

Coopersville Area District Library

Strategic Plan Survey Results

Question 1: How often do you visit the library?

Several Times a Week – 10%

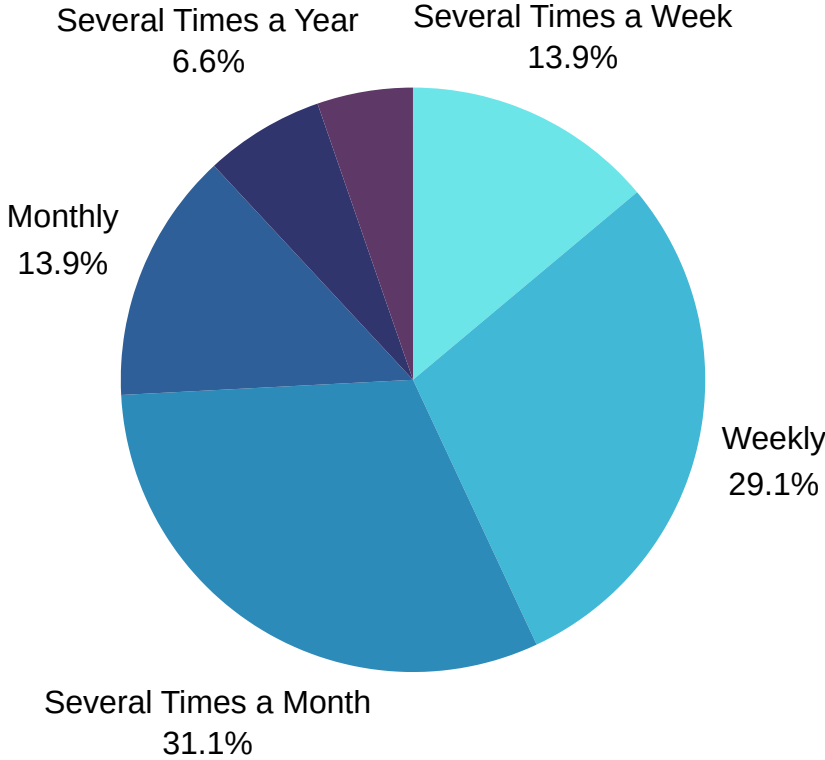
Weekly – 26%

Several Times a Month – 28%

Monthly – 13%

Several Times a Year – 18%

Never – 5%



Question 2: How often do you use the library's online resources (Libby, Hoopla, MeL resources, etc.)?

Several Times a Week – 19.2%

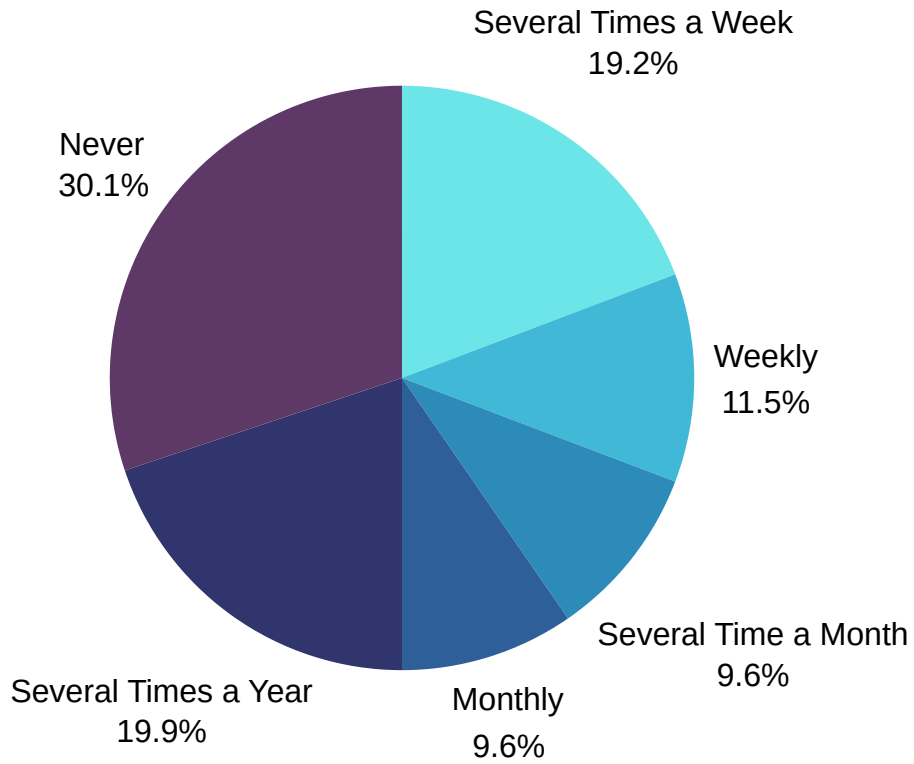
Weekly – 11.5%

Several Time a Month – 9.6%

Monthly – 13%

Several Times a Year – 19.9%

Never – 30.1%



Question 3: What would make you use the library more?

