



# Strategic Planning

## Findings Book

### Part 2



Engage | Envision | Evolve

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**Rethinking Libraries held 8 engagement sessions with 91 participants during the period of September 20-22, 2023. These groups comprised local patrons, teens, board members, non-supervisory staff and supervisors, and community leaders.**

**Hartland Community:**

- There is a lack of diversity in the schools and the community at large.
- The LGBTQ+ community does not feel welcome in the schools and feels bullied.
- However, many folks chose to come to Hartland because of the schools. Over 30% of students are from out of the District.
- Many moved here for the small town feel, though the area population is growing due to growth in the auto industry. Due to this population growth, real estate has become unaffordable for many residents.
- Hartland is a very interconnected community as many different groups work together, from the schools to the local government to the chamber.
- Used to be much more rural and has become something of a retirement destination.
- There is a high degree of education in the community.
- There is no draw for younger people, and higher real estate prices are keeping younger families away.

**CPL Perceptions:**

- The staff are all very kind and make me feel safe.
- Crouse and Tremaine brought “the jewel” to the community with library among other things as part of the Hartland Area Project . Always amazed at the variety of things the library can offer with the resources they have.
- The library has become a cultural center for the community.
- Users of the library love the programming and the staff.
- Like in any community there are active users and those that aren’t aware of what the library offers. It’s not a quiet library and there should be quiet spaces.

**What does the community need/want from the library?**

- The library could use more reading spots.
- The library doesn’t necessarily need more space, just better use of current space.
- The community would like the library to be a safe space.
- Would like to see more family movie nights.
- The library needs a better website.
- Additionally, the library should reach out to those in the community not being served. Marketing can be improved.
- As always, there is a need for additional meeting spaces.

**Customer Service- Ease of Use:**

- Signage is a challenge in the library.
- It is easy to find people to help in the library.
- The phone system has issues.
- The placement of the reference desk received lots of unfavorable comments.
- Self-check is often off line.

### **Collections:**

- Collection development has been steady and they do a good job of letting the community know what is available.
- Readers advisory is very important to the library users.
- The book jobber, Brodart, has been very slow to deliver current titles.
- Many like the access to books from all over the state.
- User would like to see reading aids for those with low vision.
- The library could market its Library of Things better, however, most really like the Sports Court.

### **Children's Services and Spaces 0-7 and 8-12**

- Youth department is doing a wonderful job.
- The programming room is great.
- The area could use a Mom's lounge.
- Many of the programs have a waiting list.
- There are programs and collections for tweens but no space just for them.
- It's tough to get the parents of tweens to bring them to the library.
- The tweens can be loud.
- Sexually based books should be labeled and taken from the children's area.

### **Teen Services and Spaces**

- The library has done a wonderful job with teens.
- The volunteer program is outstanding.
- The teens have a nice cozy space.
- The library should think of ways to leverage the large pool of teen volunteers.

### **Adults and Seniors**

- Quiet study space is requested.
- There are a lot of interesting people in the community and they could help with some types of programming.
- Most programs are offered for the 60+ age group as opposed to the younger groups.
- There should be more senior outreach and involvement.
- Generally, the library does well working with all age groups.
- Local schools don't have libraries anymore or library has taken on other roles so they rely on the public library.

### **STEAM/STEM**

- There isn't much room in the current library for maker space, and what equipment they have is not often used.
- There is a demand for more STEM programs.

### **Library Programs Overall**

- Are there too many programs and are they cannibalizing others? There have been many adult programs where very few people showed up for quality programs.
- Patrons seem to want a lot of programming but balance is an issue.
- The library is underutilizing the music hall.
- Programming could be more intentional and less disjointed.
- Teen programming is successful due to volunteers.

**Community Awareness**

- It is helpful that there is a newsletter as well as announcements at the schools.
- Perhaps the library should partner with the Senior Center.
- Marketing can always be better.
- The website got multiple mentions for being terrible. (There is a plan in place to remedy)

**Other notes**

- The library has a great staff and does many things well.
- A plan for maintaining staff should be part of the plan, as well as health and wellness emphasis for staff.

## Key Takeaways

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### Key Demographic info

- 1198 respondents started the survey and 67% completed it. We needed 379 responses for a statistically significant result at a 95% confidence level. Our result exceeded that level for the CDL population served.
- 58% of respondents live in Hartland Township, 16% in Brighton Township, 9% in Tyrone Township, 7% in Oceola Township, 3% in Deerfield Township, and 2% in Genoa Township. Of those who didn't live in one of the Townships, 40% lived in Howell, 16% in Brighton, and 16% in Fenton. Most of the balance lived in other nearby communities.
- Most age groups were well represented though the responses were slightly skewed toward the older age groups - 28% were 66 years or older, 19% were 36-45, 16% were 56-65, 15% were 46-55, 10% were 26-35, 4% were under 19, and 3% were 19-25.
- There is not a lot of racial diversity in the communities but the respondents reflected the diversity found in the community. All racial groups found in the community were represented and the results overall were typical of what we see in terms of diversity in our surveys.

### Library Activity

- 62% of respondents visit the library once a month or more often, 26% visit weekly or more often.
- Of those who don't visit the physical building 33% are virtual users, 28% use their own technology, 15% say they are too busy to use the library, 13% never think of the library as an option, and 11% prefer to buy and own their own material.
- 94% have a library card, of those who don't, most live in other areas with reciprocal use of the Cromaine Library. A few indicated their cards were expired or they were new to the area.
- Respondents were heavily focused on using the library for materials with 85% using the Library to find a book and 31% finding DVDs, CDs, and videos.
- Other primary uses were attending a library program (40%), just enjoying spending time at the library (35%), visiting and/or playing in the children's area (30%), using the printer/photocopier/fax/scanner (15%) and studying/ reading alone (15%).
- Of those who offered Other Reasons for visiting many cited attending specific programs, bringing their children/grandchildren to use the children's area, picking up holds, and visiting the book sale.

### How people describe the Cromaine District Library

- 96% (Strongly agreed or Agreed) felt the Library is an important part of the community, 98% found the Library to be a clean and well-maintained place, 96% found the library a safe place, and 93% found the staff to be knowledgeable and helpful.
- The area people agreed less strongly with was the Library seeming easily accessible for those with emotional or neurosensory differences with approval of 46% (52% didn't know or had no opinion on the subject and 3% disagreed), the Library having adequate space for the needs of the community with 73% approval (20% didn't know or had no opinion on the subject and 6% disagreed), and the library collection being adequate with a 85% approval (7% didn't know or had no opinion on the subject and 3% disagreed), and. Of the 17 areas, 15 had over 70% who agreed with the statements on the different aspects of the Library.

### **What are the most important issues facing the community?**

- Community division over political issues and concerns around diversity, equity, and inclusion issues were clearly major concerns for the community. The divisiveness in the community was evident in the responses.
- Community infrastructure was often mentioned especially in terms of adequate resources for supporting community growth and the need for road improvements and repairs. It was noted that safe walking and bike routes are a concern and there is not adequate public transportation. Increasing levels of traffic were often mentioned.
- There were a wide variety of thoughts about different aspects of the Library. Several comments were concerned with maintaining an adequate selection of books, suggestions for services, and thoughts about programs.
- As with many other communities, concerns were also raised around the economy and community funding. Rising taxes and inflation were often mentioned.
- Maintaining a quality educational system was an additional concern.

### **Library's role in the community**

- 15 of the 17 areas had at least 70% or more of the respondents Strongly Agreeing/Agreeing that these items were part of the Library's role in the community.
- It's very clear that the community sees the library taking a major role in Promoting the Value of Reading and Literacy, Youth Education Support, and Services, Providing Access to Technology, Enrichment and Entertainment for Children and Youth, with Teen and Young Adults, and Life-long Learning not falling far behind.
- Areas with less interest were Offering Programs and Services Outside of the Library which scored 59%, Services and Programs for Local Businesses and Entrepreneurs, Health and Wellness Activities and Support which scored 69%, and Connecting Community Members to Social Services which scored 74%.

### **Important Library Services**

- 21 of the 21 services on the list had nearly 80% or more of the respondents who felt that they were services considered Must Have or things that would be Nice to Have.
- Access to Children's Programs was considered the most important service offered, followed by Access to Wi-Fi, and Physical Materials for Browsing and Checkout.
- Services seen as less important were Auditorium for Author Visits, Movies, etc., 24/7 Access to Library Materials, Technology for Digital Creation and Production, and Creative Spaces or Maker Labs.
- Other services mentioned most often as potentially missing: several comments around the collection and being sure to continue to focus on the books and other physical materials, as well as being sure to keep up with e-materials, ideas for additional services, many specific program suggestions, many comments on the spaces, and a few operational concerns.

### **Library Programs**

- 47% of respondents indicated that they have attended adult programs at the library, 52% attended children's programs, 18% teen programs, 15% multi-generational programs, and 11% virtual programs.
- Most commonly reported reasons for not attending programs: 19% indicated they were not interested in or just didn't attend programs, 12% indicated they didn't find the content to be of interest to them, and 11% found the scheduled program times didn't work into their schedules.
- 81% of respondents indicated program times worked for them. Other suggestions were evenings and weekends for working adults and kids with working parents and daytime programs for seniors and homeschooled students.
- Most requested programs were Summer Reading, Book Clubs/Discussion Groups, Storytimes, How -to Classes/Workshops, Arts & Crafts Programs, Programs for Seniors, Health and Wellness, Concerts and Life Skills; and least requested on the survey were Social Media Apps, Anime/Manga Club, ELL Programs, Video

gaming/ E-sports/ E-tournaments, Small Business/Start-ups/Entrepreneurship, Comic-con & Fandom Programs, and Exhibits.

### **Equity, Diversity, and Inclusion**

- This was a topic that many people didn't feel they were very informed on so there were large percentages of Neutral and Don't Know Responses.
- The Library seems to be doing the best with the Facility where 64% agreed that it was being addressed. Community Engagement was similar with 63% agreeing it was being addressed.
- Areas with the lowest levels of agreement were Diversity of Staff with 43%, Marketing with 50%, and Outreach with 49%.
- Feelings were that the Library's main roles in equity, diversity, and inclusion issues are Materials that address EDISJ, Education, and a Place for Community Engagement.
- 20% of respondents felt that the Library doesn't have a role in these issues.

### **What ways do you finding out about prefer to find out about library or community news and events and how do you currently do so?**

- The most preferred methods for finding out about library news and events include Emails from the Library, the Library Website, and Social Media.
- Radio and Marketing based on my profile, usage, and preferences were the least preferred information channels.

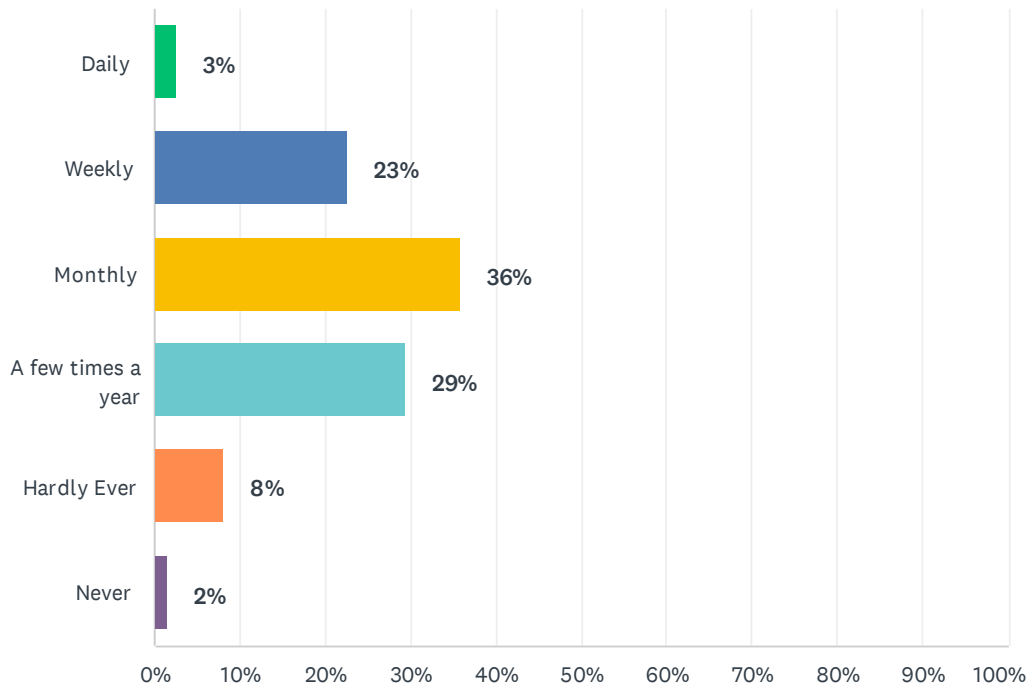
### **Other Comments**

- There were an overwhelming number of comments about the staff, the Library, and how they are appreciated as a community resource. The community appreciates that the Library has so much to offer.
- Library facilities and spaces were mentioned. Having adequate quiet study spaces and appropriate spaces for children was often mentioned along with some specific furniture suggestions. Accessibility was also a concern.
- Numerous comments were made about the collection of materials the library offers. Many comments were concerned with the materials in the children's collection and keeping materials available for all.
- There were specific program suggestions for both children's/family programs and general programs
- There are some concerns about the noise, library hours, and additional service suggestions.

# Cromaine District Library Community Survey 2023

## Q1 How often do you visit your library in a typical year?

Answered: 1,198 Skipped: 0

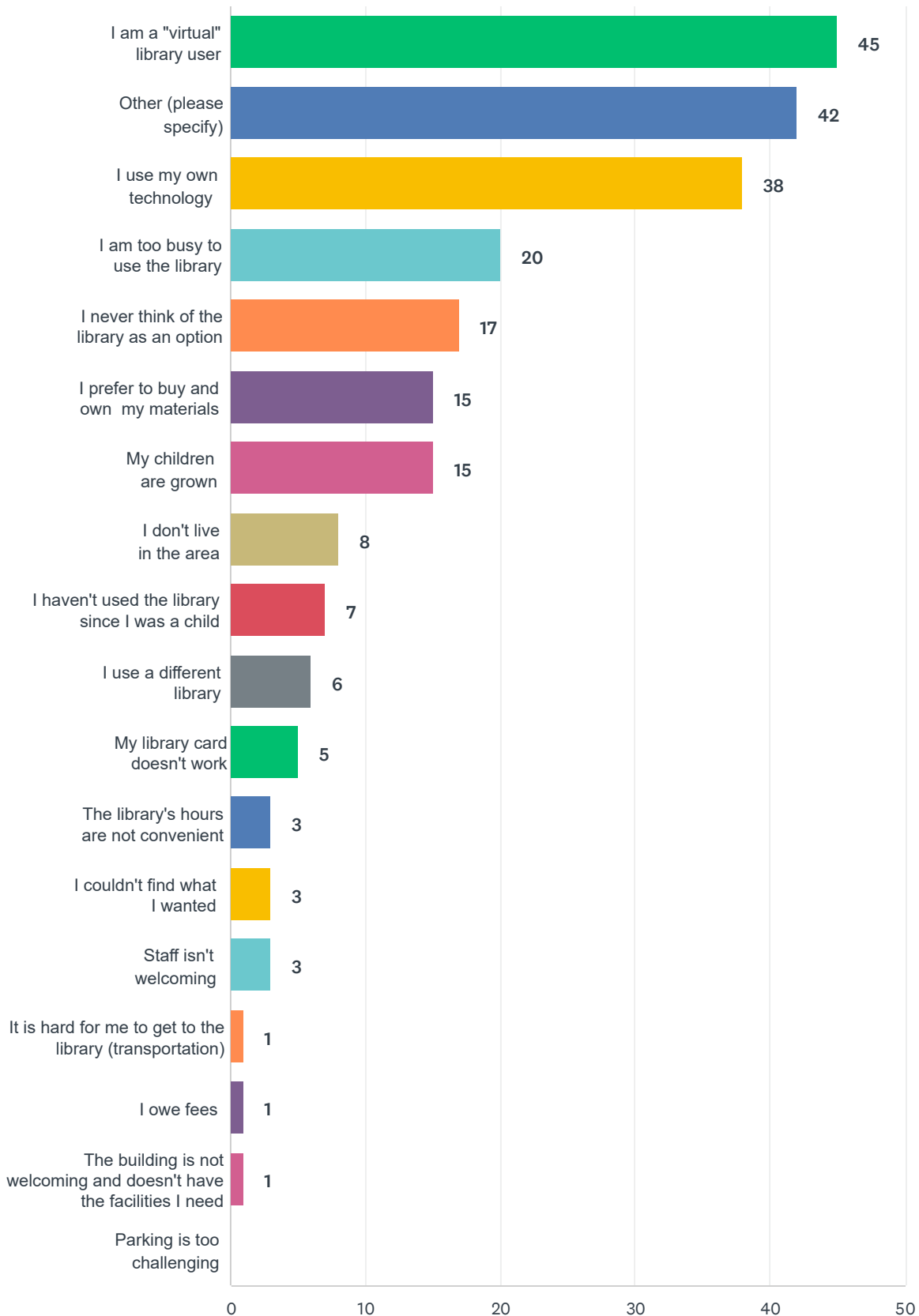


ANSWER CHOICES	RESPONSES	
Daily	3%	30
Weekly	23%	270
Monthly	36%	429
A few times a year	29%	353
Hardly Ever	8%	97
Never	2%	19
<b>TOTAL</b>		<b>1,198</b>



## Q2 If you are not a regular library visitor in a typical year, please tell us why not. (check ALL that apply)

Answered: 135 Skipped: 1,063



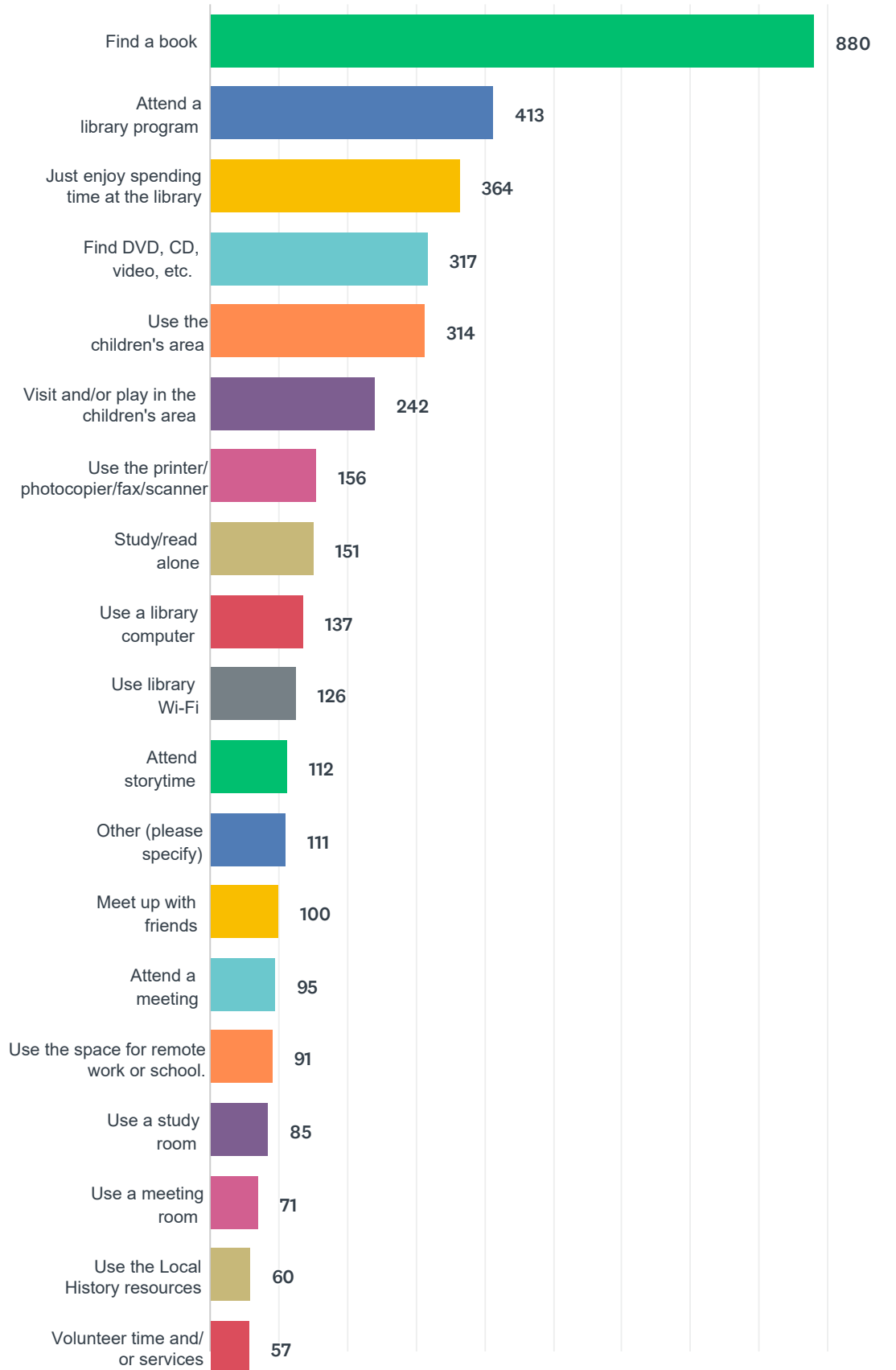
ANSWER CHOICES	RESPONSES	
I am a "virtual" library user (download books from library website)	33%	45
Other (please specify)	31%	42
I use my own technology	28%	38
I am too busy to use the library	15%	20
I never think of the library as an option	13%	17
I prefer to buy and own my own material	11%	15
My children are grown	11%	15
I don't live in the area	6%	8
I haven't used the library since I was a child	5%	7
I use a different library	4%	6
My library card doesn't work	4%	5
The library's hours are not convenient	2%	3
I couldn't find what I wanted	2%	3
Staff isn't welcoming	2%	3
It is hard for me to get to the library (transportation)	1%	1
I owe fees	1%	1
The building is not welcoming and doesn't have the facilities I need	1%	1
Parking is too challenging	0%	0
Total Respondents: 135		

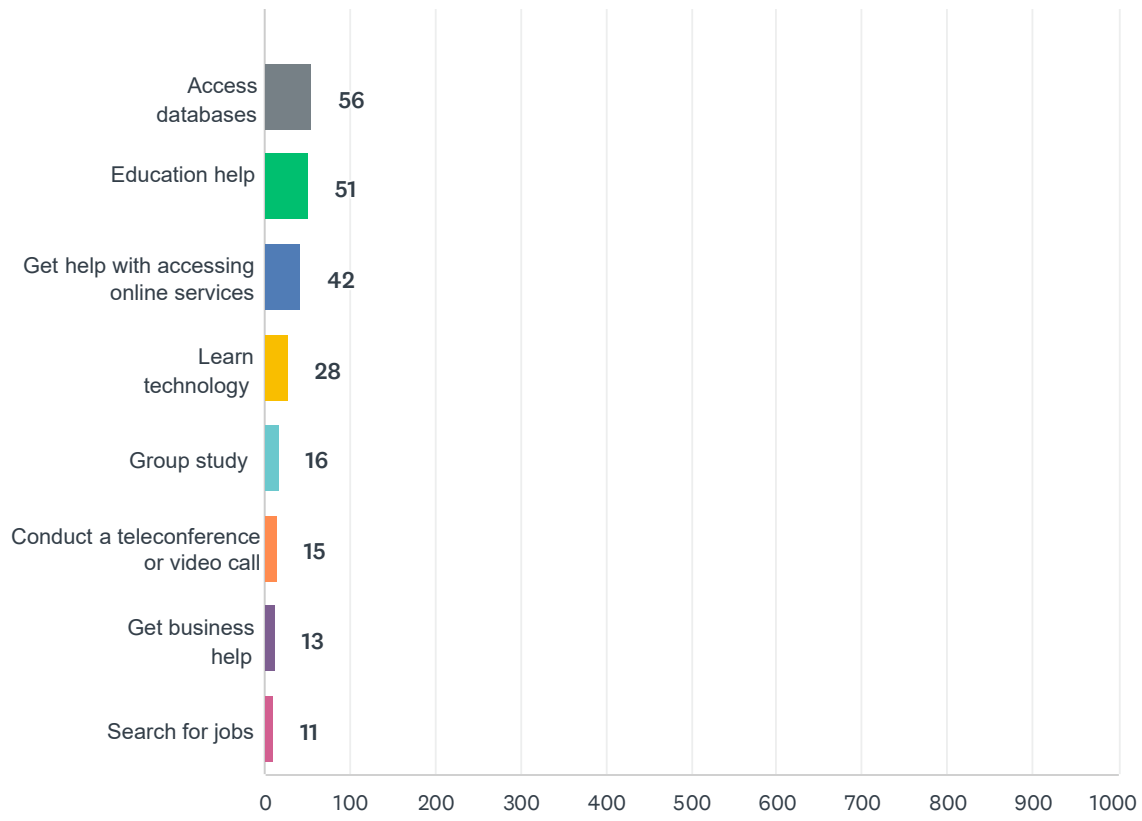
#### OTHER (PLEASE SPECIFY)

The building location is not convenient	It's a 40 minute round trip from the SW corner of the district	My wife picks up books for me
The building location is not convenient. The only reason we go to that part of Hartland is to go to the library.		Intimidating to navigate.
I live in Brighton township why must I use the hartland library when Brighton is so much closer for me ?		
I exchange books with friends. I buy at book sales	I have Kindle Unlimited and that has changed everything, and I sop Thriftbooks.com	
I pick up my books from the thrift stores and donate them to the senior center when I'm done.		
I usually prefer to buy a book instead of waiting. I can also read at my own pace with my own book.		
I don't read alot of books, and my cable programming has the movies I want to watch.		
During pandemic, if I wanted a new library card, I could get one online. But if I was already a card holder, I had to come in person to renew		I hate that I am forced to go on a regular basis to renew my library card in person.
My ADHD makes it so that I find book and then never read them so they sit and I don't return them until they are due (after the max reviews) or overdue. I use the north meeting room as a study room becuse of the white board.		
Not a big reader.. usually read articles online , My children & grandchildren still use the library.		I use Libby for my books
I would like to have a nice library to take my kids to	Content not appropriate for children	Can't drive, use Libby and hoopla
We used to come weekly for story hour but signing up 3 weeks at a time is very annoying so we stopped		
It's the 21st century. The world is in our pockets No longer need I have internet		
For over 40 years I used the library on a weekly basis, coming in and getting materials. Since the renovations Coming in was prohibited due to me being in a wheelchair. It was just too hard to get to the books on the main level. I went over to ordering books and other materials on line and my husband picked them up. While in the obrary today to renew my card, I see this has been changed and I now will come back to the library. Thank you.		
Used to come often, but "I herited" boxes of books from family member, so have been reading those.		10
Moved away from visiting the library due to work schedule. But plan to retire soon and plan to begin going again.		

