YPSILANTI
DISTRICT
LIBRARY

Facilitated by
Rob Cullin & Janet Nelson

ReThinking
Libraries

Engage | Envision | Evolve

ReThinking Libraries, LLC
www.rethinkinglibraries.org

Findings Book

- The following document outlines the research and findings from the stakeholder input and analysis phase of the project.
  - Stakeholder Engagement Compilation
  - Survey Results
  - Staff SWOT Exercise Results
  - Library Usage Analysis and Benchmarks
  - 10 Year Trends Analysis
  - Collection Utilization Analysis
  - Demographic Data
  - YDL EDI Analysis and Report (Internal)
  - Previous Strategic Plan Framework

ReThinking Libraries

Strategic Retreat Agenda
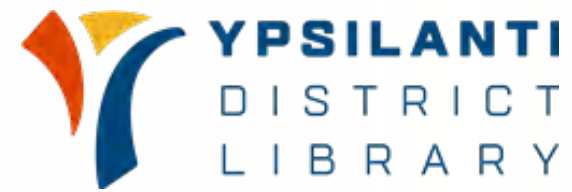
- Who you are and Best "Thing" about the Library & the Most Needed "Thing" (30 min)

- Top Issues Identification

- Phase 1 (Private Ideation)- Phase 2 (Small Group General Ideation)- Phase 3 (User Focused Ideation)

- Small Group Story/Mission Exercise

Ypsilanti District Library – Community and Staff Discussion Sessions Compilation
9 Total Discussion Sessions :: 63 Total Participants

The following represent the comments of the 63 discussion session attendees which include community members, staff, and board members. Each sessions comments are captured as relayed though not word for word. No weight is given to any groups over another's and comments from each session are randomly intermixed as to provide anonymity of commentary. The slides used in these discussions to stimulate conversation are shown in summary following the notes.

Ypsilanti Area / District —Tell us about it? What makes it great?
- Don't really have one community since there are 3 locations
- Ypsilanti Township—Strategic Plan more neighborhoods than a single community
- Only public service that is the same through all 3 communities—separate taxing authority
- Creative community
- A lot of pride in the community, lots of strong connections
- Things are evolving here-more kids at home and in front of computers
- Still some concern with Covid and getting kids to places with internet access—one school district made buses mobile hotspots
- If did strictly virtual and online should be sure have access
- Notion of hybrid equates to accessibility
- A couple of years ago reading to kids discovered the many of the kids close to the library eligible for free lunch—want to be sure all kids are getting access to books—technology will important to draw kids in
- Grassroots organizations are strong here
- Best place I've ever lived, anyone that moves here finds friends and their "tribe of friends"
- Truly a diverse community
- Lots of economic headwinds locally but lots of signs of growth and rebounds
- Ongoing struggle, of perception of being the poor little brother/sister of Ann Arbor
- There is an outside "reputation" for being somewhat scary which isn't even close to reality
- Our identity around being "diverse" isn't quite fully aligned with reality
    - Lots of "silos" in the community still
- Most communities don't have nearly as many fun events and activities as Ypsi area has
- More desire to connect with neighbor
- People really care about recycling and environment here
- Differences of the 3 areas:
    - Housing, lack of affordable housing is most acute in the city
    - Superior Twp is a bit strange in how things play out being split with part in Ann Arbor and part that aren't which is the part in the district for YDL
- For the community, housing costs rising—gentrification, political/climate refugees—more favorable climate
- Brand new building out in Superior
- Lots of families in low income housing in the area, especially near the Superior Branch
- "Ypsi-tucky" reputation by some—car industry brought in lots of workers from Kentucky and Appalachia
- Two campuses so a lot of young people
- New library at the university
- More poverty-stricken area vs. Ann Arbor
- Decaying in a big way—downtown seems to turnover frequently
- A lot of things to do that people don't know about—tiny, cool places you don't hear about

- Problem with schools needs to be addressed—sad to see people send kids to schools other than their neighborhood schools, hard to attract young families when schools failing (Ypsi community schools)
- Very diverse, active, creative engaged community—care a lot about art and music
- A lot of people renting rather than owning
- Affordable housing for the area
- More blue collar identity
- Thriving arts scene
- A lot of historical roots—200 year anniversary coming up 2023
- Washtenaw one of the most segregated countries
- Thought worth of cool city initiative
- Mind boggling how small the city actually is vs. township
- Negative association from other parts of the county—get cold shouldered, somewhat looked down upon—seen as little Detroit, Ypsitucky correlation, seen as unsafe
- Any segment more diverse, artistic, and more affordable gets a certain stigma
- Strength of community is the mixed race families which is great—in Ann Arbor don't see outside of Asian
- For this area notice over time a lot of business wanted to move out of Ypsilanti but want to associated with Ann Arbor
- Have lost some of the convenient resources
- Incredible amount of mellowness even when mad—in past never saw anything resembling racism
- Very inclusive community—people interact regularly—doesn't happen in Ann Arbor
- Definitely a lot of rich history
- County has huge funding disparity—difference in access to services and quality of life within county and Ypsilanti
- Community has a lot of things to do—including for teens
- School doesn't have a lot of fun activities
- Library has some things for kids and some things activities at parks
- Schools have a lot of Diversity—some teams in area don't have as much diversity
- Sense of identity, proud to be from Ypsi
- Think of historical aspects like water tower
- Museum
- Park
- Includes 3 distinct areas -- City of Ypsilanti, Ypsilanti township, Superior township
- Very diverse – income, urban vs. suburban vs. rural, Eastern Michigan University
- Dynamic area
- Close neighbors-know each other
- Continue to see Little Free Libraries popping up in the community
- Love Stand – items are provided and people are encouraged to take food and other items they need
- 3 school district in area served—has be consolidated down to 2—not all students at each school can use the Ypsilanti Library services
- Sometimes overshadowed by Ann Arbor – perplexes speaker
- Educational hub and history—Perry School model Kindergarten integration program
- Many stay for family and the community feel
- There are "accessible" universities in the area
- Strong African-American presence
- Rosie the Riveter is associated with the area
- Moved here originally to attend Eastern and love to see the growth since 2006
- Prefer to Ann Arbor because less pretentious
- See as a friendly and supportive community
- Superior Township—community is vey conservation conscious, not enticed by money, overdevelopment
- Population is very diverse-income, diverse, etc.

YDL Community Perception

- Misperception that each library is intended for the residents in specifically in each district—have done messaging to try to get people to understand one system
- Consistently comes across that library is a trusted organization
- People embrace the library
- Children's programs packed
- A lot of resources available
- Very responsive to the needs of the community—all ages
- Work for Ypsilanti community schools as librarian—library reaches out to be involved with the schools—can be a disconnect with students
- Working on program to get a library card to all of the students in Ypsilanti schools
- Barbershops incenting kids to read in area
- Many don't know all that is offered—a lot of competition
- Less affluent don' t seem to come to the library
- Library good –have events
- Interesting place to go
- Prior to Covid was very active teen space but don't have as much traffic now
- People still leery of Covid and now potentially Monkeypox—area has been hit harder by Covid
- People and personal collection to the Library—community here
- People love Jody and the other librarians
- A lot of afterschool activities keep kids from going to the Library
- May be a peer pressure thing that some kids may feel like they would be bullied if posted online
- Brothers don't really read and just associate library with books
- Library does a good job of serving everyone—storytime, teen groups, pre-Covid crochet
- Friends don't live in the district and wish they could come to the library
- Now libraries checking out things beyond books and people aren't aware
- As kid library was community center and –accessibility and messaging so important—just learning what library has and has lived here since 2010
- When first moved here library seemed to be resource—access to internet, homeless welcome, real community hub
- Library is a source of entertainment
- Role as resource for those without as much access to technology/wi-fi, etc.
- Library is a resource with resources
- For those who utilize it is a gem—full of resources and innovative things
- Hotspots are great-bridged gap for at home school and work
- Staff seems to be pretty happy and don't hear grumbling
- The web interfacing and online catalog not as good as it should be—very clunky—problem when trying to attract teens
- Had trouble integrating things—Libby says something not available, app says differently
- Puts their money where their mouth is
- Everyone loves this library
- Long timers have fond memories
- Old library (former library on Huron St.)– speaks to the history
- Community ownership of "their" library—not division when the library is concerned
- Fabulous architecture – nothing like it in the area
- Whittaker Library is a landmark building with noted, remarkable architecture
- Bookmobile is important—people are excited when it comes to their area
- As user feel like in a dead zone right now with teens—as parents come in and out to get materials and use e-materials but not the same
- Use downtown more than this library because more on in mindshare
- Library a lifesaver through pandemic—put Hoopla in
- Very patient helping people to understand technology