Different Hours – 21.2%

Easier to Find What I Need – 5.9%

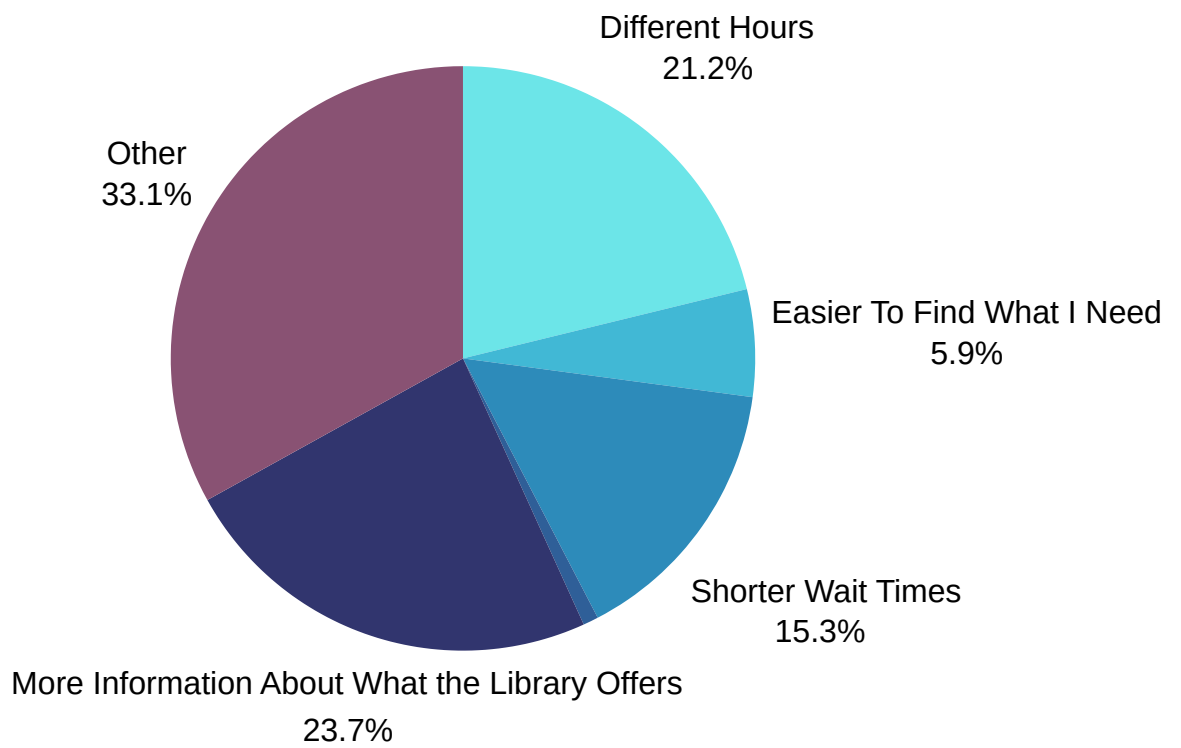
Shorter Wait Times for New Releases – 15.3%

