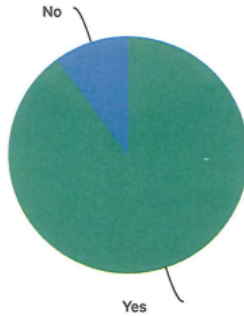


Community Survey Response Summaries

Q1 Do you have a library card?

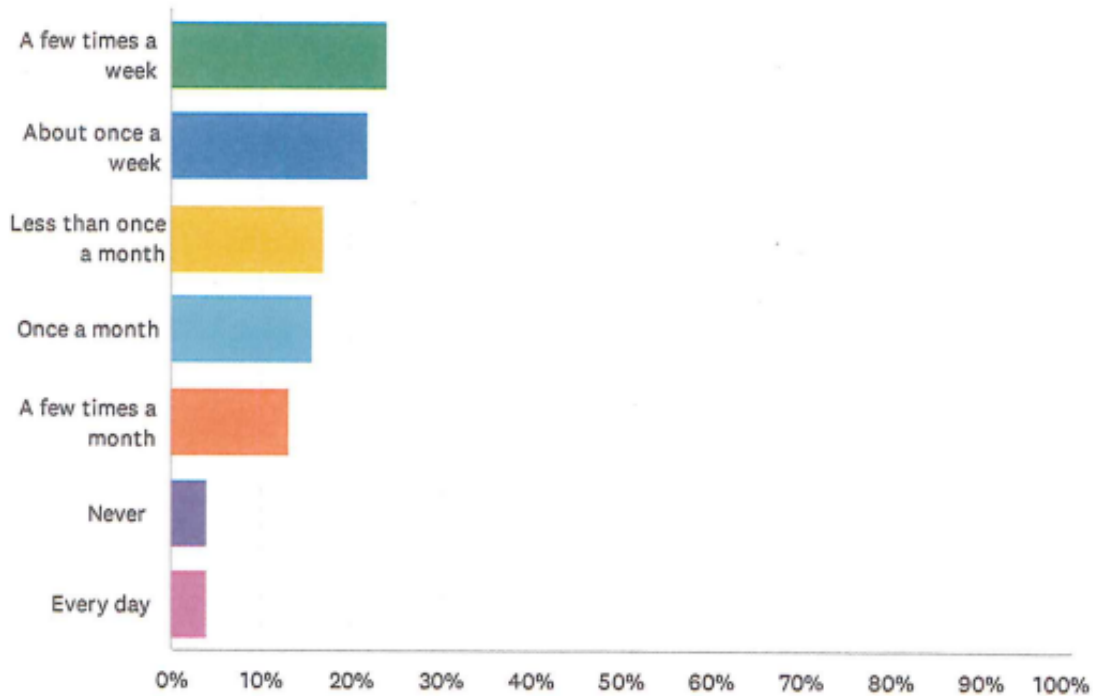
Answered: 228 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	89.91%	205
No	10.09%	23
TOTAL		228

Q2 An average, how often do you visit the library?

