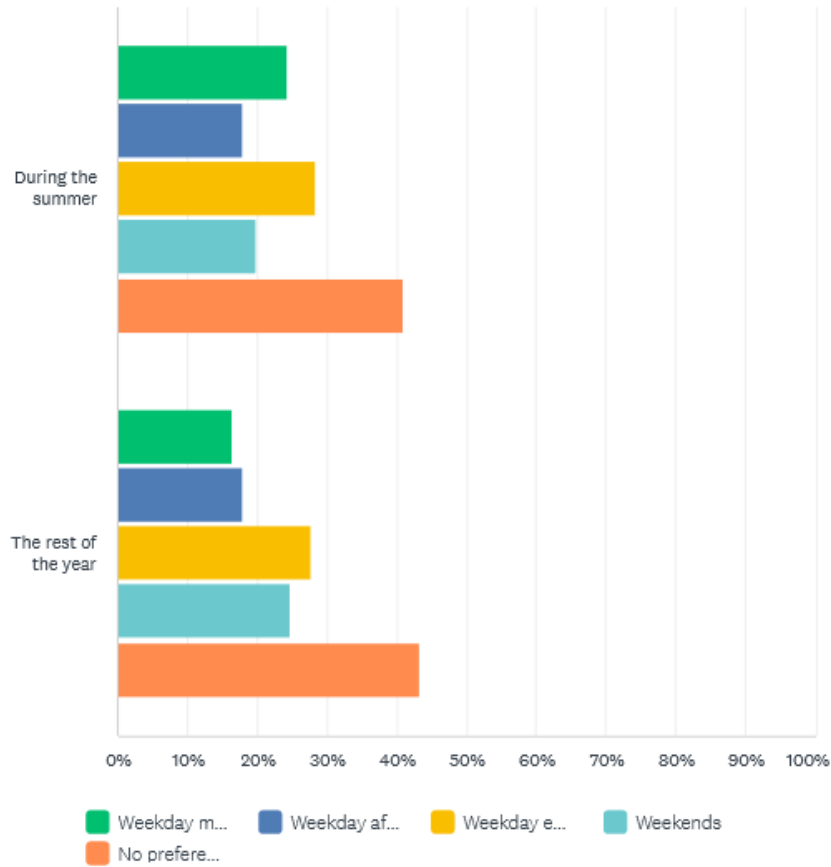
During the school year, the most selected time for children’s programs (30.83%) was the weekend while weekday mornings were selected as the top pick by 23.79% during the summer.

Other (6 responses)

- Doesn't apply/NA/not sure (3 responses)
- Grandparent

- I picked Weekday Mornings/Afternoons during the school year because the schools and library should work together to get kids from the school to the library for programs. As a working parent I can't visit during working hours, and don't get my kids until after 5pm every day.
- Visiting children

Q9: What times work best for you to attend programs?



	WEEKDAY MORNINGS	WEEKDAY AFTERNOONS	WEEKDAY EVENINGS	WEEKENDS	NO PREFERENCE	TOTAL RESPONDENTS
During the summer	24.29% 77	17.98% 57	28.39% 90	19.87% 63	41.01% 130	317
The rest of the year	16.33% 49	18.00% 54	27.67% 83	24.67% 74	43.33% 130	300

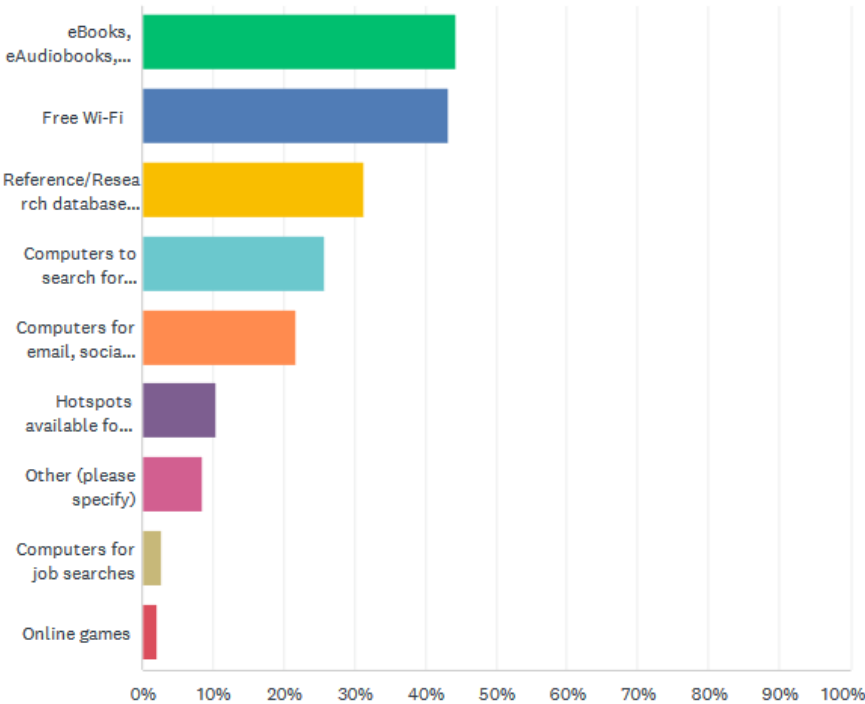
Whether during the summer or the rest of the year, 41-43% stated No Preference for the best time for them to attend programs. The next highest response whether for summer or the rest of the year was weekday evenings for 27-28% of respondents.