More Accessible Building – 0.8%

More Information About What the Library Offers – 23.7%

Nothing – 0%

Other – 33.1%

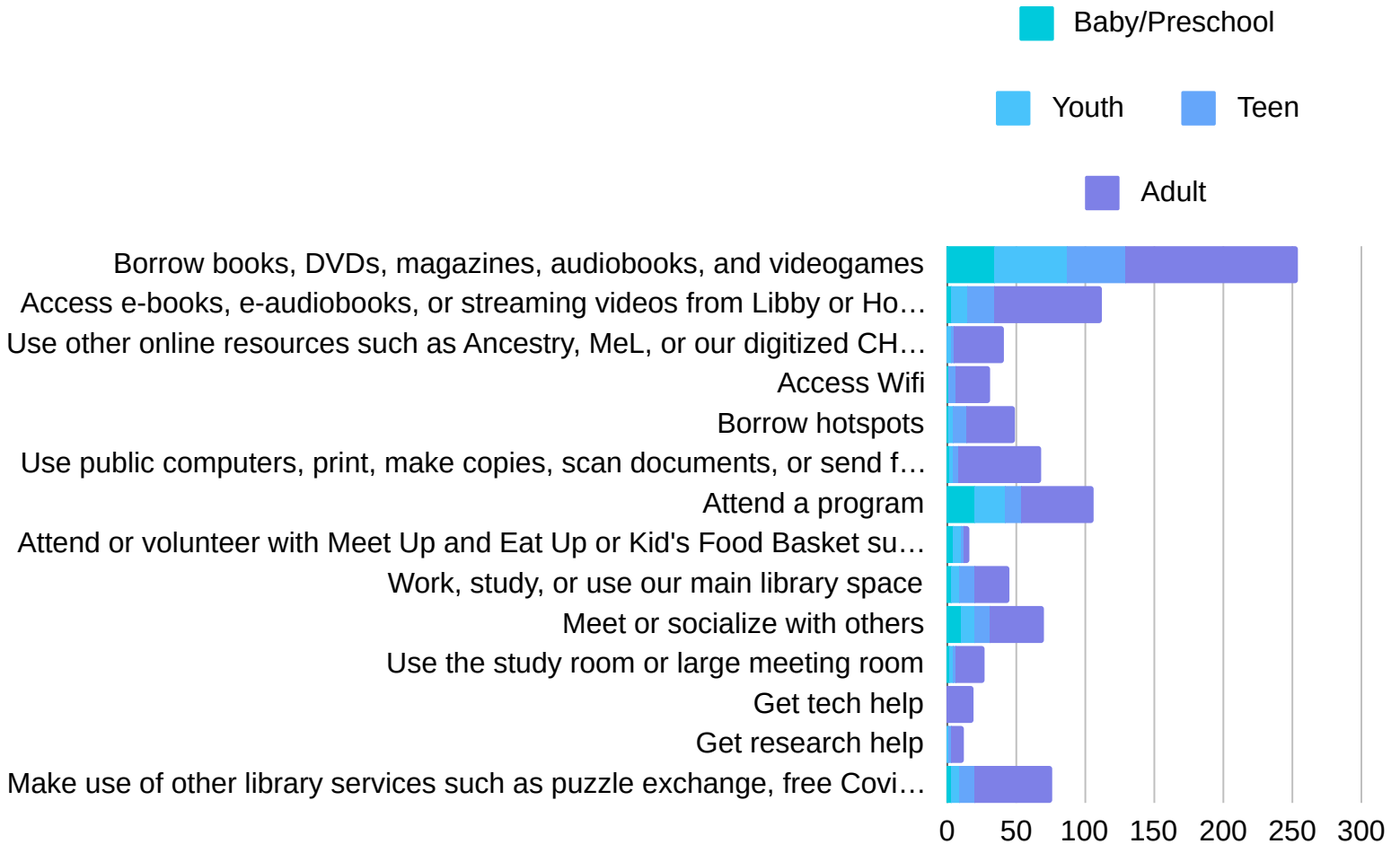


Question 3 (b) What would make you use the library more? "Other" results.

- Less farm responsibilities
- "You actually do a good job but I don't always see it."
- Additional borrowable items like telescopes
- Better health
- Cool workshops
- Events and activities for adults
- Having the time
- I have to get back into my routine! Covid shut-down messed with my library schedule :)
- I need to renew my card. An online option would help with this.
- I think it is just fine
- I think what you have to offer is great!
- I think you are doing a great job
- I'm chronically ill/disabled so I have a hard time going to the library frequently. However being able to put books on hold online has been AMAZING
- If I bought less books
- If online resources were withdrawn however as a handicapped senior in person attendance is not easy.
- I'm good
- Interactive calendar - events made (not just posted) on Facebook,
- Larger print books
- More accessible building
- More available personal free time
- More books on American History
- More children's classics
- More craft nights for adults
- More daytime options for homeschoolers. Especially in the mornings.
- More Hoopla check out limits per day (normally can't check out after 8 am)
- more items
- More kids programming, bigger playground!
- More morning hours in the summer
- More online access to movies/books - often reach a maximum for the day and I can't use online tools
- More passes for museums/nature centers; also, shorter wait times for new releases
- More relevant services and programs
- more understanding how to use Libby, Hoopla, MeL resources, etc
- more variety in new books-more foreign authors
- No late fees
- Not having to pay for DVDs
- Not in district; sitter takes 3 year old to programs
- Removal of materials that are inappropriate for children but in the children's section.
- This works for me.

- You're doing good

Question 4: When you used the library in the last year -- either in person or online -- what services did you or other members of your household use? (Please check all that apply.)	Baby/ Preschool	Youth	Teen	Adult
Borrow books, DVDs, magazines, audiobooks, and videogames	34	53	42	125
Access e-books, e-audiobooks, or streaming videos from Libby or Hoopla	3	12	19	78
Use other online resources such as Ancestry, MeL, or our digitized CHS yearbooks and Coopersville Observer issues	0	3	2	36
Access Wifi	1	0	5	25
Borrow hotspots	2	3	10	35
Use public computers, print, make copies, scan documents, or send faxes	2	2	4	60
Attend a program	20	22	12	52
Attend or volunteer with Meet Up and Eat Up or Kid's Food Basket summer lunch programs	4	6	2	4
Work, study, or use our main library space	3	6	11	25
Meet or socialize with others	10	10	11	39
Use the study room or large meeting room	2	2	2	21
Get tech help	0	0	0	19
Get research help	0	1	2	9
Make use of other library services such as puzzle exchange, free Covid tests, free masks	3	6	11	56

