CALL TO ORDER 9:31 am
Present: Kate Pratt, President; Kate Robertson, Treasurer; Shelly Wagnitz, Vice-President; Patti Nicholson, Secretary; Judy Wismont, Trustee; Hope Siasoco, Director; Tyra Schmitter, Staff Member; Sara Castle, Youth Librarian/Assistant Director, and Jennifer Brennan, Note Taker.
Guest: Scott Mills, Library Building Coordinator.

President's Announcement regarding Public Comment Section
PUBLIC COMMENT
Note: Public Comment for this hybrid meeting is made available in advance of the meeting through this publicly available Google Document: https://forms.gle/JbZBfHEmfhJqgp8R7or email: hsiasoco@pinckneylibrary.org or during the time of the meeting.

CONSENT AGENDA
- **CORRECTION/ADDITIONS TO AGENDA**
- **READING OF MINUTES FROM OCTOBER 17, 2024 BOARD MEETING**
    - o Add seed library furniture discussion to Special Issues on Agenda
    - o Correct Spelling of Shelly Wagnitz name in October Minutes under Old Business Campbell Auditing.
- **PRESENTATION OF BILLS:**
    - o November 2024 Bills for Review
    - o Kate Pratt made a motion to accept the Consent Agenda as corrected and Kate Robertson seconds. All approved and motion passed.

SPECIAL ISSUES
- o Fundraiser Proposal from Nicole Beauchamp – ghost hunt and program at the Pinckney Library 2025
    - • Nicole Beauchamp is not available to participate in today's meeting
    - • A discussion followed.
        - ▪ Ghost Hunt Tours as a Fundraiser for the Library next year.
        - ▪ Nicole's programs on Haunted Detroit, Haunted Bars & Pubs and Haunted Artifacts were well attended and the public really enjoyed it.
        - ▪ Proposal attached.
        - ▪ Cost $60 per person with a 45/55 split on take. Break-even if not a "Fundraiser" but a great community event.
        - ▪ Details to be finalized.
        - ▪ Schedule and time to be discussed.
        - ▪ The Board is interested in hosting this event. The Library Director is asking the board for support as subcommittee members.
        - ▪ New "Ghost Hunt" Committee: Patti Nicholson, Kate Robertson, Hope Siasoco, Nicole Beauchamp and the Paranormal Society.
- o Results of the 2024 Community Survey run by University of Michigan School of Information, Library of Michigan, and IMLS (Institute of Museum and Library Services) from the Post Pandemic Libraries Year-Long Program
    - • Results attached.
    - • How to reach more Patrons
        - ▪ Increase Paper advertising/promoting
            - • Newsletter
            - • Cost?
            - • What results do we want to achieve
                - o Part of upcoming 2026 millage campaign
                - o How to translate "good results" to votes for the millage.
        - ▪ Third Party help/ Professional
        - ▪ Instagram
        - ▪ Touch base with current voters
        - ▪ New E-newsletter
        - ▪ Library Director will share results with staff because the results were very positive and uplifting
- o 2025 – 2026 Wage Scale Proposal -TABLED

- New Proposal is to keep us current and competitive.
- Southeast Michigan libraries used as benchmark
- Budget implications
- Continued discussion in December
  - "2024 Budget Readjustment and 2025 Budget Proposal - 2025 Salary and Wages Proposal" during Annual Meeting in December.
  - Should the "Library Director" position be listed in the employee handbook for salary
  - Should we remove the word Salary from "Wage and Salary Scale"
    - The Library Director position is addressed at the top of page.
  - Tyra Schmitter needs her pay to match what she was hired at, so the "Wage and Salary Scale" needs to be changed.
  - Shelly Wagnitz made a motion to pay retroactively, Tyra Schmitter $35 an hour when hired in August and as passed by the Board by special vote and Kate Pratt seconds. All approved and motion passed.
  - o Library Laison Request—reconsideration of Hotspot Policy Check Out to New Patrons
    - Change to a 3-month card ownership to require confirmation of contact information
    - Form includes contact information
    - ID is required
    - Paperwork clearly states patron responsibility, including a fine of $10 per day up until $200
    - When not returned the HotSpot is disconnected (suspended)
      - Tyra Schmitter will confirm all patron info as she verifies all new Library Cards
      - Shelly Wagnitz made a motion to amend the "Mobil Wi-Fi Hotspots" Policy to include the new Bullet point "3-months in good standing with verified email and phone number" under the first Bullet point and Kate Robertson seconds. All approved and motion passed.
  - o Seed Library Furniture
    - To be completed by original Girl Scout, Lauren Estes, at Christmas time
    - Upgrade and modification to be done by Scott Mills later, if necessary.

OLD BUSINESS:
- o Follow-up: Extreme Risk Protection Order – Weapons Policy in Pinckney Library's Patron Behavior Policy
  - Handbook is adequate and current according to lawyer
- o UPDATE: Light Up the Park Tree Partnership with Hamburg Twp Library
  - Theme: Books
  - Sunday before Thanksgiving is tree decorating
- o UPDATE: Fire Inspection – Report from second inspection
  - Went well.
  - Verbally stated /passed
  - Inspector was interrupted by emergency so forgot to complete all paperwork
  - Email response provides a written trail that it is in the hands of the Fire Department

NEW BUSINESS:
Reports:
- o Library Progress Report
  - ANNOUNCEMENT: Welcome new member of our library team – Stephanie Hall, Library Assistant (Start Date: November 6, 2024 for training; full work schedule starts Monday, November 25)
  - UPDATE: Staff Development Day on November 13, 2024
  - Highlights from Library of Michigan Directors Meeting Notes – November Meeting
    - Please look at the follow the Lame Duck Session Bills coming through from the Legislature (highlighted on the document)
    - Because few libraries have been taking advantage of the Zoom Office Hours with Clare Membiela at the Library of Michigan, she and Anne Seurynck devoted most of her time answering legal questions during this meeting. Please look that section over in the Notes carefully. If you have any other questions for our lawyer or Clare, please email or talk to Hope
  - REMINDER: Livingston County Women's Club's Giving Tree at the Pinckney Library (November 13 – with purchased items to be picked up on December 6, 2024)
  - UPDATE: MDHHS Partnership with Libraries regarding COVID-19 At-Home-Test Kits—paused until reevaluation (See new poster from MDHHS)
  - REMINDER: Thanksgiving Holiday Hours:
    - CLOSED – Thursday, November 28 (Thanksgiving Day)