# Q3 Why do you use the library? (check ALL that apply)

Answered: 1,037 Skipped: 161



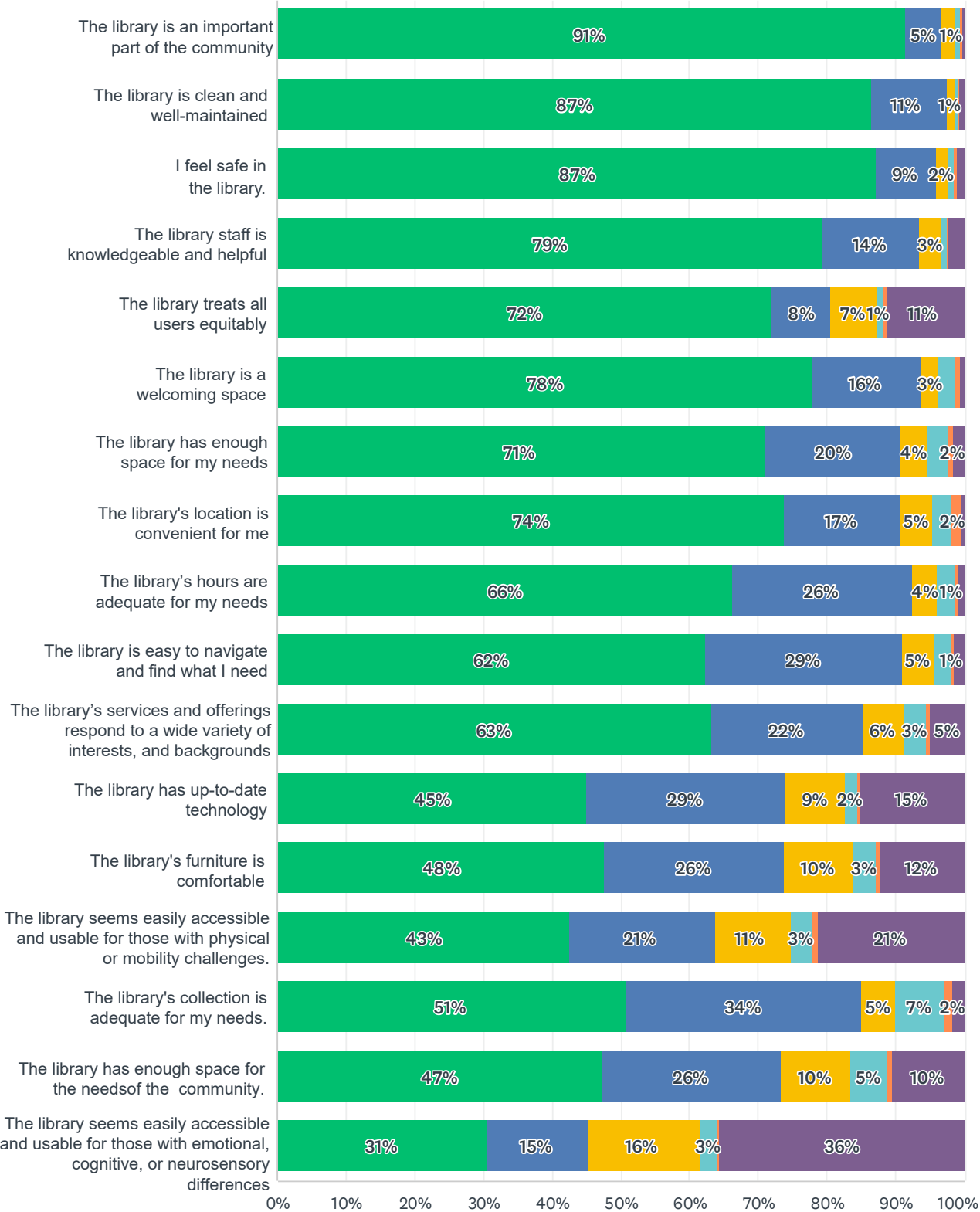


ANSWER CHOICES	RESPONSES	
Find a book	85%	880
Attend a library program	40%	413
Just enjoy spending time at the library	35%	364
Find DVD, CD, video, etc.	31%	317
Use the children's area	30%	314
Visit and/or play in children's area	23%	242
Use the printer/photocopier/fax/scanner	15%	156
Study/read alone	15%	151
Use a library computer	13%	137
Use library Wi-Fi	12%	126
Attend storytime	11%	112
Other (please specify)	11%	111
Meet up with friends	10%	100
Attend a meeting	9%	95
Use the space for remote work or school	9%	91
Use a study room	8%	85
Use a meeting room	7%	71
Use the Local History resources	6%	60
Volunteer time and/or services	5%	57
Access databases	5%	56
Education help (tutoring, reference questions, etc.)	5%	51
Get help with accessing online services	4%	42
Learn technology	3%	28
Group study	2%	16
Conduct a teleconference or video call	1%	15
Get business help	1%	13
Search for jobs	1%	11
Total Respondents: 1,037		

OTHER (PLEASE SPECIFY)	
<b>Collections</b>	<b>Use Children's Resources</b>
Books on CD	ABC Mouse/other games on the library computer
Books!	Bring my grandchildren
Check recent magazine issues (2)	craft kits children's ?
Check out non-book item program	I have children, so we mostly visit the library for events and to check out books. My kids love it there and ask to go all the time.
Checking out resources (mobile hotspots)	Get my kids excited about new books by checking out kids books
read newspapers (2)	<b>Other</b>
use Mel	When I need to
The seed library!	Winnie
Search new items	Enjoy the peace and calmness the library provides
Read the Wall Street Journal	Homeschooling
rent a hot spot	Outreach activities
Library of things (3)	school fiel trip, get out of the house
Access the TLN catalog	<b>Facility/Spaces/Technology</b>
Audio books (2)	Young adult/teen area for my child
Book boxes	teens area on occasion,
check out sport port and/or learning toy kits	I enjoy the outside garden space
Borrow microscope and other items	Help with my laptop
borrow things like hot spot, obd2, etc.	Only use the computer if my computer is down or I need a printer.
Browse	<b>Staff/VolunTERS</b>
<b>Online Collections</b>	I work here (8)
I also use Libby.	talk to staff
Libby (2)	Get assistance from librarian to find books
use virtual libraries-hoopla & libby (2)	Occasionally do work there
Use online audio service daily (2)	Maintain gardens around library
Rent items, use hoopla and Libby every week	Hartland Garden Club member- care for library gardens
On Line books	<b>Holds Pickup</b>
online genealogy	Pick up holds
Online services (3)	Pick up holds/sport port
Autobooks from Libby which is thru CromaIne Library	pick up pre ordered books
<b>Programs</b>	pick up/return books ordered online (2)
Book Clubs (3)	
Yoga classes (2)	
Summer Concert (4)	
Programs with special interests	
Science	
5k run club	
Attend Concerts (4)	
baby play group and events	
Attend fun and informative events hosted	
Community events held at library	
participate in video & zoom	
Learn Finance	
<b>Book Sale</b>	
book fair	
Book sale (13)	
Buy books in the nook (3)	
browse for sale books, attend the book sale	
donate books	
Donate books/dvds	
Drop off book donations	
children's book sales	
Friends of the Library book and bake sales!	
Love the "for sale" section, libraries are amazing	
Look at the books/videos that the "friends" are selling	

# Q4 Thinking about the Cromaïne District Library, please indicate how strongly you agree or disagree with the following statements.

Answered: 945 Skipped: 253



■ Strongly Agree   
 ■ Somewhat Agree   
 ■ Neither Agree or Disagree   
 ■ Somewhat Disagree  
■ Strongly Disagree   
 ■ Don't Know/No Opinion

	STRONGLY AGREE	SOMEWHAT AGREE	NEITHER AGREE NOR DISAGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DON'T KNOW/N/A	TOTAL	WEIGHTED AVERAGE
The library is an important part of the community.	91% 864	5% 51	2% 18	1% 6	0% 4	0% 2	945	1.87
The library is clean and well-maintained.	87% 818	11% 103	1% 12	0% 4	0% 2	1% 6	945	1.84
I feel safe in the library.	87% 819	9% 82	2% 18	1% 8	0% 4	1% 9	940	1.83
The library staff is knowledgeable and helpful.	79% 747	14% 132	3% 32	1% 7	0% 2	2% 21	941	1.76
The library treats all users fairly.	72% 679	8% 80	7% 65	1% 7	1% 6	11% 106	943	1.70
The library is a welcoming space.	78% 733	16% 150	3% 24	2% 20	1% 9	1% 5	941	1.69
The library has enough space for my needs.	71% 670	20% 187	4% 36	3% 29	1% 6	2% 15	943	1.60
The library's location is convenient for me.	74% 697	17% 159	5% 43	3% 26	2% 15	0% 3	943	1.59
The library's hours are adequate for my needs.	66% 625	26% 245	4% 35	3% 25	0% 4	1% 8	942	1.57
The library is easy to navigate and I can find what I need.	62% 588	29% 271	5% 45	2% 22	1% 5	1% 13	944	1.52
The library's services and offerings respond to a wide variety of interests, and backgrounds	63% 594	22% 209	6% 56	3% 30	1% 6	5% 46	941	1.51
The library has up-to-date technology.	45% 422	29% 271	9% 81	2% 18	0% 3	15% 142	937	1.37
The library's furniture is comfortable.	48% 449	26% 246	10% 95	3% 31	1% 6	12% 115	942	1.33
The library seems easily accessible and usable for those with physical or mobility challenges.	43% 400	21% 201	11% 103	3% 30	1% 6	21% 201	941	1.30
The library's collection is adequate for my needs.	51% 478	34% 324	5% 46	7% 67	1% 12	2% 15	942	1.28
There is enough space for the needs of the community.	47% 445	26% 249	10% 94	5% 49	1% 9	10% 98	944	1.27
The library seems easily accessible and usable for those with emotional, cognitive, or neurosensory differences	31% 288	15% 136	16% 152	3% 24	0% 3	36% 334	937	1.13



# Q5 What do you think are the two or three most important overall issues facing the Hartland community?

Answered: 571 Skipped: 627

DEI	Anti-DEI
The community no longer is a safe and inviting place for all citizens. (19)	Safe space is sickening it's only for Transgender's special places to be for all children as you're doing is causing division Straight kids have just as much rights as transgender's. all they're doing is putting hate and division into our kids kids. We're all right before the Plandemic and all it caused was kids hating each other, not wanting to talk to any of them because they don't know if they're gonna pull the race card or you didn't call me what I was indemnifying as half the time kids cannot remember their own friends name. How can they remember that? Also, they grew up together since kindergarten they known each other by their birth name but yet they're going to be punished and put under sexual harassment for not calling them what they identify is that sickening. You should love all children and not be one-sided you're no difference in the media and the radio stations TV all of it people should stay out of trying to pump children and believing certain ways because of your political views, stop it love them all.
Accepting and welcoming other view points that are not just White/Christian (8)	Mental, emotional, and spiritual abuse of children from demented trans and gay evangelism
Access to community event	Minority fringe groups attempting to impose their beliefs.
Accessibility	Over emphasis on D.E.I mindset that alienates those who don't align with these beliefs
Being the cultural center for Hartland	Pushing of lgbtq agenda on children
Bigotry (5)	<b>Community Attitudes/Connections</b>
Adults/kids lack of education and understanding regarding LGBTQ	Lack of local activities for teens. (7)
Bullying in the community. Everyone should feel safe and be treated equally in the community.	Outside influence from people NOT in our community stirring up and spreading elevated and inflated claims
Anti lgbtq people (10)	A strong division and arguing between people who don't see things the same way
Anti lgbtq+ negativity and misleading propaganda	People treating each other with respect (3)
Discrimination (12)	Building friendships within the community
Efforts to indoctrinate people into a certain mindset that is counter to diversity, equity, inclusion and access	An intolerance to change (2)
Erasing what little diversity we had. Not good!	closed mindedness (11)
getting and keeping the interest of such a diverse population.	Community synergy
Creating safe spaces for lgbtq+ individuals (4)	Discord in the community.
crazy parents and school board members who want to eliminate all diversity/inclusivity	Division (13)
Denial of racism	Community Aware
I have lived here for 30 years; the level of fear some families have now because of the non-acceptance of others, is something I did not see 10 or twenty years ago. The fear of speaking out is palpable now.	Divisiveness (10)
Diversity (57)	Hate (7)
Lack of support for minorities in the community. (4)	Finding common ground and connection
Inclusivity (25)	Abandoning traditional values (9)
Lack of understanding for DEI.	Loss of community support for one another
Equity (2)	Sophistry
Exclusive sentiment/divide -racism and homophobia	Strong communities have strong family values.
Folks pushing for what they call, "traditional values" - ie the people that emailed/called/wrote you about the need to remove the pronoun pins. Seems that the agenda of those folks is one that is one-sided and not welcoming of all.	Ignorance
Keeping values such as MLK content of character	One very loud devisive group that represents a minority but attempts to speak for the majority.
Race relations in schools (?)	Overscheduled families
The push for CRT ideology and materials	Religious overreach (2)
There's a push trying to suppress people's rights to being who they are. People are trying to silence specific communities, like lgbtq+ and bipoc.	Traditional family values
Using slurs	<b>Other</b>
The need for diversity	Too busy
Although many Christian's are in the community, cater to many other gods. Recently the universe seems to be the god of choice.	Mosquitos are really bad
Transphobia	Ambiance is stuffy
<b>Identity/Impressions</b>	<b>Communication</b>
Keeping it with its identity	Misinformation (7)
Being it's own community, not a "bed room" community (2)	A balance amount of diverse information to the public (3)
Defining "community"	Communication (2)
Community connection (11)	local communication
Moving forward	No local news
<b>Jobs and Staffing</b>	
Job training and resources (2)	
Hartland school employees leaving/spots not be filled	
Job opportunities	
labor shortages for service businesses and restaurants	
Stable jobs or training for jobs that will actually be around in 50 years	
Underpaid public servants	
Workforce	
Lack of skilled/motivated workers	
Well-paying local jobs	
Township office personnel not very helpful	

<b>Health/Safety</b>	<b>Politics</b>
Code enforcement	"Conservative" agitators trying to limit our children and other community members access to diverse ideas and information.(4)
Youth and elderly health	Attempts to ban books and censorship(60)
Continuing support for law enforcement and first responders. (2)	Politics in HS/school board meetings (3)
Children's safety (4)	A group of right wing extremists trying to take over schools (6)
Crime (2)	Agenda 2030
Domestic violence	Anti-intellectualism
Disconnected teenagers who wreak havoc on local mailboxes	Book burners
Mental health issues are common (8)	Catering to a political ideology
Mental illness & drug use	democracy
Lack of support for public services (3)	Conservative overreach
No mental health awareness	False claims of indoctrination by liberals
Lack of access to mental health supports	County government influence
lack of adequate police presence (3)	Cultural Marxism
Our kids are sick physically, emotionally and mentally.	Communism
Keeping our community safe. (3)	Conservative cancel culture
More health care facilities needed nearby-a hood hospital would be great.	Discrimination against conservative stances
Need to enforce traffic laws (speeding) in the village (3)	Extreme political division (17)
not having a place that is free to little money for counseling	Disinformation campaigns
Safe space to go (3)	Freedom of expression/speech/education (3)
Safety of schools (2)	Extremists (25)
Safety (6)	Far right influencers (3)
Covid	Fighting for our rights
<b>Education/Schools</b>	political agenda interference (14)
The Math level....	freedom of choice in reading material
Attack on public education	Inability for disparate groups to talk and respect all sides
American history w/o woke rewriting history	indoctrination of kids (3)
"Woke" revisionism	People not respecting the division of church and state especially in respect to public schools (2)
Continued education (2)	Liberal Ideology (2)
Board of Education (6)	The divisive politics of our day. (7)
Education of our youth in civics and history	Intellectual Freedom (2)
Cost of school	Keeping the far-left, socialist/communist/woke/LGBT agenda out of the library.
Bullying and snobbery in school	The zionist occupation government
Credible sources providing opportunities for independent learning.	To not allow politics to interfere with Cromaine's role in our community.
Crazies on the school board (3)	Tyrannical Mandates
Conflict on the school board (7)	political movements (lgbt community) vs. children
education (4)	Moms for liberty
Divided school board	not 'pushing' any particular agenda or subject just because it is "politically correct"
Extremism in schools. Safe spaces for kids most at risk of bullying and	Remaining neutral in social and political causes
High demands/expectations on parents of school age kids	Republicans from Florida vacationing nearby as climate refugees, they drive like jerks and don't even believe in Climate Change
Departure from classical education into CRT/SEL/ESG	Republican zealots attempting to set us back to the Civil War-era U.S.
Lack of health and wellness education	The deliberate and wrongful promotion of woke culture on children and families.
Education of our children	the marginalization of conservative values
Having the school system focus on education only (3)	Wokeness
Help area schools expand their diverse book choices	<b>Library-Services/Operations</b>
Illiteracy (3) -reading level	Accessibility (hours, location) (2)
False narratives about the excellent teachers and education in our	Community space that is open most of the week
Getting the Schools to participate in Community Based Activities	Coffee bar/snack bar
Individuals using social media in order to fuel an agenda...including using	Availability elsewhere
photos of students in our schools and captioning them out of context.	Community thinking libraries are obsolete
need education how to research misinformation	Hours are shorter on Saturdays and sundays
Quality of education and opportunities for advanced students	Libraries losing to the times
Lack of support for our Teachers (7)	Keep a variety of services available for the community
The schools waste money on sports and fields when it should be spent on	Need more computer time
Keep an eye on teaching curriculum.	Operation expenses
Keeping our schools unified	Keeping the Library from asking for more money
maintaining successful schools (5)	Maintaining funding to keep the building running efficiently and paying staff fairly
Need support for dyslexic students (2)	You can only have up to 100 books
Title IX issues	no wheel chair access go to to the upper level
People believing that the schools are indoctrinating students	Parking lot too small
Public education (4)	Welcoming environment for children
Our school board meetings have become divisive and aggressive so... education and kindnesses maybe...? (2)	
School enrollment dropping	
Schools not being supported	
Seeing that knowledge is available to everyone	
Uneducated residents	
Schools	
Sexuality is sold as more important than curriculum in the public schools.	



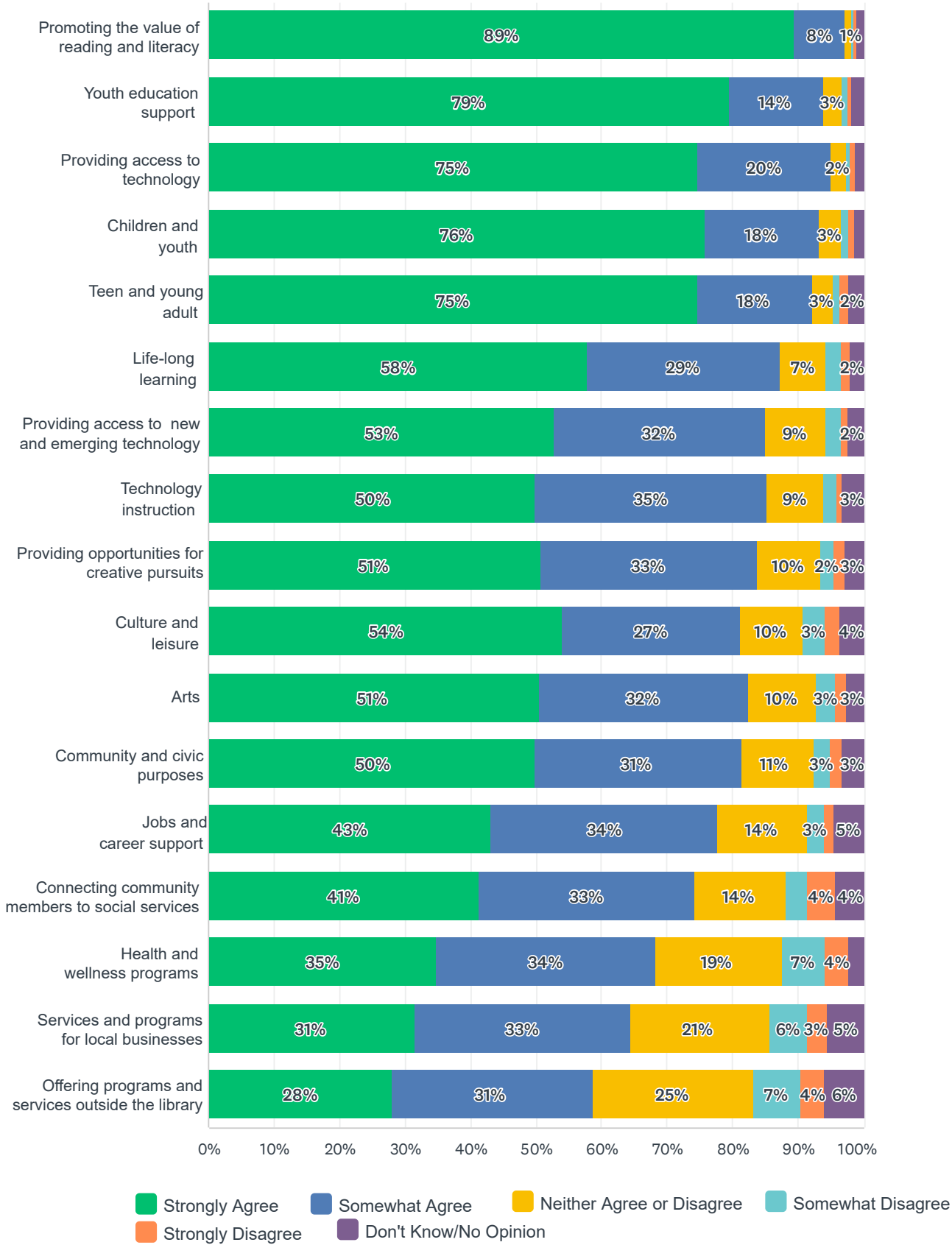
<b>Library-Materials/Resources</b>	<b>Library-Programs</b>
Accessible books & knowledge	Continue to provide programs for all age groups.(2)
Children not knowing joy of exploring libraries with hard copy books	Continuing to provide interesting and exciting programming for children and adults
Appropriate resources for children	Investing clubs?, diy projects and power tools rental
Challenges to materials in Library / Schools	Easily accessible social service programs
Available resources	Lack of family oriented activities / venues (2)
Diversity through material (17)	More adult programs (2)
Bridging technology and knowledge gaps	Maintaining an interest in books, reading and education.
Community Access to technology, references, and education.	More involvement with schools
Indoctrinating material	For many years, not family friendly to teen offerings.
Conscious and unconscious bias	Need support for special needs students and caregivers
Library approves of books of inappropriate sexual topics for elementary students. (3)	Programs
Many witchcraft books. Ditches the wicked witches.	Special interest groups
Getting more e books (2)	Limited availability times/days for kids activities
keeping subject matter age appropriate	Literacy ~ programs for seniors and young people : STEM boost edu for all ages
Larger selection of adult books.	Library outreach into schools more often. LOC and sports seem to be advertised more.
Need for books/resources for special reading challenges	Programs that expose community to different cultures
Older issues of magazines. Why only one year of older issues?	More story time they fill up quickly
Many books in the teen section are too sexually explicit, not safe for young people (3)	Most programs are for youth or 21+ adults
Online borrowing	Technology classes (current tech) (2)
Pedophilic reading material is dangerous	
Placing and displaying in appropriate and LGBTQ books in the children's section	<b>Library-Engagement</b>
The public library, no matter what community, is the boot straps for those who otherwise lack access and resources!	All library and community growth is fixated on children/tweens/teens. I go outside Hartland for things to do regularly.
Virtual Accessibility	Drawing people into the library
Not promoting LBGQTQ ideals or books.	Lack of Interst (2)
Wholesome guiding and protecting children mentally, physically, emotionally and spiritually from abuse and predators of body, soul and mind, including those agendas which seek to sexualize, groom, traffic children, question and confuse children regarding their sexual identity and gender (and even worse promote and enable dismemberment and mutilations of their bodies and scarring of their emotions and mind).	getting the word out to the rural, urban, farm and surburban without spending tons of money
Children's brains, bodies, minds, emotions grow and mature into adulthood and wholesome modeling, education, experiences, need to support them on this journey. Children do not make the decision to drive, to vote, to use alcohol, purchase prescriptions, etc. for good reason--their brains and bodies and emotions are in the process of growing. In actuality brains are still in the development stage in the early twenties of people's lives. Protection should also be in place from pornography, the occult, Satanism, debasement, and the agendas that undermine their consitutional God-given rights, priviledges, and responsibilites for wholesome living.	Making sure community continues to support library's needs
Too much outside discussion about library collections instead of leaving those decisions to the trained professionals	Keeping the library and the schools welcoming to a diverse group of people
Very difficult to find video / DVDs. Much easier to find prior to the latest reorganization.	Support--making sure the community continues to support the library and other valuable services.
	I think the attendance level is a little disappointing. Often times more staff then patrons.
	Unwillingness to read or use library resources
	Not enough exposure
	The library is for everyone and hope it can stay that way (2)
	Unfortunately, there is a movement to criticize and remove things in our community if this group does not approve. I hope this does NOT impact the library.
	<b>Library-Staff/Board</b>
	I am opposed to the current Library Directors views.
	The ability to grow resources ( content and staff)
	Poor planning.
	Service quality
	Volunteers
	Staff friendliness to children. Hovering over children is not needed.
<b>Library-Spaces</b>	<b>Library-Technology</b>
An outdoor reading garden or expansion of cozy reading areas would be wonderful	Expand the library of things to include more advanced STEAM activities
Could use more space for readers, school groups doing group projects	Google search vs reference librarian answers
More areas for teens to hang out	keeping up the technology advancements
Lack of table space for research (at Library) (2)	Staying current with technology/education
expanding the library footprint ( a growing community will need more space )	Technology for those in need
Keeping original building and size.	
Needs more space (12)	<b>Library-Other</b>
Lack of Comfort	Location (2)
Lack of separate reading area (at Library)	negative trends invading the library
More quite spaces for studying	No one should have family matters put in children's faces at Libraries and School it's up to the parents in their jome
Needs modernizing to interior	The village is far from housing so the library is an after thought. We go because our daycare is next door.
You can't go to a different room if someone's baby is crying	A group of citizens who are pushing to deny access to all at our community library.
There isn't an actual private meeting room that isn't on the children's floor	
We lost the small annex library, which I used once a week usually.	