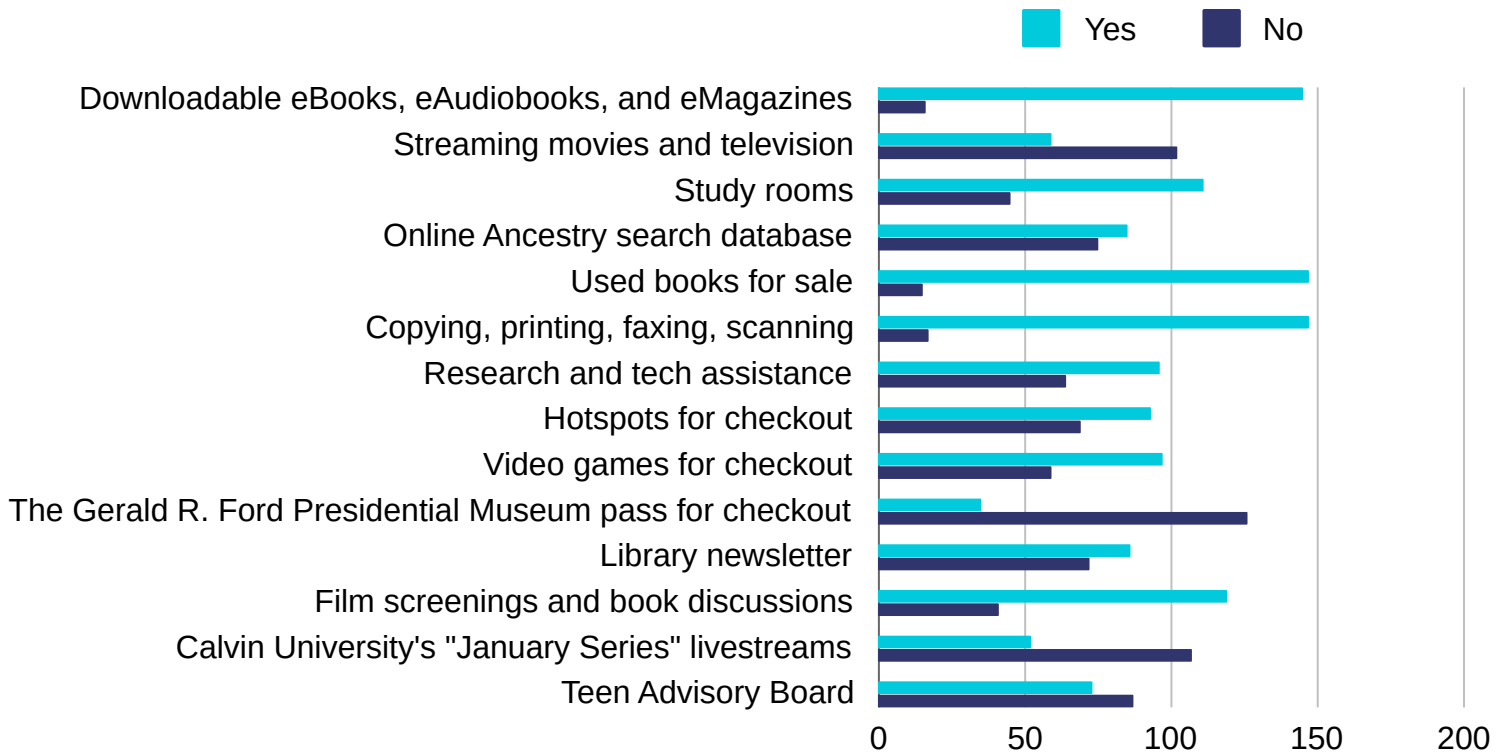


Question 4b: When you used the library in the last year -- either in person or online -- what services did you or other members of your household use? "Other (please specify)".

- Adult Craft Night
- Any preschool enrichment: social, educational, etc, programs much appreciated
- Craft Nights
- GR Ford Museum pass
- My brother, sisters, and I would like to be able to meet up with other homeschool kids for events at the library. My mom says there are a lot of homeschool families in Coopersville, but we can't afford to join any of their co-ops to meet them.
- Please remove the signs about Covid from the doors.
- Rotary meetings
- Use diecut machine and attend craft nights
- Weekly Maker Monday's programming

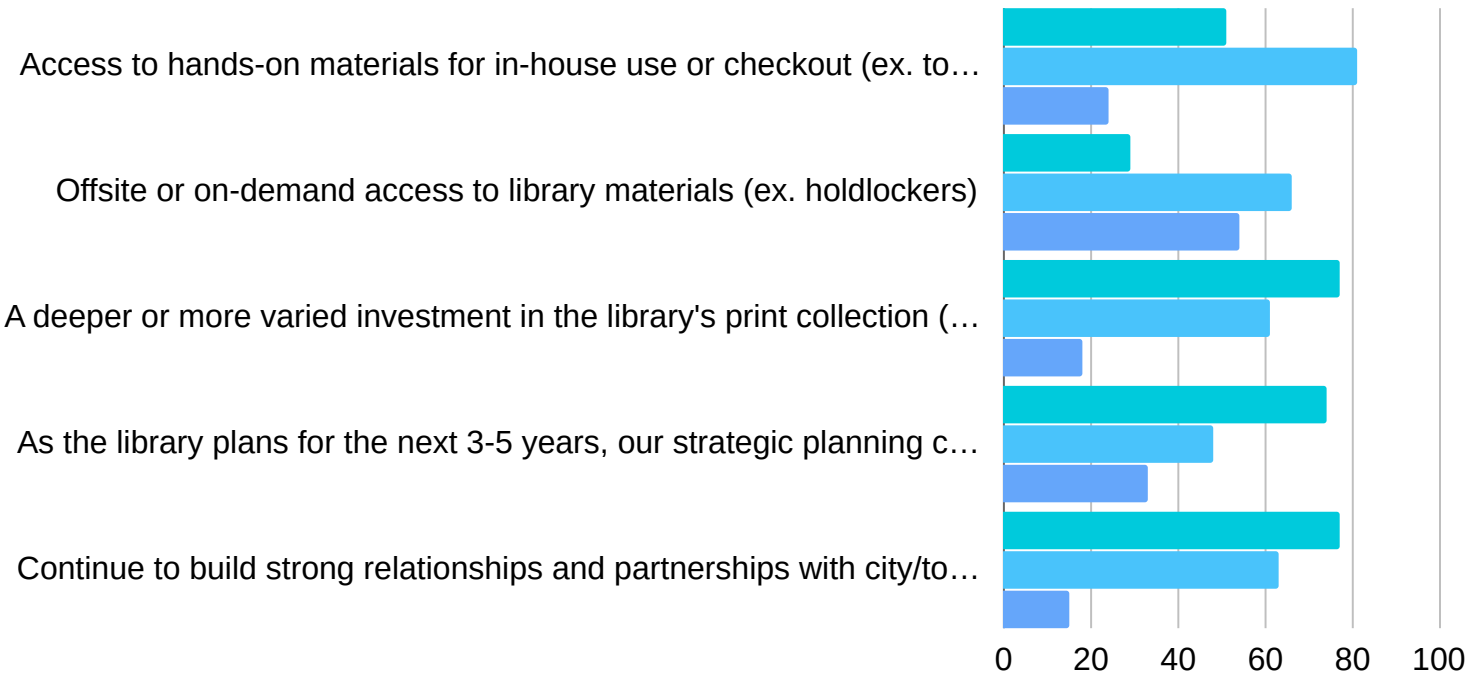
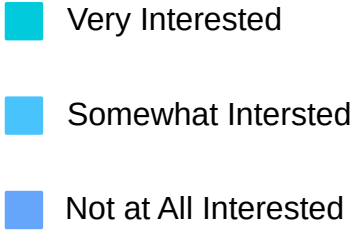
Question 5: Did you know the library currently offers these services?