- 10am – 2pm hours – Friday, November 29
- 10am – 2pm hours – Saturday, November 30
- Update on Library Events:
  - Baby Time Storytime on Mondays at 10am-11am from September 16 – December 17, 2024
  - Family Story Time on Tuesdays at 11am – 12pm from September 17 – December 18, 2024
  - Crafty Chix Knitting Group on Thursdays at 12pm-2pm
  - Kids Knit & Crochet on Thursdays at 12pm – 1pm from September 26 – November 14, 2024
  - Gentle Yoga with Lisa Willis—every Fridays at 10:30am-11:30am from October 4 – December 20 (Extended)
  - It Ends With Us (Rated PG-13) New Movie Showing—Wednesday, November 6, 2024
  - Build It! Lego Program—Saturday, November 9 at 10am – 12pm
  - Mug Rug Crafternoon! – Friday, November 15 at 2pm – 3:30pm
  - Books & Beats Concert: Guy Louis – at 2|42 Community Church in Brighton, Saturday, November 16 at 10:30am-11:30am
  - November Off the Shelf Book Discussion—last book discussion for the year. BYOB (Bring Your Own Book) on Tuesday, November 19 at 6:30pm-7:30pm
  - Family Bingo Night! – Thursday, November 21, at 6:30pm-7:30pm
  - Family Movie Matinee: Inside Out 2 – Wednesday, November 27 at 1pm – 3pm
- Friends Group Report- Reviewed and on file
  - Friends Meeting for November - Thursday, November 14, 2024 at 6:30pm
  - Last Book Sale of 2024—Saturday, November 16, from 10am-2pm
- Bookkeeper's Report- Reviewed and on file
  - November and December Funds Transfer – 2024 Year-End Cash Flow Report
- Treasurer's Report- Reviewed and on file
  - Update on closing Huntington Bank PayPal account and creating an "Investment/Credit Card" Checking with Bank of Ann Arbor that is also tied into ICS
  - Dec 22 will be CD maturity. How and where to place it?
  - A discussion followed
  - *Square, PayPal,* and *QuickBooks* accounts are set up at Bank of Ann Arbor (Online Accounts)
  - Kate Robertson will close the *Square, PayPal* business checking account at Huntington and move the $2,951 to the new "Investment/Credit Card" Checking Account at Bank of Ann Arbor
  - Kate Robertson made a motion to take $60,000 from the Huntington Bank Debt Services account and move it to the Operations Checking Account at Bank of Ann Arbor and Judy Wismont seconds. All approved and the motion passed.

Issues:
- Invitation to Putnam Twp's Christmas Luncheon on Monday, December 16 at Noon
  - Should have a representative from the Library Board.
  - Judy Wismont and Patti Nicholson will try to attend.

NEW AND ONGOING BOARD ISSUES
- Other Employee Handbook Revisions
  - Update Wage Scale for 2025 – 2026 - See above
  - 2024 Budget Readjustment—TABLED
  - 2025 Wage Adjustment and Raises Proposal--TABLED
- EV Charging Stations at Libraries (Ongoing discussion)
  - Hope still needs to contact Julie at Zoning regarding EV Chargers
  - Village has 6 units according to Chief Garrison and they're located in the Municipal Parking Lot behind Pinckney Diner

CALL TO THE PUBLIC: None

ADJOURNMENT @ 11:48 am
Kate Robertson made a motion to adjourn and Patti Nicholson seconds. All approved and the motion passed.

Respectfully Submitted by Jennifer Brennan, Board Notetaker

Proposal for Presentation and Public Ghost Hunt at Pinckney Area Public Library

Nicole ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ Sun, Nov 17, 2024 at 4:46 PM
To: Hope Siasoco <hsiasoco@pinckneylibrary.org>
Cc: ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮

Dear Hope,

I hope this message finds you well! I wanted to follow up on our recent discussions about hosting an event at the Pinckney Area Public Library. I've been thinking about a few ideas and would love to get your thoughts on them.

First, I'd love to offer a presentation about our findings from the private ghost hunt we conducted at the library. This would provide an exciting opportunity to share our experiences and the paranormal history of the space with the community.

Following the presentation, I think it would be great to host a public ghost hunt at the library. Given the size of the building, we could limit the group size to 20 people per night, splitting them into two sections of the building and rotating between the areas. This way, we could host a four-hour ghost hunt on Friday night with two hours in each section of the building and another on Saturday night, making it a two-day event with a total of 40 participants.

I'd propose charging $60 per person for the event, with 55% of the proceeds going to the Pinckney Area Public Library and the remaining 45% benefiting the Tri-City Ghost Hunters Society. This way, the library gets a larger portion of the funds, and it can serve as a great fundraiser.

Additionally, if the event runs over two days, I would request basic lodging accommodations for myself and my team. It wouldn't have to be anything extravagant, but having somewhere to stay for the two days would be greatly appreciated. We'd likely need two rooms.

To get things rolling, I was thinking the presentation should take place first. This would allow participants to get an idea of what to look for during the ghost hunt, as well as the hotspots in the library that they should be aware of. Then, immediately following the presentation, we could jump straight into the ghost hunt.

I'm thinking that maybe a spring timeframe would work well—possibly March, but I'm flexible on that. Please let me know your thoughts on this idea and if you think this could be something the library would be interested in hosting.

Looking forward to hearing from you and seeing what you think!

Best regards,
Nicole Beauchamp

Proposal for Presentation and Public Ghost Hunt at Pinckney Area Public Library

Nicole ███████████████████████████   Wed, Nov 20, 2024 at 2:47 PM
To: Hope Siasoco <hsiasoco@pinckneylibrary.org>

Dear Hope,

Thank you for reaching out! I'm so glad to hear that Patti enjoyed the experience and was excited about the findings. It was such a pleasure meeting her and doing the ghost hunt with her. We had an amazing time, and she was super nice to work with.

I'd be happy to do a presentation on the findings without the ghost hunt if that ends up being the best fit for your plans. That said, I thought offering both the ghost hunt and the presentation would make for a unique and fun fundraiser for the library. If we do move forward with the ghost hunt, I'd suggest a four-hour event. During our initial investigation, we divided the library into two sections and spent about two hours in each. Both sections had a lot of activity, so this structure seemed to work well.

Regarding the Board Meeting this Thursday, I'd love to attend, but unfortunately, I'm currently in Kraków, Poland, and the timing would fall in the very early hours of the morning for me. However, I'd be happy to discuss things further over the phone once I'm back on December 1, or I could answer any questions the board might have via email in the meantime—whichever works best for you.

Please let me know if you have any questions or need anything further from me. I'm looking forward to hearing what the board decides!

Best regards,
Nicole

Community Survey Results for Pinckney Community Public Library

Survey Dates: March 6 - April 15, 2024
Analyzed by: Georgina (Gigi) Broyles, University of Michigan School of Information
October 1, 2024

This survey was conducted by the Post-Pandemic Public Library Project of the University of Michigan School of Information and made possible in part by the Library of Michigan and Library Services and Technology Act Funds from the Institute of Museum and Library Services.

Executive Summary

This report contains the results of a survey conducted March 6 - April 15, 2024, with 149 responses, primarily from active patrons. Analysis was conducted by the Post-Pandemic Public Library Project at the University of Michigan School of Information.