Other (12 responses)

- Grand children visits are about 4-5 a year

- I haven't attended a program at the library since covid. Prior to covid 19, I would attend an evening/weekend program because I work during the day.
- Mornings before 8am, evenings after 6pm. Weekends are sacred. :)
- NA/none/not here (3 responses)
- Only in the area June – October/gone during winter/summer resident only (3 responses)
- Retired - flexible schedule (2 responses)
- Summers are already busy; I'm more likely to participate in fall/winter/spring events.

Q10: We have many forms of technology available at the Library. Which do you use? (please check all that apply)



ANSWER CHOICES	RESPONSES	
eBooks, eAudiobooks, eMagazines	44.29%	124
Free Wi-Fi	43.21%	121
Reference/Research databases (e.g. Consumer Reports, Auto Repair, Learning Express, etc.)	31.43%	88
Computers to search for library materials	25.71%	72
Computers for email, social media, word processing, etc.	21.79%	61
Hotspots available for checkout	10.36%	29
Other (please specify)	8.57%	24
Computers for job searches	2.86%	8
Online games	2.14%	6
Total Respondents: 280		

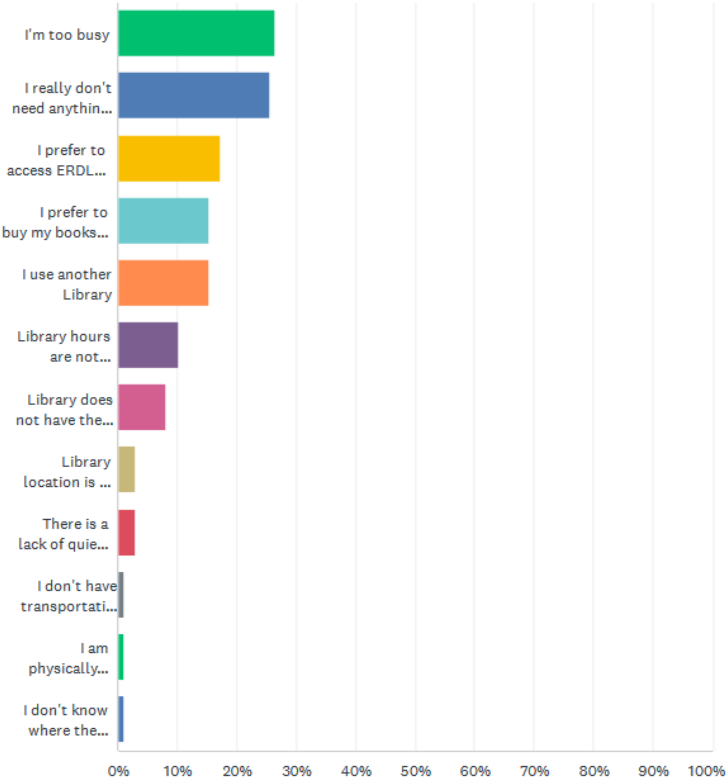
The most chosen use of technology by respondents, with 44.29%, was for eBooks, eAudiobooks, and eMagazines. The least chosen was online games at 2.14%.

Other (24 responses)

- Buy used books
- Child area computers/kids educational games (2 responses)
- Don't use the available technology (2 responses)

- Encyclopedia software on a computer
- I buy books
- I have a computer at home (3 responses)
- Kid games but the ones there were not user friendly
- Melcat
- Need to use theses
- None (5 responses)
 - Anybody who uses the library is living in the past
 - Now I live in North Carolina
- Printer (2 responses)
- Rooms to meet
- Take recycled magazines
- Travel info
- Value Line

Q11: If you have not visited the Library within the last year, please indicate why you have not visited. (please check all that apply)



ANSWER CHOICES	RESPONSES
I'm too busy	26.53% 26
I really don't need anything from the Library	25.51% 25
I prefer to access ERDL virtually	17.35% 17
I prefer to buy my books or other materials	15.31% 15
I use another Library	15.31% 15
Library hours are not convenient	10.20% 10
Library does not have the materials I want	8.16% 8
Library location is not convenient	3.06% 3
There is a lack of quiet space	3.06% 3
I don't have transportation to the Library	1.02% 1
I am physically unable to visit	1.02% 1
I don't know where the Library is	1.02% 1
Total Respondents: 98	

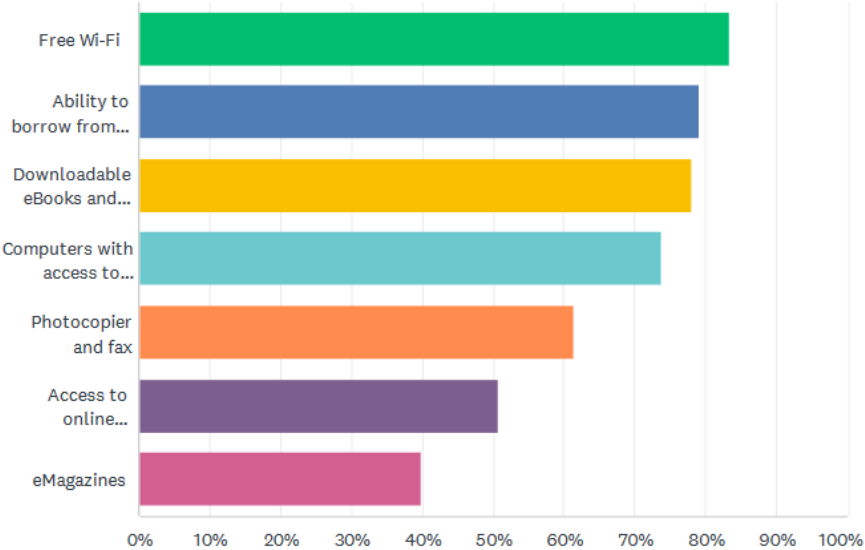
Only 98, or 21% of overall survey respondents, indicated a reason why they had not visited the Library in the last year. For those who responded to this question, the most selected answer was “I’m too busy” for 26.53% and then not really needing anything from the Library for 25.51%.