	Yes	No
Downloadable eBooks, eAudiobooks, and eMagazines	145	16
Streaming movies and television	59	102
Study rooms	111	45
Online Ancestry search database	85	75
Used books for sale	147	15
Copying, printing, faxing, scanning	147	17
Research and tech assistance	96	64
Hotspots for checkout	93	69
Video games for checkout	97	59
The Gerald R. Ford Presidential Museum pass for checkout	35	126
Library newsletter	86	72
Film screenings and book discussions	119	41
Calvin University's "January Series" livestreams	52	107
Teen Advisory Board	73	87



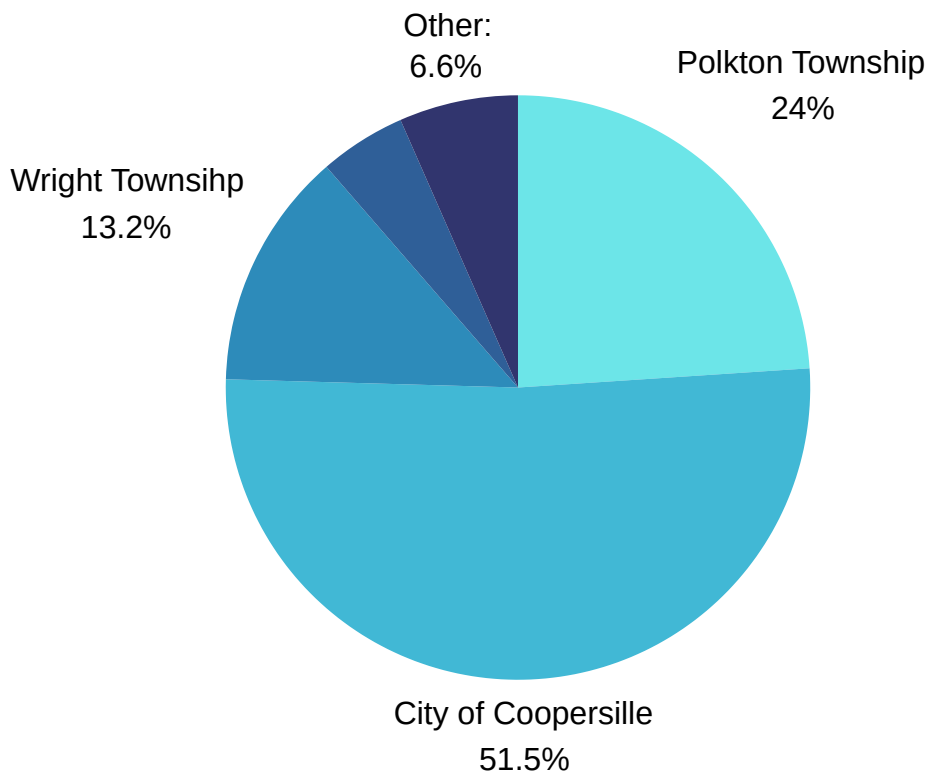
Question 6: As the library plans for the next 3-5 years, our strategic planning committee would like to determine the areas to prioritize. Please rate your interest in the following possible areas of library focus.