- Need to underline and condense thoughts in books now—felt like Covid insolated older people—library so important
- Library here offers things outside of books and computers, librarians help to understand what to do to help kids and teach them what they need—particularly younger kids
- Tell everyone to go to the library—love it
- As an older person, library use has changed—younger walked to the library and hung out, now come for social interaction and to give back, enjoy the company of staff and others
- Not just addressing issues of young kids, also have middle generation and older adults who sometimes can't even get to the library—challenge is changing needs of various demographics
- Need to be all things to all people and prioritizing is difficult
- Plans programs out nicely in advance—could do more advertising to get teachers to promote more
- Tour destination at least at Whittaker Road that people are proud of and show off to visitors
- People look at as place to get help with Technology and other resources
- Superior Branch was highly utilized, and the new branch really will be fabulous, community near there is very excited for it.
- Really well perceived, very appreciated.
- Lots of excitement from the community around the Bookmobile in particular
- Grandparents that come in saying they've got these generational memories of the library
- Ypsi is extremely grateful for the services that are provided by the library
- Very proud and grateful to have such nice libraries
- Whitaker Road Library is seen as very welcoming
- People appreciate the bookstore, people very excited that the bookstore is open
- A very nice staff, who are really appreciated in the community
- Mich Ave Branch gets out into the street more to engage with residents
    - Collection at Mich Ave is underutilized
    - Most residents don't like the Mich Ave. branch as much, feels more unsafe to many
    - Even staff often have more negative views of the Mich Ave. branch
    - Lack of Transportation a real key for Mich Ave branch users
- All of the extra things that library has like: garden, sandbox, mud kitchen, library of things, etc.
- Not everyone knows about all that it has to offer.
- Appreciate what doing for kids—provide only free opportunities
- Draw from other areas

What does community want/need from the Library?
- Kind of cool to take a few excursions into areas not known as well—local parks like the dam
- Use the library for computers which is very helpful
- Used to have a café and made the place a nice place to study—would love to see café come back or vending machines—drew people in
- Machine shop/3D printing/Makerspace could be good—video and audio production
- Mini theater
- Robotics-Ozobots
- Would like to see in area of Superior branch connect with the underprivileged youth
- Superior township will be building e path to education—township board has planning board to plan community center –opportunities to engage students with academic programming that will help kids se
- Old Superior Branch--The community room was packed for programs, kids waiting outside waiting for library to open to use computers—hope more computers and staff to help this community that is craving services—a lot of opportunities, would love to see mentoring room, volunteer program, tutoring
-
- Gaming station in the teen area—like to see that—have done game nights in the past
- Art space would be nice
- Arts and Robotics and STEM are big in the schools—parallel what is in schools but create unstructured approach
- Took computer class here and need to do again—

- Don't use library like should
- Library should be a curator of experience
- Outreach to senior apartments, afterschool programs—lower access barrier and let people know what going on
- Serve purpose as a community center—programming, music
- Libraries being closed over the past 2 years have highlighted needs such as the digital divide
- Certain group are very isolated and don't have internet or access to laptops or other technology
- Hot spots, laptops, other technology – make available to all
- Want concerts, exhibits, people want a little bit of everything—libraries are starting to provide more
- Partnerships with other community organizations and maintaining them important
- Lost their community newspaper – library has a newsletter that tries to help close the gap
- Library deals with basic needs—strong connections to social agencies and are considering whether to bring social workers into the library to help provide for basic needs and social issues (library as a place that has Narcan as a stopgap)
- 2 communities--Teens/Tweens and Seniors need more focus and direction
- When life slows down will use more
- Music might be an area to explore for the library especially for the kids—volunteer opportunity for local band members
- More Homeschooling support
- More tech help (currently all has to be directed to reference)
- Need more streamlined processes (related to tech help for instance)
- Policies are often cumbersome (like printing options)
- Mich Ave need to relook at the spaces and how its configured, and work past space constraints
- People still looking to use the library to study and meet (group work)
  - Need ways to support those needs while still providing social engagement and events
- New Superior branch going to have the same problems that Whitaker Road has with quiet vs. active spaces
- People visiting the library people need to feel comfortable and safe
  - Unfortunately the Library is often kind of "grimy"
- Only 1 security guard for all 3 locations which creates a feeling that buildings aren't as safe. Spend bulk of time at Mich Ave based on more frequent issues arising there currently
- Pursue more ways to get kids interested in music
- Covid messed up kids lives—created educational set-ups
- Need to expand Michigan Ave and put 3rd floor up
- Wi-fi hotspots would help a lot—getting internet access is important
- Daughter has Nature Schools and 3/4 of education outside—learning wrapped around that—set up a community throughout the country virtually to help teach kids—sharing opportunities to create communities—people need to rethink education and healthcare—hub to reach out to
- Innovative approach to engaging constituents
- For middle group/parents/intergenerational piece—space does work and trying to figure out how to push out and help people take hold of it
- Hardest part is reaching people and letting people know
- Maybe more intentionality of connecting people together—challenging with everything that people have going on
- Need to reconfigure Whittaker and take down some of the shelving
- Haven't really asked community what they want in terms of technology
- Need to expand more into databases and e-materials so people don't need to wait
- A community gathering place / social spaces
- Meeting spaces
- Tutoring services and tutoring spaces
- WiFi Hotspots
- Services for youth
- Staff that really engage and have relationships with library users and the community in general
- Could just 4x the number of hotspots

- Just started Library of Things and need to figure out storage and promotion
- People would want library open more hours on the weekends and in the evenings—need access to wi-fi
- Challenge—have enough staffing if nothing goes wrong but have to close branches if have staffing issues
- Café hasn't worked out but people still wanting food or something

Customer Service—Ease of Use
- Challenges with the Michigan Ave. Children's area being in the basement—need to develop some plans around this
- Positive feelings about customer service
- Digital and remote checkout can be challenging—not sure if there is anything the library can do about that—need to make downloading materials easier
- Circulation shows that people are finding a way around digital challenges but some are tech challenged
- Help IT challenged customers
- Wayfinding has improved but not perfect
- Multiple desks at most locations but doesn't seem to create confusion—staff will help if someone goes to the wrong place—not as siloed as some libraries
- Staff are cross-trained and can help with different needs so overlapping desks are a good thing
- Customer oriented staff – can cover and assist for each other
- A lot of staff members have groupies – popular librarians/staff
- Some of the technology is hard to use—PINs to print, forces people to get help
- Wireless printing is clunky and not always reliable—a lot of people coming in, long URL that needs to be sent
- It's important that staff are positioned to greet people as they come into the library
- Michigan Ave is easy to use
- Whitaker Road is much harder to use and navigate, especially for those that don't use it often
- Michigan Ave: Program Room is hard to find and poorly labeled
- Whitaker is more accessible for those with mobility issues, Mich Ave not as much
- Whittaker wayfinding issue especially if you are new—large building and no direction—hard to find admin area
- In Outreach explain to non-users how to use the library and it is pretty hefty list of information that needs to be explained, needs to be more intuitive
- Need map in the Lobby to orient to major areas
- In a learning phase—wasn't a library kid so don't even know what the library has—need education about what the library has in language and way that can be digested—the way something is communicated and who is communicating it is important
- Debit and credit cards require a $3 minimum due to charges-no one carries cash anymore
- Website—even though recently redone doesn't have the greatest user experience
- Works pretty well at Mich. Ave, particularly with the smaller scale of the building
- No one in the public understand the differences between professional librarians and para-professionals/clerks
- Whitaker Rd. isn't quite as easy and has a lot more "patron bounce" given the work rules, people have to be sent to other locations in the building, often another floor
  - Affects Seniors even more
- Hidden stairs "hide" the upstairs
- Water fountains are too sporadic and often non-functioning
  - Strategically positioned Water jug dispensers could be a short term solution to this
- Very minimal signage and way finding and the library layout creates a lot of confusion and hides areas
- Original downstairs information desk was removed. It was staffed so rarely
- Finding the board room and computer lab, local history, is really difficult for people, wayfinding is impossible
- No obvious recycling deposit points

Collections
- Book collection should be downsized and more representative of diverse community
- Magazines and newspapers going away
- People don't know have digital magazines

- Wi-Fi hotpots are a value to community and may want to lend laptops in the building
- Just got cool tech in one of the meeting rooms and will be expanding to others
- Not part of shard consortium catalog—opening up opens up 40+ libraries that can be accessed next day—would be a huge service but has been resistance to it in the past—that may have changed
- Can get books from other branches—librarians can pick out a mystery bag of books based on interests
- Have Mango languages
- Digital collection has grown since the pandemic
- Cookbooks – online – going away?
- Strong borrowing base as well as a lending basis for MELCat
- Historically emphasis have been on programming vs. a robust collection—trying to target collection more
- Woolert Library in Battle Creek is the opposite and it has been interesting to compare
- Have something similar to Ancestry
- Physical CDs and DVDs need to be reduced because not being used anymore
- Would like to see Detroit News in addition to Detroit Free Press
- Spotty which libraries in the area have resources like Hoopla
- MELCat awesome system—very responses
- Have a nice diversity of magazines
- Really impressed with the old saddle upstairs—other items of interest displayed
- Really love books and glad to hear that younger readers still want physical books too
- Love MelCat and Consortium resource access
- Like art displays
- Need to beef up the library's streaming services as there is a lot of content that isn't being made available on DVD.
- Databases are hard to access (lots of "firewall" kinds of issues)
- Much of the collection at Mich Ave not being used and that space could be better deployed in other ways. Perhaps selectors aren't quite hitting the mark with their users
- Audio books on CD are dropping but are becoming more narrow in usage (older less tech savvy, visually challenged users, etc.)
- Car's not even having CD players anymore accelerating the shift to streaming here
- Increasing number of titles not being issued as physical disks (still on Audible but not physical format)
- Whitaker Rd: Too many duplicate copies of older titles (more than 3 years in print), adult collections really need a utilization analysis and probably a DEEP weed/reduction.
- Top shelves should not be used, and the bottom shelves probably shouldn't be used
- Might need more universal collection development and collection maintenance/weeding guidelines
- Library does an excellent job
- Audiobooks—cars don' t have CD players anymore
- Always need for large children's collection because highly used—need more space for graphic novels, need to manage for reading levels and interests
- Have wanted to do a collection analysis for a while and break down further
- Circulation stats are by items not collections
- Like reading children's non-fiction as an adult sometimes because gets to the point and still has good content
-