What other issues keep you from visiting the Library? (65 responses)

- Covid (22 responses)
 - Covid's limitations on hours not knowing if open at times
 - The library was closed for too long due to covid and issues
 - The library was closed for so long during the pandemic that I got out of the habit of going there
- Use another Library (4 responses)
 - I go to Central Lake Library
 - I typically utilize TADL as they seem to have more eBook options available.
 - I use the library that is close to my home in Traverse City.
 - I work and teach out of town and so generally get books from the library in my school.
- Don't use the Library (8 responses)
 - I have come once in the past year
 - I just have never stopped by the library
 - I wasn't aware of this library and what it has to offer
 - Just not in my routine yet
 - Now I live in North Carolina. Used to live in Elk Rapids which I loved
 - We are in Michigan only four months a year
 - NA (2 responses)
- Internal Issues (11 responses)
 - Also because I have been very disappointed/discouraged that the library director and board have not been in alignment regarding strategic initiatives or focused on improving services and programs for the public. Or collaborating with other community entities. Too much time and energy on internal struggles. I think it's good the library director has retired and I think the library board members should resign as recommended by 13 Ways Consultant. A fresh start with a focus on collaborating with the schools and other community orgs. and innovative programs would be great.
 - I supported the Library improvement project and when it became contentious between the board, staff and campaign, I stopped visiting the Library.
 - Not friendly
 - Controversy
 - Once when visited the Book Cellar I was told I could only be down there for 15 min, although there was nobody else in the library. "Covid rules to not keep others waiting". I love your library but you need friendlier staff.
 - Persistent calls from staff regarding overdue items....
 - Previous director was not pleasant to interact with
 - Snobby attitudes
 - The previous director.
 - The Staff
 - The workers there are not friendly
- Building (3 responses)
 - It is in desperate need of renovation and updates

- Absence of a pleasant community room for meetings
- The facilities don't have what would be useful to me.
- Collection/Programming/Resources (4 responses)
 - Lack of relevant, new/contemporary books & mags.
 - The library rarely has the books available that my children attempt to check out, but the inter library loan system has been very helpful (and prompt) in providing the books my children would like to check out.
 - There are no children's programs anymore
 - Would like genealogy computer access
- I do not reside in the Elk Rapids area/district (2 responses)
- Home internet availability/ can download everything I need off the internet (2 responses)
- Parking is difficult at times
- Use of Kindle for books
- Working too much
- Access books in other ways (2 responses)
 - I get more books than I can read from my book club every month, and I buy books.
 - started accessing my books electronically or purchasing them.
- Time (4 responses)
 - We most often visit for kids' programming or when there is downtime. During school year there is not much opportunity for that.
 - Working too much
 - No time to read except summer
 - I am only there in the Summer
- Often visit/visited/plan to visit more (3 responses)
 - I do visit often
 - Seasonal resident and only in residence 3 weeks per year but now living full-time so will be visiting frequently
 - We LOVED the library when we owned a home on Elk Lake. I used the library often and appreciated the service they provided.

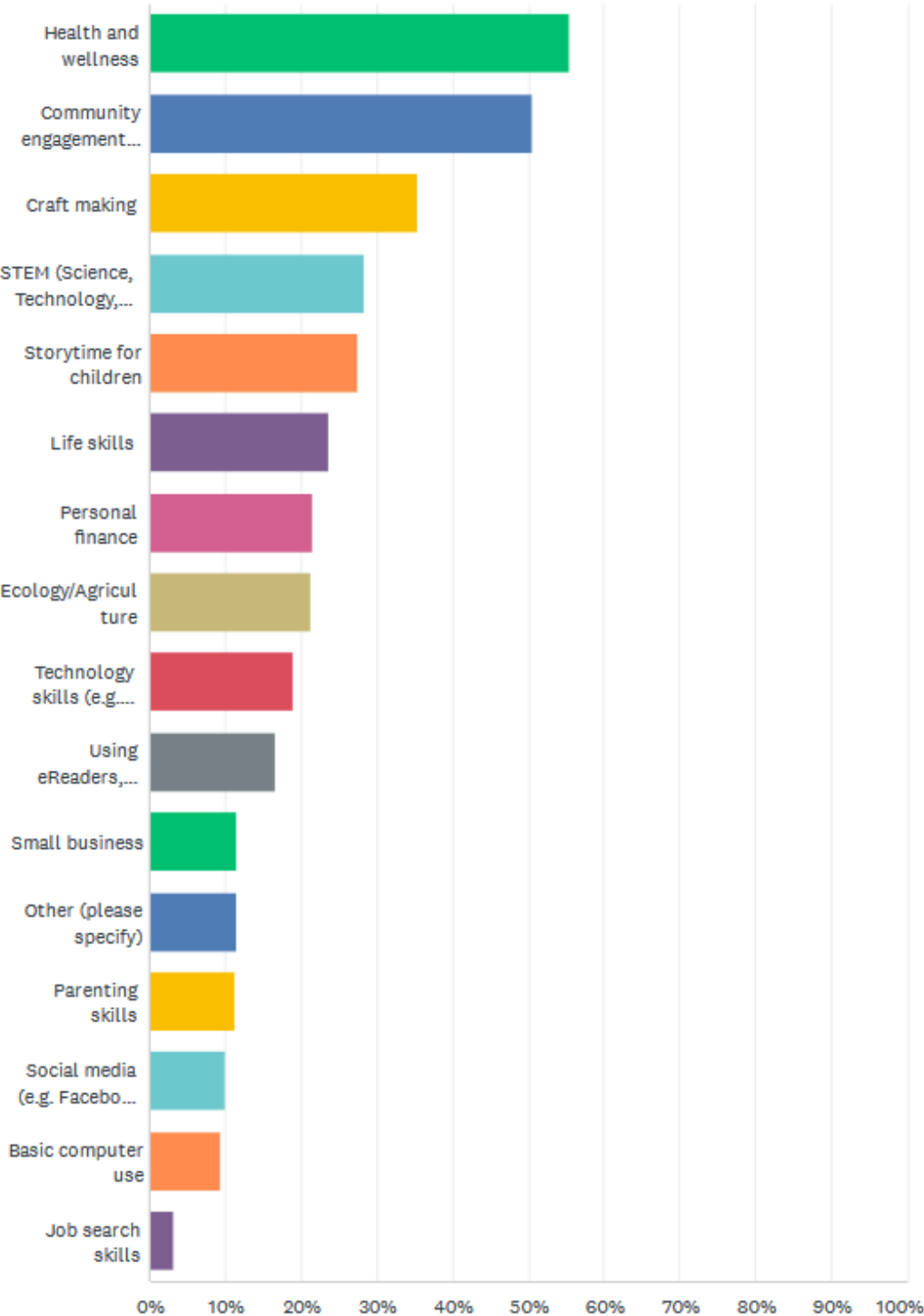
Q12: Are you aware of these services currently offered by the Library? (please check all that apply)