<b>Infrastructure</b>	<b>Growth/Development-Housing/Population</b>
Abandoned homes	Affordability in housing (16)
Poorly maintained roads (11)	Community growth (56)
Aesthetics (2)	Suburban sprawl (4)
Accessibility to all of Hartland, area is growing and roads are very congested especially during school hours	Growth happened very quickly compared to zoning changes. (2)
Not bike or pedestrian friendly (10)	Maintaining small town feeling (18)
Construction (3)	People who want to see Hartland "stand still" and not evolve for the better.
Bicycle path access away from M59	Rapid destruction of open spaces for homes
Burned down house in neighborhood since 2012	Town is becoming overpopulated with low income housing.
Biking and walking feel dangerous	erving such a wide variety of population needs.
traffic congestion (21)	<b>Growth/Development-Downtown</b>
Hospital	Lack of Downtown Area (22)
Intersection at M59 and Hartland Road	Better, vibrant town center by Meijer's such as an outdoor concert dome, better quality restaurants and venues. Even the library can sponsor more concerts during the summer season.
More sidewalks (7)	It's so spread out, it's difficult to reach everyone.
gravel roads (5)	Growth and development- City planning
Losing nature areas to development (3)	Need to build up the old downtown with cute businesses (2)
Farmland being sold for development.	Need to keep historic small town atmosphere
loss of natural habitat and wildlife	Lack of businesses in the downtown to draw people in (2)
Lack of parking (2)	Lack of activities to bring in money to keep the village historic
infrastructure and utilities keeping up with population growth (6)	Making the public more aware that U.S. 23 & M59 is not the village, but here where this great library is located.
Lack of adequate transportation (6)	More events / shops in the Village
<b>Funding/Economy</b>	Trying to turn into a Brighton
Economic decline	<b>Growth/Development-Business</b>
Access to resources - economic inequality	A variety of needed business (2)
Support for those with less privilege/resources	Attracting local business not chain restaurants (5)
Accessible resources for low income families or individuals or families with unique needs	Citification (6)
Budget (2)	Appropriate growth and services to support that growth (2)
Economic development.	Being business-friendly
financial inequality.	Bringing major retailers to benefit everyone, surveying community before choosing businesses to add
Funding and how money is spent (7)	developing commercial district with needed services, full service
Gas	Entertainment venues to keep up with a growing community (2)
Dictates of Government Funding	Commercialism pushing out our wonderful non-profits.
Inflation (9)	Lack of hometown businesses
Lax oversight of property voo	Good Resturants (13)
Financial	Increased business growth (6)
Lack of commerce	Needs a trader joes
People want everything for free	No family activities, no family Y or civic centers (2)
Public investment	Lack of good internet services for home/business owners (9)
The economy	Lack of social events, shopping, restaurants
<b>Taxes</b>	Lack of space for large gatherings
High taxes (10)	Recreational facilities for an aging population
Expansion and its effects on tax base	Shopping/food options(2)
<b>Community Resources</b>	Too many strip malls
Activities (3)	No organic grocery chains
Affordable family activities	Not enough events for small businesses to network together
Community events (5)	becoming too commercial on M59 (5)
Connecting families	<b>Homelessness and Poverty</b>
Culture	Disparity between socio economic groups many of our community
I think there are not nearly enough social opportunities for adults.	Disparity of haves and have nots
Need indoor sports space like Brighton and howell	Financial expense of daily living (3)
Support Senior Center	Moving from rural to urban, and differences in ability to access technology throughout the community
more baby activate/ play date for 6-18 months	People without enough money to get by
We need more large public events (like craft fairs and festivals)	Under-resourced families
Develop more programming for different areas in Hartland, such as Settler's park, Dunham golf course, Waldon Woods.	Wealth and poverty
Not forgetting about or expanding activities or events around parents. " Mom's night out" or Groups surrounding parents. We are often an afterthought thinking first of our children but also often feeling isolated and alone as our society has been built that way.	Lack of services for needy population
Youth activity access (not related to sports) (2)	
Very little for older (40's) adults to do especially if single, with no children.	
Have a bigger playground or connect with other community program buildings like Old Hartland High school	
Parks (2)	
Lack of free or inexpensive and easily accessed community pools/splash	
Limited capacity for kid activities	
Places all ages can enjoy	
More activities for seniors	
More support for elderly population in the community, especially for	

<b>Changing Demographics</b>	<b>Societal Issues</b>
Attracting young people and families to the area	Pornography
Aging population (2)	A lot of technology usage (5)
Changing demographics and growth (2)	Laziness
Young people will not be staying	Anti-science nonsense
Seniors aging in place	Changes in Technology (4)
Younger citizens and older citizens	Bees
<b>Leadership/Collaboration</b>	caring for environment
A group of citizens who are trying to push their personal agenda	Critical thinking ability
A lack of diverse representation in local government.	Failure to take responsibility for one's own action.
Oversized influence of a small, but loud, group of extremist GOP folks acting in local government and disrupting instead of governing.(3)	Being more open to world issues
Bad government leaders	Don't sexualize our children. Protect a child's innocence. (5)
City/county planners refusing to listen to their constituents needs, and decisions being made without their input.	not enough sensorship (sic) for tweens/teens
Extremists taking over local boards	Not pandering to social issues, stay neutral.
Maintain the Crouse/Tremaine ideals of "Friendly Association for Community Service."	Kids using social media so much
Making sure a small segment of the population doesn't have the power to dictate what the rest can and cannot do	Transition to electric vehicles
Officials not responding to email	Losing history
Officials being responsive	Parents not being present enough in their kids life
Thinking it's ok to lie to get what you want and justify it by saying it is for the "greater good"	Remaining relevant amongst violent/sexual media seeping into our communities.
County government influence	The speed of knowledge deprecation (i.e., new and relevant information becomes outdated quickly, and the effect that has on acquiring physical assets or being able to curate adequate digital materials)
Getting the Chamber, Township, Library, Chamber and Community Council to work together	Technology ~ AI ~ id security & privacy
The township lacks the ability to see the "big picture" when it comes to the community	Alarming decline in spiritual & wholesome beliefs, morals, virtues, family values, and responsibility
	Confused thinking (ie. non-binary) about gender and gender identity
	How people are pushing division on our children w/Pride and CRT
	Upholding and promoting traditional morals, values and God-given rights, priviledges and responsibilities as indicated in the U.S.A. Constitution and Bill og Rights.
	Gender ideologies being pushed upon our minor children
	Declining morals (2)
	Morals and ethics
	Gender identity issues
	The push for Gender Theory ideology and materials
	PFAS
	Garbage/Littering (2)
	Water Quality (2)

# Q6 What is the library's role in the community? Do you think the library should be involved in the following areas?

Answered: 922 Skipped: 276

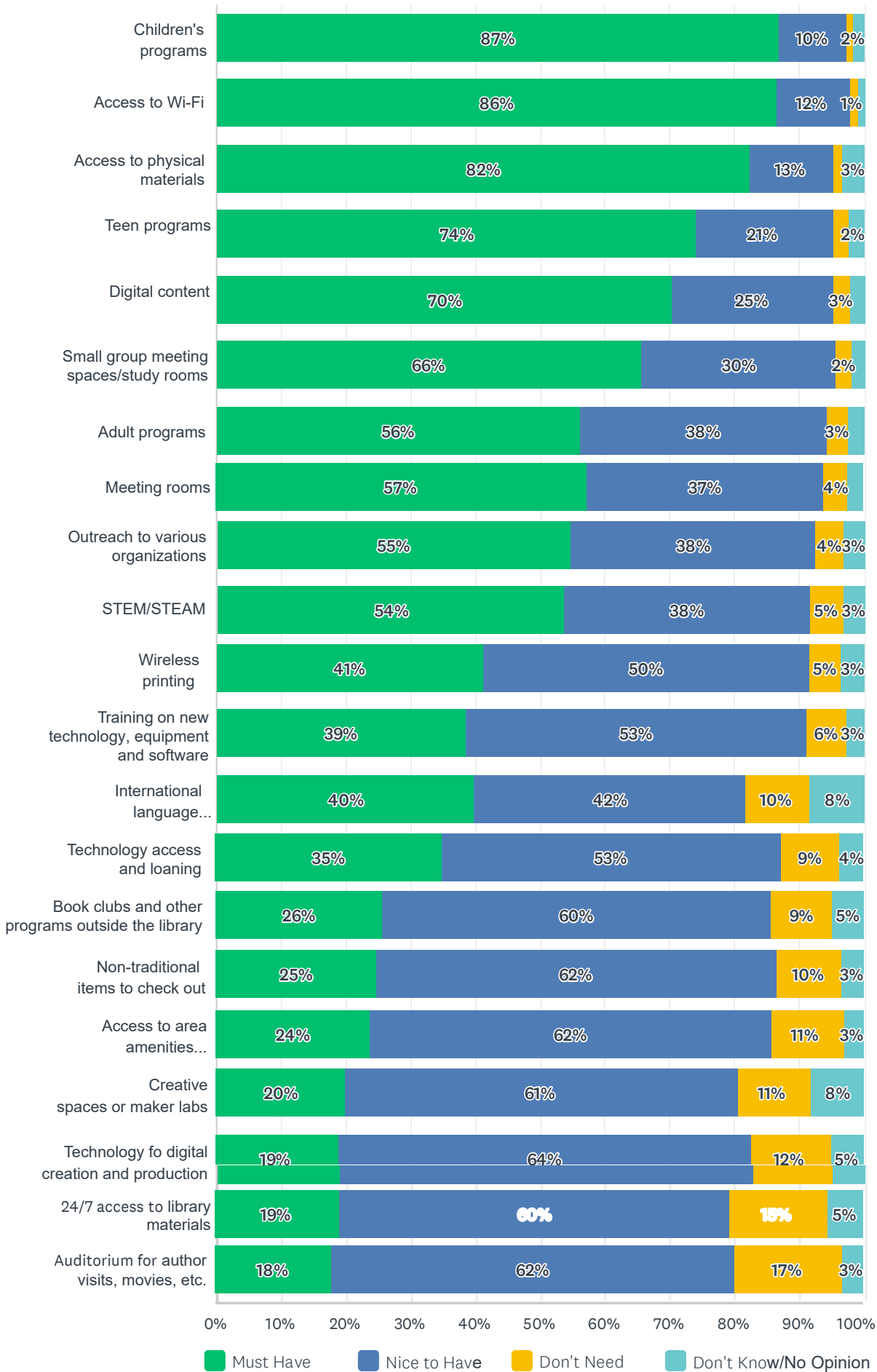




	STRONGLY AGREE	SOMEWHAT AGREE	NEITHER AGREE OR DISAGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DON'T KNOW/NO OPINION	TOTAL	WEIGHTED AVERAGE
Promoting the value of reading and literacy (Summer Reading Program, book clubs, activities)	89% 824	8% 71	1% 9	0% 4	0% 4	1% 9	921	1.87
Youth education support (school partnerships, summer reading programs, homework help)	79% 727	14% 132	3% 26	1% 7	1% 7	2% 16	915	1.74
Providing access to technology. (computers, printing)	75% 686	20% 188	2% 21	1% 6	1% 7	1% 12	920	1.70
Children and youth (services, activities, entertainment)	76% 695	18% 161	3% 29	1% 11	1% 8	1% 13	917	1.69
Teen and young adult (book clubs, gaming, volunteering)	75% 685	18% 162	3% 27	1% 11	1% 12	2% 21	918	1.67
Life-long learning (financial and other life skills)	58% 531	29% 269	7% 65	2% 20	1% 13	2% 19	917	1.43
Providing access to vnew/emerging technology	53% 482	32% 294	9% 85	2% 21	1% 9	2% 22	913	1.37
Technology instruction	50% 458	35% 323	9% 78	2% 19	1% 8	3% 30	916	1.36
Providing opportunities for creative pursuits	51% 462	33% 302	10% 88	2% 19	2% 14	3% 27	912	1.33
Culture and leisure	54% 492	27% 248	10% 89	3% 29	2% 21	4% 33	912	1.32
Arts (artsdisplays, arts programming and classes)	51% 463	32% 291	10% 95	3% 26	2% 16	3% 24	915	1.30
Community and civic purposes	50% 456	31% 287	11% 100	3% 24	2% 16	3% 30	913	1.29
Jobs and career support	43% 395	34% 315	14% 126	3% 23	1% 13	5% 42	914	1.21
Connecting community members to social services	41% 377	33% 301	14% 127	3% 30	4% 38	4% 40	913	1.09
Health and wellness activities and support	35% 318	34% 307	19% 177	7% 60	4% 33	2% 21	916	0.91
Services and programs for local businesses and entrepreneurs	31% 287	33% 300	21% 195	6% 51	3% 29	5% 50	912	0.89
Offering programs and services outside of the library	28% 255	31% 280	25% 224	7% 65	4% 33	6% 54	911	0.77

# Q7 Please rate the IMPORTANCE of the following library services.

Answered: 888 Skipped: 310





	MUST HAVE	NICE TO HAVE BUT NOT CRITICAL	DON'T NEED	DON'T KNOW/NO OPINION	TOTAL	WEIGHTED AVERAGE
Children's programs (storytimes, reading programs, crafts, movies, etc.)	87% 766	10% 91	1% 10	2% 14	881	1.86
Access to Wi-Fi	86% 758	12% 101	1% 10	1% 8	877	1.85
Access to physical materials for browsing and checkout	82% 726	13% 115	1% 13	3% 28	882	1.82
Teen programs (book clubs, crafts, movies, gaming, and social events, etc.)	74% 648	21% 186	3% 23	2% 19	876	1.70
Digital content (24/7 access to downloadable books, magazines, movies, etc.)	70% 618	25% 219	3% 23	2% 18	878	1.67
Small group meeting spaces/study rooms (spaces to meet, learn, and collaborate)	66% 577	30% 263	2% 21	2% 17	878	1.62
Adult programs (classes, author talks, crafts, movies, cultural events, health, career etc.)	56% 494	38% 335	3% 30	2% 21	880	1.51
Meeting rooms (places for groups to gather, learn, and collaborate and support larger events)	57% 505	37% 321	4% 34	2% 19	879	1.51
Outreach to various organizations within the community (senior centers, schools, etc.)	55% 478	38% 330	4% 39	3% 28	875	1.47
STEM/STEAM (Science, Technology, Engineering, Arts & Math) programs for youth and young adults	54% 467	38% 330	5% 45	3% 28	870	1.45
Wireless printing	41% 363	50% 440	5% 44	3% 30	877	1.32
Training on new technology, equipment, and software/apps	39% 339	53% 462	6% 53	3% 24	878	1.27
International language material and access for non-native English speakers	40% 349	42% 366	10% 85	8% 74	874	1.22
Technology access and loaning (iPads, laptops, etc.)	35% 306	53% 458	9% 77	4% 31	872	1.18
Book clubs and other programs held outside of the library	26% 225	60% 525	9% 82	5% 42	874	1.07
Non-traditional items to checkout (hotspots, musical instruments, STEM kits, tools, etc.)	25% 219	62% 542	10% 87	3% 29	877	1.05
Access to area amenities (check out guest passes to area museums, parks, concerts, etc.)	24% 208	62% 541	11% 98	3% 25	872	1.01
Creative spaces or maker labs	20% 174	61% 529	11% 98	8% 69	870	0.97
Technology for digital creativity and production (Photoshop, video cameras, green screens, etc.)	19% 165	64% 557	12% 107	5% 43	872	0.94
24/7 access to library materials (in a vending kiosk, lockers for holds, pickup, etc.)	19% 168	60% 531	15% 132	5% 47	878	0.88
Auditorium for author visits, movies, etc.	18% 157	62% 548	17% 145	3% 27	877	0.84

**WHAT ARE WE MISSING? WHAT WOULD YOU LIKE TO SEE?**

Collections	
A bit more variety in books like we have ha lot of duplicates of series maybe replace them with other series to see how they do	Does Hartland Township need to provide foreign language print materials in the Library? I don't know for certain, but could these subjects and others that may be less commonly requested and used be provided through MeLCat and digital access?
More download availability. Most of the books I request they don't have More ebooks	Also, the Library maintains 2 of the central organizations in downtown Hartland, the Music Hall and the Library. Could the Library encourage conversations on downtown development for recreation trail from downtown to Clyde Road? Would a recreational trail connecting Spicer's to downtown Hartland spark a greater community engagement and gathering in downtown Hartland? If so, could a larger gathering invgorate the businesse and encouage new growth?
More foreign language materials, books etc. especially Spanish	Keep more book collections ...
More kids books, ebooks and apps in other languages such as norwegian, I am trying to teach my kids to read norwegian. I am interested in more resources related to modern architecture.	Keep the DVD library must have, much better than streaming which requires high speed internet. Your library is the best !! I also like the sharing of materials between other libraries
More materials for seniors. I love the memory boxes for dementia, more things like that!	Larger book selection
MORE children's' books and activities	Like to see books labeled thriller like you do with mystery on the bind
A well rounded assortment of books that are age appropriate. There should not be in a children's or young adult area books containing adult topics such as gender, sex, or extreme violence.	More selection in adult books. Werewolf Romance - maybe we are too old - ha - but a friend of mine couldn't find any when we visited which I thought was interesting since the library is so large but adult books seem to lacking. We LOVE the advocacy for children and TEENs, and community outreach.
A larger collection of materials available online. Many times I have searched for popular titles only to find that it was not available or if it was you had a significant wait time because of a limited number of copies. Also it might be helpful to allow users increased check out times. There are times when I may not be able to finish the item I've checked out in the allotted time due to travel, etc.. Sometimes it would be nice to have the option of a longer check out time.	More selection of downloadable audiobooks
Better book selections. I find that I often have to request books from other libraries as well as MELcat. As a homeschool family, the book selection is lacking in quality and instead continues to bring in books centered on new liberal minded agenda topics. I no longer come in with my children to browse for books - we only select books that I know are appropriate ahead of time and often those are not available. I think it would be beneficial to all people, if books had more robust labeling to indicate content like religion, magic/socerery, LGBTQ etc. That way everyone, from all backgrounds, can find what they are looking for and avoid what they want to avoid. I would also like to see all social justice type displays removed from the library. It's not an appropriate place to promote only specific grups- the library is a place where all families of all backgrounds should be able to come to pick books to read as a family. It's not a marketplace for the latest ideology.	More selection on hand, many books need to be pulled from other libraries, but I am still happy that anything is ultimately available with a
books for kindle ? am interested in gettng one and dont know if this is available, more stem activities in childrens area would be nice	Recommended books - "if you like this author...then perhaps you will find this other author enjoyable"
Careful with placement of gender identity books for young children.	The main reason we use the library is for books. It is important to my family to have access to a large number of books, and especially older books. We recently moved, and one thing that disappointed me about our previous library was their interest in culling old books and prioritizing new books. It was very difficult to find classic literature, but very easy to find poorly written YA novels. We love the fairy tales and mythology sections in the children's wing, and the diversity around the
Continued support of Hooplah, Libby, etc.	Variety of books about many topics including LGBTQ topics and human differences.
Current books to sign out , pertaining to popular authors . Both fiction and non fiction.	More complete book series for kids section
Digital access is a must. Most people do not need physical/hard copies of paper/information.	Author appearances
More religious-leaning texts. And the children's section is missing so many of the classics! Where is The Jungle Book, Swiss Family	Be aware that all seeds produce. For over 39 years have been concerned about some of the children/teen content. Seems a general lack of awareness in authors and their worldview. Some books are trash, poorly written etc.
More access to online genealogy	Invest in the young people you nice again with content which will cause them to soar... not be depressed or hopeless. This library departs from any decent materials around 5 th grade. I only know this bc our son devoured books so I read content before letting him read.
Improve on hand printed books. When ordering books start with the First in a series not the third.	My 12 year old picked a book and in 10 minutes I read how they wanted them to be thankful and worship the universe. Total trash. Good object lesson. Thankful I have my own library which has varied subjects. Clean it up.
I would love to see a larger teen/young adult selection of books for the older kids who aren't quite ready for the adult section. My teens love the teen room but are running out of books they are interested in. Not really missing anything but would be wonderful to see this section grow	I generally expect that when I want to check out a book, I will have to wait a few days for it to come in from somewhere else, so I would like to see a larger collection.
I would love to see more diversity and representation displayed and promoted.	I like the idea of digital content for download. I would like to use a genealogy software program at the library. I mainly read hard cover books and checkout DVD TV shows or movies. I used more services when my kids were younger and those were great. .
I'd like to see our community library more effectively serve the community by more equitably offering products as relates to national bestseller lists. I often see books and audiobooks with multiple copy availability which does not correlate to demand, but rather to some trendy or questionable criteria. There is no reason any taxpayer should have to wait 4-6 months to check out a product at the top of the NYT Bestseller list. The library staff should either more effectively or more frequently monitor and update (respond to) availability based on	I primarily use the library for books and children's materials and homeschooling support.
	Would Not like to see all the Pride/LGBTQ plus whatever material in the teen section or out in the open for children to see
	Mose diversity in book collection. Specifically more LGBTQ+ and black empowerment materials for adolescents.



Facilities	Other
More comfortable chairs & reading space	A survey sent to residents that pay taxes to Cromaine, not a survey an
Small study spaces for one to two people to use for people who need office or quiet study space for people who need somewhere to quietly study or work from "home" if they do not have Internet access in their home. We came from Highland area and the highland public library had several of these rooms and they were very useful.	outside, non-tax paying resident can fill out and provide a direction for the Library to go.
A REALLY BIG room for bigger classes. :)	Less of a tax burden to the homeowner.
A spot for tweens (8-12 years old).	Screw non English fags.
Auditorium question could be served by using the Music Hall	We do not need a new library. Looks like your team is attempting a poll to see about a new library. Keep the library we already have this community does not need to keep up with other communities just because those cities got a new library. We have enough taxes to pay for already.
Can't the music hall across the street be used/rented when space is needed for a large group?	All experiences at the library have been wonderful over my 12 years in Hartland. I very much worry about your board member(s) and community members who want to dictate what books, material, freebies, programs are "ok" and what are "not ok".
Comfortable outdoor gathering space	Please remain in support and inclusive of ALL, you are doing this...do not let down loud folks (on your board and in the community) change that. So many teens & young adults need you.
DO NOT NEED A NEW LIBRARY	Your above list is quite extensive... nothing new comes to mind.
For me, closing Crossroads branch was a big mistake. I used Crossroads 3-4 times a week. I use the Village branch maybe 2 times a month. The difference is that Crossroads was easy to access and Village branch is not.	The library should not be a political sight.
For me, the most critical thing is the space and the contents of the library - the meeting/study rooms, the place to come spend time browsing/reading, the outside garden, etc. The programs are FABULOUS and I absolutely hope they continue/grow, but its the space and books/resources in that space are the most important.	Filth and vulgarity should be kept out of the library.
Larger area for young children. More seating for parents while children are browsing. Safe and closed-off area in the children's area for young toddlers/babies while siblings are browsing/reading. Chairs (more) for kids to read. Reading tree house? Loungers...	The library should remain just that- a library. It does not need to be a mental health entity, a social connectivity spot, a DHHS hub, it just needs to be a library and offer some after school reading programs for kids. The other intro to technology and all that stuff should come from school not the library
More parking. Have a bigger playground so we can do an all in one trip and attract new people to the library.	Public displays welcoming and supporting marginalized people. We need to be visible in our acceptance of LGBTQ, BIPOC, Jewish and Muslim communities
More private quiet work areas. Also, having lockers for book holds would be great, miss those.	Please continue to make sure everyone feels safe and welcome at the library, particularly LGBTQ+ and BIPOC patrons that are currently facing a lot of harassment in our community
More space to sit comfortably and read	It's a very comprehensive list. I don't think there is anything missing.
More spaces for people to work throughout the library	Keep the youth area neutral, tired of seeing "liberal" promotion of alternative lifestyles promoted. Not a safe place for my teens. I quit taking them to the library because of these alternative promotions let's promote literature, not lifestyles that is not the library's job. That is the parents job since I have seen promoting of alternative lifestyle if I quit taking my teens to this library.
Nursing room / breastfeeding room / pumping room for lactating mothers	inclusiveness; embracing all perspectives and ideas
Once again, I am greatly missing the annex location.	Fragrance Free Policy
The library feels outdated, dark, and old. Better lighting, more open spaces to browse the selections.	Friendlier staff. They make me feel like they're doing me a favor when the help.
A cafe!	continuation of friends book sale items, a wide selection of magazines for circulation, old magazine "recycling"/free to take
I loved the temporary library on Old-23 s of M-59. Easy access, convenient to just drop in, nice / comfortable place to read!!	i don't think your missing anything. Smiling faces, welcoming people, thats what you do, and thats important.
Full disclosure-I love the library building and the location. I know in the past that there was a move to build a bigger library in a different location. I would give up additional meeting rooms to keep the library in the current location. I love the welcoming feel of the library and its architecture. I would support adding on to the building in its current location. I do not want to see it moved to a new building so that is reflected in some of my answers.	I would like the library board to be diligent in protecting our children from sexually explicit and violent content. This must be a principal priority! If I run into any at Cromaine, I will make it known publicly and we certainly will boycott the library.
Electric charging stations in the parking lot.	
Marketing/Awareness	
A better website! The current one is too complex to navigate easily and not mobile friendly!	
The Cromaine library has a vast collection of resources available to our community! But they are often forgotten about because they aren't always promoted by social media or in the monthly newsletter. For example the library of things you can rent out is one I need to remember such as a sewing machine or tools!	
Notify users when options will be taken away. Low usage is usage. Someone is using it. Others would too if it was promoted.	
Communication to the community of all of the services you have	
Community Leadership in communications. Work closely with the Township promoting cultural events. There is a need for the Library to be a community expert for all things Hartland.	
It would be helpful to have a reminder when requested materials arrive.	
I love the seed library. I think it would be even more successful it were more well known.	