Non-traditional Collections/Services
- Definitely need to improve storage and browsability—have bookshelves for now—budget will need to be beefed up and will need to duplicate for branches—needs a lot of attention
- Seed Collections are very helpful and delightful, especially when paired with additional growing/planting information
- These things are space intensive, and library needs creative ways to make these available to browse, become aware of and store.
- Just got the library of things and it is very cool
- Ukuleles would be a good this to have to try

- Gun locks—maybe have a special day to distribute
- Have sensory bags
- Could work on expanding into STEM gear, cameras (Polaroid_
- Telescopes would be cool
- Currently have more space on the floor than any back area
- WiFi Hotspots were slow to take off but now it's a constant demand
- Medical devices (blood pressure cuff)
- Metal Detector / magnet fishing / radiation detector (microwave tester)
- Power tools
- Excellent programming
- Puzzles, play kits, sensory kits – people love them – explore to do more
- Games, hot spots, craft kits
- Beef up kits for other cultures/groups—especially around Hispanic and Arabic groups
- Pretty well covered in this area—have seeds, park/museum passes, board games, educational kits
- Need a better way to browse/find these collections
- Analog/Digital conversion tools (e.g. VHS to DVD)
- Corn-hole has 10 holds already and just launched it
- Right now Library of Thing buying group only meeting a couple times a year
- Have activity kits
- Especially important for home schoolers
- Liked park and museum passes
- Hand and power tools would be awesome
- Wonder how park and museum passes will work—think may be program already for Michigan in general—may need to advertise more
- Digital cameras and programming to understand how to use

Children's Services and Spaces (0-7)
- Youth Department at Michigan Ave. is in bad shape and has been for a long time
- So many young parents really depends on these programs and spaces
- Tiered seating story room is a really a problem, it's an unusable room, other than as a nursing room
- Mich Ave: No space for story times
- Not enough FT staff at Michigan Ave
- First group back after Covid mandates ended—more foot traffic in this area
- Michigan Avenue children's space needs improvement
- Firehouse Meeting Room will have separate children's area
- Reading needs to be more accessible to kids before they get to school—1000 Books Before Kindergarten—may take outreach
- People don't realize they need to read to kids when they were very young—some families don't know how important it is to read to kids—someone needs to present in way that doesn't make parents feel dumb

Children's Services and Spaces (8-12)
- This is a gap here
- Have a Tween advisory but don't know how many kids know about
- On the computers a lot
- There are STEAM programs for this level—changing from child to teen so don't seem to be a lot of programs
- For Tweens do a lot of family programming but want to do some independent programming
- Need more space designated—starting chess club but need spaces
- Need doors on youth space
- Have activities for this age
- Former Superior building tweens were largest user group – many latch key tweens and teens who have needs to meet
- At other libraries we cater to group as well

Teen Services and Spaces

- Wish teen space had books and computers around to create more open space—kind of crammed in
- When you walk in don't see it unless walking through kids or behind the DVDs
- Don't really care that teen space is out in the open—like location in the building
- Michigan branch has teen space in the basement
- Should be more computers and seating
- Feel like there should be a separate ambiance so you know you are entering the Teen space
- Love something where it feels cool walking in—something interesting design wise—more current feel
- Mich Ave: trying to focus on Teens more which is very needed
- Love to see colleges come visit for Juniors and Seniors—maybe have registration waivers available
- Ozone house is another location in downtown that serves teens
- Whitaker Road is good for teens but a better space would lead to even more usage and popularity
- Don't have teen programming happening in space because too loud—noise travelled up
- Whitaker Rd: Teen location is a real problem as noise goes straight upstairs, kids getting lectured from above
- Teen space needs a separate area not just part of children's area (KrM plan is not good for teens)
- Mich Ave, teens have no real space,
- LOTS of incidents with youth at the Michigan Ave branch. Severe lack of visibility into spots within the youth area which includes teens but maybe shouldn't
- Need to find ways to engage the kids
- Lots of despair with youth served by that locations
- Teen/young adult thing is difficult
- New building will have bigger teen space
- Teen and tween advisory teams – reinstate – fell apart during the pandemic

Adult & Seniors

- Play space next to computer would be important if can find space—need a space where parents can focus better than in the Tween area
- Seniors need some designated space perhaps. Maybe like the Teen Space. Need both social and quiet.
- Overlap in furniture in other spaces for Seniors
- Senior spaces by Large Print were rearranged during COVID and have more seating and are more accessible
- Need more private nooks for conversation
- Programming in space where gallery is –would be nice to have a separate gallery space—maybe position in the lobby—some large exhibits need more space and then need more programming space
- For people who are homebound or in a facility—how does the library serve—many not online
- Would like to see adult storytimes-beginning to understand that adults have trauma associated with reading and school and are not great readers—some picture books that deal with real stuff that could invite entertainment and conversation—would help get kids reading if parents are reading
- Older people in the senior center would come for snacks—got their attention
- Can't find quiet nooks and crannies but love windows in this building
- Like Michigan ave. because it feels like city and grew up with that
- Could the library have a rotating collection at the senior center
- Like the top floor where it is quiet with a nice view and broader range of books
- Feels like a "secret spot" upstairs—very nice space—older teens could be more involved up there
- Loved the crochet group and the fact it was multi-generational and could learn from older adults

All Ages Comments

- Important to have divisions but in this library no intergenerational programs—hope can get people together this way
- Don't know how the strategic plan fits with the facility utilization studies—need to understand if temporary solutions are needed until renovations can be done
- Acoustics in Whittaker road are not great and sound travels throughout

- Could MI Ave. have an annex rather than adding a 2nd floor? Could be a youth library
- Need a real space for nursing moms
- Frequent incident reporting at Michigan Ave branch seems to cause other staff in district to view Michigan Ave patrons poorly.
- Michigan Ave needs an onsite Social Worker for patrons and even staff who deal with the trauma of their users
- Having spaces that accommodate different ages is important—at Superior, the kids are is a family area, some teens are responsible for siblings—important to make spaces comfortable for all
- Need to cater to full breadth of users

STEAM: Technology, Creation Areas, Spaces and Resources
- Like the idea of Makerspaces
- Not sure what a 3-D printer is
- Memory preservation station is something looking to add
- Electric vehicle discussion – charging stations in parking lot and visit the library while charging
- Programming, Coding, Robotics—more dabbling
- Have Cricut equipment
- Interested in Memory preservation equipment
- Recording popular but not in current space—maybe in the future
- Print and Copy is really important. Especially at Mich Ave.
- Makerspace would be ideal in Ypsi. The commercial business that was offering it closed during the pandemic
- Can be paired with entrepreneurship programs
- Don't wan to compete with businesses
- Staffing for this will be a challenge, even with volunteers need oversight
- May need to look at partnering with volunteers
- Needs to not be buried in the building
- A Museum example was cited about how they used 3D printing to create plastic copies of artifacts that kids could hold

Meeting Services and Spaces
- Absolutely important both meeting and study spaces everywhere
- Need a more dedicated exhibit space, not making meeting rooms an exhibit space
- Room set up pretty well
- There are some study rooms—pretty big for a small group and some single user spaces
- This library is big and nice so have more space—a lot of spaces work well for study space
- Didn't know there were study rooms that the teens can use
- Café please
- AV resources included – an emerging need
- Can always use more meeting space – this area needs help
- Not a lot of spaces in the community where people can meet—look at list Lisa provides-area of strength
- Would need staff support for AV
- Small conference room has demo equipment for plug and play A/V—hope to have in other rooms
- Whittaker covered

Outdoor Spaces
- Would really be nice. But harder to do at Mich Ave beyond the fountain area
- Need this at Superior Branch too when done
- Outdoor spaces underutilized—would love to flatten front lawn and activate better—could bring in food trucks, etc.
- Outdoor programs could use more outdoor storage—walkout from youth department—could use outdoor playground—could do painted concrete activities
- Michigan Ave has major problems in the plaza area and it's too loud for programming
- Could be opportunities

- Love library garden
- Garden and sand area on the other end of the library but feels like it is for younger kids
- Wish there was a better outdoor space with power and shade—nice to have a somewhat enclosed area and still be outside