ANSWER CHOICES	RESPONSES
Free Wi-Fi	83.42% 312
Ability to borrow from libraries statewide or nationwide	79.14% 296
Downloadable eBooks and eAudiobooks	78.07% 292
Computers with access to printers and scanners	73.80% 276
Photocopier and fax	61.50% 230
Access to online resources (e.g. consumer advice, investment research, car repair, learning a language, and tutoring)	50.80% 190
eMagazines	39.84% 149
Total Respondents: 374	

Respondents showed the least awareness of eMagazines (with 39.84% being aware) and Access to online resources (with 50.80% being aware). Free Wi-Fi (with 83.42% being aware) and the ability to borrow from libraries statewide or nationwide (with 79.14% being aware) were the most known services. 86, or 18.70% of overall survey respondents, skipped this question.

Q13: If the Library were to offer services or a program on the following topics, which would you be interested in attending? (please check all that apply)



ANSWER CHOICES	RESPONSES	
Health and wellness	55.46%	193
Community engagement opportunities (e.g. networking or social events)	50.57%	176
Craft making	35.34%	123
STEM (Science, Technology, Engineering, Mathematics) classes/presentations	28.45%	99
Storytime for children	27.59%	96
Life skills	23.56%	82
Personal finance	21.55%	75
Ecology/Agriculture	21.26%	74
Technology skills (e.g. networking, coding, hardware, etc.)	18.97%	66
Using eReaders, tablets, or other devices	16.67%	58
Small business	11.49%	40
Other (please specify)	11.49%	40
Parenting skills	11.21%	39
Social media (e.g. Facebook, etc.)	10.06%	35
Basic computer use	9.48%	33
Job search skills	3.16%	11
Total Respondents: 348		

For those who responded to this question, 55.46% chose Health and wellness as a topic of interest for a service or program offered by the Library that they would be interested in attending. The next highest topic of interest for those who responded was Community engagement opportunities such as networking or social events which was selected by 50.57% of respondents.

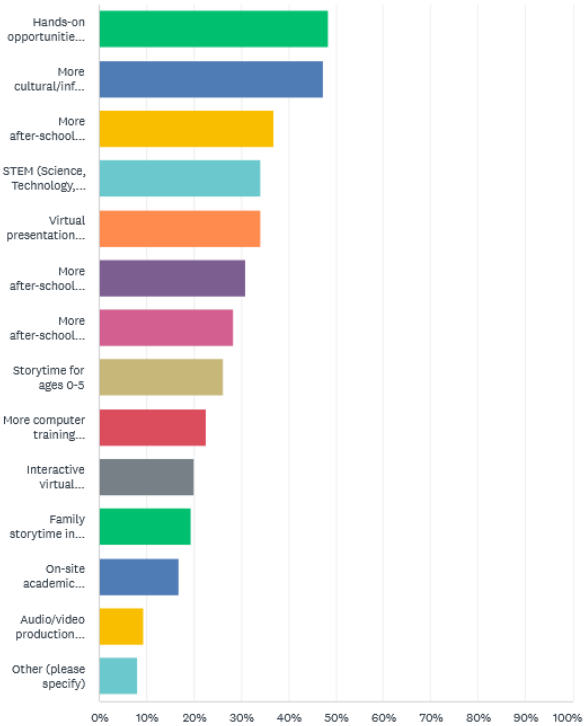
Other (40 responses)

- Meeting room (2 responses)
 - A place for community groups to meet.
 - Meeting room equipped with technology
- Technology (5 responses)
 - Zoom education, Microsoft Teams and other Microsoft Teams for MAC
 - Technology to scan photos and old slides to convert to digital.
 - Have a MACBOOK PRO... Would love to attend training sessions to enhance my use of laptop
 - I would love classes on how to use Excel, Adobe Photoshop taught by NMC students.
 - intro to use of i phones; intro to eReaders
 - computer lessons
- Genealogy (2 responses)
- Author visits/programs/events (3 responses)