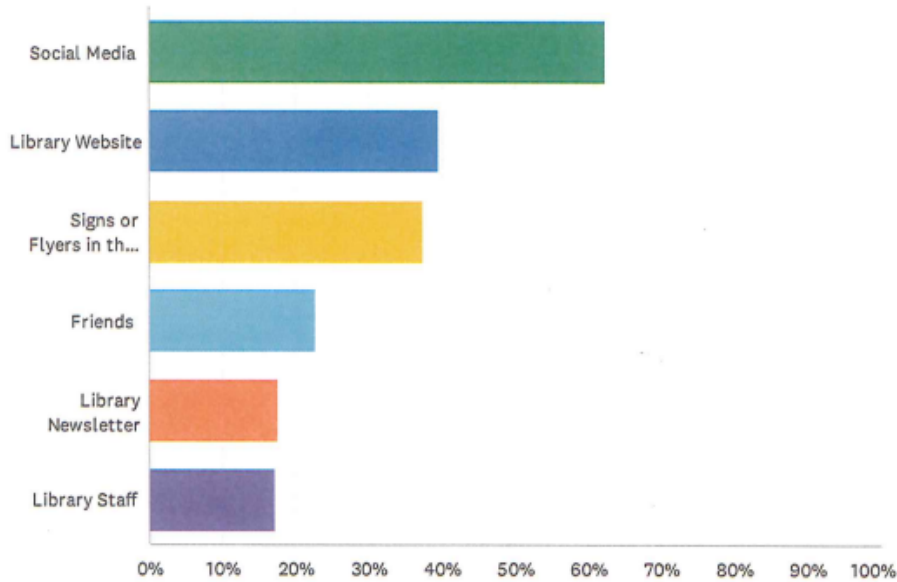
Answered: 228 Skipped: 0



Community Survey Response Summaries Continued

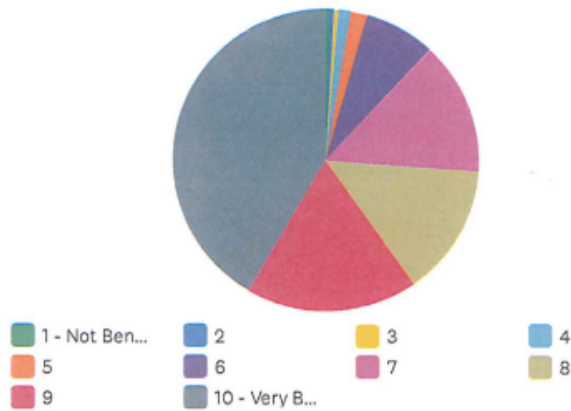
Q5 How do you typically find out about library programs? Check all that apply.

Answered: 227 Skipped: 1



Q8 Please rank the library's benefit to you or the community?

Answered: 226 Skipped: 2



	1 - NOT BENEFICIAL	2	3	4	5	6	7	8	9	10 - VERY BENEFICIAL	TOTAL	WEIGHTED AVERAGE
(no label)	0.44%	0.44%	0.44%	1.33%	1.77%	7.52%	14.16%	14.16%	18.14%	41.59%	226	8.54
	1	1	1	3	4	17	32	32	41	94		

Community Survey Response Summaries Continued

Q :What do you value most about the library?

- Material Selection - 88 = 31%
- Friendly Staff / Customer Service - 32 = 11%
- Children's Activities - 32 = 11%
- Library Style / Decor / Layout - 25 = 8%
- General Services - 21 = 7%
- Location - 17 = 6%
- Adult Activities - 14 = 5%
- Computers / Internet / Printing - 14 = 5%
- Youth Area - 8 = 2%
- Special Collections - 7 = 2%
- Crafts - 6 = 2%
- Cooperative / Material Sharing - 5 = 1%
- Fax - 4 = 1%
- Digital Materials - 4 = 1%
- Hours - 1 = 0.7%
- Printing by Donation - 1 = 0.7%

Standout Comments From Previous Question

- “FREE is always the best price, and selection is helpful, and staff assistance and knowledge is important. I appreciate newer options like educational and entertainment games, movies, computers and fax/printers access, deals and offers to other experiences, and love take n makes when we can get them!”
- “The library is in the perfect location in downtown Wayland. I appreciate the summer reading event that starts around the same time the farmers market starts”
- “I am a Homeschool mama. The library is essential to this and to provide my children with new reading material every week. I also value the many different resources it provides. I do not like e-books and the library is a great resource for my family.”
- “The Library staff are welcoming. The Library is constantly adding materials, games, 'items' to borrow (e.g. seeds, Kindle). One of my favorite aspects is the Library cares about its history and displays it (pic of the architect, older pics of the Library, etc). The atmosphere is pleasant and welcoming. Summer movie nights are fun - like that the seating was moved to the grass rather than the parking lot (we bring blankets to sit on). Great variety of programs for kids.”