Key findings include:

- TK

A detailed analysis follows. When reviewing the analysis, keep in mind that this survey had a small number of responses and that most respondents are active library patrons. This means that while the information gathered is valuable, we cannot assume that the respondents' perspectives are representative of sentiment in the broader community or service area.

For more information about this project, contact nextlevelleadership@umich.edu.

Methods

The survey was available to patrons in English or Spanish, both as an online survey via the Qualtrics.com platform and in paper format. All responses received were in English. Survey questions were designed by the University of Michigan School of Information (UMSI) team in consultation with similar surveys from other Michigan and U.S. public libraries. The survey was open from March 6 - April 15, 2024. A total of 149 responses were received, which is not a representative sample for the overall service population, so we encourage you to be cautious and not assume that the results represent the thinking of the broader community.

The library was charged with the distribution of the survey via the library's online presence and social media channels and making paper copies available to patrons visiting the physical library.
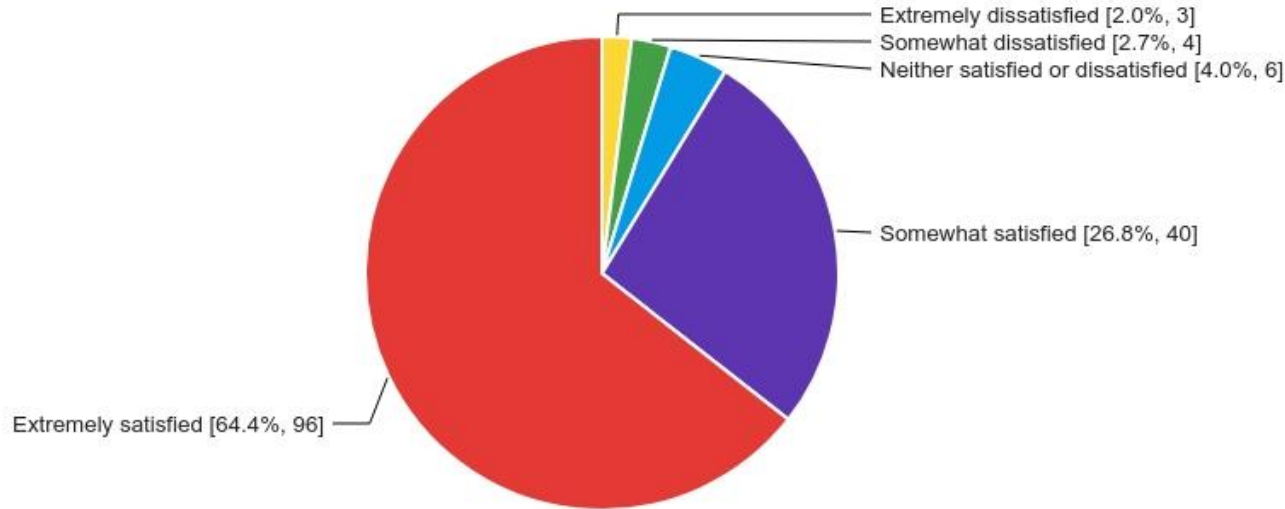
Paper survey data was manually added to Qualtrics.com platform. Analysis was conducted by the UMSI team from May to July, 2024. Analysis of quantitative data was completed automatically within the Qualtrics platform and are represented in Part I of this report. Four questions called for open-ended responses, known as qualitative data. These responses were imported into the Dedoose.com platform and analyzed first with thematic analysis to identify overarching patterns and then via content analysis to determine patterns or trends in responses and are represented in Part II of this report.

A copy of the original data is available via Google Drive.

Part I:
Quantitative Analysis

High Overall Satisfaction with the Library

Responses to the question, "On a scale of 1 (not at all satisfied) to 5 (very satisfied), how satisfied are you with the library overall?"


Extremely dissatisfied [2.0%, 3]
Somewhat dissatisfied [2.7%, 4]
Neither satisfied or dissatisfied [4.0%, 6]

Somewhat satisfied [26.8%, 40]

Extremely satisfied [64.4%, 96]

Observations:

- 91.2% of respondents reported feeling "somewhat satisfied" or "extremely satisfied" with the library.

Majority of Respondents Have Library Cards

Responses to the question, "Do you have a library card?"

No [2.7%, 4]

Yes [97.3%, 144]
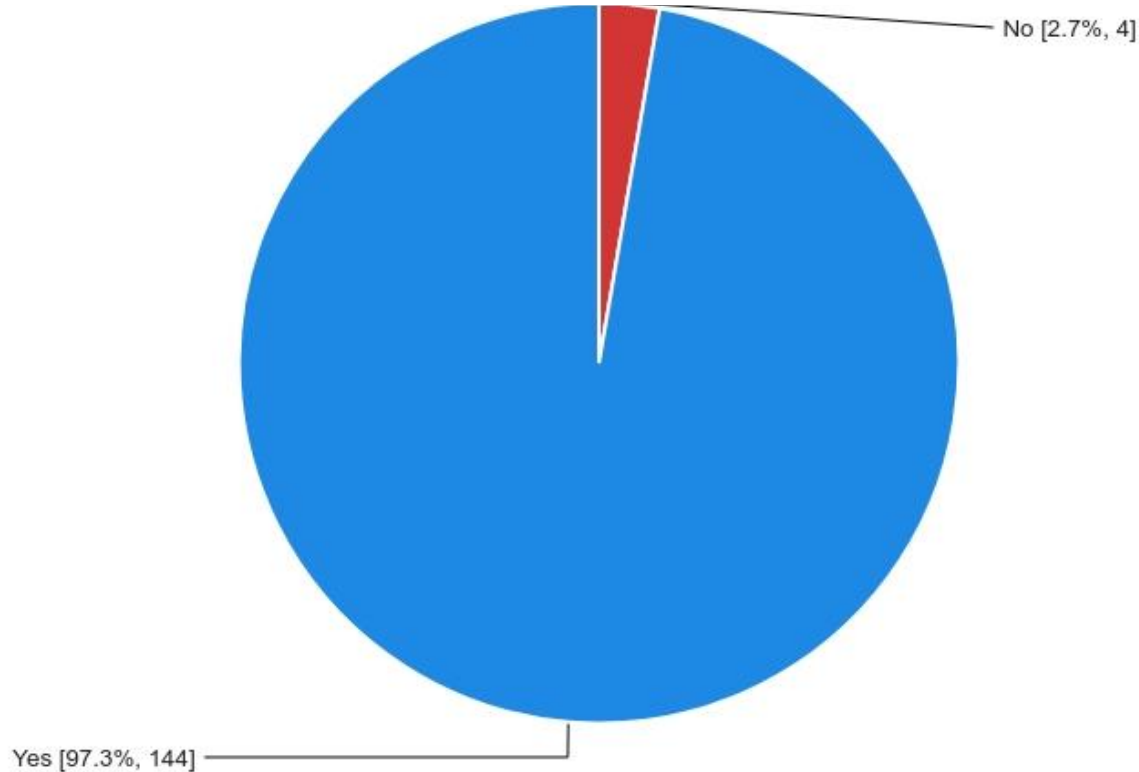
Total responses: 148

Observations:
- Note that over 97% of those who responded hold library cards. This means that survey data skews toward responses from those who already use the library.