Programs
- Programs for adults at Whittaker don't get a lot of kids attending—struggling—talking about doing some larger things less often
- Life skills like classes on finances would be helpful
- Black gentleman comes to talk during Black History Month
- Do a lot of cool stuff
- Have done cool cultural programs—cooking, henna
- Like some of the teen events
- Make a change in how they get the word out—sometimes not a lot of people show up
- Is there a way to engage through virtual options or other ways to bring people in
- Multigenerational opportunities like the crochet group were appreciated
- Movie nights pre-Covid and the discussion were appreciated
- Challenge getting information out to drive people to the programs
- Number of programs came up in the last plan and wonder if successfully reduced the programs—doing a lot better job not overlapping—going forward need to look carefully at each building to do more similar things at each building but not necessarily duplicate
- Michigan Ave. has space limitations for programs so need to be smaller
- Concerts are fantastic but would love to have social time afterwards
- Would love to know more about those who live in the Ypsi township
- As hospice nurse went in and did programs at senior center that engaged and connected a lot of people—would enjoy volunteering at the library to provide for free—many in the community would probably do
- Talented people who could put together programs but framed as only staff can do that
- Program work group was supposed to address but was interrupted by covid
- Doing more with partners so not always as much work for the library
- What is the makeup of the numbers compared to other libraries

Diversity, Equity, and Inclusion
- This is critical and important. Letting everyone see themselves reflected in the services and atmosphere and staffing of the library
- Would like to see much more staff diversity
- Library is very inclusive and does well with equity
- The library is playing the right role in community dialogue
- Could probably do better with staff diversity but here their efforts seem to be working in the right direction
- One group left out are people with disabilities—those needing sign language, neuro diversity issues
- Staff diversity does not represent community very well
- Meet people where they are
- Not everyone has the same value system, common language
- Volunteers from community the library is in
- Junior volunteers—young people would eat that up
- Would be embraced by the community. It's needed and it is important.
- Be intentional
- In programming try to bring in more diverse community partners to help represent those served
- Need to open up internships and start at high school level to start bringing more kids in—kind of a one off need to try to duplicate
- Would love to see regular program in each area to help kids learn about career opportunities

- Building partnerships with community organizations helping to develop work skills with emerging adults—could help them learn more about the Library—when work with the young people help to explain why important to the library
- When you walk into the library you should see something of yourself—have things available and visible so that people feel at home when they walk in
- Also, important to know who in the community is being left out—try to reach out and get those people into the Library—division with City and township—important when thinking about all of the branches
- Provided meeting around racial issues and it was well attended and received—nothing evolved when it is done—could have been extended—didn't know what to do afterward
- Openness and responsiveness—exceptional work taking place due to pivots—needs to be the same with DEI—needs to be pulse check after conversations to continue
- Responsiveness and thoughtfulness important
- Discussion is key to understanding and libraries play an important role
- Oppose things like drag queen story hours-diversity may not need to go this deep—some don't want to run into that (this was a single couple's opinion)
- First is safety for children—concerned about letting child use bathroom by herself
- Know need to service to but need to make sure still safe for all
- People without kids should not be allowed to be in the kids area

Outreach
- Interesting time because a lot of pre-pandemic things haven't resumed and a lot done by other departments
- Senior centers/residences, a lot with schools—moving a lot in different directions and need to organize better and get more consistency
- Bookmobile provides a nice pop-up service for accessibility—builds love for the library
- Auto mechanic shortage has made servicing difficult and cumbersome
- Important for those who can't make it to the library
- Bookmobile needs to be handicapped accessible
- Makes sense to get people services out in the community through the bookmobile, particularly kids with parents working multiple jobs or on daycare after school
- Library currently has an Outreach department—want to do more to enhance
- Plans to reimagine and reopen this department when the new Superior building opens
- Book trike, senior centers, homebound
- Bookmobile will change route based on GIS data
- Opportunities for changes and improvements in ways staffed and services
- Augusta township outreach
- Opportunities for partnerships—new Director at neighboring library in Ann Arbor
- Need the chicken costume—book trike can't be ridden but would be great to have one purpose built
- It's a critical thing. Bookmobile is so treasured
- Cost to maintain and run bookmobile—wondering if money could be spent better—bookmobile is marketing in addition to service—14 years old and there are things that are difficult to fix—valid conversation—is this the best option
- Should go to multiple smaller vehicles—would be nice if didn't need a CDL
- Maybe put up signs in a neighborhood to advertise Bookmobile stops
- Perhaps there should be more stops and outreach to nursing homes
- Last one got 8 years out of the bookmobile—hope to keep for another 5 years at least—makes YDL special and something proud of—need to take into consideration the changing circulation trends—has been a good introduction to the public library
- Need to run the numbers to see what the best options are—does provide service to some who can't get to the Library

Community Awareness/Connections
- Generally, have a pretty good perception in the community but event thought the Library is evolving people really don't understand all the Library has to offer
- Goal would be to have people say "I need this" and maybe they check with the library first to see if they have—more multi-faceted view of the library
- Critical and important but not nearly enough can ever be done
- Not everyone knows what's going on in the library
- Harwood work highlighted that this is a need for the community as a whole
- Quarterly newsletter – mass mailing to every resident
- More opportunities on social media
- Tiktok videos – opportunities to strategically look at this
- Email is a good way to reach people
- Show up at the schools
- Bring books and flyers to the library—if physically went to the schools would increase interest
- Maybe have a youth ambassador for every school
- Would love to improve summer game program—codes hidden throughout the system—would love to see in-person ones—would like to se fun summer swag that broadens the awareness
- Insta could do a lot more
- Accessing a face—librarians doing funny things, kids doing broadcasts regularly—makes people more interesting
- Teens mostly do TikTok—librarians actively doing something trendy
- Trying to get other kids to do things—hiding decorated rocks—unconventional ideas ie: rubber ducks hidden around the library
- The Loop is a fantastic service that the Library provides to the community in addition to promoting their own services.
- Getting to non-users is the biggest challenge of all
- Maybe bus advertising,
- Goldmine the kids have no inkling about
- To vast majority a building to pass by and people don't think of it as exciting
- Library doing everything they need to do but people are so busy
- Want to know what the library is doing
- Wonder about TikTok—young adults reaching out to high school students have difficulty reaching but thinking about how to get kids in
- Get flyer-love reading it but doesn't always trigger to get action
- Family things are interesting as a Senior want to borrow a kid to go
- How to we get out there to be sure that people get things on their calendars
- Seems like this is a need
- Difficult to reach and engage non-users
- There are things that no one knows about whether they are users or not
- Maybe make it a game to fill out form and give the library suggestions and give a gift—what would they like to see in new library

Online Access
- Can events be searched on the website?
- Search mechanics and understanding the best way to search may be an area needing attention
- Attractive website

Friends of the Library/Endowment
- The Friends always need younger participants but separate from the Library
- Have post on social media sharing the survey—one person said "No new taxes"
- Do an excellent job and have expanded
- Maybe encourage more young children to use the bookstore—maybe to a promotion to provide discount or free book to get little children engaged

- People really value/love the bookstore
- Stepping out more – to recruit new members – a huge plus—in transition, getting to younger population
- Friends take a fairly traditional role—book sale is up to $35K
- They are helping at e-cycle, little niche in different opportunities
- 501c3 change in 2019 was positive
- Fund held at Ann Arbor community foundation
- Support slide-new to think of the library as a place to donate to
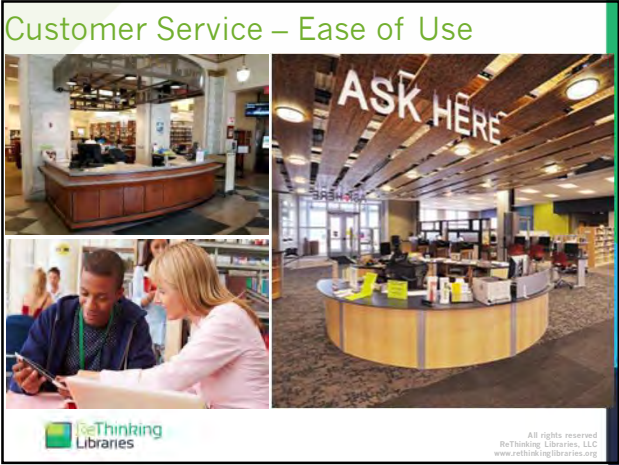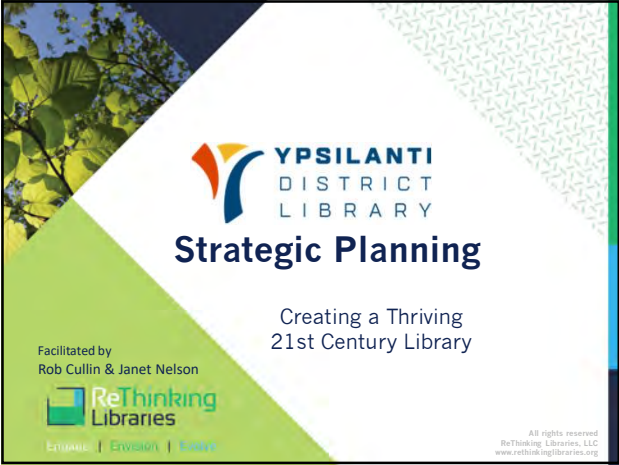- Have ambitions for the future