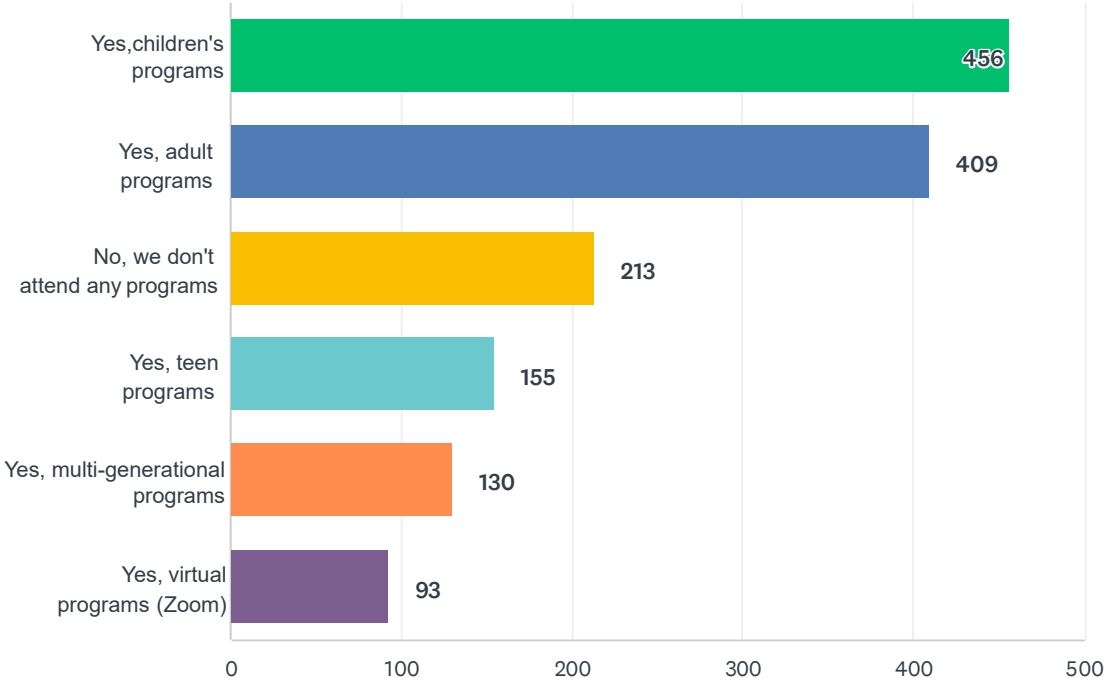




Library Services	Love Library/Staff
3D printing	Nothing! We love the library!
Support for/meetings to connect marginalized groups and college application help	Nothing more. You are doing an awesome job.
Tax support even if paid for	Thank you all for everything you do. We love our Cromaine Library!
Drop boxes in other locations	We love our library!
Get a new printer for the youth program room.	You all are doing a great job!!
Gaming is not necessary.	You all do such a great job as is, I feel like the Hartland Library go above and beyond with access to crochet, ghost sectors etc. we have rented both and had great fun.
I've heard of libraries receiving grants to have a social worker, which would be cool. 😊	The library meets all my needs
Neutral, fiduciary? access to Retirement and investment advice professionals	Love our library!
Information center for local social services	Keep up the great work! My family loves the Cromaine library and all it has to offer. My kids went to story time there as preschoolers and still love the library as teens.
This is hard - as "libraries" change due to access to digital info online, it is THESE things that are imperative to the successful library. Our community has such disparities in access to technology that a space to assist in removing these disparities is essential. And community and collaborative spaces are imperative too. Access to the arts, STEAM/STEM, groups etc. are borderline imperative to a growing community as well.	Keep doing what you're doing. We are blessed to have such an outstanding library.
Updated check-out kiosks, they only work 50% of the time.	Just to say that my youth who struggled a great deal with depression has been able to find peace and happiness after school reading at your library and just being a happy place for her when she was struggling has been amazing and helped her get through some tough times.
More time on the computers. Brighton Library allows 2 hours per day, more upon request.	Thank you for all that you do!
Tax instruction	I think are library is awesome. I have no complaints because of the vast network of libraries Cromaine is connected to in the area, I am always able to obtain what I need. Summer concerts series is great.
I recently lost partial vision and I am struggling to find ways to help me get back into reading, because standard print is not an option any longer. It would be nice to be able to check out different reading aids that magnify print so that others (and myself) could test these devices before we purchase. I am also thinking of seniors and others who are losing their eyesight. General support in this area would be great as the information available definitely leaves something to be desired	Wished it lasted a little longer. Advertising on FB is great for the Library. Loved the signs and I put one at the entrance to my subdivision.
<b>Outreach /Partnerships</b>	I think you do a fabulous job!
More partnerships with local businesses and institutions to supplement events such as author visits, community-wide forums, etc.	I love Cromaine. I frequent many libraries, and Cromaine is the most charming. It could be more modernized - West Bloomfield Public Library is a good example - but I enjoy the fact that the library feels like it did when I was a young child.
A bookmobile or a mobile van to provide more outreach across the district.	I would have to think about it.the library has everything I need for now .
Many of these things could be done in coordination with community education. The lines between community Ed and library are blurry.	I would like the library to remain how it is. I hope banning books is not even a discussion.
Maybe you are already doing this and I am just not aware but it would be great for the library to have more of a presence IN the schools. I wonder if there is a way to bring more of the library or library related events into the school (especially the middle school) so that all students are aware and invited and included in programming. I gather that currently, most tween/teen students are involved in things if their parents are aware and promoting it at home. But is there a way to inform, include and invite MS and HS students directly with communication and visibility and announcements and presence right in the school building? Or same thing for the Hero Teen Center. Could there be ways to make access to library events easier for students whose parents aren't involved or don't follow Cromaine publications?	
Connect programs with schools	
Utilize rooms for clubs stock, book, craft.	
how about cultural field trips to places of history/literacy to help bring famous books to life to children to bring them back to reading	

# Q8 Have you or anyone from your immediate family attended programs at Cromaïne District Library? (check ALL that apply)

Answered: 878 Skipped: 320



ANSWER CHOICES	RESPONSES	
Yes, children's programs	52%	456
Yes, adult programs	47%	409
No, we don't attend any programs. If no, why not?	24%	213
Yes, teen programs	18%	155
Yes, multi-generational programs	15%	130
Yes, virtual programs (Zoom)	11%	93
Total Respondents: 878		

**NO, WE DON'T ATTEND ANY PROGRAMS. IF NO, WHY NOT?**

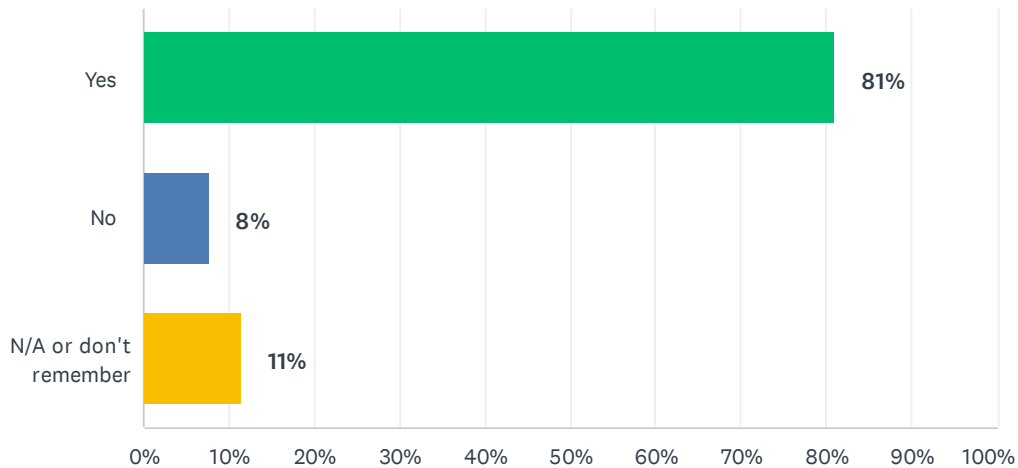
Content	Awareness
None that have been of interest or limited availability to attend.	Haven't been aware of any that interest me
Not any of interest (8)	Unaware (4)
Nothing appeals, especially since the pandemic happened	Wasn't aware they existed
Nothing has piqued interest	Never heard much about them or schedule conflicts
us having slime more often	Never took the time to look into it.
Need more adult book clubs. Maybe one that meets at Hartland brewery?	Didn't know about them
Most of all for kids	Didn't really know to much about the programs.
Nothing offered in what has interest to me	Don't know anything about them.
We just haven't found any compelling programs yet	I typically don't know what's happening at the library
Curent programs don't fit my needs.	Have not looked into any programs
As a senior adult, I haven't found a program that I wish to participate in.	Have only been to the library a few times.
There seems to be some overlap between library and local senior center.	Haven't had a chance yet and not sure when events take place.
I quit attending the programs because of the liberal agenda that's being pushed	I don't know what is available
I want torch lit reading at night.	We haven't had time or been aware of the programs offered.
Haven't seen anything that interests me.	The programming is fantastic, and I'm always excited to learn about
I don't trust the "board" to select topic material for classes.	
Risk of propaganda too high.	<b>Not Interested/Don't attend programs</b>
Nothing useful or that appeals to us	Not interested (9)
The only programs that interest me, such as investments and medicare, are too basic.	Not much of a joiner.
<b>Too Busy</b>	Not needed (11)
Too busy (11)	Not needed. We use e books mostly. Also check out new fiction
Time commitment elsewhere	Use virtual library only.
We are too busy with our own activities.	I'm mostly interested in books, I will go to every book sale.
Working	Mostly use the library to check out books and read.
Just don't have the time	Nothing of interest/use for me currently
Not taken the time.	Nothing of interest or don't want to commit to registering
Family time constraints	That's what school's are for
Haven't been able to	Libby book on tape
Haven't had a chance to.	We use the library a lot to help provide resources for homeschool but
We have a very busy schedule and haven't made it a priority to make it to a library event. If we attended, it would be a children's storytime or craft event.	homebody (2)
<b>Scheduled Times</b>	I only been there once for computer work
Times (3)	Has not been a priority
Schedule	I can access all I need on my phone/devices.
scheduling conflict	I don't have a family and I primarily use the digital library.
Scheduling conflicts.	just haven't had a chance- do visit a couple times a month
usually the times don't work for us	Just use library to check out books
Most programs I'm interested in have been on Tuesday night and I can't make that day.	Only come to check out books so far
Summer programs never synced with our schedule	<b>New to Community</b>
Didn't work with our schedule.	New members, hope to in the future
Does not seem to fit into my typical daily schedule.	new to area& plan on attending some offered programs
Don't usually work for our schedule	New to the area
Event conflict with schedule	New to the community. Would like to learn more and see advancements.
Currently timing has not worked for our family.	Still new to the area. Haven't needed yet
Children events during day limits access due to work.	We recently moved from out of state and we still are discovering what the library here has to offer.
Can't fit into schedule. Please offer more evening options for those who	We recently moved here, and the programs that sound interesting didn't
I have a conflicting shift work schedule.	end up matching our availability this summer.
I work full time and cannot make 9-5 programs. I would like to see	We just recently moved to the area and there weren't any summer
other events going on same day or time.	We just recently got a library card last week and have a young baby but we
Our own laziness/having time when the programs are scheduled (and still	intend to visit often!
have capacity)!	I am new in the area, but I hope to attend some adult programs. I used to
There are no activities on the days I am off of work	attend occasionally at my old libraries in Oregon.
They are either during the day when my daughter is at school or while we	Haven't had the urge to do any of these. We're new to the area.
are at work	I'm fairly new to Hartland and though I have kept an eye on programs
	available through the library, I have not found one that I really wanted to try
	yet.
	<b>Tried but Full/Sign-up Required</b>
	Usually already booked up, no spaces available
	Often the children's summer programs fill far in advance - it would be nice
	to have more drop ins or a different way to sign up instead of a month in
	advance:)
	I have a toddler so sometimes preregistering seems like to much
	commitment
	I would like to attend children's story hour, I've heard it's really hard to get
	into. You have to sign up beforehand and it fills up so quick for the whole
	season/session

No Reason/Would like to	No Kids/Kids Grown
<p>Simply been too busy, but it is on our radar to do.  Just haven't yet but plan to  Just do not take advantage and really need to start attending  I'm not sure why.  No specific reason  Nothing  Not sure why we don't.  We haven't made it priority to make the time. We should.  Haven't made time. I don't always check the upcoming schedule  I haven't due to schedule but now I have a child and looking forward to attending children programs with her!  Just haven't thought of attending and we have a very busy schedule, but hopefully we will in the future.  We have seen a few that interested us but have not made it a priority to attend. Schedules got busy and the program was not the priority. We do feel that they are nice to have as an option though.</p>	<p>2 adults, no kids and probably just not been aware of something that might interest us.  no kids @ home  No kids and limited time.  No longer have school age children at home, but attended many youth programs when we did.  No children  No children grown and out of the house  I attended all the time when my kids were young. My teen tried to go to summer programs but sports got in the way.  The adult programs don't relate to or doesn't fit into my time schedule, single parent household, I forget  We have in the past but my children are now grown and with working full time and a long commute, I am out of the habit. Look forward to participating more again in retirement years.</p>
<b>Have Attended in Past</b>	<b>Location/Transportation/Mobility</b>
<p>We did come to the summer concert series  We do attend music concerts  Yoga occasionally  Concerts are great in the summer  Concerts outside  Concerts, speakers, events  Music Concerts  No Lately  Storytime for toddlers  Or for a long time  We love the programs and creativity of the staff at Cromaïne!  We just started coming as my child is now old enough to participate  For my kids  Garden programs  Attended events before construction, before a huge part of library  Attend entertainment activities .... but do not make the time to participate in further Library programs. My loss .. and I will try and make the time in the future.  I loved the cooking classes but since Covid they haven't started up again.  Did the instructor quit?  I have not recently  on occasion programs with grandchildren  Our family has the BEST memories from our time at toddler and preschool classes. These are so important to families and the community.  We especially enjoyed all the programs and online game nights during lockdown. I also appreciate that some classes are still offered online for those of us who can't always attend in person.  We have attended children's in the past, we no longer trust the library to safely lead programs for our family.</p>	<p>Too far away. Limited mobility  Too far from home !!!  Mobility issues  Primarily because the Brighton Library is closer - Also we are unaware of most programs at Hartland  Proximity  Mobility issues  We live a little far away.  I can't drive  It is too inconvenient to access the Village branch.  distance from your location  We don't live in Hartland( we do use the library)</p>
<b>Use Other Options</b>	<b>Other</b>
<p>Go to the Brighton District Library, more convenient to go to.  do these on our own  Brighton Library is closer so I attend them there  Because the library is not where I go to attend a program  All programs our library has is offered by other venues.  I live closer to the Brighton</p>	<p>Kiddo is still really little, and I teach the programs she could attend!  I often feel a lot of what we check out from the library has to be screened before being brought home, so I don't really know what to expect from the programming.  Health related issues.  I am usually hosting programs, or working  Libraries should be a place to access information and knowledge, not necessarily a place for social activities and concerts. Outside of fun, learning activities for small children, I believe dollars and resources should be spent on obtaining and expanding the selection of books and places to read/study within the library.  The youth department is phenomenal  We don't believe that our Library is responsible for entertainment, other than for accessing reading materials.</p>



## Q9 Do times for programs generally meet your needs?

Answered: 671 Skipped: 527



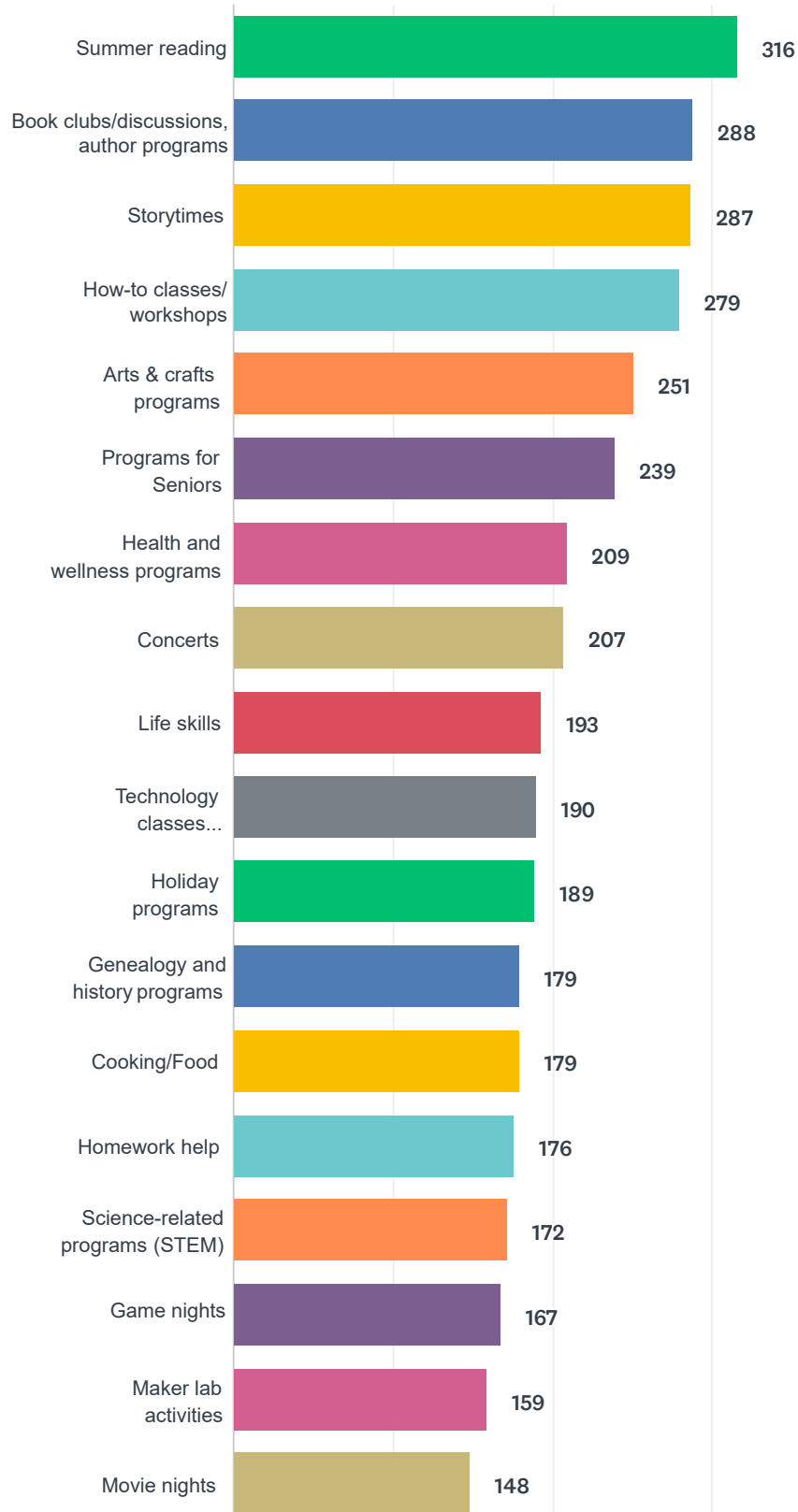
ANSWER CHOICES	RESPONSES	
Yes	81%	543
No	8%	51
N/A or don't remember	11%	77
TOTAL		671

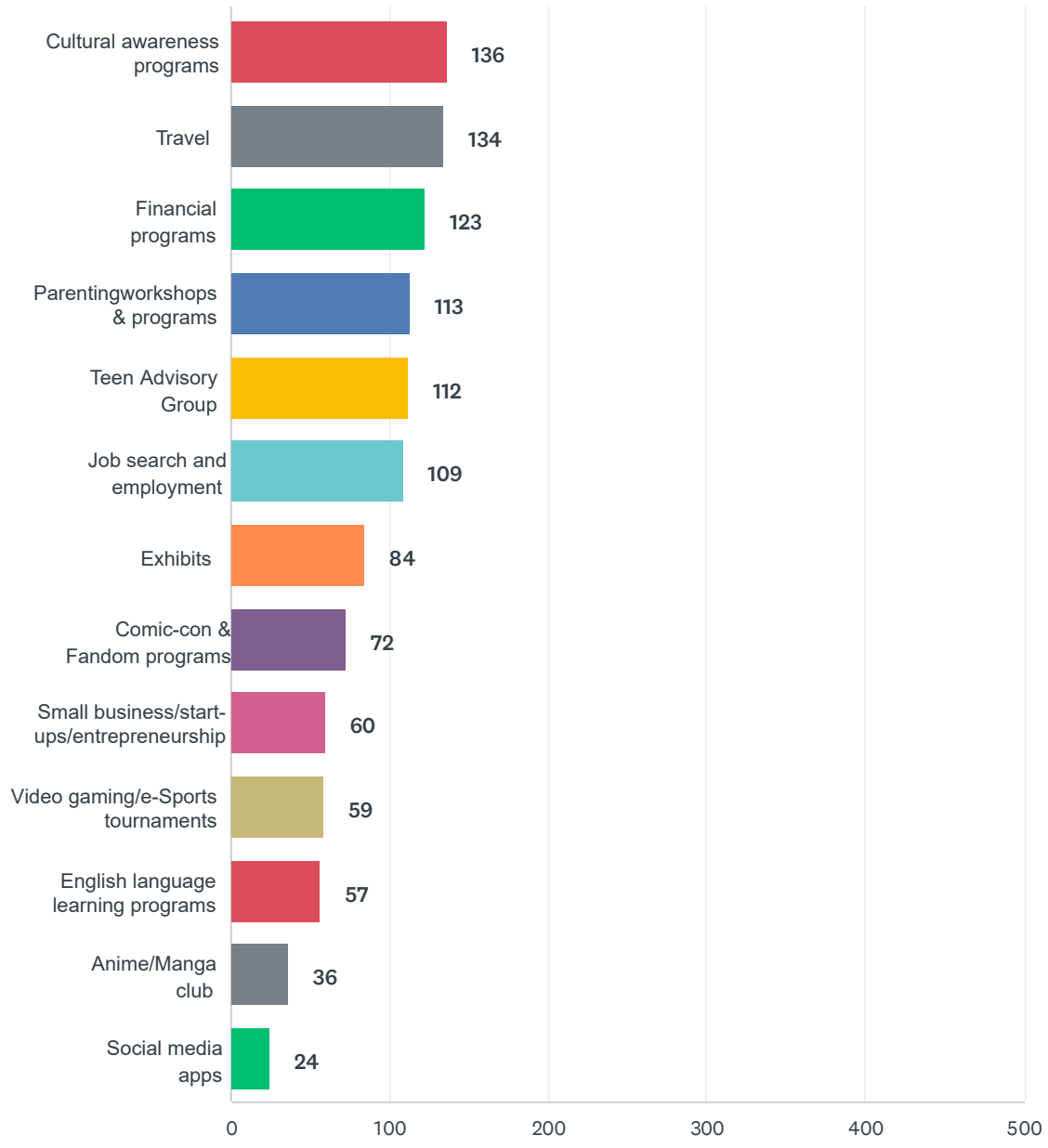
IF YOU ANSWERED NO, WHAT TIMES ARE BETTER FOR YOU?	
<b>Afternoons</b>	<b>Evenings</b>
Afternoon kids programs would be nice too between 1 and 8 pm	After work (2)
Evening programs are hard- cannot drive at night. I attend afternoon programs easily.	Both parents work, so evening events are more important to me
<b>Afterschool</b>	<b>Evenings (5)</b>
Child/teen programs that meet "after school" are when my child is still at school	Evening programs are essential with back to school. Day time programs do not work for school aged and working adults
Right after school would be great	Most of the adult programs take place during the day and I am not retired so can't make it before 4:30 on weekdays.
The after school programs scheduled at 4:30 are too early. Kids don't even get off the bus until 4:20 or later	<b>Prefer 7:00pm start</b>
Now that kids are in school, more after school programs	Summer hours were great but now that school's in session, some early evening classes for children would be much appreciated, not just on weekends.
<b>Daytime</b>	<b>Evening/Weekends</b>
We also prefer daytime homeschool hours classes	I work full time so after hours so evening or weekendd
To be honest we are very busy with sports in the evening so I don't feel like we are the best family to base this question on. However we homeschool so I'd love to see programs earlier in the day geared for those of us who homeschool.	It would be nice to have some kids activities offered in the evening/weekends in the summer for working families.
Would be nice to have some daytime programs, not all evening.	Lacking evening or weekend children's activities. Everything for tots is geared to stay at home parents
Senior citizens need daytime programs.	More weekend/evening opportunities for children's programming for working parents
<b>Weekends</b>	<b>Evenings and weekends are best. Some programs we have not attended due to work.</b>
Saturday mornings	Yes, if they are in the evenings and weekends, so that is helpful.
weekends (6)	<b>Mornings</b>
Weekend kids offerings would be nice!	Some are good, others not. Prefer morning rather than evening but would attend if not too late
Weekends. Or let me know well enough ahead of time so i can schedule time off from work to attend.	
Most of the time yes, however for working parents, weekend events would be wonderful.	