- One should not assume that the responses presented here are representative of the broader community. More research is needed to uncover the views of those who do not currently use the library.

7

Most Respondents Visit Weekly or Monthly

Responses to the question, "How often do you visit the library, check out materials, use its online resources, or attend library events?"
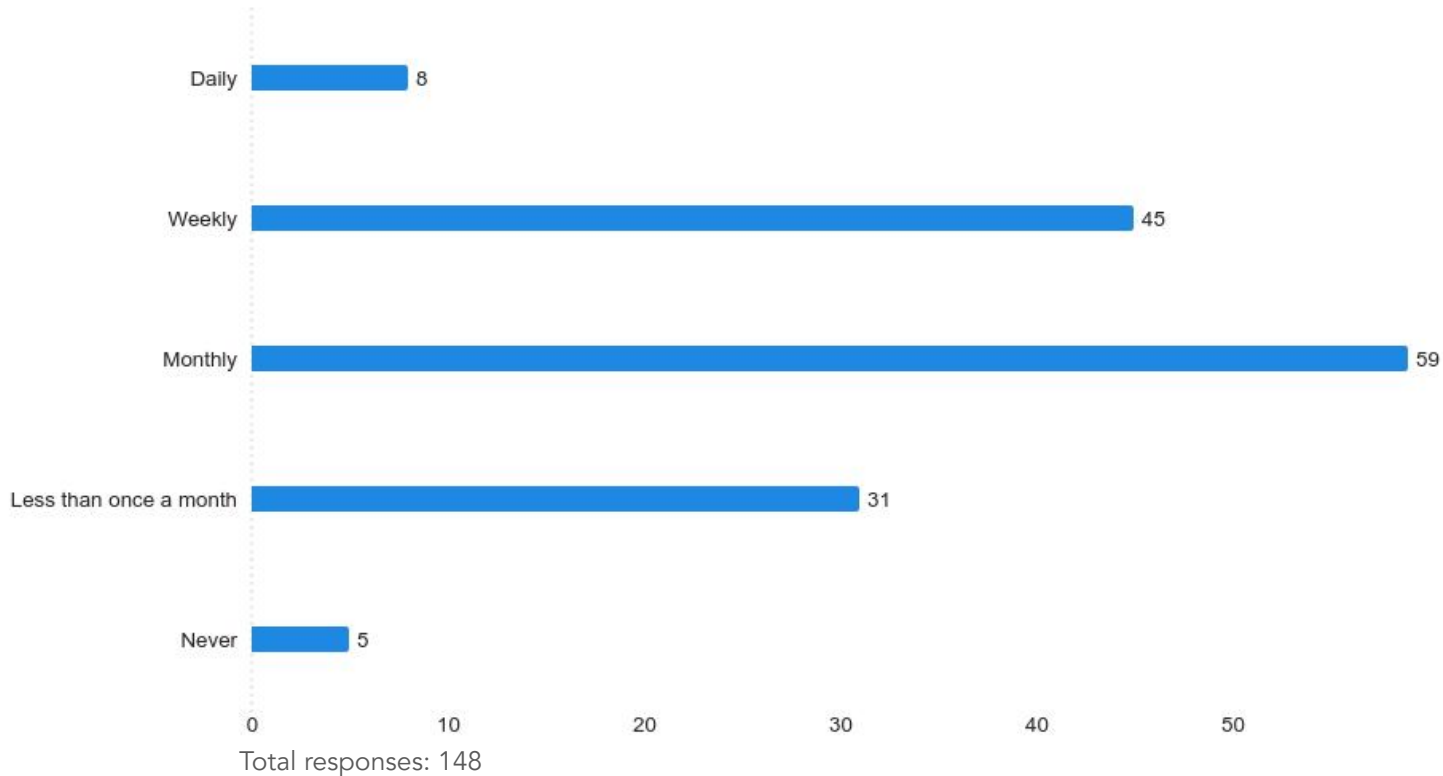
Observation:
Note that the majority of your respondents are weekly or monthly visitors, so the perspectives of less-regular or seasonal visitors may be underrepresented in these findings.

Total responses: 148

Age of Respondents Skews Older

Responses to the question, "What is your age?"
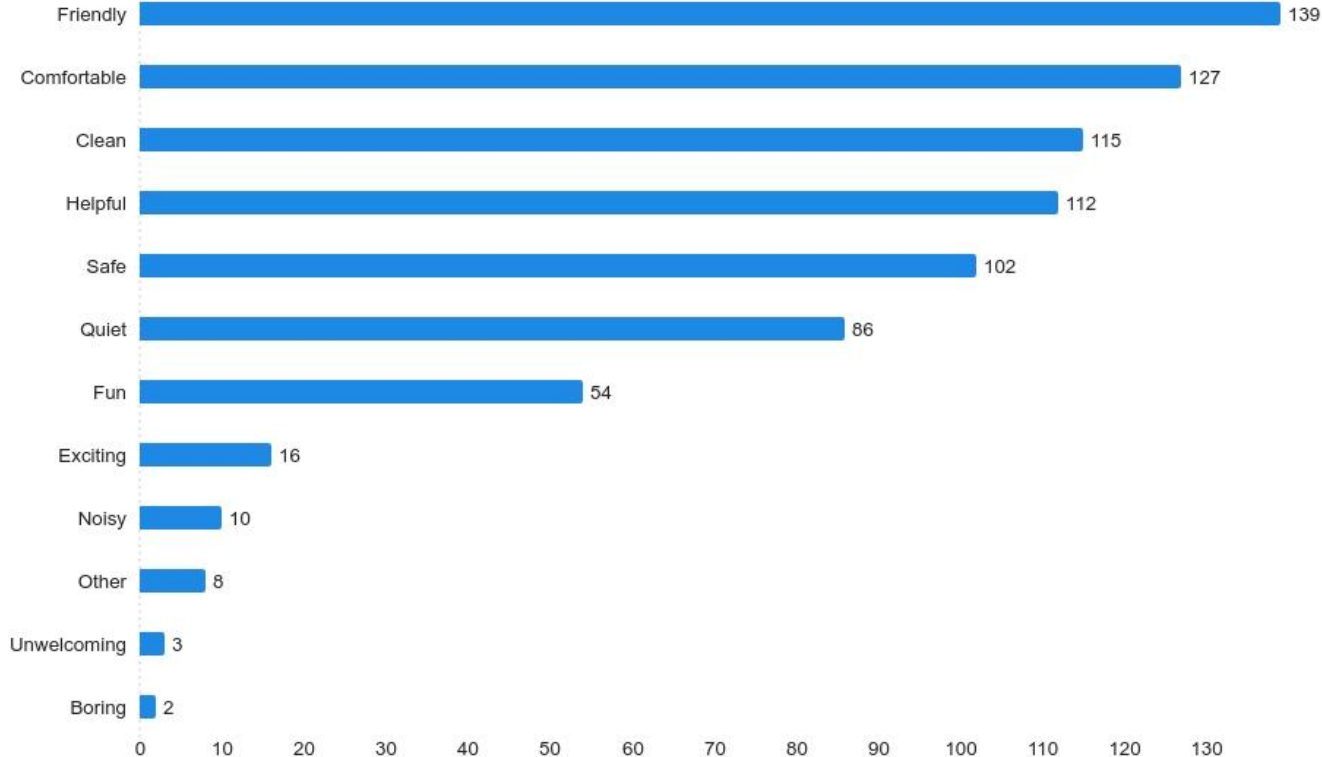