- Cooking demos/classes (2 responses)
- None (2 responses)
- Book club/discussions (5 responses)
 - Adult Book Group - Evening Meeting Time
- Art
- Writing (4 responses)
 - book
 - personal/family history, etc.
 - creative writing workshops
 - How to write a memoir
- Arts and Crafts
- Astronomy
- Aging issues (2 responses)
 - Retirement planning (when to apply for Social Security)
- History (3 responses)
 - Speakers about the history of the area
- Current events (3 responses)
- Community resources being offered
- International affairs forum
- Speakers on a variety of topics (4 responses)
 - Knowledgeable speakers
 - Programs given by experts such as professors from NMC
 - Educational seminars or informational gatherings
- Community events
- Diversity and inclusion (on topics of race, gender identity, sexuality, etc.)
- Sex and relationship education
- Climate
- Healthy life/diet
- Energy
- Landscaping
- Gardening
- Sustainability
- Events more age appropriate and geared towards Millennials
- Events/resources more age appropriate and geared towards kids k-12 (3 responses)
 - Story time for older kids
- Would love coffee/tea service and a nice place to read a book. What is currently in place is outdated and unattractive
- Mysteries
- Religion
- Travel
- Science
- Protecting our natural resources

- Sustainable landscaping
- Water management
- Not interested/don't attend programs (3 responses)
 - Since I'm forced to answer this question to proceed with the survey, I have to say I prefer to learn at home, at my own pace. None of these programs would interest me.
 - We used to attend and even host programs there, but we don't tend to go to them anymore.
 - I'm not currently interested, but I feel these services are important to offer.

Q14: Please indicate which of the following possible improvements to the services offered by the Library would be important to you. (please check all that apply)



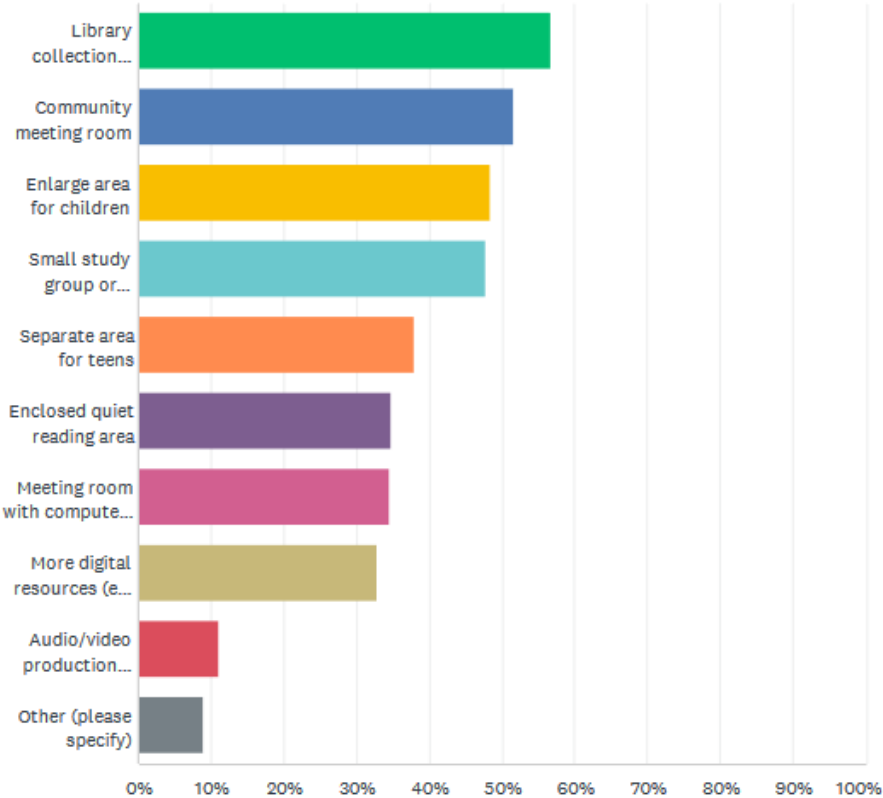
ANSWER CHOICES	RESPONSES
Hands-on opportunities to learn things (e.g. coding, robotics, 3D printing, cooking, sewing, etc.)	48.34% 160
More cultural/informational programs for adults	47.43% 157
More after-school activities for elementary age children	36.86% 122
STEM (Science, Technology, Engineering, Mathematics) programs for children	34.14% 113
Virtual presentations and speakers	34.14% 113
More after-school activities for middle school age children	30.82% 102
More after-school activities for teens	28.40% 94
Storytime for ages 0-5	26.28% 87
More computer training classes	22.66% 75
Interactive virtual programs/events	19.94% 66
Family storytime in the evenings	19.34% 64
On-site academic resources for homeschool students	16.92% 56
Audio/video production training	9.37% 31
Other (please specify)	Responses 8.16% 27
Total Respondents: 331	

For the 331 survey respondents who answered this question, 48.34% chose “Hands-on opportunities to learn things” as a possible improvement to services offered by the Library that would be important to them. This was the most selected response with “More cultural/informational programs for adults” being the 2nd most selected response with 47.43%.

Other (27 responses)

- Anything that attracts young people to reading and the facility.
- As much as possible - a library for all
- Community events
- Does this library have automatic renewals for both regular & MelCat items?
- More after-school activities for high school aged students
- Help train groups for the churches
- Programs for families, children and teens
- Help with ancestry search
- Humanities vs STEM
- Meeting space equipped with technology
- More contemporary books on fly-fishing
- Storytime for grandson on occasional visits
- My main use of the library is for entertainment (fiction books/movies) and learning (non-fiction). I don't feel I would use these services at this point, perhaps in the future.
- Mystery novels
- Storybook trail
- Separate area for teens
- None (2 responses)
- One on one computer training and computer classes
- Sell the building to be used as a restaurant. Make Elk Rapids a hot spot.
- Summer programs for kids
- Training on security for our devices
- Visiting artists, interviews with authors (2 responses)
- Wider selection of current eBooks
- Don't use the library/attend programs (5 responses)
 - When my children were younger we would have done events if we had known of them
 - While I don't personally use the library at this point, I am certain that many in the community would use all of the above.
 - Since we don't use the library, nor plan to, none of these possible improvements interest me or meet the needs/desires of my family.
 - I think programs are very important, but I would not partake personally.
 - My main use of the library is for entertainment (fiction books/movies) and learning (non-fiction). I don't feel I would use these services at this point, perhaps in the future.