More Time Options	Other
I would prefer that age groups aren't always on the same day. For example, passport pals, elementary book club and art always fall on a Wednesday which means that we can NEVER attend these programs while in elementary school because we have a conflict every Wednesday.	Baby programs are usually during naptime.
I know it's not practical to be able to attend them all but it would be nice to have passport pals on a Monday each month, book clubs on Tuesday and art on Wednesdays or something so families don't have to miss ALL programs for the entire year.	Difficult to work full time and have opportunity for much else during normal business hours
More than one time option	Doesn't apply for us anymore.
More times for toddler time or story times	I believe normal Library hours would
Sometimes. It's usually mid morning for Childrens events and I'd love to see more afternoon weekdays and more times in the morning to get together and it be more relaxed like activity choices or themed days	I don't really have an answer. I'm just quite busy and these haven't fit into my schedule.
<b>Registration</b>	I really like the yoga class, but now it is only offered on the days that I work. I do like not having everything in the weekends, b/c I work on the weekends
But sign ups can be difficult	Yes and no. I use the Library frequently, but do not attend most programming, not necessarily because of times and content. I just don't engage that often.
I try to register for adult programs but they've always been full.	Yes and no. One thing I've noticed is that some family events are scheduled during a typical nap time which makes is hard to attend with the smaller kids.
Problem is needing to register in advance	The "pre-Covid" times were better
Less are the scheduled time and more about me registering before they fill haha :)	Times are sometime difficult for working parents
<b>Virtual</b>	Yea, but sometimes the toddler programs are during the day and I work during that time.
More zoom programs	When my kids were young, many activities were aimed at stay at home mom hours.. I worked full time.
	They work well during the summer because I have the summers off, therefore, during the school year, we are unable to attend if it's during the school day/week day.
	Many activities I'm most interested in for me or my kids occur on the same days of the week (lots of Tuesdays and Thursdays). I typically work these days so it's harder to attend.
	Monday activities
	Good variety between day time and evening activities for kids
	No longer have minor children
	Not always good for working parents.
	Sometimes. We skip several kids actives because they are in the 1-3pm naptime

# Q10 What types of programs would you like to see at the library? Please check your top five (5).

Answered: 672 Skipped: 526





ANSWER CHOICES	RESPONSES	
Summer reading	47%	316
Book clubs/discussions, author programs	43%	288
Storytimes (baby, toddler, pre-school, foreign language)	43%	287
How-to classes/workshops (play guitar, gardening, make or fix things, etc.)	42%	279
Arts & crafts programs	37%	251
Programs for Seniors	36%	239
Health and wellness (fitness, self-defense, mindfulness, healthy eating, etc.)	31%	209
Concerts	31%	207
Life skills (parenting, financial literacy, adulting, etc.)	29%	193
Technology classes (computers, how-to for iPads, smartphones, tablets, e-readers, etc.)	28%	190
Holiday programs	28%	189
Genealogy and history programs	27%	179
Cooking/Food	27%	179
Homework help	26%	176
Science-related programs (STEM)	26%	172
Game nights (board games, trivia, etc.)	25%	167
Maker lab activities (3D printing, sewing, robotics, coding, etc.)	24%	159
Movie nights	22%	148
Cultural awareness programs	20%	136
Travel	20%	134
Financial programs	18%	123
Parenting workshops & programs	17%	113
Teen Advisory Group	17%	112
Job search and employment	16%	109
Exhibits	13%	84
Comic-con & Fandom programs	11%	72
Small business/startups/entrepreneurship	9%	60
Video gaming/e-Sports/e-tournaments	9%	59
English language learning (ELL) programs	8%	57
Anime/Manga club	5%	36
Social media apps (Facebook, Instagram, Twitter, etc.)	4%	24
Total Respondents: 672		

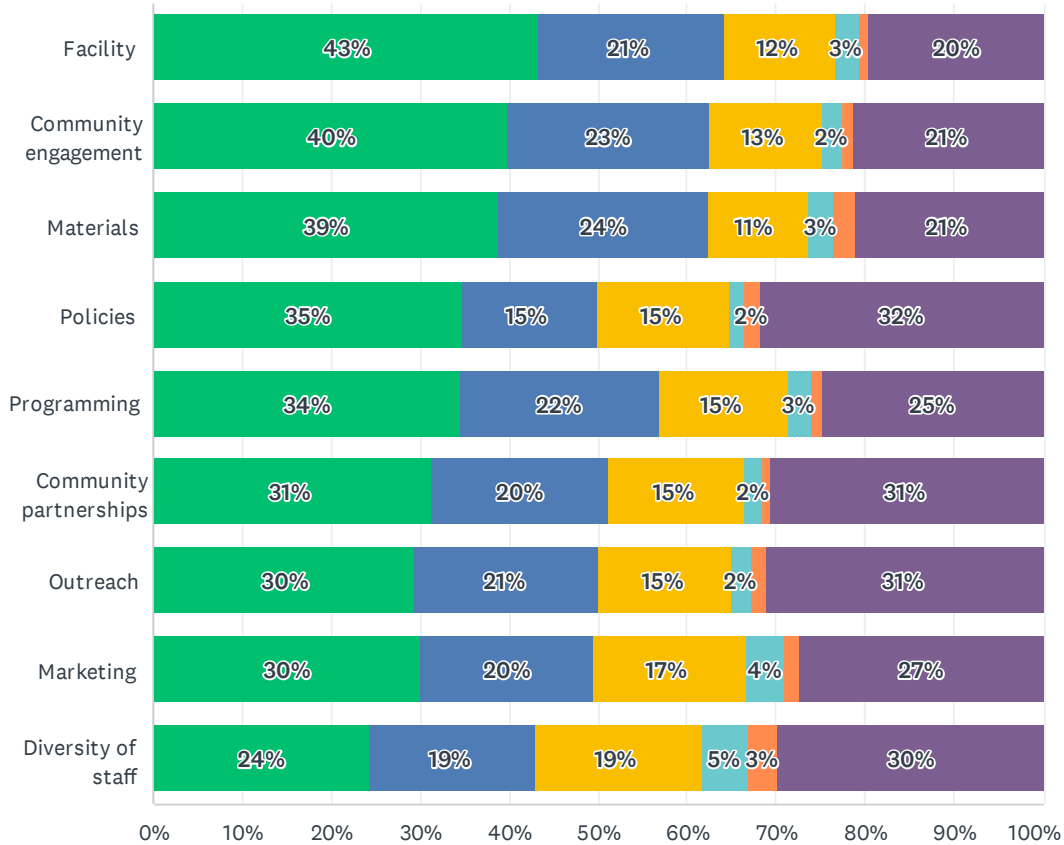
**OTHER (PLEASE SHARE SPECIFIC EXAMPLES HERE) |**

<p><b>Arts/Culture</b>                  more hands on crafts. They are always filled up quickly.                  crocheting, knitting,                  What about weaving and Hartland?                  Saturday movies.</p>	<p><b>Other</b>                  Again. Many things on this list could be coupled with existing community Ed programs...                  All of these are very important to the community. It's really hard to choose just 5.</p>
<p><b>Author/Literacy</b>                  Activities focused on reading for children. If the library is already doing a lot of these things, I am not aware of it. Maybe keep the webpage more updated with events and/or send more emails.                  Book clubs, adult classes that meet during the school day                  I would love to see more book clubs offered for more of a variety of ages, interests.                  would really enjoy a writer's workshop                  Local authors,                  Adult programs on literature.</p>	<p>All the listed programs are needed.                  Consider moving more teen events to the teen center .                  The majority of program options listed have no relation to a library and are ir should be offered by other agencies and or community ed, not the library.                  While outside of this question, I would like to suggest the Library consider adding building tools (saw, drills and perhaps other equipment of this sort that might be wanted and not owned by all) to the realia collections.                  The library does a great job of providing services to all regardless of their stage in life. Students, working professionals or seniors all have different needs so you can see the need for most listed above. As a senior, I have more interest in staying abreast of new trends, i.e. a demo or discussion on the impact of AI. How can AI be useful for me? Also, I have found it difficult to find ways to volunteer in the community. Maybe you could bring in different organizations with volunteer opportunities matching their requirements with people in the community.</p>
<p><b>Children's</b>                  More homeschool activities for older kids                  Keep up the amazing elementary age programs, they are so hard to find!                  slime                  evenng (post work) story time for young children for working parents                  Your summer reading program is great! Love it.                  We use the library for books when needed (elementary &amp; middle school kids), and when my toddler/I can make it for story or playtime, or to just hang on the 2nd floor &amp; read &amp; play. So my opinion matters less - but I know we love you guys and want you to remain a great, fun, educational and SAFE space for ALL :) Thank you for all you do!</p>	<p>With regard to #9, I have responded only to those that I would personally like to see. All the above are valid, however, for those with avocations that fit.                  I would really like to see more help for those who are suffering with vision loss and failing eyesight                  Guest speakers, especially hartland alumni and community members who have certain skills, backgrounds, experiences, stories, service careers, life experiences, travel expertise, knowledge, academic credentials, research results, authored books, etc. And perhaps combine this with making historical records of the impact people from hartland have had on the world...this would entail soliciting people from hartland to share their stories, experiences, knowledge, etc.</p>
<p><b>Discussions/Current Events</b>                  Programs on cultural change-transportation-food-homes-clothing-lifestyles</p>	<p>Adult programs on science.</p>
<p><b>ESL/Foreign Language</b>                  Language classes                  Language classes like Spanish                  Love the idea of foreign language</p>	<p><b>Seniors</b>                  days would be better for seniors                  Senior classes on using current technology is a must!!! Things change so fast, I can't keep up!!                  Maybe you already do this but maybe offer classes at the two older adult apartments in the area (in their common room)</p>
<p><b>Health/Food</b>                  Chair yoga                  Loved the "Ale together programs."                  self-defense,                  Yoga (thank you Debbie!), Pilates,                  more food programs.                  Adult health..seems it just refers you to CDC website, social security.</p>	<p><b>Special Needs</b>                  Programs bringing together parents of children with developmental disabilities.                  Dyslexia materials, programs.</p>
<p><b>History</b>                  Hartland has a rich and interesting history, teach it to the community.                  I have enjoyed the Haunted Walks around town and historical                  Adult programs on history.</p>	<p><b>Technology</b>                  Senior classes on using current technology is a must!!! Things change so fast, I can't keep up!!</p>
<p><b>Life Skills</b>                  Single parenting workshops                  Tax preparation. How to create a budget. Dangers of credit cards (30%) interest ! How to use Quicken&gt; and benefits or mint                  homesteading type classes                  Misinformation/disinformation                  Please include more materials and activities for life skills, especially ways to prepare for, survive and thrive in emergencies, power grid failures,supply chain interruptions, etc.                  Thank you and please continue the seed bank, plant exchanges, gardening, foraging, knitting classes and the like. Extending ideas on permaculture, edible landscaping, greenhouses, growing food indoors, organic methods, etc. would also be helpful .                  Since I could only mark 5, I'd still like to encourage materials and activities in the areas of health,. etc. especially natural helps to prevent illness/disease and aid in recovery. And the programs for families, children and teens are important.                  health &amp; wellness &amp; life skills go together for me, but for the survey life skills need to be for the families-the youth, parenting programs are important.</p>	<p><b>Seasonal/Holiday Programs</b>                  The Halloween bonfire night with the Irish band and the bagpipes was an event!!!                  Cookie walk at Christmas fun.  <b>Book Sale</b>                  Friends of the Library book room open once a month.</p>



Q11 For each of the following aspects of the library, please indicate whether you feel they are addressing your and the community's equity, diversity, and inclusion needs.

Answered: 831 Skipped: 367

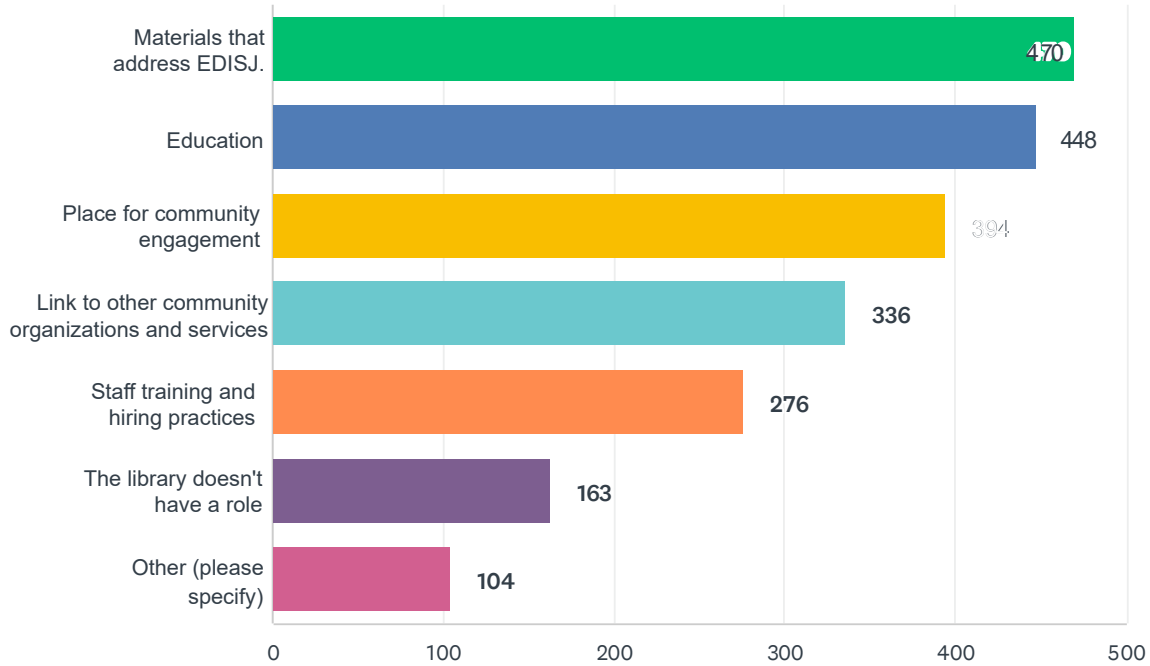


■ Strongly Agree 
 ■ Somewhat Agree 
 ■ Neither Agree or Disagree 
 ■ Somewhat Disagree 
 ■ Strongly Disagree 
 ■ Don't Know/No Opinion

	STRONGLY AGREE	SOMEWHAT AGREE	NEITHER AGREE OR DISAGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DON'T KNOW/NO OPINION	TOTAL	WEIGHTED AVERAGE
Facility	43% 357	21% 172	12% 102	3% 22	1% 8	20% 162	823	1.28
Community engagement	40% 328	23% 187	13% 105	2% 19	1% 10	21% 175	824	1.24
Materials	39% 319	24% 193	11% 92	3% 24	2% 20	21% 173	821	1.18
Policies	35% 285	15% 124	15% 122	2% 14	2% 14	32% 260	819	1.17
Programming	34% 283	22% 183	15% 120	3% 21	1% 11	25% 203	821	1.14
Community partnerships	31% 257	20% 165	15% 126	2% 17	1% 7	31% 252	824	1.13
Outreach	30% 243	21% 169	15% 123	2% 19	2% 13	31% 256	823	1.08
Marketing	30% 246	20% 160	17% 140	4% 35	2% 13	27% 225	819	0.99
Diversity of staff	24% 200	19% 154	19% 156	5% 42	3% 27	30% 246	825	0.79

# Q12 What do you think is your library's main role in equity, diversity, and inclusion? (Please check ALL that apply.)

Answered: 831 Skipped: 367



ANSWER CHOICES	RESPONSES	
Materials that address equity, diversity, inclusion, and social justice	57%	470
Education (e.g.: programs, speakers, distribution of information)	54%	448
Place for community engagement	47%	394
Link to other community organizations and services	40%	336
Staff training and hiring practices	33%	276
The library doesn't have a role	20%	163
Other (please specify)	13%	104
Total Respondents: 831		

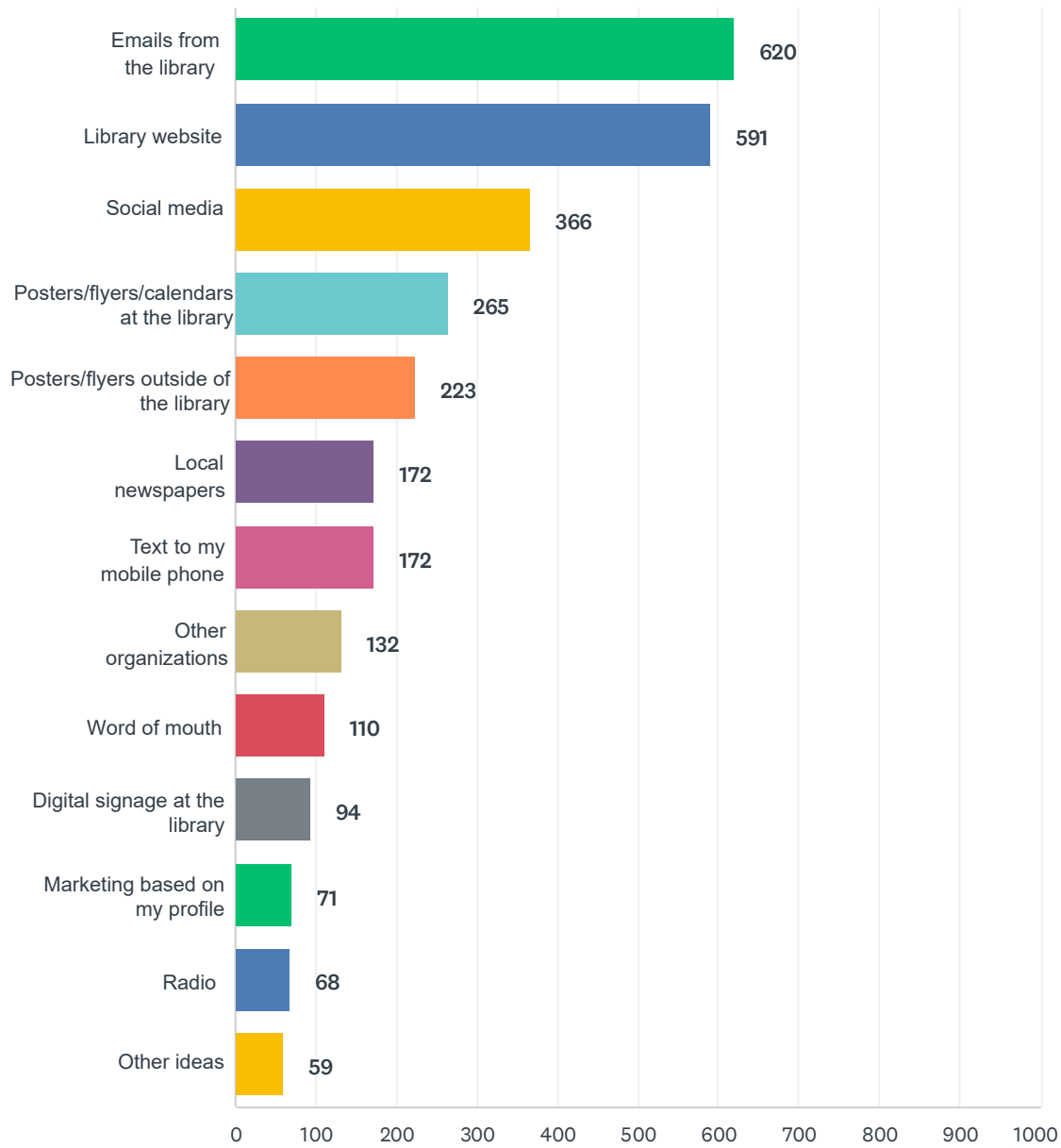


OTHER (PLEASE SPECIFY)	
<b>No Role/Political</b>	<b>Serving all</b>
Please stay of this area. The library should remain available to everyone and should stay out of this area. I have seen pins on staff already	A library is a place for all. All should be welcome. A library is place for education, freedom of speech.
Please stop pushing this agenda	Continue to be a place where everyone feels welcome (4)
Please stop with the woke DEI crap.	As DEI ( diversity, equity & Inclusion) is being used in today's society to advance extreme agendas! Instead we should follow our constitution and bill of rights- our God given rights, privilege's and responsibilities for liberty and justice for all.
Diversity is a trendy word but it simply encourages racism, sexism, etc. Stay out of it! Just hire COMPETENT people WITHOUT looking at their skin color, gender, etc! Anything else is folly and will result in a lack of quality workers. Appeal to the community like you did twenty years ago. No pornography to wreck our teens' and adults' ambitions and morals.	Don't make everything such a big deal, just treat everyone the same
The library should be a CLEAN, HEALTHY haven for honest to goodness educational and leisurely reading and programs. You should strive for the betterment of all people, not singling out groups to pander to.	I feel strongly that the library must be a welcoming place for ALL. Keep censorship and book banning out of the Cromaine, please.
Don't promote politics	I think all people should feel that a library supports their literacy needs and learning, but beyond that DEI has no role at the library. Everyone should feel welcomed, but this is a passive activity.
Dont need EDI to be successful. Need competent help only	Just treat everyone the same ... hopefully politely provide respect for all
Everyone is welcome and can enjoy books. That is the main purpose of a library. We don't need programs for DEI nor need stuff shoved down our throats. Leave it to politics, its bad enough.	Representing more than the vocal minority in purchasing and programing decisionsci
it's a fad. it's already fading. get with it. it's pretty much over.	The library should support materials and services for all community members and so is incredibly important that DEI is addressed in all of these aspects.
It's not the library's role at all. More political BS.	Treat everyone with respect that uses or works at the library, not judging anyone by the color of skin, sexual preference or mental/physical challenges but by them being just a fellow human being.
Just be a library	We are all humans, and all diverse. Just continue treating humans like humans, it is not necessary to differentiate between sexes or races, and point that out/harbor on that
Keep DEI out of the library!	
On the surface, diversity, equity, and inclusion all sound like great goals to pursue. But if you mean by that; having drag queens come to read to our kids, having sexually explicit material in the teens or children's areas, then I would say the library needs to stay away. We need to teach our kids to do the right thing, not to deceive them by telling them it's ok to do whatever they want. Especially when it's harmful both physically and mentally to themselves and others.	<b>Neutral/Safe Space</b>
People just need to treat each other as human beings and then there would be no need for special programs to address this.	Keeping a neutral space, not pushing agenda, welcoming all
Seriously... this is what this survey is about. Not participating.	I would want the library to be a safe place for ALL people where they can find themselves represented in the material AND in the programming/messaging. I also think it is SO SO SO important for our young ones to be exposed to the values of DEI even within our small community. We don't have a lot of other opportunities for our young ones to be exposed to much diversity locally. The library is a huge, invaluable resource for families who want to expose our children to the wider world even while we live in this less diverse community.
Stay out social issues be a library not a training or programming facility	Safe place for everyone to be welcome (3)
Stay the hell out of this and be a non-bias, non-partisan resource fir the community. Why the he'll dues the library think they need to push this bullshit. STOP IT already! Can a person just go to the damn library and check out a damn book?	Stay neutral
The library Does NOT need to focus on lgbt+ month - no need to focus on sexual preference in a library	The library should provide a clean and physically safe environment where people can learn with the materials available while maintaining a neutral
The library doesn't need a role in equity, diversity, and inclusion.	
The fact you asked this question without the ability to disagree with the idea is a problem, and unacceptable.	<b>Collections/Literacy</b>
The library is stepping out of its jurisdiction. DEI is garbage. Just lend out quality books.	Can the Library support DEI with a representative small collection and promote access to materials through interloan?
The library should be an open space for all, but it should not support lgbt or blm politics, as these are destructive and harmful to the individuals involved in them. ,	ensuring reading material is not arbitrarily banned by outside entities.
The library should be open to all but not pushing an agenda.	Availability of a broad range of literary works and opinions for all ages without censorship. The staff make up matches the community make up, don't worry about having the "right" diversity make up. Be inclusive and welcoming as you always are
the Library should not have a role! (2)	Let's face it, we're pretty much a lily-whit community. Not the library's fault. Would like more/some foreign language books, movies
The library should NOT promote DEI (Diversity, Equity and Inclusion) in the way those terms are actually portrayed, modeled and promoted in our current society as those with hidden/and overt agendas are pushing to make minority extreme agendas overturn our constitutionally based mindset. We need to promote the values, rights and responsibilités portrayed in our Constitution and Bill of Rights. We receive our rights equally under God and have opportunity to pursue happiness (without hurting others or being guaranteed happiness). Our constitution does not promote Equity as used to promote equal outcome irregardless of individual skills and effort. The same goes for Diversity and Inclusivity. We need to be kind and loving people, one nation under God with liberty and justice for all , without promoting perversion. lawlessness, and disrespect for individual free speech, worship, skillful endeavors, etc.	None of your business stay with education and reading period
The Library should stay out of DEI, it is not a role they should be playing.	Not censoring materials
This should not be part of the library, or a question asked.	Promote literacy, that's the job of the library
We are strongly opposed to the Library's involvement in DEI.	Provide reading and other materials for consumption as with any other - it's not the Library's job to push propaqanda or agendas
We don't need this crap because the library has always been a welcoming place.	Provide the materials and see if the community accesses it.
	Seems like most new items these days fall under the "diverse" umbrella, hardly any basic books that don't cram that agenda down your throat.
	The definition of a library is a location where a collection of books and periodicals are held and available to borrow. If you allow the community access to the books it's fulfilling its purpose. However, the books should be located and made available for appropriate age groups
	The library can and should provide materials but it's the community that decides if they will use it.
	The library should not over emphasize any area but provide a wide range of materials
	The types of books they highlight and display- kid's section or otherwise