Total responses: 149
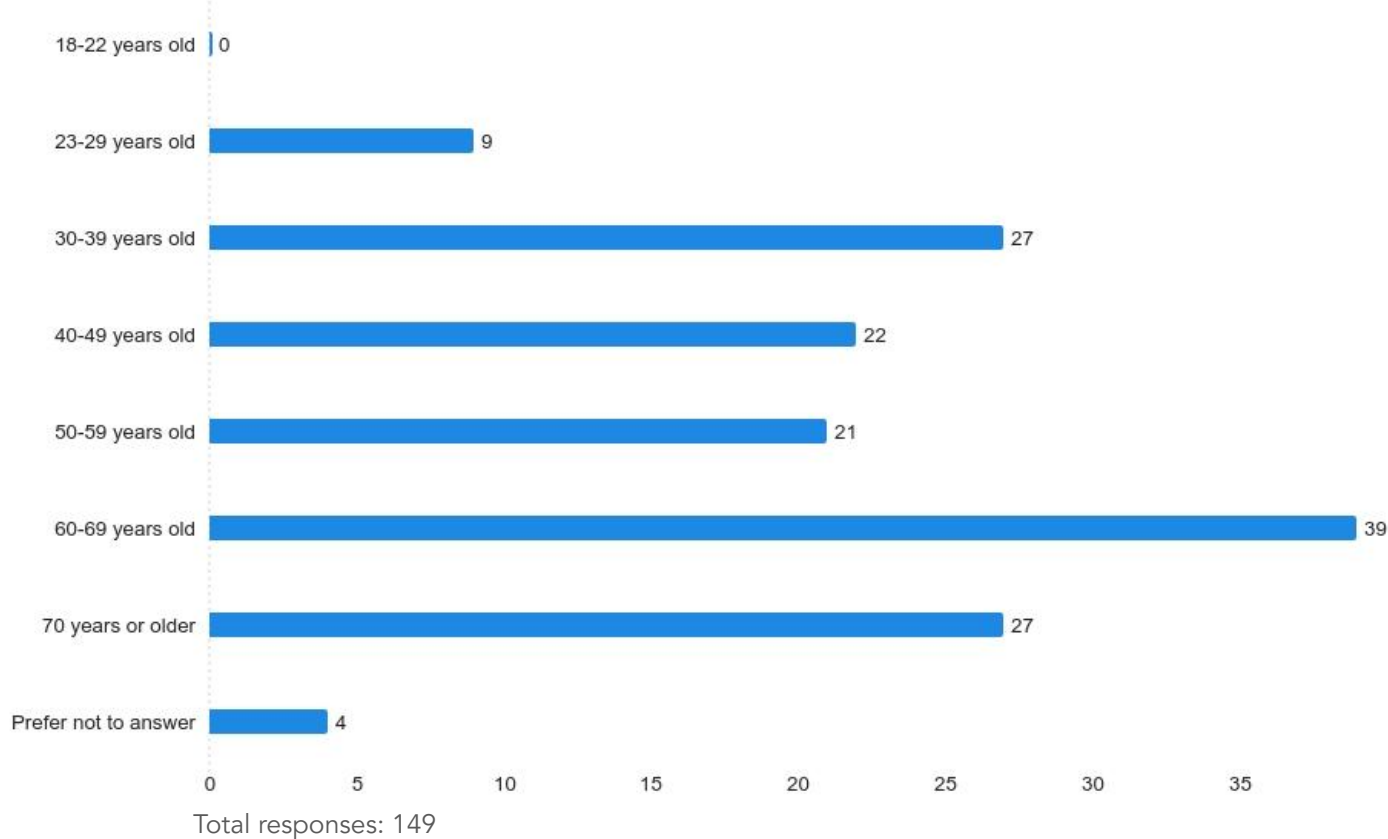
Observations:

- The survey was only to be taken by those 18 years of age or older.

- You did not receive any responses from patrons between 18-22 years old and a low percentage of responses from those aged 23-29.

Friendly and Comfortable Atmosphere

Responses to the prompt, "Check all that describe the library's atmosphere."

Category	Value
Friendly	139
Comfortable	127
Clean	115
Helpful	112
Safe	102
Quiet	86
Fun	54
Exciting	16
Noisy	10
Other	8
Unwelcoming	3
Boring	2

Total responses: 148

8 people marked "Other." You can read their open-ended responses on the next slide.
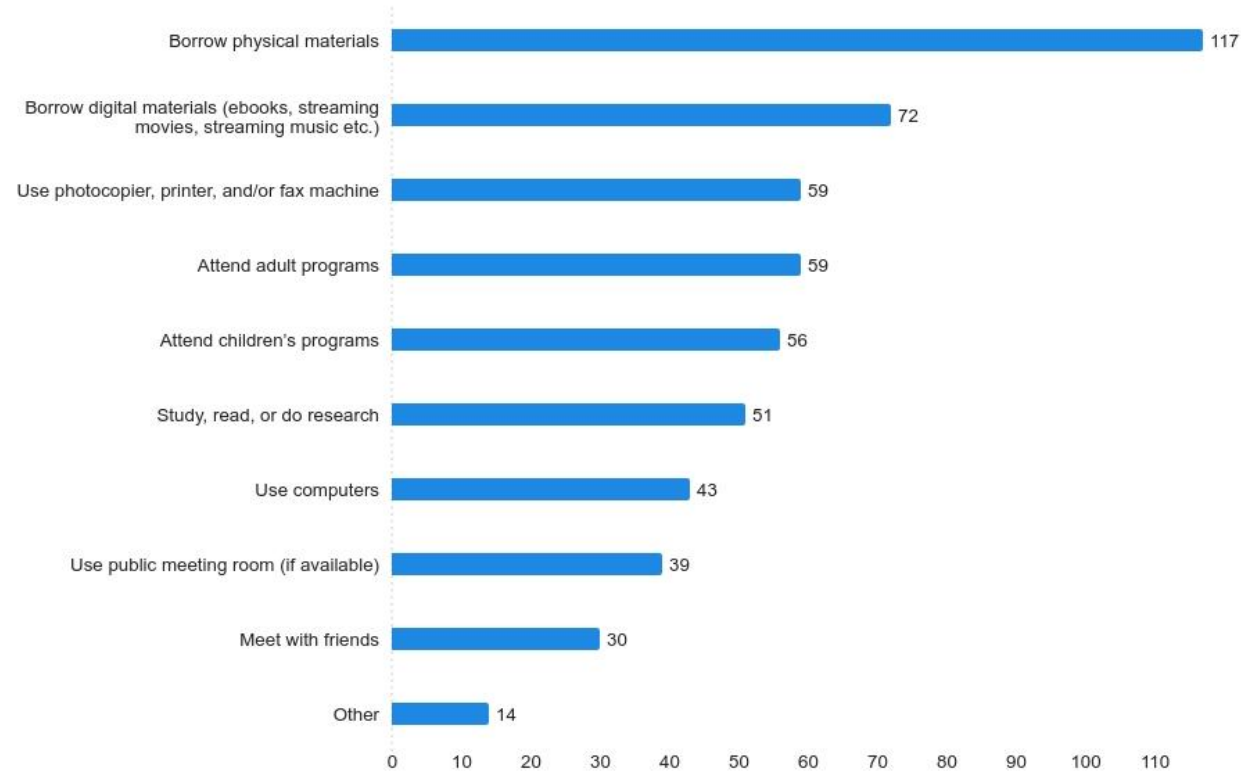
8 Respondents Marked Atmosphere: Other