	Very Interested	Somewhat Interested	Not at all interested
Access to hands-on materials for in-house use or checkout (ex. tools, 3D printers, specialized craft equipment and materials, games, digital recording equipment)	51	81	24
Offsite or on-demand access to library materials (ex. holdlockers)	29	66	54
A deeper or more varied investment in the library's print collection (ex. wider range of fiction, nonfiction, periodicals on different topics, more genre-specific items)	77	61	18
Programs to promote health, wellness, and personal growth (ex. exercise classes, cooking demonstrations, and mental health workshops)	74	48	33
Continue to build strong relationships and partnerships with city/township organizations, community groups and the schools to create integrated library services and programs with the library	77	63	15

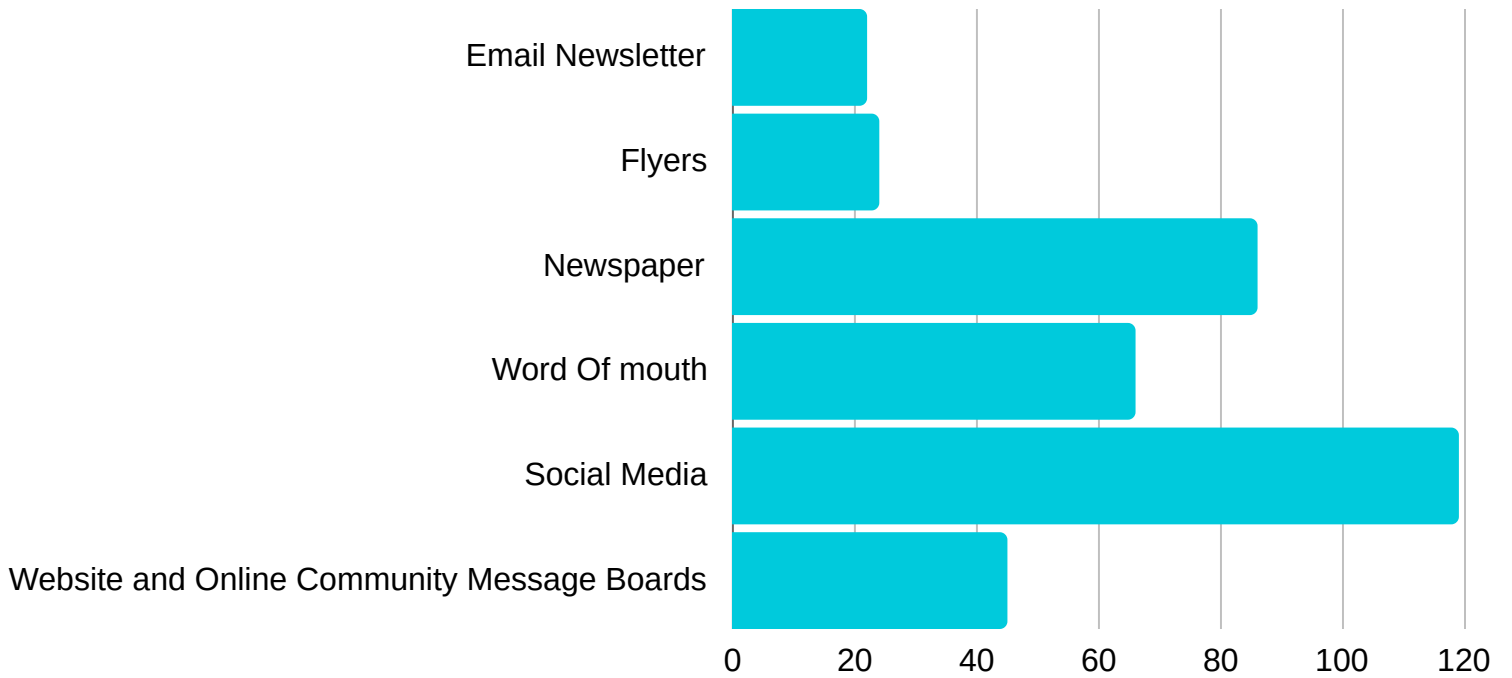


Question 7: Do you reside in...