Collaboration and Partnerships
- Strong in partnerships
- Collaborate so very well
- Non-profit overpopulation in the area—compete for resources but collaborate well
- Currently working with a lot of outside organizations
- Partner to create more awareness of the library and programs
- This library does really well with partnerships and relationships in the community.
- Maybe the library could sponsor or drive for Wi-Fi hotspots on city/regional buses, would be a marketing awareness opportunity as well
- Should the Community Center and Library come together?
- Our House and Cancer Support Community—leverage staff—is there staff assigned to volunteer coordination or outreach?
- Senior center-should there be some collaboration—could the library help people to understand what is available
- Is there a way to provide more awareness of the library through other groups

Other
- Staff at Michigan Ave branch do not have their own workspaces and the shared work space is VERY small
- Michigan Ave Branch rarely has staff or department meetings like Whitaker Road does
- Need to replace café with vending machines at least
- This library is truly a community center
- Staffing is too tight, too much demands on staff
- At what point do we say "enough"
- Lots of demands on staff being driven from above without more input and transparency from staff
- Getting volunteers can be difficult—sometimes only place to volunteer is bookstore—would like more ways volunteers can be engaged—better utilize skills and better engage—something meaningful to do and show appreciation for what they do—need to respond to those who are interested in volunteering
- Hospice Center—number of trained volunteers critical to getting funding—well trained and relied on
- Need to have volunteer coordinator
- Several advisory Boards and need to meet with the Library Board members—more visibility
- Senior Advisory Board—led by a staff person, comes with agenda and really doesn't help to get out to the community and get an outcome
- Lobby is an inviting place to eat
- Would like be greener
- Could YDL become a "Sustainable Library"
- Look at Ypsilanti 5 or 10 year plan
- In last plan there is really no one place to go to find out what's happening—wonder if the library could be a clearinghouse—not sure if have bandwidth to take on—was one of the number one things that consistently comes up—no place to get local news in the area
- Population is aging—people retiring and coming back to the Library to access more resources—physical, digital and support to use
- Son is graphic designer but needs to have resume made and doesn't have knowledge and equipment to do that
- Redford—help for resumes not available here

- Concern that there haven't been pictures of Lincoln and Washington—history has all disappeared—need to get back to principles that the country was founded on
- February all see is Black Lives Matter
- Heard on the radio a report that there is not a book in America that should be kept out of the library—but some things do need to be kept out of the library—too much filth
- Like the bookstore—may use it too much
- Miss lunch counter but no opportunity to sit down and eat because not the space
- Pandemic has altered structure of social relationships
- Need new blood in the library to keep things fresh and keep people from getting burned out—once in while new ideas are scary—so many opportunities to take advantage of creative ideas
- Whatever we do sustaining libraries is critical at all costs—is going to get worse with people trying to close libraries before it gets different—have to be willing to address controversial issues
- Libraries have to be safe places for all—including homeless, LGBTQ—need to be willing to stand up for them
- May need additional branches for Outreach
- Challenge to access tend to be work schedule and transportation
- Buses don't provide good service to the library
- Supposed to be a transit initiative—millage just passed—promises that quality of service would be addressed but not sure it will
- Bottom line love library and efforts to stay ahead and keep reading
- One person would really like us to dig into whether a café would make sense—she would love to go to the library and be able to drink her hot tea and have access to a charging station
- The café seems to work for Seattle Public---there is always a line, Ann Arbor and Canton have
- Ypsilanti the café has been on hold-want to see how the space is used post=COVID

YPSILANTI DISTRICT LIBRARY

Strategic Planning

Creating a Thriving
21st Century Library

Facilitated by
Rob Cullin & Janet Nelson

ReThinking Libraries

Ypsilanti– What do we need to know?

Ypsilanti District Library – Impressions

Story #20

What do you and the community need/want from your 21st century library?

Wi-Fi Hotspots

Customer Service – Ease of Use

ASK HERE

Collections: Needs, Myths & Realities

- Books – Fiction & Nonfiction (Adults, Teens & Children)
- Audiovisual (DVDs, audiobooks, etc.)
- Magazines & Newspapers
- Digital Collections (Databases, Downloadable Content, etc.)
- Technology (Wi-Fi and Laptops)
- Consortium Opportunities
- Interlibrary Loan

Libby
hoopla
freegal music
GVRL

ReThinking Libraries

Engage | Envision | Evolve

Other Collections

Now circulating at some libraries across the United States :

- Wi-Fi hot spots
- Telescopes / Microscopes
- Park & Museum passes
- All abilities support items
- Power & Radon Meters
- Maker/STEAM/Craft kits
- Hand and power tools
- Board & Yard games
- Laptops, e-Readers
- Art / "Art-o-Mat"
- Musical instruments
- DSLR Digital Cameras
- Bike locks and repair tools
- Specialty cake pans
- Fishing poles
- Seeds (exchange)
- Other????

What if any special collections would make sense for your community?

LIBRARY of THINGS

BORROW THE UNEXPECTED!

Check out the Library of Things

Wi-Fi Hotspot

Children's Services & Spaces (Ages 0 – 7)
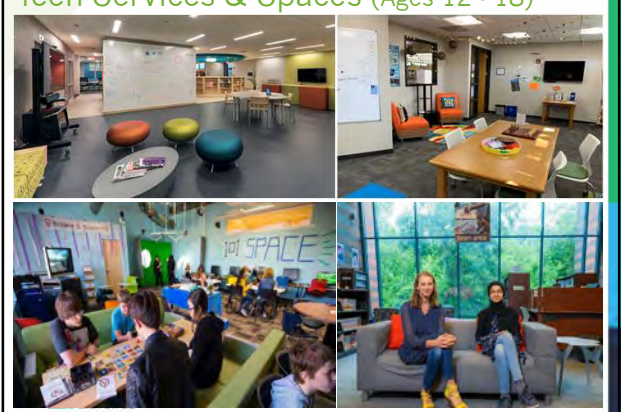
ReThinking Libraries

Children's Services & Spaces (Ages 8 – 11)

ReThinking Libraries

Teen Services & Spaces (Ages 12 - 18)

SPACE

Adult & Seniors Services & Spaces

ReThinking Libraries

STEAM: Technology, Creation Areas, Spaces & Resources

MAKER LAB

Making Molds

Jewelry Making Tool Kit

Lightbox

Print & Copy

ReThinking Libraries

ReThinking Libraries

Engage | Envision | Evolve

Meeting Services & Spaces

Outdoor Spaces

Library Programs Overall

Diversity, Equity, and Inclusion

Role of the Library
- Education and Programming
- Collections
- Place for Engagement
- Staff Training/Hiring
- Link to Community Services

Outreach and/or Mobile Library Services

Services outside the building: Schools, childcare centers, local events, senior groups, farmers markets, soup kitchens, laundromats,...

Collaboration and Partnerships

Engage | Envision | Evolve

Community Awareness/Connections

Online Access – Digital Connectivity

Friends of the Library/Support

What did we miss?

Thank You

Other questions or follow-up thoughts:
RTL@ReThinkingLibraries.org

Take the Survey
https://www.surveymonkey.com/r/YDLWebsite

ReThinking Libraries

Engage | Envision | Evolve
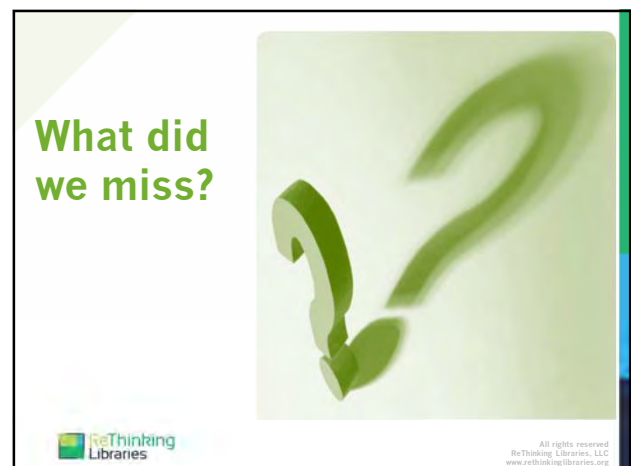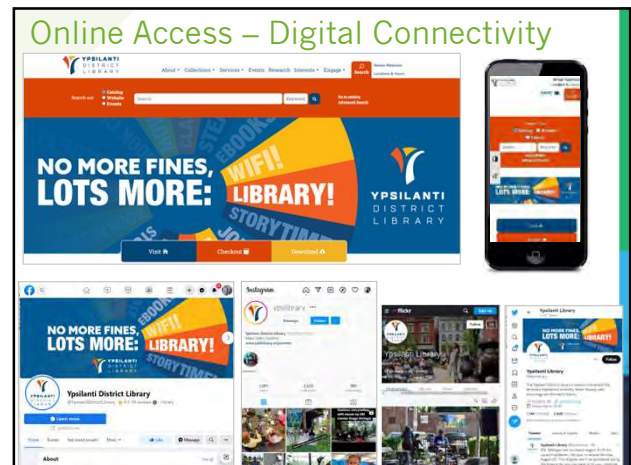
Ypsilanti District Library Community Survey 2022

Q1 In a typical year, how often did you visit your library?