Q15: Please consider which of the following possible improvements to the Library’s resources or space would be important to you. (please check all that apply)



ANSWER CHOICES	RESPONSES	
Library collection (e.g. books, movies, music)	56.67%	204
Community meeting room	51.67%	186
Enlarge area for children	48.33%	174
Small study group or meeting room(s)	47.78%	172
Separate area for teens	38.06%	137
Enclosed quiet reading area	34.72%	125
Meeting room with computer projection and audio/video conferencing equipment	34.44%	124
More digital resources (e.g. eBooks, eAudiobooks, music, or movies)	32.78%	118
Audio/video production equipment	11.11%	40
Other (please specify)	8.89%	32
Total Respondents: 360		

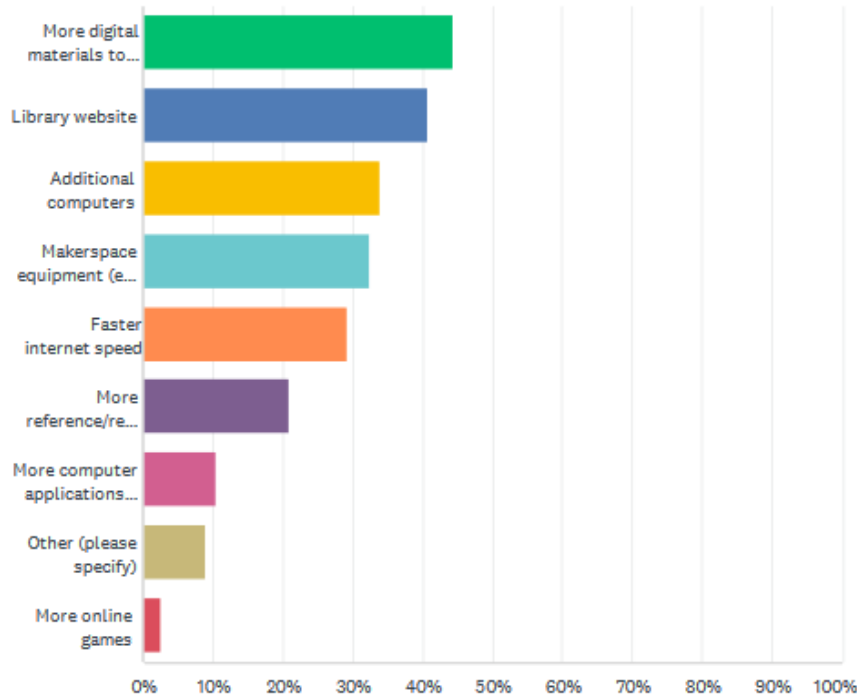
Of the 360 who responded to this question, 56.67% noted that the Library collection was a possible area of improvement for the Library. Improvement regarding a Community meeting room was noted by 51.67% of those who answered this question.

Other (32 responses)

- Business Area (2 responses)
 - A better small business resource area
 - Business start-up incubator space
- Collection/Resources (6 responses)
 - A larger number of eAudiobooks
 - Better online catalog
 - Books for 1 year old
 - Legos for 6 year old
 - Suttons Bay Library loans out telescopes
 - I wish we could expand what is offered for online research. TADL has rich menu of online services but we can't take advantage of that here. I'd like to see the online resources beefed up.
- Use of space - Indoor
 - A nice restaurant
 - Areas for tutoring students
 - Children's area really needs enlargement
 - Coffee bar (2 responses)
 - I love the "porch" with its rocking chairs & tables big enough for jigsaw puzzles & games to be shared as well as room for individual projects that need to be spread out on a surface
 - Improvements to the building-mold eradication and up to code
 - Kitchen
 - Maker Space for children, teens, community use
 - More space. (2 responses) Any time I visit there isn't a place for me to be so I end up in the basement. The layout is confusing and not conducive to what humans need in the space. We need a new, state of the art library. Keep that building as a community space or transform it into an event space.
 - Room for more books
 - Quiet at the front desk and porch- this is not a coffee shop
- Use of Space -Outdoor
 - Outdoor seating area such as a deck overlooking Lake Michigan
 - Gardens
 - More parking
 - Poor location no parking for groups
- All would be great
- Programming
 - Book clubs
 - Local book clubs that meet in the evenings or on weekends
- Friendlier staff
- Meeting Room Space
 - Gathering room for group exercise

- Improve the meeting room
 - Large meeting room for 80 people
 - Meeting rooms need to be free - no charges as we already support with taxes
 - Obviously meeting rooms can be combined.
- Outreach
 - Liaison with high school groups and library, liaison with elementary and middle school for programming or meet ups
- Since we don't use the library, nor plan to, none of these possible improvements interest me or meet the needs/desires of my family.
- Upgrade computers.