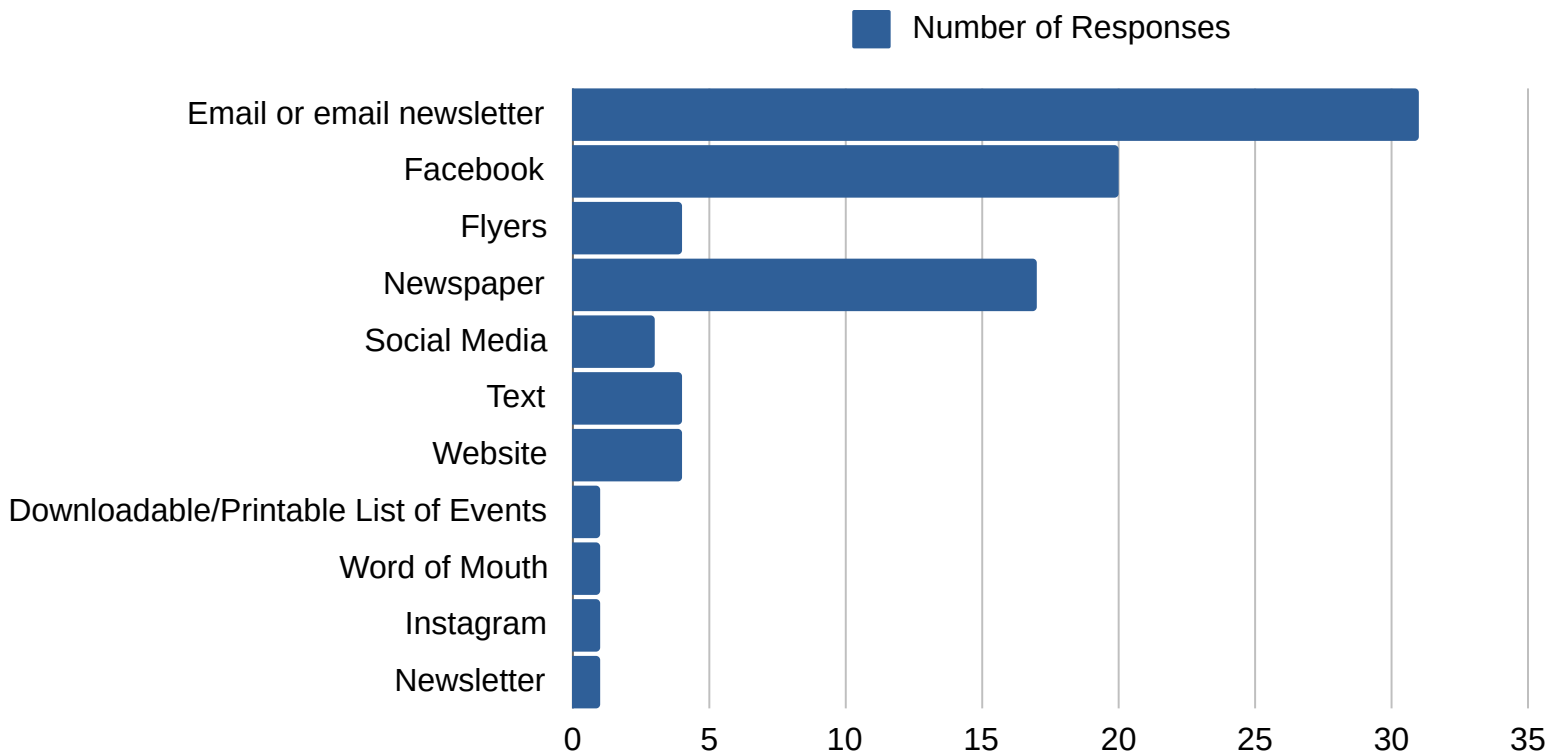
- Polkton Township – 40
- City of Coopersville – 86
- Wright Township – 22
- Chester Township – 8
- Other: – 11
 - Allendale – 1
 - Conklin – 1
 - Fruitland Township – 1
 - I just moved to Muskegon – 1
 - Ravenna Township, Coopersville City – 1
 - Sparta – 1
 - Tallmadge – 1
 - Unincorporated – 1



Question 8: How do you usually find out about community events? Check all that apply.



Question 9: How would you like to find out about library events?



Question 10: What else would you like to tell us about the library?

- 3-D printing and craft would be an awesome addition for winter activities, considering the encroachment of tech upon classical/conventional research.
- A seed library might be nice, gardening programs are nice too.
- Always helpful and friendly staff. DVDs over a year old should be checked out free of charge.
- Appreciate how nice the kid section is and for a small town it is a very nice library!
- Better hours
- Coopersville staff are very friendly! Always smiling - willing to help in any way
- Everyone on staff is very friendly and helpful.
- Excellent staff!!
- Expanded weekend hours would be helpful
- Feels a bit stressful to bring kids and the kids programs are now hard to get to being at 330. We went when Ms tagg was there and they were at 10 and 11.
- Great staff!
- Helpful staff
- How well do we interact with Coopersville Schools? Does the library interact with local churches?
- I am disappointed about how the Coopersville library has moved far away from its original purpose by focusing on agendas instead of literacy and community assistance. I do not bring my children in to the library anymore because I am concerned about the type of books highlighted that are not appropriate for them to read. Also, the classics book section, which is where we have been picking books when we do come because the content is more or less appropriate is pitiful.
- I enjoy the library and the friendly, helpful staff. It would be nice if we were able to have a greater amount of borrows from hoopla per day.
- I enjoy visiting the library. The staff there is always friendly and helpful. I learned from this survey that there are resources and potential that I was not aware of.
- I love our library and the staff! Our library is the heartbeat of our community!
- I love our library!
- I love the activities provided for both toddlers, children of all ages and adults
- I love the Coopersville library and its staff. My home library is technically Ravenna but have used and loved the Coopersville library for more than 20 years.
- I love the library so much and the people who work there are so nice. I've lived in Coopersville for just over a year now and being only 2 blocks from the library has been one of the best parts about living here!
- I love the library! I wish there was a better way to get people involved in supporting the library behind the scenes.
- I really like the programs at the library. It's typically a more mature crowd, but it would be great if younger people could get more involved to keep it going. At 34, I'm usually one of the youngest people in attendance. My mom and I like to go to the programs and go to Champs afterwards. I think people don't realize how many opportunities there are to have a night out in Coops. Admittedly, I don't know a ton about what the library offers. I just started using Libby with my Kindle, which is great. I would really love more info about what I can do at the library as far as historical

research and genealogy. I would love to attend a workshop or an overview of the tools and resources available.