Answered: 351   Skipped: 0
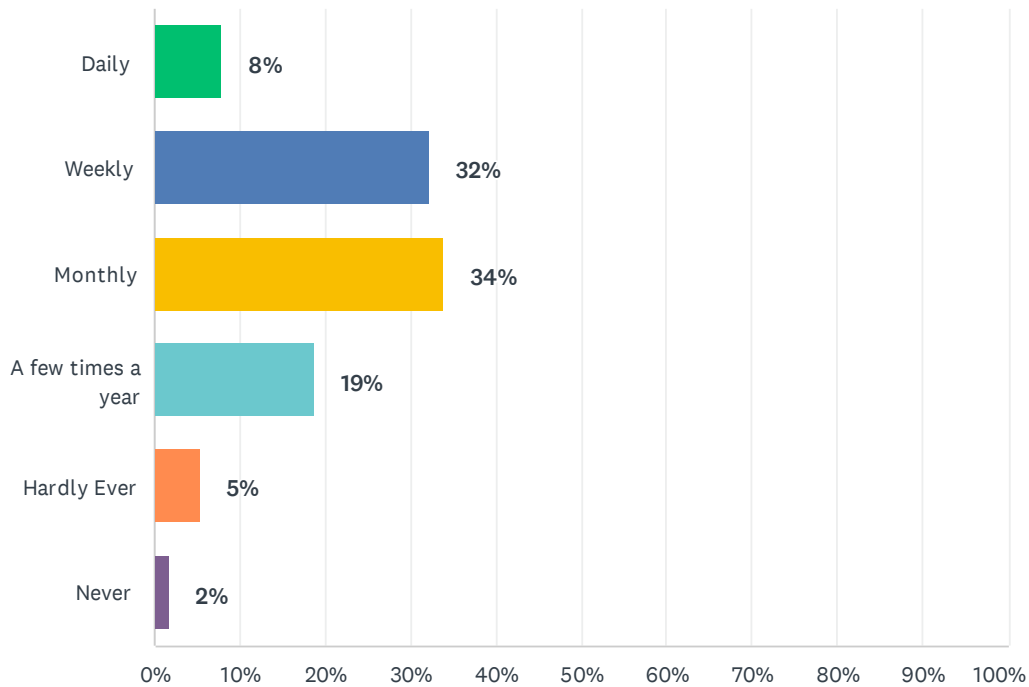
ANSWER CHOICES	RESPONSES	
Daily	8%	28
Weekly	32%	113
Monthly	34%	119
A few times a year	19%	66
Hardly Ever	5%	19
Never	2%	6
TOTAL		351

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

Answered: 25   Skipped: 326

Response	Count
I am a virtual" library user	8
I am too busy to use the library	7
I never think of the library as an option	6
I haven't used the library since I was a child	4
Parking is too challenging	3
I don't live in the area	3
Other (please specify)	3
I prefer to buy my own materials	2
My children are grown	1
It is hard for me to get to the library	1
The library's hours are not convenient for me	1
My library card doesn't work	1
I owe fees	1
I use a different library	1
I just moved here	1
I can't find what I need	
Staff isn't welcoming	
I don't feel safe in the library	

ANSWER CHOICES	RESPONSES	
I am a "virtual" library user (download books from library website)	32%	8
I am too busy to use the library	28%	7
I never think of the library as an option	24%	6
I haven't used the library since I was a child	16%	4
Parking is too challenging	12%	3
I don't live in the area	12%	3
Other (please specify)	12%	3
I prefer to buy my own material	8%	2
My children are grown	4%	1
It is hard for me to get to the library (transportation)	4%	1
The library's hours are not convenient	4%	1
My library card doesn't work	4%	1
I owe fees	4%	1
I use a different library	4%	1
I just moved here	4%	1
I can't find what I need	0%	0
Staff isn't welcoming	0%	0
I don't feel safe in the library	0%	0
Total Respondents: 25		

OTHER (PLEASE SPECIFY)

I visit YDL a few times a year, but mostly go to university library
Why would I,
No reason to go to library. Information is readily available online.

Q3 Which of the Ypsilanti District Library locations have you used?

Answered: 316   Skipped: 35
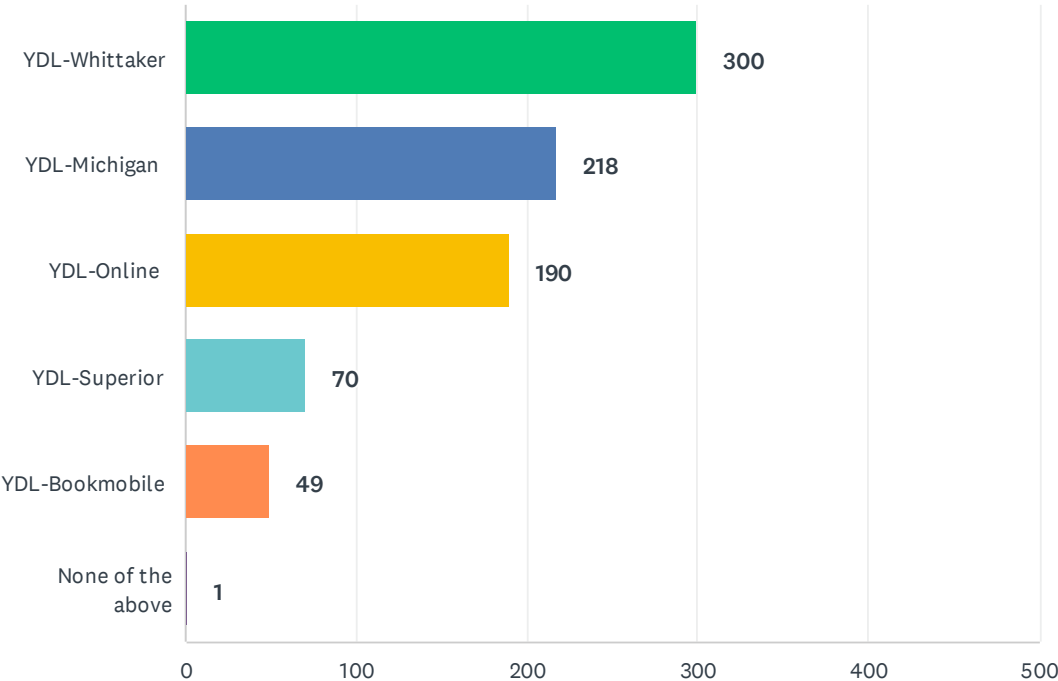
ANSWER CHOICES	RESPONSES	
YDL-Whittaker	95%	300
YDL-Michigan	69%	218
YDL-Online	60%	190
YDL-Superior	22%	70
YDL-Bookmobile	16%	49
None of the above	0%	1
Total Respondents: 316		

Q4 Which Ypsilanti District Library location do you use most often?

Answered: 316   Skipped: 35
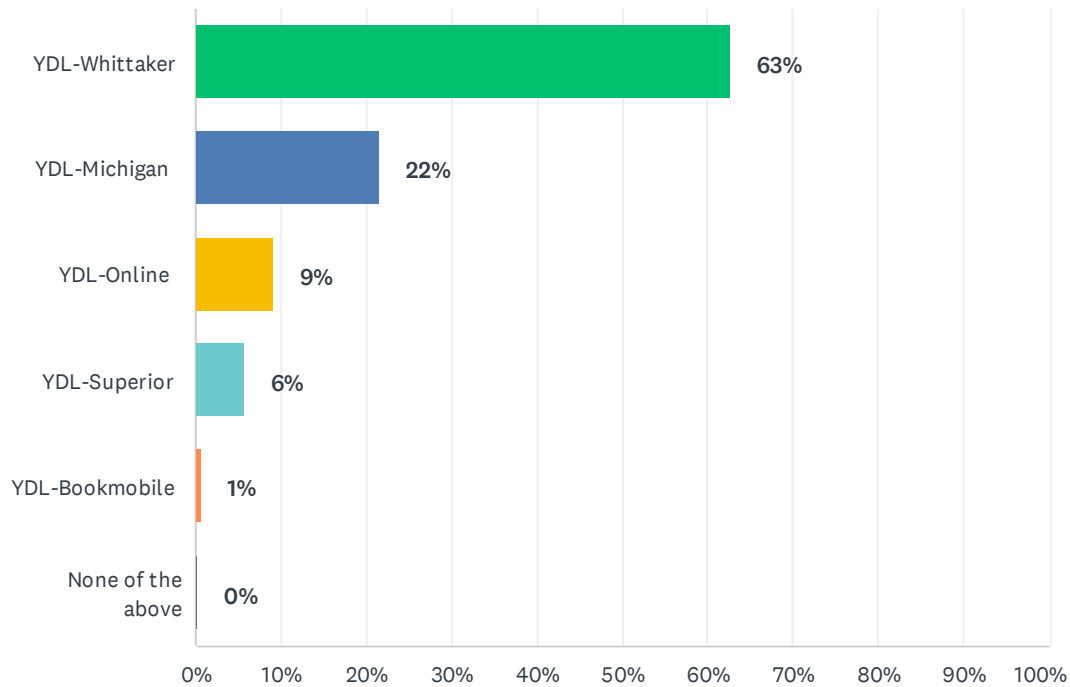
ANSWER CHOICES	RESPONSES	
YDL-Whittaker	63%	198
YDL-Michigan	22%	68
YDL-Online	9%	29
YDL-Superior	6%	18
YDL-Bookmobile	1%	2
None of the above	0%	1
TOTAL		316

Q5 Do you expect your primary YDL location usage to change once the new Superior branch opens?