Community Survey Response Summaries Continued

- “I love that you can come in and print important stuff, and you don't expect a certain amount per page. The donation box is a great idea, especially for low income families.”
- “I love that it’s close to my house; I live within city limits; i can walk or drive. I like that the small parking lot is adjacent. I think you have a fabulous selection of materials; new releases, etc. I think the cooperative is so amazing; I reserve online, request from any location in the network, and then pick up locally. Henika is small but mighty. When my kids were small, I brought them weekly for programming, play, and book checkout. A fabulous resource for a family with young children.”
- “Very nice library with helpful staff - quite happy with the way things currently are. Usually I order on-line and I just pick up my items. Occasionally we use the internet while in the parking lot.”
- “The community programs for both youth and adults; I value the story-time and take and make crafts the highest for me currently as a stay at home mom!”
- “The new staff seems to be doing an excellent job. They seem to have a great vision for improving the library. Continue as they are.”
- “I live in Pennsylvania and have taken part in a variety of online programs. Thank you so much for offering these programs. Everyone I have spoken with (when there was an issue with online log in) has been wonderful with help.”

Q: How could the library or its services be improved?

- More Space / Bigger Building - 83 = 37%
- More Materials - 23 = 10%
- Seperate Program Space - 16 = 7%
- More Programs / Services - 14 = 6%
- Extended Hours - 12 = 5%
- More Sitting Areas - 8 = 3%
- Better Handicap Access - 8 = 3%
- More Staff Training - 8 = 3%
- More Parking - 6 = 2%
- Study Rooms - 5 = 2%
- More Staff - 5 = 2%
- Bigger Play Area - 3 = 1%
- Bigger Children’s Area - 3 = 1%
- More Toddler Programs - 3 = 1%
- Better Lighting - 3 = 1%

Community Survey Response Summaries Continued

- Improve Cleaning - 3 = 1%
- Bigger Dropbox - 2 = 0.8%
- Bigger Budget - 2 = 0.8%
- Bigger Social Media Presence - 2 = 0.8%
- More STEM Activities - 1 = 0.4%
- More Language Options - 1 = 0.4%
- More Exits - 1 = 0.4%
- Everything on the Same Floor - 1 = 0.4%
- Outreach - 1 = 0.4%
- More Digital Materials - 1 = 0.4%
- Vending Machines - 1 = 0.4%

Standout Comments From Previous Question

- “The handicap entrance would be very helpful to have a ramp for people to get into the library.”
- “Nooks with a comfy chair for reading, back in the stacks. Even more old pictures of the Library - inside and out.”
- “Many ways. 1. Too crowded 2. Update Handicap Access 3. Friendlier and Knowledgeable Staff that cares about people instead of making one feel they are a nuisance. 4. Update bathrooms. 5. Bring in natural light. It feels closed in, dark and very dreary.”
- “I wish I could use it. I live in the area near Gun Lake that is a tax no man’s land and I am not eligible for the services of the library. Extend opportunities to those who live in the Wayland Union school district, in Barry county. I would be fine with paying whatever additional millage is appropriate.”
- “Would be great to have a separate kids play space and program space”
- “More activities targeted to toddler age would be super nice and maybe a slightly bigger space for the littles to do so and play♥”
- “I would like a modern elevator and the hand railing is a little rickety to go upstairs.”
- “everything is great, but the building is old and small”

Community Survey Response Summaries Continued

- “Overall I'm happy with the service and the hours works well... library is fine - convince wayland to build coffee shop near library”
- “If space was available, it'd be nice to separate the computer area because kids can be loud while playing games online. The front desk area can appear messy/cluttered/crowded but I think this is a space issue.”
- “Expanding building to hold more. Love the library. Just want more of it. I feel the community deserves a bigger better one.”
- “More selection. I know you can get books from other libraries, but I would still like to see a larger collection at Henika.”
- “You definitely need to improve the parking. I'm not sure why you allow Dr. Sexton's employees use all the parking spots on the south side of the library. The handicapped parking is also on that side and you can never find a parking spot on that side and for older people it is such an inconvenience!! Dr. Sexton has all that parking and they should be using that for their employees, they have the north side and the east side to park by their building!! Maybe I need to go to a council meeting to see if this could be changed!! Please think of the patrons of the library not Dr. Sexton's employees.. Signs should be put up to say for library patrons only!!”