Open-ended responses to the prompt, "Check all that describe the library's atmosphere."

- "Toys for kids makes it awesome"
- "Interactive"
- "Great activities for grandkids"
- "I use digital only"
- "Adults do not ask their children (when around) to lower voices"
- "Inviting"
- "Amazing staff"
- "Judgmental, Rude"

Obtaining Physical and Digital Materials Top Library Use

Responses to the question, "What do you, or would you like to, use the library for?"

Category	Count
Borrow physical materials	117
Borrow digital materials (ebooks, streaming movies, streaming music etc.)	72
Use photocopier, printer, and/or fax machine	59
Attend adult programs	59
Attend children's programs	56
Study, read, or do research	51
Use computers	43
Use public meeting room (if available)	39
Meet with friends	30
Other	14

Total responses: 148

14 people marked "Other." You can read their open-ended responses on the next slide.

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14 Respondents Marked Library Activities: Other
Open-ended responses to the question, "What do you, or would you like to, use the library for?"

- "Books + DVDS"
- "Attend movie nights"
- "Borrow SportPort equipment for niece and Seed Collection"
- "[D]o the jigsaw puzzles"
- "Children utilize toys and computers"
- "Book club meetings"
- "[B]book sale"

- "[C]ommunity jigsaw puzzle"
- "Mel"
- "Buy used books"
- "Request DVD"
- "Work"
- "Love the puzzle table"
- "Donate books and attend book sales"

Strong Marks for the Quality of the Physical Collection

Responses to, "On a scale of 1 (poor) to 5 (excellent), how do you rate the quality of the following library services: Physical library collections (books, movies, video games, etc.)."

4.1

Average Score Out of 5

	1 = Poor	2 = Fair	3 = Good	4 = Very Good	5 = Excellent
Percent	1.4%	4.8%	14.5%	42.1%	37.2%
Number Count (out of 145)	2	7	21	61	54

Suggested Talking Points:
- 79.3% of respondents described the quality of the physical collection as "very good" or "excellent."
- 93.8% of respondents described the collection as "good" or above.

14

Similar Marks for the Quality of the Digital Collection

Responses to, "On a scale of 1 (poor) to 5 (excellent), how do you rate the quality of the following library services: Digital library collections (eBooks, streaming video, streaming music, etc.)."

4.0

Average Score Out of 5

	1 = Poor	2 = Fair	3 = Good	4 = Very Good	5 = Excellent
Percent	2.5%	1.7%	24.8	32.2%	38.8%
Number Count (out of 121)	3	2	30	39	47

Observations:
- 71% gave scores of 4/"very good" or 5/"excellent" to the digital collections, whereas 79.3% gave physical collections those scores.
- It is notable that there was a decrease from respondents who rated physical collections and respondents who rated digital collections. For future research, consider asking more questions about preferred digital formats and genres, as well as barriers to use.

15

Technology is Highly Rated

Responses to, "On a scale of 1 (poor) to 5 (excellent), how do you rate the quality of the following library services: Technology (computers, printers, scan, and fax)."

4.2

Average Score Out of 5

	1 = Poor	2 = Fair	3 = Good	4 = Very Good	5 = Excellent
Percent	2.3%	2.3%	18%	31.3%	46.1%
Number Count (out of 128)	3	3	23	40	59

Observations:
- 77.4% of respondents gave scores of 4/"very good" or 5/"excellent" to technology.
- Notably, over 20% rated technology as "good" or lower. In further surveys or patron conversations, it may be useful to further delve into how scores could be improved and satisfaction raised.

Library Programs and Events are Appreciated

Responses to, "On a scale of 1 (poor) to 5 (excellent), how do you rate the quality of the following library services: Library events & programs."

4.2

Average Score Out of 5

	1 = Poor	2 = Fair	3 = Good	4 = Very Good	5 = Excellent
Percent	2.2%	1.4%	18.1%	30.4%	47.8%
Number Count (out of 138)	3	2	25	42	66

Observations:
- 78.2% of respondents gave scores of 4/"very good" or 5/"excllent" to library programs and events. Over 20% rated events as "good" or lower.
- In future research or conversations with patrons, it may be useful to gather more information about perceived programming needs, availability, hours, and topics.

Staff's Customer Service is Outstanding

Responses to, "On a scale of 1 (poor) to 5 (excellent), how do you rate the quality of the following library services: Staff's customer service."

4.6

Average Score Out of 5

	1 = Poor	2 = Fair	3 = Good	4 = Very Good	5 = Excellent
Percent	2.8%	2.1%	2.1%	15.9%	77.2%
Number Count (out of 145)	4	3	3	23	112

Observations:
- 93.1% of respondents scored customer service as "excellent" or "very good."
- Customer service was your second highest ranked service area. This suggests that your patrons enjoy interacting with your staff and appreciate the service they provide to the community.

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High Trust in Staff's Selection of Materials

Responses to, "On a scale of 1 (poor) to 5 (excellent), how do you rate the quality of the following library services: Staff's ability to select materials to include in the library collection."

4.3

Average Score Out of 5

	1 = Poor	2 = Fair	3 = Good	4 = Very Good	5 = Excellent
Percent	1.5%	4.6%	11.5%	26%	56.5%
Number Count (out of 131)	2	6	15	34	74

Observations:
- At a time when library collections have been criticized at a national level, an average score of 4.3 should be seen as a sign that the library's collection decision-making correlates effectively with respondents' wants and needs.
- 82.5% of respondents reported that the staff's ability to select materials was "very good" or "excellent."