Answered: 315   Skipped: 36
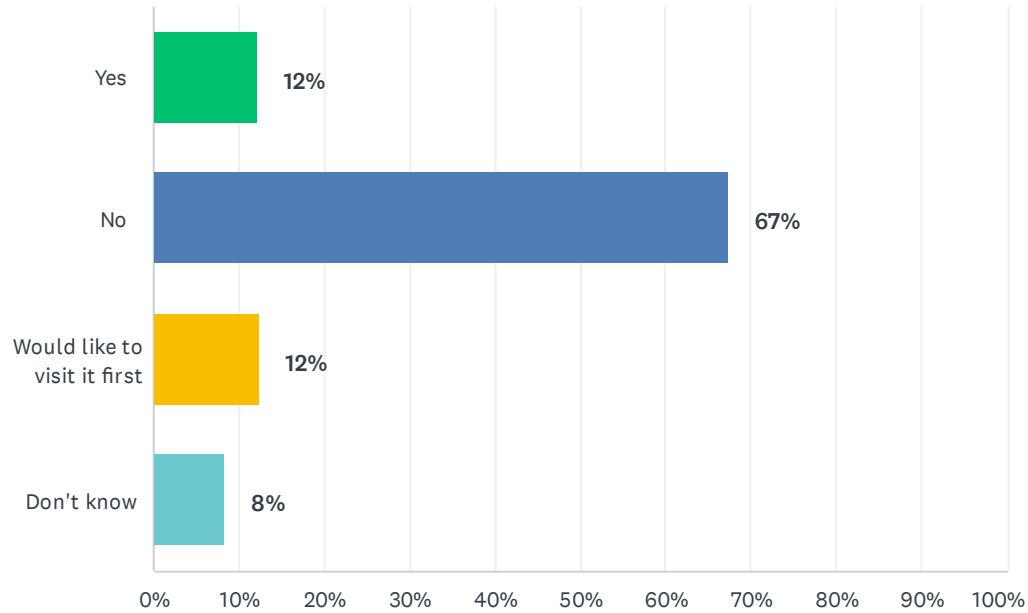
ANSWER CHOICES	RESPONSES	
Yes	12%	38
No	67%	212
Would like to visit it first	12%	39
Don't know	8%	26
TOTAL		315

Q6 Why do you visit the library? (check ALL that apply)

Answered: 316   Skipped: 35

Category	Value
Find a book or magazine	270
Pick up holds	209
Attend a library program	165
Find DVD, CD, etc.	130
Visit bookshop/Friends of Library sale	129
Enjoy the sense of community	94
Use the printer/photocopier/fax/scanner	82
Utilize Melcat	73
Attend a meeting	62
Study alone	62
Use a meeting/study room	61
Check out items like hotspots, puzzles and tools	56
Attend storytime	52
Use a library computer	49
Use library Wi-Fi	48
Other (please specify)	46
Meet up with friends	38
Volunteer time and/or services	32
Learn a skill	30
Education help (tutoring,...	15
Help with accessing...	13
Group study	11
Work on genealogy	8
Have a test proctored	3

ANSWER CHOICES	RESPONSES	
Find a book or magazine	85%	270
Pick up holds	66%	209
Attend a library program	52%	165
Find DVD, CD, etc.	41%	130
Visit bookshop/Friends of the Library sales	41%	129
Enjoy the sense of community	30%	94
Use the printer/photocopier/fax/scanner	26%	82
Utilize Melcat	23%	73
Attend a meeting	20%	62
Study alone	20%	62
Use a meeting/study room	19%	61
Check out items like hotspots, puzzles, and tools	18%	56
Attend storytime	16%	52
Use a library computer	16%	49
Use library Wi-Fi	15%	48
Other (please specify)	15%	46
Meet up with friends	12%	38
Volunteer time and/or services	10%	32
Learn a skill	9%	30
Education help (tutoring, reference questions, etc.)	5%	15
Help with accessing online products or downloading e-content	4%	13
Group study	3%	11
Work on genealogy	3%	8
Have a test proctored	1%	3
Total Respondents: 316		

OTHER (PLEASE SPECIFY)

Use as a homeschooling resource.   Assisting students in accessing the library   refer families to library events   Use the restroom

Volunteer work for Friends   hang flyers   Substitute Librarian   former volunteer, no longer needed by youth services

Love the staff!   enjoy the environment and wonderful staff   To visit with the AWESOME front desk staff!

Creative writing alone   An alternative to my home office to work.   Quiet space for change of scene. (Work from home person.)

Sit by the fire at YDL Whittaker & read -- YDL is my "third place."   meet prospective members for our DAR chapter   Closer to home

attend computer classes   Take a computer class.   Occasional workshops / Exhibits   Guitar club

work   I work there.   Work at Whit, but also live in Ypsi and use the library for personal reasons as well

I mostly tutor at YDL, but truly appreciate that you let WL tutors get a card--it's made YDL my library of choice.

It's a resource as a parent. When I face challenges as a parent, I go to the library and can find so many books on the subject for me and my child.

My son plays with the toys and in the sandbox   keep kids entertained   Kids toy area   Play with kid's toys   Kids activities

rainy day activity with my little one   enjoy a free, safe, temperature-controlled space where my toddler can explore   Socialization for kids

Craft time and to bring my nephew to his elementary Graphic Novel Book Club   Kids activities/storytimes   For my kids to use the play area

get books about things I need to save my life, like cancer treatment options	Research

Maybe this is covered under "Find a book," but I like to just browse in the library, not looking for anything specific, just browsing.

Library of things   Copies   Free tax prep.   Miss the cafe

Monique comes to me because I have a disability

Q7 How has your use of the library changed since the COVID-19 pandemic? (check ALL that apply)'

Answered: 309   Skipped: 42
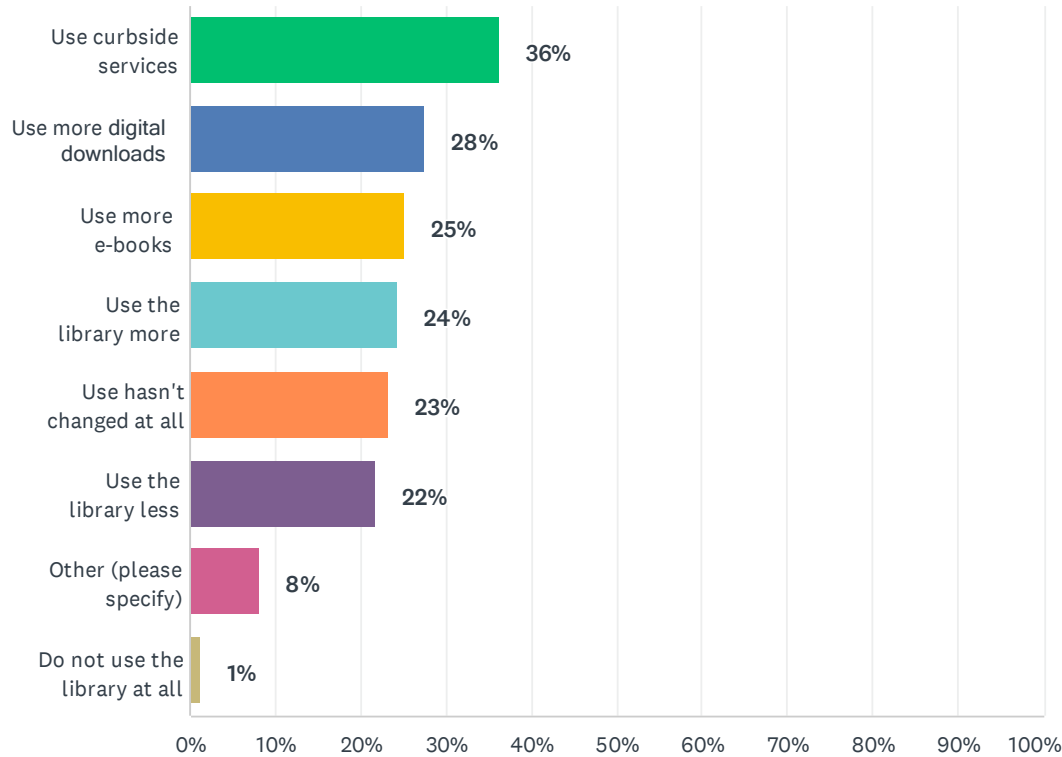
ANSWER CHOICES	RESPONSES	
Use curbside services	36%	112
Use more digital downloads for audio books, music, movies, etc.	28%	85
Use more e-books	25%	78
Use the library more	24%	75
Use hasn't changed at all	23%	72
Use the library less	22%	67
Other (please specify)	8%	25
Do not use the library at all	1%	4
Total Respondents: 309		