<b>Don't know/No Comment/No opinion</b>	<b>Other</b>
I don't know	Advertising should reflect diversity. Involve your staff in developing inclusive programs. Work with Cleary University on EDI opportunities.
I have no thought or opinion on this issue.	Also, support the efforts of the Livingston Diversity Council and engage with their resources for more opportunities. Thank you for even asking these questions. It shows that you are committed to EDI.
I support the library's role in DEI, however I'm not familiar enough to know what you are doing in that area.	Counter act the close minded policies of this town
I'd like to decline to answer this question	Follow federal and state regulations.
Not familiar with current programming	I agree diversity is a worthy goal - but how to achieve this in a county that is 96.2% white?
<b>Already Does/Doing Fine/Do more</b>	I am disgusted by the teen section, I don't encourage my teens to go to the library, Every book has suicidal ideation stickers, and the gay & lesbian books dominate the shelves. Very little in the way of clean programming in the teen section.
Cromaine does a great job advocating and promoting these 3 qualities in a community where there has been backlash, I'd like to see the continuation of what Cromaine has done.	I wonder whether offering a general "fact checking service" might help counter the disinformation that is often the cause of exclusionary views. It should just be and therefore be transparent
Equity, diversity, and inclusion should be a priority. I merely answered "Neither Agree or Disagree" because I am unaware how well the library is addressing these issues.	Keep it limited to ethnic diversity.
I think the library is doing a great job if it is offering books and materials by a wide variety of people, and making its contents accessible to the broader public.	Let's support equality
Focus more on being kind and accepting of everyone instead of over-focusing on immaterial, superficial, and meaningless differences that only result in grouping people and categorizing people based on race, religion, gender, sexual orientation, gender identity, etc. and keeping people divided. Focus more on our similarities than on our differences. Learn from the good and bad in the past but focus on the present and how we can move forward to keep improving ourselves and our society instead of looking to and living in the past. We need DEI policies and events that unite and heal, not further divide or stoke hate or that keep us forever stuck in the past.	Library has to walk a fair line but uphold traditional values we can't be so open minded our brains fall out!
I don't think the library necessarily has to DO anything. If the staff is kind, the material covers a wide range of interests, and people feel cared for and safe within the library and the library programs I don't believe anything else needs to be done specifically.	Minimum requirements
It is the library's role to service ALL of the community. The library does this service well. It is not necessary to call out DEI specifically. By serving all the community, by default equity diversity and inclusion goals are accomplished.	Work with the county to find out the demographics
So so important.	I am not really familiar with the current practices of the library in this area, so my answers for question 10 aren't really valid, I am afraid, but I feel like the library is doing a great job from what I hear from my daughter..and from what I see when I visit. I do think the library should have resources and educational materials for all types of people with all types of interests/lifestyles. The materials can be (and are) sorted into age appropriate sections. Parents need to take more accountability over what their children are reading/doing rather than blaming a library for their child's reading choices. As I stated earlier, I really think there is a great need for assistance in areas (low vision people) rather than so much focus on the current "problems" that are stealing so much attention and energy from our library, school districts and community. The library should be welcoming for ALL people.
The leader for DEI in Hartland	When I was a kid growing up in Hartland there were no niggers.
The library is so welcoming	When you include some, you exclude others.
The library is the center of the community, hence it has a HUGE role.	<b>Staff Training and Hiring</b>
The library should be a leader in DEI	Staff hiring. Your staff should be diverse, but not at the expense of functionality. The most competent and able to perform the functions of the position should always be hired.
	Staffing shows [diversity]. ethnically, gender-wise, disability-wise
	Hiring should be based on hiring the best person for the position. Staff has always been polite and professional.
	You need to hire the best qualified for the job regardless of "diversity"

# Q13 How would you prefer to find out about library news and events? (check ALL that apply)

Answered: 832 Skipped: 366





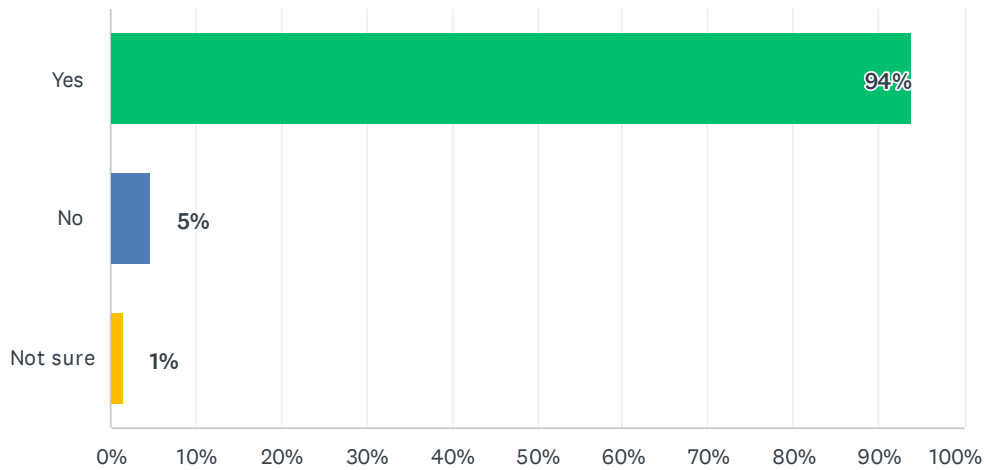
ANSWER CHOICES	RESPONSES	
Emails from the library	75%	620
Library website	71%	591
Social media (Instagram, TikTok, Facebook, Twitter )	44%	366
Posters/flyers/calendars at the library	32%	265
Posters/flyers outside of the library	27%	223
Local newspapers	21%	172
Text to my mobile phone	21%	172
Other organizations (school districts, County)	16%	132
Word of mouth (friends or neighbors)	13%	110
Digital signage at the library	11%	94
Marketing based on my profile, usage, and preferences	9%	71
Radio	8%	68
Other ideas and/or comments:	7%	59
Total Respondents: 832		

OTHER IDEAS AND/OR COMMENTS:	
<b>Partners/Local Media</b>	<b>Other</b>
Continue to market & advertise (as well as include articles & announcements) in every issue of "Community Life" which focuses on the school district and attendant activities and is mailed to every household in the School / Library District. (This print medium is too narrow to be called a local newspaper.)	A calendar of events posted at the library and on website would be helpful.
With multiple libraries in the Brighton ~ cross library advertising of programs and services promoting	All are important but, in particular would be options that fit best with individual patrons. The way I would best be aware of programming and services would be via email along with the newsletters I receive in the mail.
Work with Cleary University to advertise their programs and have them advertise yours.	Because there is no reliable community newspaper, the Library needs to work very hard to communicate. Unless I was part of the Library Planning Committee, as of Aug, 4, 2023, I would not be aware of this survey. ( Because of this the survey may be very biased by those physically visiting the Library.)
School engagement is very nice as well as partnerships with Hartland businesses	Don't waste tax dollars advertising.
See other comment but I think a bigger, live, real presence in the schools would be awesome. Announcements, quick little video messages that teachers could play, a table in the cafeteria once a week, etc. At Ore Creek, there is a constant TV running with announcements or hang posters or flyers - some way of inviting and including and recruiting students directly where they can talk about it with their friends and then actually show up for something cool. I see the library and all the awesome programming that's available being under-represented and under-promoted in the middle grades and HS.	Don't care to know
I also think that support groups or clubs for these middle school to HS age who feel excluded or misunderstood could be hugely beneficial. Maybe even virtual events where students can "attend" with or without transportation or parental facilitation?	Dont care...
The community newspaper is very informative that is mailed to us.	I do not want to hear from any source that you are participating in this. think spam free introvert!
I love our local radio station WHMI and do get a lot of event information (around the community) from there.	Night time movies on inflated screens over behind Meijer would be sweet.
Local advertising	None, All waste of money and resources
the advertisement in our local paper	Patron had crossed out marketing based on profile, usage and preferences, presumably because they oppose it.
<b>Print/Digital Signage</b>	Prefer that my taxes not be used for marketing of library services.
Community Life-Flyers in library	Signs at old 23 and 59 are very helpful
Flyer from library	Some community members do not subscribe to any forms of social media, and have no desire to do so...please keep that in mind. Also, no interest in being deluged with yet more emails and texts.
Love the monthly bookmark. They should be printed ahead so 2-3 months at a time are available on the table.	<b>App/Social Media</b>
	I also follow the library on social media.
	Maybe an app? Push notifications of selected interests for reminders, that can be added to phone calendar. Book holds, renewals that are EASY to find and work. The current website is clunky and hard to find stuff, and I am pretty tech savvy
	Thank goodness you got rid of Amelia. I had to stop following your social media, because she was so inappropriate.

Mail	Website/Email
Mailings (7)	If I have a particular interest not addressed by either I visit the library website.
Flyers in the mail (6)	Emails isn't a word.
Newsletter mailed to home (6)	the sunday e-mail is fine
The USPS mailings are effective and I like to receive the mail.	I like finding programs in the library emails that also send me to the website.
Monthly newsletter from library	I get most of my news and info from email, which the newsletter is great and gives me what I need. I really like seeing what new books you have in stock!
I'd really love a physical mail newsletter vs just the email one. It helps to put it on the fridge and have a reminder of what's available and coming up.	
I like that we still get the flyer mailed to our house. Something like that or a good sized section in the Community Life paper is helpful	
It's also nice to have a mailer that come- it lays programs out in a really nice way.	

# Q14 Do you have a Cromaine District Library card?

Answered: 828 Skipped: 370



ANSWER CHOICES	RESPONSES	
Yes	94%	777
No	5%	39
Not sure	1%	12
<b>TOTAL</b>		<b>828</b>

## IF NO, WHY NOT?

Have a Brighton card, which is accepted here (2) Live in Brighton (2), have a Howell card, Howell library card with privileges at Cromaine Highland Township, I have one for Milford that I use at Cromaine, Other community, No longer in area. Close, but not a Hartland resident

I live in Fenton. Not sure if I can get a library card, My kids do because they are in district, but I live just outside of Hartland and can't get a card.

haven't signed up for one yet (2), New to community have not stopped in yet,

don't need (2), No interest in visiting this library, My mom has one!, Mine was stolen and I had to cancel. Someone used it illegally

Getting one today, Going to come in and get one, I have one, but not sure if it is still valid, My card recently expired (2)

I did, but it seems they expire and mine always seems to be expired. Have to renew in person and I'm never at the actual library

Because you require someone to come to the library in person to renew, but a new card can be obtained online

My official library is Howell which is 20 minutes away from me and the Cromaine Library is 5 minutes away. I love the cozy and intimate feel of the Cromaine Library. When I first moved out here in 1979 I belonged to the Hartland Library. Even though I taught in a preschool in Ypsilanti, the library let me borrow books for my classroom. I always appreciated that. When I moved to a different house in 1989 I found that I was outside of the Hartland School District due to a quirk in the school district map. I was heartbroken. But I found out I can use my Howell card in the Hartland Library and have done so ever since. I believe I can count on one hand the number of times I have been to the library in Howell. It is very nice but my heart is at the Hartland Cromaine Library. Thank you for the wonderful job you do!

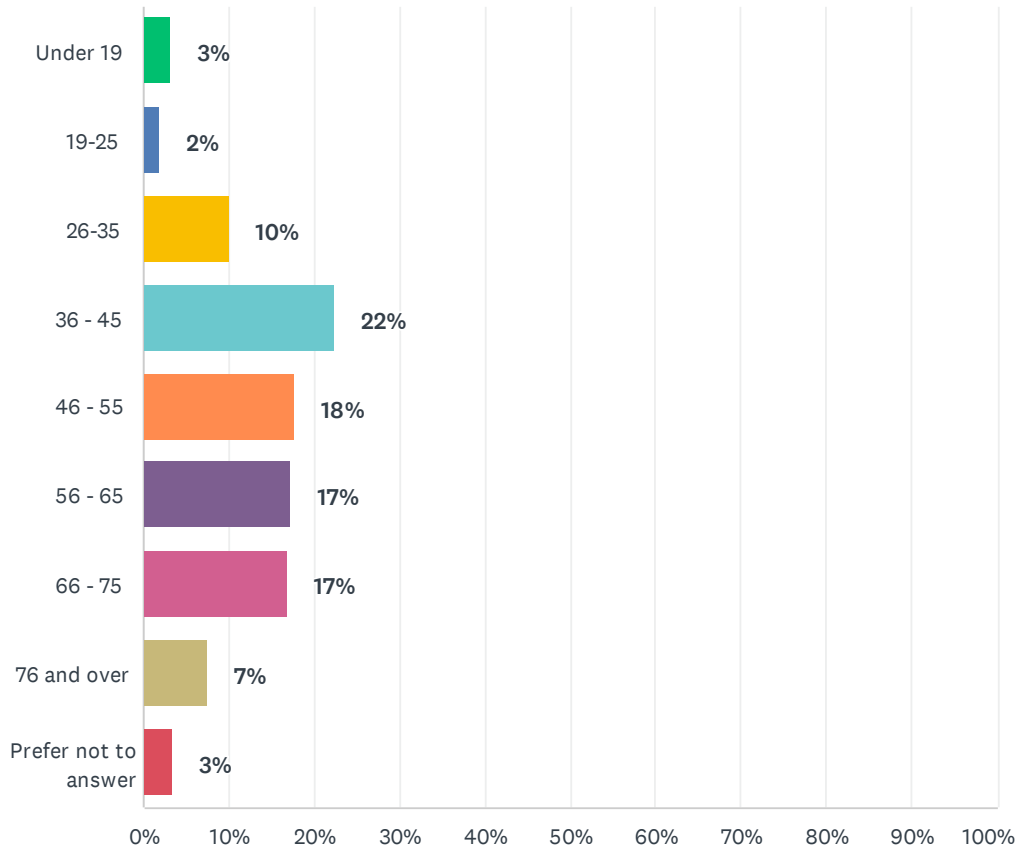
We have access to just about every library book, research tools, resources we need on our phones

I had one but then a staff member told me I wasn't allowed to have it anymore, even though I live in Tyrone Township.

When I moved to the area in 1979 I belonged to the Hartland Library. When we moved a few miles north ( but actually closer to the Library) we were on a street that was in the Howell school district even though we were only a few miles out of downtown Hartland. I have a Howell Library card but I live right outside downtown Hartland. I get all of my library books and materials from the Hartland Library using my Howell card. I love the Hartland Library!

# Q15 What is your age?

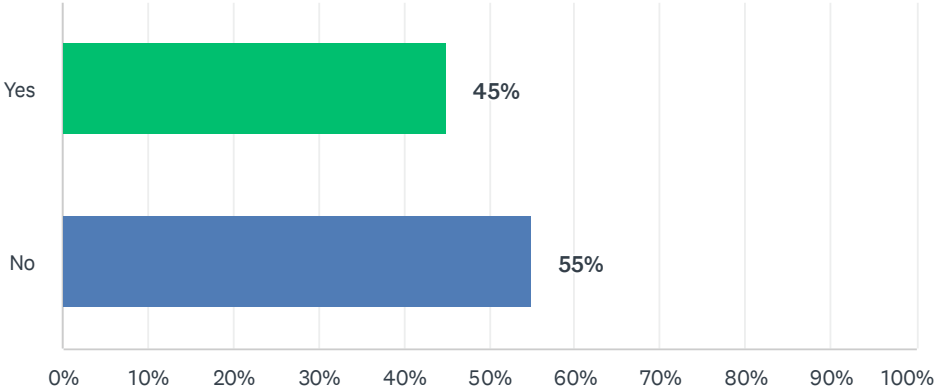
Answered: 830 Skipped: 368



ANSWER CHOICES	RESPONSES	
Under 19	3%	26
19-25	2%	16
26-35	10%	83
36 - 45	22%	186
46 - 55	18%	147
56 - 65	17%	143
66 - 75	17%	139
76 and over	7%	62
Prefer not to answer	3%	28
<b>TOTAL</b>		<b>830</b>

# Q16 Do you have a child/children under 18 years old living in your household?

Answered: 827 Skipped: 371

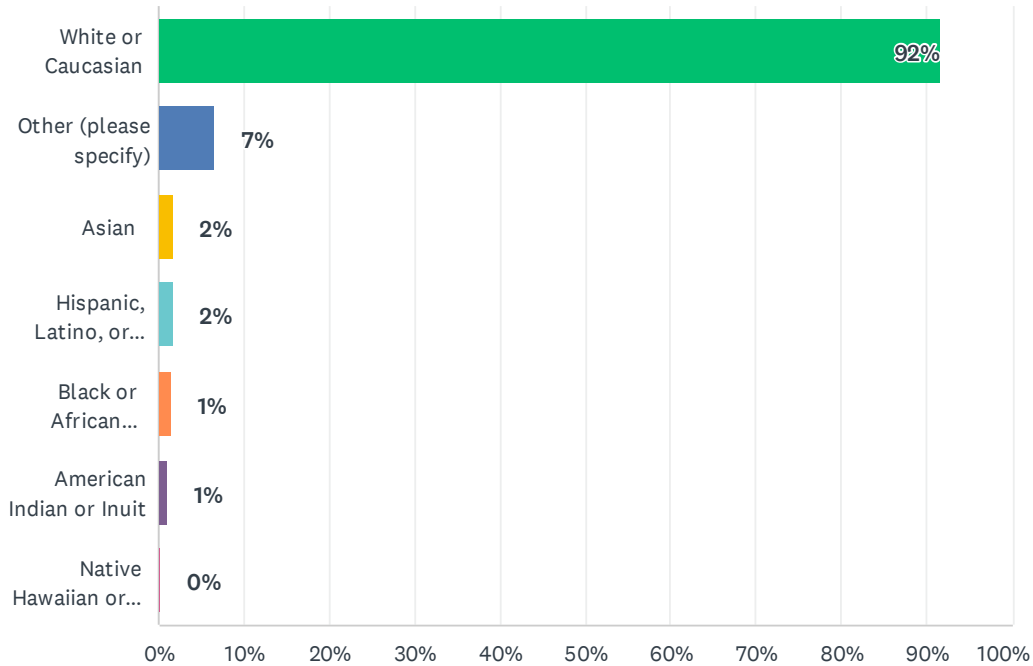


ANSWER CHOICES	RESPONSES	
Yes	45%	372
No	55%	455
TOTAL		827



# Q17 How would you describe yourself? (please check ALL that apply)

Answered: 789 Skipped: 409



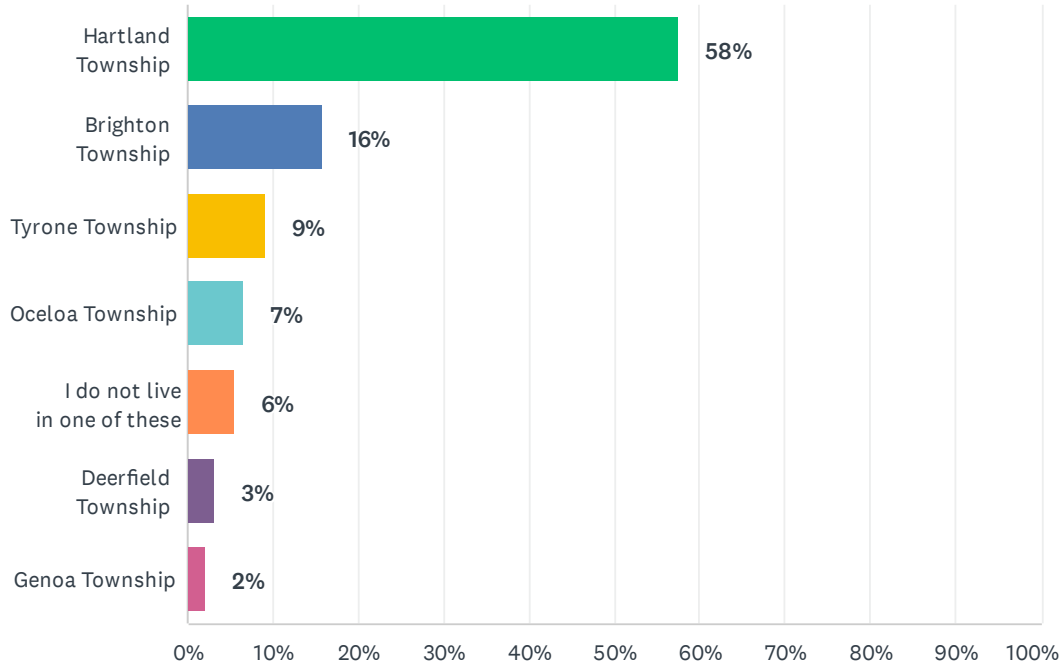
ANSWER CHOICES	RESPONSES	
White or Caucasian	92%	723
Other (please specify)	7%	52
Asian	2%	13
Hispanic, Latino, or Spanish	2%	13
Black or African American	1%	11
American Indian or Inuit	1%	8
Native Hawaiian or other Pacific Islander	0%	1
Total Respondents: 789		

## OTHER (PLEASE SPECIFY)

- I believe I shouldn't have to answer. I describe myself as American, American tan dirty blonde hair
- I have biracial children, I am white, but my child is not, Ubermench, Multiracial (4), Other (2),
- Patron wrote: see equity in this box and did not answer the question. should NOT ask
- American and Peruvian, Middle Eastern, MENA,
- American (9) Hartland resident, U.S. Citizen, Human (3), PATRIOT, Lifelong USA citizen, to describe one's race is racist
- Shouldn't have any bearing regarding the library
- Prefer not to answer (7) It shouldn't matter, This is NOT important information. Race is a social construct. Prefer not to answer
- Why is this a question?, Why the hell does this matter to the damn library? Get over yourself!, None of your business why does it matter?? (2)

# Q18 If you live in one of the five townships the Cromaine District Library serves, please let us know which one.

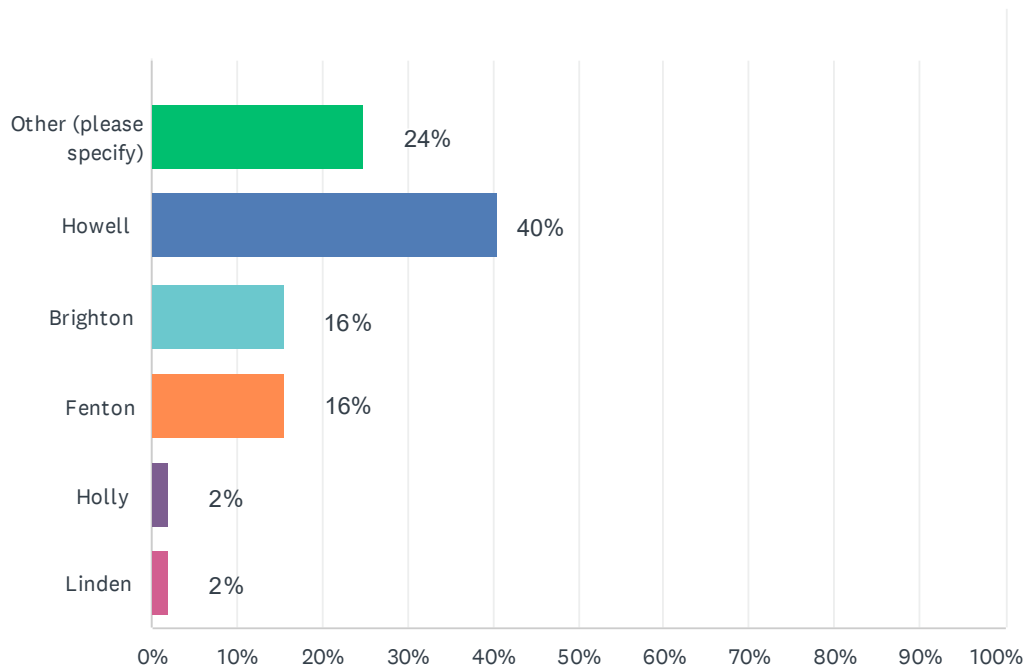
Answered: 827 Skipped: 371



ANSWER CHOICES	RESPONSES	
Hartland Township	<del>57%</del>	476
Brighton Township	17%	140
Tyrone Township	9%	75
Oceloa Township	7%	55
I do not live in one of these	6%	46
Deerfield Township	3%	26
Genoa Township	2%	18
<b>TOTAL</b>		<b>836</b>

# Q19 If you do not live in one of the above Townships, where do you live?

Answered: 104 Skipped: 1,094



ANSWER CHOICES	RESPONSES	
Other (please specify)	24%	12
Howell	40%	20
Brighton	16%	8
Fenton	16%	8
Holly	2%	1
Linden	2%	1

TOTAL	50	
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OTHER (PLEASE SPECIFY)	
my kids go to hartland schools, we are in-district	
Farmington- my grandkids live in Hartland and I bring them frequently	
Dexter	Milford (2)
Moved away recently.	I work nearby
Argentine	Whitmore lake
Highland Twp (2)	
Burton	