Q16: What technology or technology services would you like to see improved at the Library? (please check all that apply)



ANSWER CHOICES	RESPONSES
More digital materials to borrow (e.g. eBooks, eAudiobooks, etc.)	44.24% 123
Library website	40.65% 113
Additional computers	33.81% 94
Makerspace equipment (e.g. computers, 3D printer, sewing machine, soldering equipment, hand tools, etc.)	32.37% 90
Faster internet speed	29.14% 81
More reference/research databases and online resources	20.86% 58
More computer applications/software	10.43% 29
Other (please specify)	8.99% 25
More online games	2.52% 7
Total Respondents: 278	

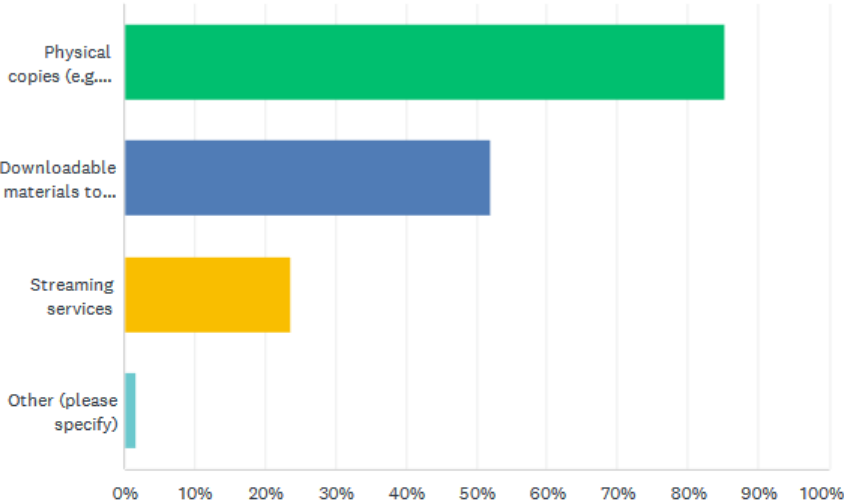
Of the 278 respondents who answered this question, 44.24% noted they would like to see more digital materials to borrow (e.g. eBooks, eAudiobooks, etc.) as a technology service they would like to see improved. 40.65% desired an improvement to the Library Website.

Other (25 responses)

- Space/layout/building (6 responses)
 - Bigger workspace around the computers

- More distance spaced computers for better privacy
- More space
- Meeting rooms with state-of-the-art projection tech
- Quiet, separate space to use computer
- Classes (3 responses)
 - Computer, cell phones ,tablet skills for seniors or beginners
 - more specific help to learn higher levels of computer usage
 - tech classes
- Specific software (1 response)
 - Adobe Creative Suite
 - design/development programs for hands-on learning
- Cooking/brewing equipment
- How you might consider the above [technology/technology services] to attract more students.
- I don't know what is needed
- I like it as it is (2 responses)
- I would like more readily available info online about how to use resources
- Keep doing what your doing
- Laptop computers to take to various parts of the library, inside and out
- More access to children's programs in the children's room
- None/NA (5 responses)
- So often I look to borrow a digital book and titles are not available or the wait time is very long. It's very frustrating.
- There should be a process for determining best technology practices including prioritizing and implementing. What are other libraries doing around the world and how can we replicate? (2 responses)

Q17: How do you prefer to read or view materials? (please check all that apply)



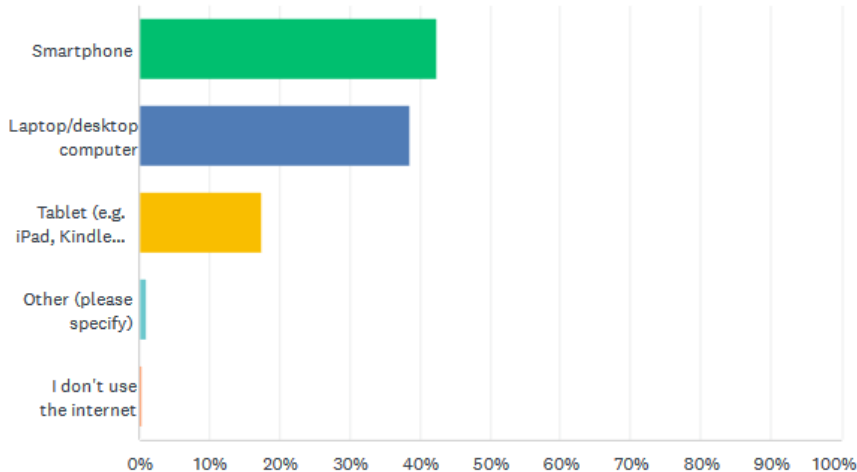
ANSWER CHOICES	RESPONSES	
Physical copies (e.g. books, magazines, DVDs, CDs, etc.)	85.27%	330
Downloadable materials to eReaders, tablets, or other devices	51.94%	201
Streaming services	23.77%	92
Other (please specify)	1.81%	7
Total Respondents: 387		

Of the 387 respondents who answered this question, 85.27% noted that they preferred physical copies for reading or viewing materials. 51.94% preferred downloadable materials while 23.77% preferred streaming services.

Other (7 responses)

- Audiobooks (2 responses)
- Digitally on my phone
- I intend to do more eBooks
- I need education on using the downloadable materials!
- N/A
- Tablets

Q18: What type of device do you use most frequently to access the internet?