- I really wish we had some homeschool meet-up times. We could just use the big room and play games if the library hosted. Also, is there any way to have our library be able to get more Hoopla books per day? Even when I get on the computer at 6:00 AM, it is very rare that I can get a Hoopla book. It always says that our library has already reached its' maximum checkout limit for the day (by 6:00 AM)!
- I think you all do an amazing job helping find what I am looking for. If you don't have it you always get it in from another location :)
- I wish I could spend more time on site, work schedule conflicts with hours. I love the library and would love to see everyone using the resources more.
- I would be very interested in helping with a library of things or food facility additions. I am a health inspector, so if you are interested in adding kitchen space to the library I would be willing to help free of charge with the plan review process.
- I would like some instruction on how to use Libby, Hoopla, etc. so I can make use of them. Also ebook and eaudiobooks. Could we have a class?
- I would love emails on what new books they buy each month
- I've been going to the coops library since I was a child, and I am now 20 years old. The library has always been incredibly important to me and has shaped who I am as a person in so many ways. I am so grateful for all of the staff (past and present) who have been a part of my life and impacted me just from working at the library.
- I'd love to see more holistic health videos/documentary/ books, even for children
- I'm a new stay at home mom and would love events to attend with my baby!
- It is well designed and nicely organized. A great community asset. Appreciate every toddler and youth program and offering.
- It would be great to have a book mobile to travel in rural area and the Wright Township and Polkton Township locales.
- It would be neat to have a "homeschool corner" of things we could check out geared toward education. There are a lot more people homeschooling nowadays.
- It's great
- It'd be great if the library could have a homeschool hangout time during a weekday twice a month or so. I know my littles would love it and we have many homeschool families in our community who aren't able to join other local homeschool groups due to high costs.
- It's a great place :)
- It's a real gem in this community. I appreciate the friendly and helpful staff, good service, clean facilities, and the overall welcoming feel.
- It's a really solid place
- It's a small issue but if you use Google Maps it brings you to the east (?) side of the building where there's just two or three parking spots, and there's no easy driveway connecting to the main parking.
- It's the best library!
- Just be a library
- Just be a library.

- Just to re-emphasize that we'd love more morning options for homeschoolers. Like meet and greets, a MarioKart tournament, board game time, maybe we could all bring crafts to work on, etc. But something regular for our kids to have a chance to form more friendships with other homeschooled kids in our community without needing to pay for expensive co-ops.
- Love it
- LOVE the hoopla access but unless I stalk the app in the very early hours of the day it always seems to have used up the capacity - could there be additional access for a nominal fee even? Like Hoopla + ??
- Love the staff!
- Love the staff. They're very friendly and knowledgeable. Also, I am interested in programming being offered on nights and Saturdays.
- Love the toddler area, it's gotten a lot more interactive the past few years. Would love to see no late fees and personally I would rather hold a book than a kindle/device to read, please don't go to more device reading!
- Love this library. Everyone is so friendly.
- Love you guys.
- More info on extras like theme book packages, checking out passes, reciprocal programs, game check out, etc
- My 8 and 6 year old, really like the kid wing. You always do a great job with decorating and making it an engaging space.
- Nice people , very good service
- Nothing
- One of our favorite places to visit weekly+
- Only thing is potentially being open till 6 p.m. some days. 5:30 p.m. is hard to catch sometimes.
- Please don't ban books! I don't know if you do or not, but don't start.
- staff are the best!
- Staff is very helpful and friendly
- Thank you for all you do! Every community needs a library
- Thank you for all your hard work!
- Thanks for being a place of comfort for ALL residents, offering help and books for all.
- The best library in 2 counties to go to and awesome people working there
- The Director is an amazing find for CADL. Her leadership is outstanding.
- The librarians are great!
- The library carries a decent range of older dvd tv shows (I.e. PBS SERIES) , but sometimes doesn't have all of the seasons of the show. If there are 5 seasons available, the library should offer all 5 seasons of the series and not stop at season 3.
- The library got me through Covid. Really good, helpful, friendly staff. Have developed good relationships with patrons. Really enjoy seeing the children's programs.
- The library is amazing. I wish more people would utilize it.
- The staff are friendly and helpful. I like that books can be gotten from other libraries in the system.
- The staff constantly go above and beyond for my family. Mr Zach, Ms Katie, and Ms Anna are fantastic and I hope they get the recognition they deserve. Summer reading program for teens is

great and the adult winter program is fun for me. I also appreciated the Covid masks and tests being available.

- The staff is outstanding! Thank you so much for all you do in and for our community!
- The staff is second to none. They are all educated and willing to help. I couldn't ask for anything to be better.
- This is a first rate facility and it deserves its status as a community gem.
- Very kind, helpful employees working there!
- We appreciate the staff very much - always so helpful!
- We have such amazing library staff members! Thank you for always being helpful and patient with my girls! Love that you always all know us by name and that you always have book suggestions for our girls! Thank you!!
- We look forward to all the great things the library has to offer in the next 5 years!
- We love it. Would love more print books especially board books, study space, and longer weekend hours
- We really love the layout, the playground, how friendly everyone is who works there. My kids would love a bigger variety of manga.
- Wish the craft nights weren't so limited
- Would like homeschool "meet up" / hang out for games. Library just needs to schedule it and have open room - not have to run it
- Would like more Hoopla holds -- it's always full when I try to place a hold/borrow
- Would love to be able to get a cup of coffee
- You are all doing a great job!
- Your children's section and Ms Shannon are wonderful, the variety and programming is not available to us at the Allendale library, so thank you.