Building Facility Is Excellent

Responses to, "On a scale of 1 (poor) to 5 (excellent), how do you rate the quality of the following library services: Building facility and maintenance."

4.7

Average Score Out of 5

	1 = Poor	2 = Fair	3 = Good	4 = Very Good	5 = Excellent
Percent	2.1%	0.7%	2.1%	19.3%	75.9%
Number Count (out of 145)	3	1	3	28	110

Observations:
- 95.2% of respondents rated building facilities as "very good" or "excellent."
- Building facilities was your highest rated service area. This suggests that your patrons love spending time in the library's physical environment.

Part II:
Qualitative Analysis

Goals of Open-Ended Questions

The survey asked four open-ended questions (see Appendix A). The first two open-ended questions focused on community needs and desires:

- Complete the sentence: The biggest challenge my community is facing right now is…
- Complete the sentence: One thing that would make my community an even more amazing place to live would be...

These questions, while not specifically focused on the library, were designed to elicit responses to help the library inform is collections, services, and programs. The responses in the following pages should not be seen as a library's to-do list; the library leadership and board may find that some articulated needs are outside the scope, mission, budget, or capability of the institution. However, there may be some community wishes or needs that can be addressed, at least in part, by making changes to library collections, services, or programs.

The second pair of questions did focus directly on libraries:

- What is the best thing about your community's library?
- If you could change one thing about your community's library, what would it be?

These questions were intended to surface the everyday positives that occur in Michigan's libraries. Positive responses can be excerpted in social media posts, shared with staff and board at meetings to boost morale, and as an acknowledgement of the overall good work of the institution. The final question gives patrons a change to suggest a change that would improve the library for them.

Major themes are shared, with accompanying quotes, in the pages that follow. Space precludes us from listing every response in this report; thus, a complete set of all open-ended responses can be found in the full spreadsheet linked at the end of this document.

Community Challenges: Major Themes

The survey received 78 responses to, "Complete the sentence: The biggest challenge my community is facing right now is…" The top 3 themes are listed below, with representative quotes added below.

Theme #1: Political Division (19 responses)

- "Lack of empathy for diverse people and views."
- "The rise of an intolerant group wanting to ban books they do not like"
- "Ultra-conservative book 'burning' philosophies"
- "Dealing with liberal pushy democrats wanting to push an unwanted agenda"
- "People being polarized by politics"
- "Political intolerance"
- "High cost of living and people being angry at each other for political reasons."

Theme #2: Economic Strain (12 responses)

- "Workers"
- "Economy"
- "Poverty"
- "Dealing with political disagreements, increasing anxiety re: money, housing, crime, affordable day care for the young and the elderly."
- "Economic struggles"

Theme #3: Lack of Businesses in Town (11 responses)

- "Keeping down town vibrant"
- "Lack of good restaurants"
- "Engaging downtown"
- "Good ethnic food options"
- "Not enough restaurants!"
- "Attracting new businesses"
- "Keeping small businesses in town"
- "[P]laces to dine and meet with friends for an adult beverage"

Observations:
- These challenges may be outside the mission of the library to address.

- Themes consist of 7 or more related responses (5% or more of total responses).

Wishes for the Community: Major Themes

The survey received 74 responses to, "Complete the sentence: One thing that would make my community an even more amazing place to live would be … " The top 2 themes are listed below, with representative quotes added below.

Theme #1: Wishes for a Revitalized Business Landscape (32 responses)

- "[C]onvenience of getting materials or doing things. Pinckney is a bedroom community where majority of people commute to where they need to go. It would be nice and convenient to be able to use ride sharing or delivery services. I have to drive to either Howell, Brighton, Dexter, Chelsea or Ann Arbor for movies or health care, etc.
- "A thriving Main St"
- "[A} more vibrant downtown"
- "More open businesses in town"
- "More restaurants and public resources such as maintained parks"
- "[I]f quality businesses could stay in business."
- "[A] cheaper grocery store like aldi's bushes and krogers are to expensive."

Theme #2: People are Looking for Things to Do (9 responses)

- "More Free programs for physi[c]al health & mental health"
- "More things to do with families with kids"
- "More events during the weekend for families that work or have after school events already"
- "Interesting activities for teens."
- "More community events"
- "[H]ave more events that draw a large crowd"
- "Entertainment and activities for adults"
- "Free tutoring for all students."
- "More for the kids to do"

Observations:
- For the most part, these wishes are also outside the scope of the library to address.
- However, the second trend in this data calls for more activities and programs geared to almost all age groups, which the library may wish to consider addressing, perhaps in concert with partner organizations to maximize impact with the library's small staff.
- We only observed two trends in the data, but the largest theme was larger than any trends on the previous slide.
- Themes consist of 7 or more related responses (5% or more of total responses).

Library Appreciation: Major Themes

The survey received 106 responses to, "What is the best thing about your community's library?" Two of the top 5 themes are listed below, with representative quotes added below.

Theme #1: Love for Library Staff (45 responses)

- "We enjoy coming to say Hi to the library lady's get books movies and meet w/ friends very friendly staff always very helpful + friendly."
- "The people working behind the desk--they're all so very friendly and helpful every time I go there."
- "The staff are knowledgeable and helpful"
- "The staff at PCPL is top notch!"
- "The friendliness and open mindedness of all staff"
- "They are always helpful and friendly and offer lots of activities for kids."
- "Everyone is nice and helpful"
- "The youth librarian"
- "The helpfulness of the staff to find books especially through the in[t]er lending program"
- "Friendly staff and great children's book selection and kids area and programs"
- "The employees are so friendly and helpful"

Theme #2:Warm and Welcoming Atmosphere (29 responses)

- "It gives people a place to go to be warm or cool depending on weather - where you are welcome always!"
- "Very comfortable, warm and cozy"
- "The friendly atmosphere"
- "Pleasant atmosphere"
- "Comfortable"
- "It's really clean and well organized"
- "The best thing is how open and welcoming our library is!"
- "The children's room is AMAZING and it keeps it quiet for us on the adult side!"
- "Welcoming and clean atmosphere and friendly staff"
- "[I]ts atmosphere"
- "Well located & great resources"
- "It's close, has many diverse features and options for all age"

Library Appreciation: Major Themes Continued

The survey received 106 responses to, "What is the best thing about your community's library?" Three of the top five themes are listed below, with representative quotes added below.

Theme #3: Keep the Library Programs Coming (28 responses)

- "The people working there and the overall experience of taking my kids there."
- "Book club and children's programs need more adult programs"
- "The broad ar[r]ay services and activities."
- "Nice programs for grandkids"
- "The activities they plan. Also, the kids area is really fun and mine enjoy going to there. …"
- "Adult programming"

Theme #4: Strong Collection (20 responses)

- "Access to books"
- "[K]ids books!"
- "Hotspot services and hoopla app"
- "Digital lending"
- "Great place to go and get material to read"

Theme #5: Interlibrary Loan Expands Access (8 responses)

- "MEL Access"
- "Good programs, if they do not have book you want will look for it and order from other reciprocating library."
- "The facility is nice, the staff courteous, and I can usually get material I need via inter-library loan."
- "Using the MEL system"
- "Inter library loan"

Observations:
- Consistent with data found in Part 1 of this report, the strongest trend for this question shows strong support and appreciation for library staff.