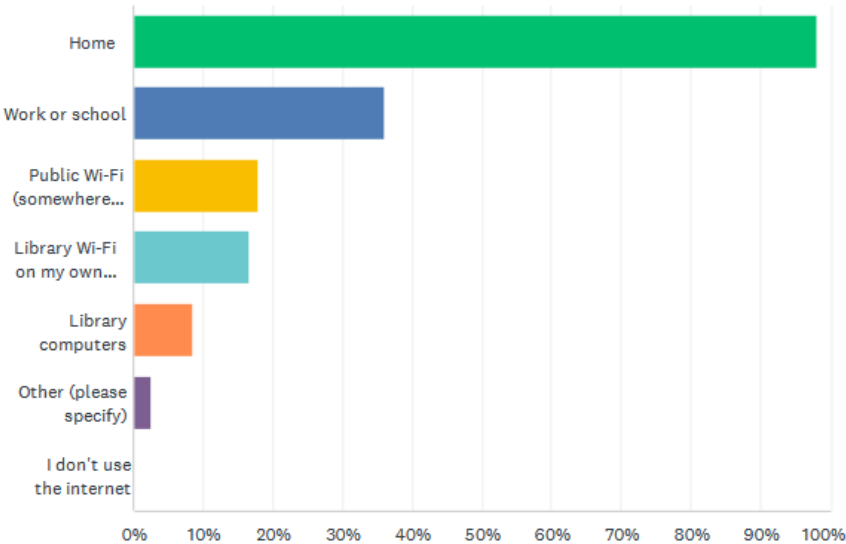
ANSWER CHOICES	RESPONSES	
Smartphone	42.42%	168
Laptop/desktop computer	38.64%	153
Tablet (e.g. iPad, Kindle Fire, etc.)	17.42%	69
Other (please specify)	1.01%	4
I don't use the internet	0.51%	2
TOTAL		396

Of the 396 who responded to this question, 42.42% accessed the internet on their smartphone. 38.64% used their laptop/desktop computer, while 17.42% used their tablet. 2 respondents, or .51%, did not use the internet.

Other (4 responses)

- A combination of my laptop and smartphone/iPhone (2 responses)
- I use all three
- N/A

Q19: Where do you access the internet? (please check all that apply)



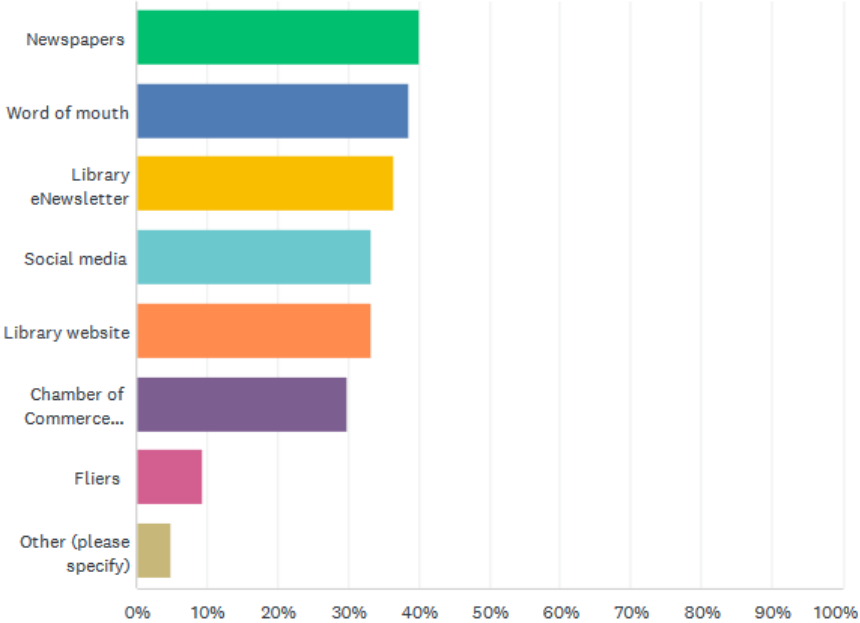
ANSWER CHOICES	RESPONSES	
Home	98.01%	394
Work or school	36.07%	145
Public Wi-Fi (somewhere other than the Library)	17.91%	72
Library Wi-Fi on my own device	16.67%	67
Library computers	8.46%	34
Other (please specify)	2.49%	10
I don't use the internet	0.25%	1
Total Respondents: 402		

Of the 402 who responded to this question, 98.01% access their internet at home. 36.07% access the internet at work or school. 17.91% utilize public Wi-Fi somewhere other than the Library while 16.67% utilize Library Wi-Fi on their own device. 8.46% use Library Computers for the internet and 1 respondent did not use the internet.

Other (10 responses)

- Hot spots
- I use the library computers to access printers when needed
- Literally everywhere/anywhere (3 responses)
- Personal hotspot
- Smartphone/cellular network/data plan (4 responses)

Q20: How do you find out about Library services and programs? (please check all that apply)



ANSWER CHOICES	RESPONSES	
Newspapers	40.05%	157
Word of mouth	38.52%	151
Library eNewsletter	36.48%	143
Social media	33.16%	130
Library website	33.16%	130
Chamber of Commerce newsletter	29.85%	117
Fliers	9.44%	37
Other (please specify)	4.85%	19
Total Respondents: 392		

Of the 392 who responded to this question, 40.05% selected Newspapers as a way they find out about Library services or programs. 38.52% selected Word of mouth while 36.48% found out through the Library eNewsletter. 33.16% found out through Social Media and the Library website. The Chamber of Commerce newsletter was selected by 29.85% of respondents. Fliers helped 9.44% of respondents find out about Library services and programs.

Other (19 responses)

- Email (2 responses)
- I don't (2 responses)
 - It doesn't have the services I need.
- Physically visiting the Library (9 responses)
 - Entry way notices
 - I find out when I go to the library but will checkout the library website in the future
 - Library bulletin board
 - Roaming around the library itself
- Events - like a table at Weds night street nights
- IPR News Radio, Interlochen
- Library personnel (2 responses)
 - Ask the library staff
- Friends of the Library
- This survey
- School