# Q20 Please provide any additional comments about your needs for the Cromaïne District Library.

Answered: 300 Skipped: 898

Love the Library	
We love Cromaïne and all they provide for all our community	
We love Cromaïne library!! ❤️ (8)	
We love our library. We use it for physical materials and digital (Libby, etc.) materials constantly. We used to go to the programs more but my kids are teens now and are not as interested or have sports/jobs that take up their time. We still attend the gingerbread house program though. I would love to see stained glass classes (maybe by Kiss my Glass or someone similar) or resin pouring classes (Great Lakes crafting).	I just wanted to say that I appreciate all that Cromaïne Library does. I loved when you were able to have the Crossroads location, and I was crushed when that millage did not pass. I always vote for the library and encourage my friends to do the same.
We love our library. Would hate to see it turning into a political pawn or trying to cater to an audience that isn't predominant of taxpayers	I love access to audio books too. I am new to listening to a book, but have listened to dozens now! Thanks so much!!!!
We love the library and continue to use it frequently	I love everything about the Hartland Library. I am able to get any book or cd I need through the TLN Shared Catalog. I volunteer through the Friends of the Library organization, of which I am a member. I attend all the Book Sales and donate to the Bake Sale. I go to the summer concert events. I attended various library events. The Cromaïne Library is very important to me. I am so glad I am able to use my Howell Library Card there. I want the library to remain a part of the program that allows me to do that.
We love when you visit the schools!!	I love going to the library with my kids and they are always excited to go to the library.
Love this Library and proud to be a part of it.	I love it and consider it very important to our community
Thank you for all you do (4)	I love our library. I think it does a good job of addressing the needs of the community. I am just a little too old to take advantage of many of the programs I am interested in. I don't go out at night. I often attend the book sales and the bake sales to support the library.
Thank you for another summer of concerts. Please have Bernette Kathryn the group there on week 2 come back for the 2024 summer concerts and please have a singer qia warner perform at your concerts.	I have lived in a few different communities and have never experienced such a wonderful library. I love your programming..
Please have a singer qia warner perform at your concerts.	I love that CROMAINE is supportive and caring of our children.
Thank you for being my library! :)	Keep being amazing, Cromaïne library and staff! The library is crucial to our community and I will continue to support it as long as it doesn't bow down to nastiness or book banning. I support a diverse material selection!!
Thank you for everything you do! Our family loves Cromaïne!	Keep doing what you're doing
Thank you for everything you provide for the community, especially LGBTQ people like myself!	Keep doing what you are doing. I am concerned that politics will change our course and move us away from what our country stands for.
Thank you for having great programs for kids..	Keep up the great work, my family loves Cromaïne.
Also, thank you for always having the latest new books/audiobooks	My kids are 17&14, and we've lived here since they were born. We don't get in as much now that they are older, but greatly value the resource. My youngest enjoys popping in. We did all the baby garden, holiday, and some tween programing. Really appreciate the welcoming staff. I am a voracious reader and I remember my public library as a less than inclusive space as a teen.
Thank you for reaching out to us.	My needs are adequately met by all of the facilities, programs, and staff at the Cromaïne Library. Thanks to all of you for what you do for this community.
Thank you for the services you offer, the kindness of your team, and the cleanliness of the library. We appreciate your time and efforts to serve our community.	Our family appreciates the Library! The programming is diverse and exciting for adults and children, and I appreciate the ability to borrow items from Cromaïne and surrounding area libraries. We always feel welcomed when visiting the Library and are met with enthusiasm from staff-it's clear that they enjoy the Library also! The overall atmosphere pushed my child to become a Teen Volunteer which has been a phenomenally positive experience. Again, we are grateful for our Cromaïne Library!
Thank you for the services you provide to the community. Our library is wonderful.	Our family loves the library! We feel so lucky to have access to Cromaïne and visit often. The Summer Reading program is amazing and motivated my kids to read. It is so important to provide diverse materials for ALL community members. Everyone is equally important in our community. ALL books are important whether I agree with them or want to read them or have my child read them. Others should still have that right. Cromaïne should remain a safe space for all. Thank you for making the library a safe space in our community.
Thank you for this survey! I'm exciting to grow my family near this library and am exciting for all the memories I'll make with my family with books	We have six kids and when our kids were little, we went to story time all the time. I read all the time, but I do use the Libby app more than actually coming into the library. I love the app, and when I do come into the library physically I love being there because of all the memories tied to it. The staff has always been about encouraging the love of reading in any Library is Hartland' best asset
Thanks for asking and collecting useful data	Enjoy the quiant library over Brighton it's friendly and always useful
Thanks for asking for this input. I have been a lifelong community member and we have always utilized and appreciated all that Cromaïne has offered to the community through the years.	
This is my favorite library!	
I love the library and it's atmosphere	
You are doing a fantastic job and we thank you for your dedication to our community!	
You're a great asset to our community. Thank you for all you do.	
You're doing great! Keep up the good work.	
Cromaïne is amazing	
Cromaïne is my favorite library! I love that it's not so modern looking like the new Brighton Library. Cromaïne is warm, welcoming, and has a great home-town feel. It's charming. The children and teen services are outstanding. The staff for teens are so nice and welcoming. We love coming weekly. My son has special needs and will be turning 18, my daughter has social anxiety and just started high school and loves coming and feels comfortable, and my oldest daughter is 20 and loved volunteering at the library! I take my senior mom weekly too!	
Cromaïne does a great job for my needs. Thanks!	
Having a daughter (8 years old) just reinforces what I've always believed about libraries in general, and specifically Cromaïne. It's a treasure, a I am proud of our library. It has been the center of our community. I am encouraged by the attitude of acceptance shown. I worry about book banning and outside influencers. We need to encourage young people to use the library and it's services. Libraries need to be a welcoming place, an important place for all in our community.	
I am relatively new to Cromaïne, as I moved into the area fairly recently. But once I discovered it, and got a card a few months ago, I have been visiting every couple of weeks. I have been very pleased with the selection for my needs, and the interlibrary loan system has worked well for me. Thank you! I hope to get more involved with adult programs in the future.	



**Love the Library.c ontinued**

I generally enjoy my time at the Library and have not run into prevalent issues.

I believe we have a excellent library, and that the staff is great, always very helpful. The physical update makes it more welcoming too. Please continue to offer the I.T. help, whether one-on-one or in small group, that has been useful! I have enjoyed many programs, please continue with them.(author visits, how to programs, etc).

I cannot think of anything that has not been mentioned. I am happy with the Library.

I enjoy the library very much. Saves me a lot of money. I read a lot and use to go to the used book store in Fenton. Thank you Cromaine library!!! I enjoy using the library-I'm always happy to see more reading materials. I believe the building has a lot of character and is quite lovely. I have especially enjoyed the free music concerts provided in the summer. The library is vital part of the community.

I love the library! Even though I don't physically enter the library often, I depend on the audio books. I am an avid listener.

I love the library! I'm so impressed with the system of holding books (putting a hold on books) and that they come from so many other libraries. I love this library and have visited frequently over the years. I have attended some wonderful programs with my daughter as she grows, there have always been things that grab our interest. I think the staff does an amazing job.

I love this library! The staff seem friendly and helpful. I find the option of ordering books I want online and picking them up very time saving for me. I would do whatever is helpful to promote and support access and availability of their services for everyone from all walks of life. Keep up the good work!

I moved here a year ago and am so impressed with the variety of opportunities the library has offered. It's a great place and the people that work there are awesome!

The library is well managed and organized. It's a nice place to be.

The library meets all my needs very well

The library is fine as it is. Please don't try to fix what is not broken, at a cost to taxpayers.

This library does so much with so little. My children and I are grateful for the team's efforts to be an exceptional facility.

This library is more than sufficient for our community. Please do not start pushing for a new library

The Library has done a great job of engaging with the community.Keep up the good work.

Stay the amazing library you are! Cromaine is a beautiful place and we love it!

A strong balanced library is vital for the education And uplifting of the community. All efforts of the library are good and welcome. Thank you for all you do, from providing books, volunteer opportunities to supporting the needy in the Community.

Reading is a gateway to increased empathy. Library youth programs can be a child's first experience with their community. The accessibility of technology and materials evens the playing field for our neighbors. Libraries are important for building better and stronger communities. It is an integral part of the village and community

I think what you do is a very important part of the community. I wish more people used your services and understood this.

I think you do a great job with what you have. I don't know your financial resources but more for you-meaning us-would be great !

I think you have done a great job and to this point met my needs.

I've been a card-holding patron on Cromaine since 1987 when we first moved to Hartland. As a child, the library was a place that allowed me to see beyond the small world around me and exposed me to so many new things. I loved visiting for summer programming and after school to check out books.

Living in the community for 60+ years, Cromaine has always been a focal point of the community. The library has always been a safe and inviting place for all; providing a variety of materials and programs that provide lifelong learning opportunities for all residents.

I'm retired and I live in Michigan for six months per year, May through October. I like to read books, watch TV on DVD and attend the summer concerts. I might be interested in a book club or some other program with other adults or young seniors. I eventually want to spend some time researching my ancestry, I've heard libraries have programs for this. You are a great resource and keep up the good work!

I use the library to help instill a love of reading to my children. Thank you for being a big part of the community.

I think the library is doing a good job as is. There might be some things that would be nice to implement/have but I haven't noticed any issues.

I think the library does a great job! The adult library staff is fantastic!!! Since retiring I have used the library resources on a regular basis. The most important items for me right now are online materials, availability of those materials and the length of time I can check them out. The library's physical resources are important for the community but secondary to me right now. I do participate in the book sales and plan on attending more events in the future (concerts, etc)

**Safety**

Please keep the library safe for children- a neutral environment- family friendly- do not bring in LGBTQ speakers etc

We love the library!

Please remember that you are nestled squarely in a conservative district, with a fair number of your patrons holding strong Christian values. Many of us come to the library because we don't have TVs and want our kids to have quality books to read. The teen section is loaded with LBTQ stuff, and every book they pick up is reminding them of suicide; I don't think it is a healthy space for my child's brain. There is a great deal of suggestive impact on those suicide awareness book stickers. It is not actually providing a positive service. It takes a light-hearted read into a heavy place right right when you open the book. I know that the intention is right & kind, but as a nurse who deals with mental health, it is not a benefit, to have an overwhelming focus on suicide. One or two posters in the teen section, and handouts with information they can take with them- is better than the current approach. I have 3 teenagers and I never encourage them to go to the library for these reasons. I have them download books to libby, because they are free of your intrusive policies.

Again, a safe place for our children where they are not subjected or targeted for sexually explicit or violent content and programming. A safe learning environment that is inclusive for all but where no indoctrination, either blatant, subtle, or subliminal is promoted  
Children's safety.

Don't fall for white supremacy language. The children need to be protected not divided.

Keep the perversity out of our library. Story hour is not for confusing children. Leave the children alone

Protect our children from woke materials please.

**Marketing/Awareness**

More promotion of online book downloads such as Libby. I think this is a great service that is not that well known by the general community. need to do a better job of market community events i.e plays at the music hall and community center with details about the performances and ticket prices like cromaine used to do prior to split from schools.. would be nice to have a coffee bar in the library also i.e. bigby , starbucks etc like bookstores do...

There should be more signs advertising the location and hours of our library at the US23 and M59 intersections.

The library website is outdated and needs more information on what the Friends of the Library does, how to volunteer and donate (books and money). AND what that donation means to the community, how it is utilized.

The library website is terrible to navigate and half the time I can't find what I need. It really needs to be more user friendly.

Please add a quick link to Cromaine's Calendar on the main page of the website!  
better website

If nothing else, can we update the website for mobile users? I wanted to put a book on hold and I couldn't even find a place to search books. I had to call. And when I came in, I went to the help desk to have someone show me where it was on the website on the computer, and the person at the help desk had a hard time.

## Collections

Buy more children's books, in particular beginning chapter books for first thru third graders.	The only factor that deters me from frequenting the library more often, is that over the past couple years the children's collection of books has been flooded with LBGTQ material. Children should be able to go to the library, go to their age appropriate area, and parents should feel comfortable that their 3 year old isn't going to pull out a book featuring a trans character. That is adult content. There are so many wonderful books out there that teach great lessons and are innocent in nature. Also, books that can't use appropriate pronouns are just confusing to young children as they are growing up. I would also like to see books that I would love for my children to read available since there is supposed to be "something for everyone". Where are the books on Jesus or the saints for young children?
Continued and increased availability of new fiction	The library provides the books which are selected by a professional. If I pick a book that doesn't interest me I put it back on the shelf or take it home and don't read it.
I would LOVE it if the book shelves has the....call numbers? On both ends of the shelves. I am often collecting stacks of books and having to go back to check the shelf numbers so having them on both sides would be a great help.	I am an avid reader and use libby quite often as well as physical books. Stop canceling magazines due to budget issues - I used to go for the science, Astronomy, Discover and other magazines, but all were cancelled post covid. There was little new works coming in dealing with science, and no adult activities for singles to mingle or make friends. I stopped going because From wine library let me down. Give me a reason - an incentive - to come back that is truly worthwhile (and not child/teen based!) And I might. Advertise book sales better.
Expand digital library	Provide more digital copies of very popular books so the wait isn't several weeks.
Cromaine's children's section has a wonderful selection of diverse and representative books. I'm constantly impressed as we stumble upon books that include LGBTQ, different ethnicities/races, disabilities, cultural experiences, etc. I have lost track of the number of times I've taken a picture of a book cover and texted it to parent/teacher friends with a "look at this amazing book" comment. It is amazing.	Purchase more new material and get rid of all the older books to storage.
Have books available. Have reading resources available to our youth. Stay the hell out of indoctrination of our youth. Put questionable materials in the adult section and perhaps a warning or parental supervision label on it. Quit with the grandstanding that suddenly the library is going to teach our children how to be socially, culturally, and spiritually aware individuals.... This is and always will be the role of their parents. Stay in your lane. Stop the gender dysphoria material you post front and center. You people are sick.	A diversity audit for the collection and for the library set up. Figuring out what the community needs/wants in terms of non-traditional library things, ex: summer lunches
Don't ban books! Promote DE!!!	I would love more materials that feature members of the LGBTQ+ community.
I love the digital library and how several communities are a part of it!	I would love to see growth in the children's non-fiction section of the library as we use the library in our homeschooling. We have found many books but often look for more on certain subjects (ex: chemistry, ancient history, etc.)
I love seeing the newly published/best sellers displayed. The NY Times list on the new fiction/nonfiction shelf is helpful and keeps me current.	I would prefer more digital books and magazines related to crafts, digital graphics and more about online marketing and sales, along with digital versions of michigan travel materials.
More books available through Libby, and please expand the Hoopla list.	I would prefer that the library not have sexual orientation reading material available for minors
More digital books	I use Hoopla a lot. Thank for offering it and please continue to offer it!
My son is less than a year old. I am a stay at home parent. Any opportunities to get out of the house and socialize him with other kids is greatly appreciated! I noticed a lack of touch and feel books the last time I visited and would love to see more!	A larger collection of special interest magazines. Technology, art, music, science.
Please increase materials & programs for self-sufficiency skills & emergency grid down, supply chain disruptions, etc. increase items that model character, hard work morals and decrease items that model immorality, witchcraft Satanism and the like.	Please keep the adult material and LGBTQ material out of the kids section, it does not belong there. Also pride month decorations belong in the adult section as well not in the children's section.
Yes, I'm a senior, I think we still needs to be a heavy emphasis on material and programs for kids, especially toddler through middle schoolers.	Recently my tween daughter 11 checked out a book from the library in the teen section due to accelerated reading level. It had soft porn in it and there was no label to indicate a warning for mature content and it was not discernible from the description on back. This material was appropriate for young teens and online says 17-18 year old. Need a way for parents to recognize these books. It was not even innuendo it was explicitly detailed sex scenes in the book.
I would love it if the books were not assigned directly to one specific library location so they can get mixed up with nearby areas like Brighton and Howell so they are always changing.	Please keep adult content out of the children and teen areas of the library!
Try and get more balanced offerings. If you order a history book, order a recent events book. If you order a book on plants, order a book on cooking. If you order book on transgender, order a book on the problems, with it. If you order a book on covid, order the new research. Seems a lot of times, tge collection is not balanced. Order a book on democrats, order a book on Republicans, or a neither party book. Order a book on healthy living, order a book on not healthy..ya know balanced.	Please remove all sexually explicit material from the teens and children's areas. Let the parents decide when to introduce these topics to their own kids.
DVD's often are scratched. Need to be checked more frequently.	Please keep all literature available to anyone who chooses to read it.
Education literature that can help our community to benefit and make e difference in their life.	Overall really great facility. Would like to see more Blue ray disk options and books labeled thriller on the binders
To help our children to be thinkers with out of the box ideas. Helping the new generation with creativity. I do not care so much about diversity as much as I care about quality of education.	I would like to see more materials, etc. that emphasize, embrace, model traditional and moral values and critical thinking that can question the narrative of issues, government, media and the like. Also cut out materials, etc that model, promote, etc. witchcraft, pornography. R rated videos, books, Satanism and the like.
I am concerned about what appears to be the over emphasis of gender in the teen section. As a parent it seems to be strongly pushed and I do not feel it is the library's role. From the free pronoun pins to the spotlight on LGBTQ+ books there is a strong emphasis. On the contrary there is a lack of books with a Christian background. I am not opposed to LGBTQ+ books for those that want them but it seems that in the interest of being inclusive you are almost excluding those that don't care to read those types of books	I would like to see fresher content on the shelves.
I hope fairness and equitable access to all materials for all materials prevails in this increasingly uncomfortable climate.	I think the library is doing well keeping good care of their books and stuff and keeping them up to date.
This is the first time I've had to pre read my 2 year old's book choices. At one visit she found a book on feminism (not necessary for a 2 year old) and another was on two moms (parents should be the one to talk about this topic not a library book). Keep the books focused on kid topics! Playing, trucks, outdoors, dolls, counting, etc.	I still feel that the main purpose of the library is supplying books and other reading material. It doesn't seem necessary to branch out to so many different activities, such as movies and concerts.



**Collections-continued**

Is it possible to check out a Playboy magazine? I know, stupid question. Why? Because it is porn. When considering the graphic novel Gender Queer, an illustration shows a young man giving a blow job to another young man. Just because the book addresses LGBTQIA2S+ doesn't make it an exception. Bottom line, the book is a porn picture. There is a distinct difference between a novel that describes a sexual act, where the reader must imagine the scene and a picture or photo that leaves nothing to the reader's imagination. Bottom line - it should be removed from the library. It is porn.

I seriously worry when I bring my children to library. I do not want them finding nasty books about sexual experiences or perversions. That is my responsibility to teach them and my decision to shelter them from the evil ways of this world. We need more clean, wholesome books for children to enjoy rather than messy books that make them feel rotten about this world and that in which they lose some of their innocence. If people want that for their children/teens, they can find it on the internet. Our tax dollars should not buy questionable material. What is wrong with strengthening our minds rather than decaying them?? Please rise above the garbage offered in this world. Thank you.

I was very disappointed in the promotion of alternative lifestyles in the teen section this summer I do not believe this is a place where it should be promoted. That is a family issue not a Library issue.

it would be nice if you got rid of some of the inappropriate books in the kid's area.

I went to the Teen section a few months ago and was deeply disturbed and upset to see the majority of displayed books (featured on the tops of the shelves in special stands), were all lgbtq and blm related. I expect a library to be a place that encourages open thought, and does not push one political agenda over another. Especially when that agenda is murderously hateful towards people such as myself, who are politically and religiously conservative. It makes me feel very unsafe and unwelcome in your library. Adherents of woke politics say they want everyone to feel "welcome" and "included," but they have repeatedly demonstrated they are deeply intolerant of anyone who simply disagrees with them, pretending that people such as myself must "hate" them and therefore are worthy of hate and ostracization as revenge. These ideologies are destructive and should not be promoted. To be clear, I want people of every demographic and political stripe to feel comfortable in our tax-paid library, and for everyone's ideas (including conservative ideas) to be represented in the collection, but it is not okay to so heavily promote an ideology as destructive as these.

**Other**

This survey could have been much shorter.

Too long of questionnaire.

Your mail mandates were ridiculous.

I was treated badly, threatened with arrest.

Make the library neutral ground again.

Cromaine's board should be ashamed - their ability to responsibly allocate tax payer money is in question to me and many of my neighbors. For example - opening a satellite location off Old 23 a few years ago. That sums it up. I see no value or need for Hartland to maintain a public library. I would rather see my taxes being used within the schools - perhaps raising the pay of teachers and/or adding more teachers.

Excited the results of strategic planning!

For future you may want to focus on what's critical to you or other way to shorten your survey. I completed as I like our library and staff are extremely helpful!

Good Questions

Forgot to ask how well residents are recruited and trained to serve the library at all levels, especially governing roles. Forgot to ask about funding for the library.

My grandchildren use the library mostly during the summer, using the school library when in session.

Once i retire in 5 years I hope to get more use out of library, Thanks !!

The library's role should be directed toward encouraging what is good, right, true and noble -- the bedrock of Western Civilization, not promoting the latest fads in social re-engineering that undermine these ideals, debase family and society, and encourage immorality.

How does the library survey patrons that do not use the library speak of their needs that could bring them to the Library?

The library meets all of my needs as a senior citizen, but with Hartland being more of a small town feel the library it is the hub of our community.

The library should be a welcoming and safe space.

Survey has some bugs, appears to not have been thoroughly validated before making it available. ( Need to answer two township questions before the survey allows the participant to continue )

Asking questions about the needs of Hartland of individuals that may not reside in Hartland is a poor question for this survey. I feel this survey is bias and should never be used to guide the direction of the library board. Community library's have outlived their necessity. They are a financial drain on the local communities. It's past time to close Cromaine and Other underperforming Libraries and consolidate into two or three County Libraries.

I should check out Cromaine Library, I raised my children in Howell & used their library but to Tyrone Twp after all graduated and have never used Cromaine.. Didn't think about it, worked long hours, Retired now.

Just renewed my card after not using it for a long time. Looking forward to rediscovering the library. My daughter loves books and reading so we will be exploring it together.

Libraries are a vital part of a healthy and prosperous community, not just for books/research, but for community and technology and arts.

I was unable to properly answer some of the questions because of the way the posed and the options available because of the following:

I believe the library should be a place where all can access information. I don't especially feel the library is responsible to teach, instruct, or offer programs that don't involve or promote reading. Many of the programs/services mentioned in the survey (for example: cooking, art, crafts, movies, cultural events, health, career, tech instruction) and room use are more applicable to a community center.

I believe it is important that services be neutral to any agendas and not interfere with parental rights or keep confidential the actions of children under the age of 18. That is the age to which parents are responsible for their children's welfare and actions.

And, as stated earlier, it is not the business of the library to have a role in the current push for diversity, equity, and inclusion. All should be treated equally, fairly, and kindly no matter what their ethnicity, race, gender, etc., but no one group or individual should have special treatment/privileges just because they feel they are deserving of it. THAT is discrimination.

I will always support a strong library presence in the community, especially in the face of the small group of people who want to ban or remove books from public access  
I attend school in Hartland Township.

**Services**

You guys really need a new printer for the youth room.

Miss the lockers to pick up materials at any time and drop off box to return materials other than the one at the library. It was so convenient to have on near old 23 and 59

would be nice to have a starbucks or other coffee service in the library.

A 21st century library should be more about electronic reach than brick & mortar buildings. Key is a really good website where users can self-access on-line materials/books/films/research/etc. Most needs could be met without ever visiting the physical building.

24 hour reading room

would love an area to display local art for purchase?

Consider selling water, coffee, tea, and snacks

I print things from the computer and borrow movies.

I'm not sure why it says you service my township, but I'm not allowed to have an account based on my address.