Desired Library Change: Major Themes

The survey received 85 responses to, "If you could change one thing about your community's library, what would it be?" The top 5 themes are listed below, with representative quotes added below.

Theme #1: Collections Suggestions (37 responses)

- "I like to See newer update Spanish books more Kids bil[i]ngual books"
- "Cull, update and expand the hardcover collection"
- "More ebooks, joint a large consortium to broaden selections"
- "Update and broaden the physical science fiction collection."
- "Greater selection of children's books"
- "I wish they had more recent releases! Most books I check out have to come from MELCAT because my library doesn't have them."

Theme #2: Increase the Library's Hours of Operation (12 responses)

- "Have Sunday hours"
- "More open hours"
- "I used to go to Baby Story Time until I had to go back to work when my leave was over, but having more "after work hours" events for kids would be awesome. Or weekend events, I know they're closed on Sunday, however they might be able to draw a larger crowd if they had a weekly event for kids that day and switched up the theme. Maybe early afternoon to get those families done with church (or those that want to sleep in), and before dinner."

Theme #3: Expand or Renovate Library Facilities (11 responses)

- "Make the building larger"
- "More cozy spots and more private areas that I could work at"
- "More welcoming to remote [workers], I [struggled] to get internet access during the pandemic and the [staff] was not welcoming me. The Ann Arbor Westgate branch is also buzzing, and although Pinckney is too small for that, I LOVE how the community has embraced that branch. I traveled there and stopped visiting my local library."

Theme #4: Don't Change a Thing! (8 responses)

Eight respondents indicated that they wouldn't change anything about the library, or that they did not know what they would change.

Theme #5: Expand Library Services and Programs (7 responses)

- "Bring back the adult programming to pre-Covid levels"
- "It really would be nice to have the pick up service like before when they were closed for the pandemic."
- "[H]ave more adult programs in person and via Zoom"
- "[H]ave more activities for kids."

Observations: Responses to this question indicate patrons want more of what the library is already doing.

Quotables

Survey responses not shared elsewhere in this report that might be useful to include in social media posts, newsletters, board reports, grant proposals, or other library documentation

- "The staff is very friendly. They make you feel welcome & appreciative. They have tons of children programs as well as a big children's reading selection."
- "It's the best part of Pinckney. Friendly staff and fun for kids."
- "For the size of our community the library feels very robust."
- "[A]stounding assets for a community the size of Pinckney"
- "It's comforting, welcoming and open minded"
- "I can't think of anything [to change]. As a small town library I think they do a fantastic job maintaining a diverse selection of materials and engaging with the community."

- "I always feel comfortable going in there and asking for help if I need it"
- "The relationship the people who work at the library have built with my son. He LOVES the library and the people there. It is a safe, happy, fun place. It is a source for our family to get him any reading material he is interested in and learn new information. The plethora of books we have checked out over the years has definitely contributed to my sons early reading."
- "I go to every book sale! My kiddo LOVES to go get books (8 years old)"
- "I love our library!"

Limitations of Study

This study describes some useful patterns and themes that can help the library celebrate its strengths and accomplishments while providing a fresh opportunity to calibrate its programs and collections to current community wants and needs.

All studies have limitations, and professional research acknowledges those limitations. That is, no single survey can answer every question about libraries. In this case, the response rate was low relative to the overall service population of the library and consisted almost completely of feedback from existing library patrons. Perspectives of seasonal residents or non-users might surface different and/or distinct results.

Possible Next Steps

The library may find it useful to gain deeper community insight via 1:1 interviews. The University of Michigan School of Information may be able to help as part of its students' class-based real-world community needs practice. Learn more at https://www.si.umich.edu/employers/client-opportunities or email umsi.client.engagement@umich.edu.

Appendix A:
Survey Questions as Formatted for Print Survey

This survey – for adults over age 18 only - is being conducted to help your public library make better-informed decisions. Participation in this survey is voluntary. You may skip questions you do not feel comfortable answering. Return your survey to your library or mail to K. Fontichiaro, U-M School of Information, 4427 North Quad, 105 S. State St., Ann Arbor, MI 48109-1285. Questions: nextlevelleadership@umich.edu.

What library (system) do you most often use?

Some libraries have more than one location (branch). If this is the case, which branch do you visit most regularly?

How often do you visit the library, check out materials, use its online resources, or attend library events? *(Please cross one)*

○ Daily ○ Weekly ○ Monthly ○ Less than once a month ○ Never

Do you have a library card? *(Please cross one)*

○ Yes ○ No ○ Don't know

What is your age? *(Please cross one)*

○ 18-22 years old ○ 23-29 years old ○ 30-39 years old
○ 40-49 years old ○ 50-59 years old ○ 60-69 years old
○ 70 years or older ○ Prefer not to answer

On a scale of 1 (not at all satisfied) to 5 (very satisfied), how satisfied are you with the library overall? *(Please cross one)*

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Check all that describe the library's atmosphere. *(Please cross all that apply)*

☐ Friendly ☐ Noisy ☐ Safe ☐ Comfortable ☐ Unwelcoming
☐ Fun ☐ Helpful ☐ Quiet ☐ Boring ☐ Exciting
☐ Clean Other _____

What do you, or would you like to, use the library for? *(Please cross all that apply)*

☐ Borrow physical materials ☐ Borrow digital materials (ebooks, streaming movies, streaming music etc.)
☐ Use public meeting room (if available) ☐ Meet with friends
☐ Study, read, or do research ☐ Use computers
☐ Attend adult programs ☐ Attend children's programs
☐ Use photocopier, printer, and/or fax machine ☐ None of the above
Other _____

On a scale of 1 (poor) to 5 (excellent), how do you rate the quality of the following library services?

	1 (poor)	2	3	4	5 (excellent)
Physical library collections (books, movies, video games, etc.)	☐	☐	☐	☐	☐
Digital library collections (eBooks, streaming video, streaming music, etc.)	☐	☐	☐	☐	☐
Technology (computers, printers, scan, & fax)	☐	☐	☐	☐	☐
Library events & programs	☐	☐	☐	☐	☐
Staff's customer service	☐	☐	☐	☐	☐
Staff's ability to select materials to include in the library collection	☐	☐	☐	☐	☐
Building facility and maintenance	☐	☐	☐	☐	☐

Complete the sentence: The biggest challenge my community is facing right now is...

Complete the sentence: One thing that would make my community an even more amazing place to live would be...

What is the best thing about your community's library?

If you could change one thing about your community's library, what would it be?

To respond ⊗ or ●

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EU2_1   RBOI 0002

Appendix B:
Original Dataset Is Available Online