Programs	
Love the Concerts. Would like to see some in August	Story hour was much better when we could sign up for the entire fall & then the entire winter/spring. It is poorly advertised & hard to find sign ups on the calendar and then ridiculous that you can only sign up for 3 weeks. It has completely turned me off from bringing my kids at all.
Love the kids program, and summer concerts! It would be Nice to have parent classes/connections, sewing/cooking class ect.	Bring back the harvest festival!! :) all aged field trips as families
More gaming activities for kids and adults. So much of our lives are integrated with games on a daily or weekly basis. Whether it's a simple game on our phone playing during a lunch break or an exciting board game that brings people together. Games also allow us to interact with others share experiences and allow our minds to be transported to another world for a while. Same can be said with books! Ha! Not to mention our kids are growing and learning with games such as Mario brothers, Minecraft or even as simple as a matching game for toddlers. Plus even the elderly or senior community loves slot machine type games! Or having the community as a whole create a kinda board game together! Seniors design the landscape, kids design the characters, and adults create the rules or something to that idea.	family style community events (picnics, game nights, arts & crafts) seperate (sic) gender specific sleep over events? would love to have more baby play time and meet ups if possible like 6m-18m-24months
More kids storytimes!! They are gone the second they are posted and so hard to ever get into!	have you seen or head of the tv show: Old People's Home For 4 Year Olds? maybe we can do more event to help benefit each other. or could we open up the group to younger children?
Many thanks for craft kits and programs to develop skills, knitting, gardening, foraging and the like. Please continue.	If there is a coffee/ snack/ sweets bar, should we involve the senior citizens that lives close by. For example a group of seniors can bake up their best snack/dessert to sell to sell, the area will have information about the senior and the history of their dessert. parents and kids can purchase these items, and the money from it could continue this cart. and the next week or month the next group of seniors could show off their baking skills?
outdoor book club	can we learn how to square, line, swing, waltz, etc.
Love your music program. Perhaps you could include a band with diverse members for their singers and musicians. Motown music is what many of us growing up in MI grew up with.	this is for the teen/ high schoolers. would it be possible for the library to invite different individuals in their professions to discuss what it is like, how to get there and an honest opinion of their jobs. options from blue collar jobs to white collar jobs. i was thinking it could be called POP
Love the summer concerts bringing people together.	TALK WITH: (JOB PROFESSION).
Love the space and various programs and I would enjoy more lectures, learning opportunities and presentations for leasure activities,	Really love all the kids activities
We love the new crafts that are out each day on the tables in the children's area.	Please add children's programs during non working hours. Households with two working parents are unable to take them during the current times. more for adults who aren't parents or are empty nesters but not yet seniors (old)
We ♥ Cromaine! Thank you for the great kids programs ( especially Harry Potter camp, Percy Jackson camp, and the summer reading program!)	The library should hold Living Room Conversation events. We need these desperately in this community! <a href="https://livingroomconversations.org/">https://livingroomconversations.org/</a> Please provide hearing assistance at library events. Captions on screen help everyone. Multiple Microphones are absolutely necessary.
Some of the adult classes and programs offered are pretty boring and similar. It would be great if there were more options. Thank you!	bring back summer concert series sponsored by the library
I like that art is coming to Hartland and the library is involved. I would like to see more art programs for adults.	It would be nice to have some events on weekend such as the running group-keep the monday slot, but add a weekend one, too.
The kids activities are amazing	Events for adults would be nice, like the over 55 series from a few years ago, but offer a weekend event along with the weekday event.
The baby toddler classes are very hard to get into registration is full as soon as it opens why not do drop it	Instruction classes...like cake decorating, or art classes, writers classes, field trips to museums, musicals, concerts or such. Seems our Sr. ctr only goes to the casinos.
I think providing educational opportunities for adults in our community, especially in this age of disinformation, is critical. Understanding laws, history, perspectives, in a safe, unbiased environment is important but must be handled with care and respect. Disability law, history (Crimp Camp..) and experiences would be a great place when coupled with ARC resources. Same for minorities/POC. Maybe a "devil in the grove" book reading etc. I think libraries are critical for life long learning. Elderly reading clubs etc. Would be great. I love cromaine and use its resources weekly.	I tried to get into Yoga three times and the registration always says it is full. Discouraging. Seems like a closed group. I have given up.
A financial class and/Or investment classes	I think you've done great job with the class offerings to sign up for. Especially in recent years. Lots of choices. Not sure if they fill up quickly or not though. Just finding the time to go.
I think the library does an excellent job, offering a diverse program for every age group. I bring my grandchildren to the children's area quite often in and there's so much to do!	I'd like to here more about national socialism and alternative opinions regarding ww2, also 911 truth regarding isreal, the dancing isrealis, earnst zundel and the uss liberty
I think that Cromaine has a great deal of good things going on, but also that there are a robust group of folks who struggle to attend group events either because they are registration and fill up super quickly, or they are not at a convenient time for the family's needs.	Activities as well learning about wellness. Yoga sessions are very popular already but what about education for kids surrounding mental heath such as a mindful scavenger hunt. Where they can learn at each station what tools works best for them. For example having a different stations - one is slow breathing, one can be for sensory stimulation and another can be for meditation. I think it's important to learn at a young age as myself and others adults are still learning how to manage stress in our lives.
Also maybe engaging people in the community both kids and adults in entrepreneurship! Think community shark tank where the librarians are the sharks or people vote on what they think are good ideas for different age groups! Then how to pursue and make that idea a reality! What does it take to go from an idea to a small business and everything in between! Having activities for art! Not just crafts but different kinds maybe featured monthly? Art is so important to help us create and express ourselves! From music to painting to poetry and beyond there are so many avenues to explore in the world of art! As well as learning about famous artists and what inspired them to pursue their art!	Friends/Volunteers/Book Sales
	How wonderful Friends Group is !! They should be recognized for their support
	Volunteer programs do not seem to include the circulation desk which I might be interested in.
	Somewhat disappointed, I left my name with staff I wanted to help with book sale, I waited and no one called me. Was thinking about getting involved with the friends group. But not sure now with no response from them.



<p><b>DEI</b></p> <p>Your DEI questions were ridiculous and are obviously trying to lead people to respond in way you want them to which is why I indicated neither agree or disagree for all of them. What you need to know about your little DEI program is that it sows division and tribalism in our community and you need to stop it. Instead you should be promoting unity and respect for all people, and not evangelizing gay pride and other controversial ideologies and lifestyles like you did last June and just focus on providing good books. It is very noticeable that you've been removing good classics books and have been promoting very dumbed-down language books to children and even books that are totally inappropriate and filthy. Your library is becoming more hostile to a very large segment of the community you are supposed to be serving, so if you want to talk about DEI maybe you should consider people of faith and values and families if you really truly care about the needs of "all."</p> <p>Keep up the good work. Your programs are excellent. Please do not be tempted to cater to only one diverse group. Diversity comes in many forms. There are groups that have appropriated diversity to mean only skin color and gender identity.... this is not the case. Continue to serve ALL groups and give equal time to other groups, not just diversity based on skin color and gender identity. Never ever have a drag queen story hour for children.</p>	<p>Especially for teens, DEI efforts are appreciated and needed. Please don't let groups underestimate the power of belonging and finding safety for our youth.</p> <p>love the diverse subject matter</p> <p>I appreciate and support the library's efforts to provide information and an inclusive atmosphere for the diverse population -</p> <p>I believe the library should be politically neutral, serving the needs of all members of the community, regardless of race, politics, etc. Recently I have seen a much more left-leaning approach rather than remaining unbiased.</p> <p>I felt uncomfortable interacting with a Cromaine employee wearing a Pride pendant. This violates my religious beliefs, and should not be permitted. I do not value social-justice type of propaganda like pronoun pins.</p> <p>I have noticed an improved diversity of interests and topics in the books that Cromaine has had in the past few years.</p> <p>The library should not be polarizing the community with DEI questions.</p> <p>As a parent of an autistic child I would love to see a bit more for those with developmental disabilities. For instance, some libraries have special "sensory friendly" times or programs. For children's programming, many have age ranges presented - a note that children outside of the ages who are still interested would be great (autistic people often enjoy things "younger" than their age). Would also love to see programming/information to educate people on developmental disabilities in a positive way.</p>
<p>Thank you for being in the community and providing vital services</p>	
<p>Our house loves the library and would love to see it improve in its representation of diversity the exists in our world.</p>	
<p>I would love to see Cromanie step up it's support of those who are different including the LGBTQ community. I am afraid that there is a group trying to hide (youth books in the adult section) or remove books that they do not agree with. While I may not agree with all the book topics in the library, I believe the library should still have all those books. EVERYONE deserves the right to view books they want to. If families feel strongly that their children should not view certain books, then they should only allow their children to come to the library when they can come with them. We cannot hide/remove access to books.</p>	<p>Thank you for all you do! It is wonderful you are reaching out to the community asking these questions.</p> <p>Please work on visible support and welcoming a diverse community.</p> <p>Some Library board members and their family members have been vocal in attacks on marginalized students. This is unacceptable</p> <p>Pride/Transgender CRT/DEI LGBTQ stays out of the library that's not what your here for</p> <p>I'm not qualified to comment about the diversity &amp; inclusion because I don't feel like my demographic is underseived, but others might appreciate a safe space in this very white, very conservative community</p> <p>Consider highlighting different cultures each month as part of inclusion &amp; diversity. Include spotlights of books written from authors of different heritages. Perhaps supplement with movies and food from a culture.</p> <p>Do not get involved in or promote political ideologies or LGBTQ</p>
<p>I think, if you're going to include black history month, and pride month, you need to include other nationalities or groups. Celebrate Germans, or Hispanics, or other ethnicities. This could include cooking demonstrations, displays showing their contributions to the area - Spotlight different businesses that happened in town, the mill, etc.</p>	<p>Cromaine should be a leader in community cultural awareness and issues. Education is the best way to combat fear, intolerance, ignorance, and denial.</p> <p>It would be most wonderful for our library to be a place of total inclusion; race, religion, gender. No one should feel threatened by our library. Material (books, newspapers, etc) should always be available in the support of Freedom of Speech. This includes, but is not limited to, material supporting our LGBTQA+ and minority communities. The library is not a place for ones personal beliefs to dictate how the library should operate. A library is a place for all, ALL.</p> <p>It is disrespectful to the community to become involved in DEI issues, or to provide inappropriate materials to children.</p>
<p>I strongly encourage the library to fight back against any attempts to ban books in our community, and be a place where all community members feel welcome</p>	
<p>I so appreciate the many resources and services provided by Cromaine, and I think the staff is top-notch for helpfulness. It would be nice to see people of color on staff, though maybe the lack thereof is just a reflection of our mostly white community.</p>	
<p>It is not your job to police what kids read, review, check-out, take for free (for example the pins I mentioned). It is WONDERFUL that you offer so much. It is the job of parents to police the aforementioned items, if they don't like the offerings at Cromaine then they should be with their child(ren) while there and/or set expectations for them. Please do NOT</p>	
<p><b>Partnerships</b></p>	<p><b>Access/Outreach</b></p>
<p>I love that the library helps out HCS. The partnership between a community library and it's school district is integral for student success. I have always been so amazed and proud of how connected our library is to the community. I have been a part of different library systems and Cromaine is the absolute best at integrating library services into school functions and community events. We all appreciate seeing familiar faces at events we attend. Cromaine rocks!! 🎉</p>	<p>While I love the historical setting in the village and don't wish to see that disappear, I do think the library must consider how to expand outreach and/or physical space to accommodate services to a broader population -- and plan accordingly.</p> <p>Cromaine at community events is fantastic! We love seeing yall at Winterfest, etc.</p>
<p>No additional thoughts but doesn't the library serve the Hartland schools portion of Brighton Twp also?</p>	<p>The outreach to teens seems to be superb but we are yet to need those service's- please continue to advocate and outreach to this demographic - being a teen is hard :-)</p>
<p>for teen/ high schoolers maybe we can invite guidance counselors or admissions counselor or financial aid to help answers about college/ university options or alternative schools?</p>	<p>Fulfilling senior citizens needs is important- is Cromaine accessible enough? In ever evolving technology, helping this group navigate is important.</p>
<p>would the library be open to bring in educated religious leader to teach the community about different religions/ different faith?</p>	
<p>I would like to see AARP in the community-- the woman at the senior center has a terrible personality, so i would prefer the library to handle that.</p>	

Staff/Board	Spaces/Building/Tech/Location
Staff is condescending, overall.	Larger kids area with more seating
I find the staff welcoming, informative, and knowledgeable. I am legally blind, deaf, and disabled and they go out of their way to make me feel welcome. They even bring me water.	We walk and bike to the library with a stroller and really need an easy way to enter in the back of the building or get down to the main entrance. Plus a bike rack in the back :)
I have cards at Brighton and Howell. I love all of you. A great way to keep my mind active. Thank you. (:	We should use the Community Room for a quiet area for patrons and set up a bunch of tables and chairs. It should be set up that way whenever there is not a program in the room. We could create a patio area outside the YPR for staff and patrons to enjoy with more tables and maybe umbrellas or other option for shade. We could put another bookbank in the parking lot, or move the current one, to the end of the middle row of parking to use as a drive up book drop.
Lovely staff- appreciate Carolyn in the children's area very much!	Utilize the large room at the back of the Childrens area more often for children to play/explore and make friends without the need for a time or event
Many thanks to our Library Board and staff for all your work for Cromaïne Library.	Historical building is wonderful -- don't care for the new front doors, though.
None, but would add that Rachel & Eric are both a plus to your staff.	The building is beautiful but parking is limited and the building is a bit hard to navigate - would love to see entry/exit from south side available.
Our library has so many staff members and it's difficult to have a relationship with them because schedules always seem different. I also wonder if so many staff members are necessary or if operations could be more efficient with fewer staff. I grew up in an area with a similar-sized library and larger community that had fewer staff and was still well run. It seems it can be done.	The children's floor as a whole is amazing: clean, fun, lots of choices, engaging staff, great programs. Benches to read by the windows could be fun(if safe).
We should have a pay period that runs M-Sun and should be given the option to use flex time when working Saturdays and/or Sundays.	The building location is not convenient
Saturdays and Sundays rotation should be required by all staff.	THE COMMUNITY DOES NOT NEED A NEW LIBRARY
Very nice helpful staff !! Always a great visit. Thank you for all you do.	The front doors are still to heavy even when replaced.
Excellent staff	The layout since remodel is confusing. Used to be easier to find sections for books I wanted.
Also, the staff are lovely.	The library is a bit far for me. I use Brighton library more because I do other things like shopping and dining while there.
The majority of the Board members are doing a fantastic job while facing these new challenges. And the staff is so very friendly and helpful - thank you!!	The library was a wonderful for our family when my kids were young and then again in middle school for expanding use of computers, a place to hang out, etc.
The staff at Cromaïne is always friendly and so knowledgeable. We don't use the library often, but when we do, or needs are always met.	Because I live in Brighton twp. why can't I use the Brighton library ? So much closer then hartland Cromaïne library
The leader of the children programs (glasses and long brown hair) is absolutely wonderful and a huge asset to the library.	I really like the small quaint building. However, it would also be nice to be able to house a larger collection of print material.
Childrens Librarians have always been so welcoming, kind and helpful.	I'd like to see more study rooms and study areas and updated more comfortable furniture
Again, staff needs to leave those alone when browsing. My grandchildren an I were followed around by a staff member, like 4-5 feet from us the entire time. I was uncomfortable. My grandson got a horrible taste for a library. I had an opportunity to take them to the library in Fenton and had a great time. I don't even like coming to the library any more because of the hawking!! What do you think we/I am going to do???	I would really like to see an adequate, permanent bandshell for the summer concert series. Something elevated and weather protected for the musicians playing there. I would be willing to volunteer in helping to organize, plan and build the bandshell. Secondly, we need a Christmas Pine tree on the corner of the sign lot, to be decorated for the holiday season.
Cromaïne library is a great place to go to get help finding books I want to read!! Everyone there is so helpful and polite and friendly, it is a pleasure to stop by.	I visited the facility more often when you had the satellite facility in the area near Old 23 and M-59.
I really enjoy the library's services and the helpfulness of all the staff.)	Overall I like the new layout/furniture of the children's area. One thing to consider - while the benches for computer usage are very nice for different sized kids, and/or for parents to work alongside their kids, they are hard to move if a wheelchair user wants to use those computers. This is especially true as one bench covers two computers. Something of a similar sturdiness but where each computer had its own seat (I'm envisioning the current benches...just half the length) would be easier to move out of the way so a wheelchair user could roll up to the computer.
Cromaïne has a great staff.	
I think the staff have always done a great job at the library. The improvements have been good, along with the many services that they provide. They have been very helpful if I have a problem, with technology or in the library. Keep up the good work!	
I'm very grateful for the warm and welcoming staff here. Looking forward to using your facilities and help more in the future.	
All of their employees are extremely friendly and helpful.	
Also....I would really encourage funding or consideration on increasing the salaries for your staff. I have an education background and out of curiosity, I peek everytime positions become available there. I'm routinely shocked and saddened at how low they are for people expected to carry a Master's degree. It's really important to have consistent staff, so please do everything you can to retain and attract happy effective employees to our community!	



Politics/ Spending-Budget	Operations
<p>Maybe fine research on how to get voters to support mileages for the library in a community like Hartland. Surely someone had done the research. How to show voters of all likes and ages that libraries are essential to any quality community.</p>	<p>I have found the 10 am opening on Friday to be inconvenient a half dozen times in the last year when I would have liked to stop by on the way to or from something else (school dropoff or coming home from work) Other than that I am very satisfied with our library</p>
<p>I am really concerned about libraries and librarians being attacked by the right wing political entities regarding inclusion and access to books, and book banning trends. Hoping they don't gain greater influence on the library choices.</p>	<p>Longer computer time. I am very appreciative that you allow Hartland Teachers to get a card based on their employment here in Hartland. I find this library to be noisy...Members of the library and staff. Inconsiderate to those looking for reading material or reading.</p>
<p>The last large money the library spent was on offices, with no money spent on books.</p>	
<p>Stay out of the Progressive culture wars.</p>	
<p>As libraries seem to come under fire for providing materials that some deem subversive, it is crucial that libraries stay apolitical, and free from the taint of politics. Keep away from censorship and keep up the good work!</p>	<p>The childrens area is also ridiculously loud. Had my grandson with me one day to pick out a book. We sat for a while so I could read part of the book to him, but left because the other kids were very disruptive and no one upstairs told them to be quiet.</p>
<p>Again, I am concerned about recent political strategies infiltrate library and school boards in order to suppress resources and/or discussions on diversity, lifestyles, racism, and history (with all of its warts).</p>	<p>Self checkout stations do not function properly. Makes it difficult to be a self-service patron. Phones are hard to hear- holds are dropped. I would like to see a 9 am start time every open day. It needs to remain consistent.</p>
<p>Please don't allow books to be banned! Thank you for being a great community partner.</p>	<p>We love the ability to check out our own materials with the kiosk.</p>
<p>Please don't let politics influence your decisions. Our library is beautiful, your place in our community is needed and treasured. Keep on doing what you are doing. It makes my heart feel so good seeing all the children coming in, so excited to be there</p>	
<p>Please don't listen to extremists who want to control what other people see and read. Book banning and censorship is happening all across the country and I certainly hope Cromaine will not go this way. I have supported the library for years and hope the community will resist this. Please let us know how we can help fight this. Thank you.</p>	
<p>Please be better at letting the community know how to resist censorship and book banning. I think most people are complacent until it's too late. I hope I'm just exaggerating when I say that a few extremists want to censor what people, particularly teens, can access. But they they should not control content for the rest of us!</p>	
<p>The library is a SAFE SPACE for many, and we need to keep it that way! Especially now that there is more bullying in schools, etc. How can the public help keep it that way? Please let us know. And, the Cromaine staff does a wonderful job! Thank you!</p>	
<p>Please continue supporting ALL members of our community. Please don't allow a small minority of people to make decisions for the majority. We need to keep the library open with books, materials, and programs for EVERYONE. Please don't ban books. I love the Cromaine library because it is welcoming to everyone. Please don't make our children feel less than, support our kids and all of their differences. I know there is a diverse bunch in the teen volunteers. It would crush them if they were all of a sudden not represented in the library they volunteer at</p>	
<p>Please do not allow your library to be run like the Hartland School Board. We need a place where ALL people are welcomed and safe. We need access to books about all different topics, from gender, race, diversity, etc... Do not erase history by removing books. Keep being the amazing, safe place that you have always been</p>	
<p>Don't let the wackjob school board people interfere with the services you deliver to the community. They have a voice but they are not the only voice.</p>	
<p>Libraries are an important institution in our society , as important as a free press is. In current times we are facing a culture war mentality wherein the more religiously and politically conservative population is trying to control the overall population. Our libraries must remain free and inclusive of all manner of thought and ideology</p>	
<p>Libraries are meant for all. My kids used it extensively when younger, including my differently abled son. Please do not bend to political whims of the day and be there for ALL</p>	

Completed by: Sarah Neidert Date: 10/19/23  
 \*If something is not applicable, just mark N/A under Notes.

	Current Assessment				Notes & Ideas for Improvement
	Good	Adequate	Inadequate	Poor	
<b>General Services</b>					
Circulation/Checkout	x				
Self-checkout	x				
Library card process (issuing cards/renewal)	x				
Meeting room scheduling/usage			x		We have 3 processes and there is confusion- we also need MORE rooms.
Holds placement process	x				
Holds pickups in the library	x				
Greeting visitors/ welcoming feeling	x				
Staff available near the entry to assist visitors	x				
Holds pickup lockers outside of the library (24/7)					n/a
Book return		x			People have to exit car to deposit in book drop outside library.
Wayfinding and signage		x			
New materials and displays		x			Display could improve
Curbside pickup		x			Rarely used, although offered
<b>Additional Comments</b>					

Lib:	Current Assessment				Notes & Ideas for Improvement
Br:	Good	Adequate	Inadequate	Poor	
<b>Technology</b>					
Computers & technologies for the public	x				
Printers & copiers		x			Printers on second floor (youth) need replacement
Online Public Access Catalogs (OPACs)	x				
Other technology (portable for lending)	x				
Quality/Reach of Wi-Fi	x				
Automated materials handling systems					N/a
Smart book-drops					n/a
Security gates (if present)					n/a not present
Door counters		x	x		We have a camera system and I question it's accuracy
<b>Additional Comments:</b>					
<b>Outreach</b>					
Bookmobiles					n/a
Pop-up services					Not sure what this means?
Outreach collections					We do outreach- what does collections mean?
School visits		x			
Pre-School/Daycare visits			x		
24/7 service (remote lockers)					We only provide "the website" 24/7 and digital downloads
Homebound services					n/a- working to create a plan of service soon

Lib:	Current Assessment				Notes & Ideas for Improvement
	Good	Adequate	Inadequate	Poor	
<b>Outreach (continued)</b>					
Community partnerships	x				
Community events	x				
<b>Additional Comments:</b>					
<b>Children's Services</b>					
Readers' advisory	x				
Checkout in youth area?	x				
Storywalks					n/a- working on something with county collaborative and township
Collections – Early Literacy (board books/ picture books)	x				
Collections – easy readers	x				
Collections – juvenile fiction and non-fiction	x				
Youth media collections					Seeing a great decrease in demand
Digital collections	x				
Storytimes	x				
Crafts/creative activities	x				
Other programming	x				
Staff training for all staff working with youth	x				
Interactives for play – Early Literacy level					Not sure- we do have a play area with toys

Lib:	Current Assessment				Notes & Ideas for Improvement
	Good	Adequate	Inadequate	Poor	
<b>Children's Services (continued)</b>					
Interactives for play – Elementary level					
Technology in the Youth Area		x			Changing desires/need- we have AWEs, PCs with internet and “game” PCs that connect to ABC Mouse, PBS kids, etc.
Volunteer opportunities	x				
<b>Additional Comments:</b>					
<b>Teen Services</b>					
Readers' advisory	x				
Programming	x				
Physical collections	x				
Media collections					
Digital collections	x				
Social area for teens	x				
Technology in the teen area	x				
Staff training for all staff serving teens	x				
Crafts/creative activities	x				
Volunteer opportunities	x				Excellent volunteer participation
<b>Additional Comments:</b>					



Lib:	Current Assessment				Notes & Ideas for Improvement
Br:	Good	Adequate	Inadequate	Poor	
<b>Adult Services</b>					
Readers' advisory	x				
Programming	x				
Physical collections - fiction	x				
Physical Collections – non-fiction	x				
Media collections	x				Large DVD/Audiobook on CD collection- still seeing use by adults
Digital collections	x				
Technology in adult area	x				
Skills training		x			Drop in technology hours are well attended
Staff training	x				
Job/Career		x			
Reference		x			
Small business help					n/a- we have resources, have not seen demand of late
Local History/Genealogy	x				
Crafts/creative activities	x				
Interlibrary Loan	x				

Lib:	Current Assessment				Notes & Ideas for Improvement
Br:	Good	Adequate	Inadequate	Poor	
<b>Adult Services (continued)</b>					
Exhibits		x			We have a community "showcase" display, that is well loved, working on a new location and/or upgrade of the case.
Volunteer opportunities					n/a- was strong pre-covid, has not returned- staff who coordinated have left
<b>Additional Comments:</b>					
<b>Fundraising / Friends Group / Foundation</b>					
Communication		x			Friends group is supported by staff-
Events	x				
Donors		x			We do not actively fundraise- although we have a strong donor base. With surplus budget \$\$ in recent years, has not been a priority.
<b>Marketing &amp; Community Awareness/ Engagement</b>					
Signage	x				
Flyers/posters	x				
Newsletters	x				
Website			x		Approved budget has a line for a new website this FY- will issue RFP by December 23
Social media	x				
Library card design	x				
Print media	x				
TV/radio					n/a
SMS (text services)		x			Available for library hold pickup/reminders through ILS- not specific to our library

Conferences/events	x				
Internal communication		x			We could improve I'm sure
<b>Additional Comments:</b>					
Lib:	<b>Current Assessment</b>				<b>Notes &amp; Ideas for Improvement</b>
Br:	<b>Good</b>	<b>Adequate</b>	<b>Inadequate</b>	<b>Poor</b>	
<b>Internal Communications</b>					
Email/Internal Mail		x			
Training		x			
Hiring/onboarding		x			Need to update all info staff get at hire.
Staff development	x				
2-way communication/ upward communication					I'm the director, not sure how staff would answer.
<b>Additional Comments:</b>					
<b>Policies and Governance</b>					
Strategic planning		x			
Staff development	x				
Communication about funding sources	x				
Patron/library policies	x				We review policies at each board meeting, and all of them yearly.
<b>Additional comments:</b>					
<b>Finances and Funding</b>					
Funding level in relation to needs	x				
Salaries and benefits	x				

Annual budget process	x				
Grant writing/reporting					n/a this FY
Purchasing/RFPs		x			
Annual audits/finance controls/fraud prevention		x			
<b>Additional comments:</b>					

**Additional questions/ Comments / Other areas / Other services**

How has **service and facility usage** changed since the COVID pandemic?

How has **collection usage** changed since the COVID pandemic?

Have you had difficulties recruiting/hiring/retaining staff since the COVID pandemic?

Yes- there has been lots of turnover of staff, one position remains unfilled- IT coordinator- despite listing it 2x.

What community needs do you see that the Library might play a role (or a larger role) in addressing?

Sense of place- community gatherings

What services or resources do you currently offer that you might see **reducing or eliminating** in the future based on changing needs or shifts in internal resources?

- Collection: DVDs/CDs/AudioCDs are on the way out as people move to streaming. We're seeing it with the younger collections- the friends of the library no longer wish to sell media because they are not selling.
-

What services or resources might you consider **adding** based on changing needs or shifts in internal resources?

- While we have a strong budget for digital- there will be increases in that line for the foreseeable future.
- Housing growth may lead to more families moving to area- will see an increase in children's services demand
- Aging population – we have a strong senior center- but could see a growth in demand for senior outreach and homebound delivery

**Other thoughts or comments:**

Our district is large and we are located in "the village" that is not on many people's main routes. I believe there is a demand for book return/pickup at other locations. I do not believe the community wants to move the location of the library.