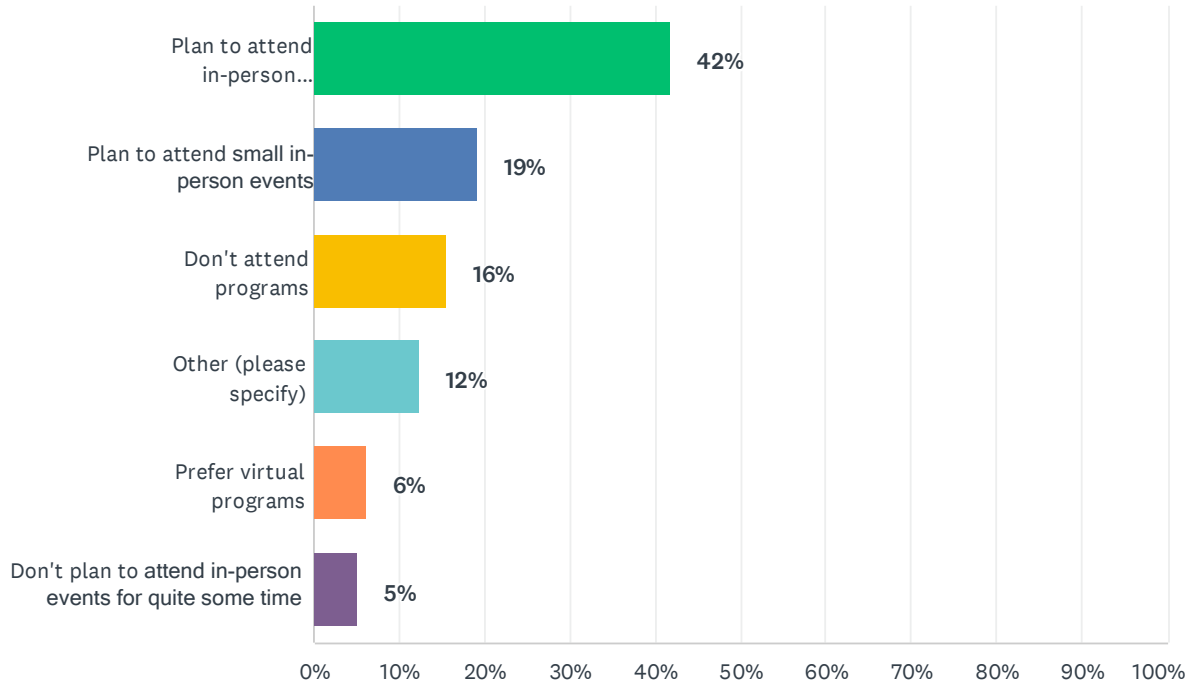| OTHER (PLEASE SPECIFY) |
|---|
| i use ebooks more but i appreciate physical books more too!!   I appreciate the library WAY more and don't take it for granted at all (2). |
| I used curbside while the library was closed   We relied on the library during Covid to have somewhere to go and learn. |
| Appreciated curbside services in first year+ of COVID, now returned to in-person use (but masked).   I go inside if they're open. |
| Zoom meetings were Very helpful   zoom book club discussions   Get puzzles more often   HOOPLA!!! Incredible service!!   online; pick up holds   Use holds and pick ups more   Use holds more often   used curbside services during closure |
| Did not use the library first year, but now I am comfortable using it. Also, wearing a mask and using online services like reserving a book/extending check out.   Discovered the bookmobile! Love it for myself and for the families in the neighborhood. |
| temporarily we used the library less because in Ann Arbor (where we lived at the time) it closed for over a year. that was very hard as a new mom with nowhere to go. since it reopened, my child and I go all the time. We use play area when cases are low—it has been really hard with young kids & the library feels safer than, say, the mall or a restaurant or other indoor public spaces |
| Decreased use   Less Bookmobile   used bookmobile deliveries when ill and immunosuppressed   Moved to Ypsi post-COVID |
| Hard to say, before the pandemic I lived in Houston   We are new to the community, so we didn't use it prior to 2021 |

Q8 As the COVID-19 pandemic recedes, what are your plans for attending library events?

Answered: 309   Skipped: 42

ANSWER CHOICES	RESPONSES	
Plan to attend in-person events of any size	42%	129
Plan to attend small in-person events (up to 10 people)	19%	59
Don't attend programs	16%	48
Other (please specify)	12%	38
Prefer virtual programs	6%	19
Don't plan to attend in-person events for quite some time	5%	16
TOTAL		309

OTHER (PLEASE SPECIFY)

Can attend in any format - KN95s + vaccines help me feel safe   masking for friends events   We will just wear a mask (3)   No changes

Prefer to attend programs if masks are required in the program room bc it's so small   Limit large group functions and use masks

plan to attend in person events that encourage covid precautions like masking   Prefer outdoor, or masked in-door events; or online events.

Prefer virtual with all of the new variants popping up. Washtenaw County's case level is currently high.   But really prefer online programs

It all depends on the program.   Only with family + friends!   Will vary based on how prevalent COVID is in my county.   Not sure (4)

Outdoor youth events   Larger outdoor events are fine too   Still prefer outdoor events (for kids)   More Bookmobile

Would love to attend outdoor events and outside story times for kids   I attend programs when I am presenting them

Unknown - most of our pre-covid event attendance was preschool story time, and my kids grew. Don't have new routines or specific plans yet   Plan to attend any size event but will leave if too crowded and no way to get more space around me.

plan to attend events, but would prefer that masks are required of all attendees; right now they are optional which is concerning for our family   Note older and taking care of immune compromised elder so need to be careful

plan to attend events but would strongly prefer all patrons wear a mask in a small room like the Michigan Ave program room (2)

Have seen many programs in which I would have liked to participate, but they were all virtual. I don't do virtual.

That's a big question. I look forward to being able to attend events of any size...but will not do so until pandemic is managed. Grateful for online options in the meantime. (I greatly miss in person activities, but we're still in a pandemic.)

But I love access to ebooks   I didn't really love the kits for kids that were done monthly   Attend programs in moderation

Due to times when visiting the programs have ended for the day   I don't know much about your programs, I would like to find out more

Q9 Referencing the Ypsilanti District Library location you use most, please indicate how strongly you agree or disagree with the following statements

Answered: 295   Skipped: 56

Statement	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Don't Know/N/A
My library staff is knowledgeable and helpful	87%	9%	2%			
My library is an important part of this community	87%	9%	2%			
My library is a welcoming place	82%	13%	3%			
My library is a safe place.	79%	13%	3%	2%		
My library is clean and well-maintained	79%	13%	3%			
My library treats all users equally	68%	11%	5%	0%		14%
My library's location is convenient for me	73%	20%	3%			
My library is a physically comfortable place to visit	72%	19%	3%	4%		
My library has enough space for my needs	73%	15%	4%		2%	
My library's hours are adequate for my needs	70%	20%	3%	4%		
My library is easy to navigate	66%	25%	5%	2%		
My library has up-to-date technology	43%	30%	6%	2%		17%
My library seems easily accessible	46%	23%	7%	4%		19%
My library's collection is adequate for my needs	49%	34%	7%	7%	2%	
My library has enough space for the needs of the community	47%	23%	8%	6%	4%	13%

Legend:
- Strongly Agree
- Somewhat Agree
- Neither Agree nor Disagree
- Somewhat Disagree
- Strongly Disagree
- Don't Know/N/A

	STRONGLY AGREE	SOMEWHAT AGREE	NEITHER AGREE NOR DISAGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DON'T KNOW/N/A	TOTAL	WEIGHTED AVERAGE
My library staff is knowledgeable and helpful.	87% 257	9% 28	2% 5	0% 0	0% 0	2% 5	295	1.87
My library is an important part of this community.	87% 258	9% 27	2% 5	0% 1	0% 1	1% 3	295	1.85
My library is a welcoming place.	82% 241	13% 37	3% 8	1% 4	0% 1	1% 3	294	1.76
My library is a safe place.	79% 231	13% 39	3% 9	3% 8	0% 0	2% 5	292	1.72
My library is clean and well-maintained.	79% 232	13% 39	3% 9	3% 9	1% 3	1% 3	295	1.67
My library treats all users equally.	68% 197	11% 33	5% 15	2% 5	0% 1	14% 40	291	1.67
My library's location is convenient for me.	73% 215	20% 59	3% 10	2% 6	1% 2	1% 2	294	1.64
My library is a physically comfortable place to visit.	72% 211	19% 55	3% 10	4% 13	0% 1	1% 3	293	1.59
My library has enough space for my needs.	73% 214	15% 45	4% 12	3% 8	2% 7	2% 7	293	1.58
My library's hours are adequate for my needs.	70% 207	20% 60	3% 9	4% 13	0% 1	1% 4	294	1.58
My library is easy to navigate and I can find what I need.	66% 194	25% 74	5% 14	2% 6	0% 1	2% 5	294	1.57
My library has up-to-date technology.	43% 126	30% 88	6% 18	2% 7	1% 2	17% 50	291	1.37
My library seems easily accessible and usable for those with physical or mobility challenges.	46% 134	23% 66	7% 21	4% 13	1% 3	19% 56	293	1.33
My library's collection is adequate for my needs.	49% 143	34% 99	7% 20	7% 20	1% 4	2% 5	291	1.25
My library has enough space for the needs of the community.	47% 138	23% 66	8% 22	6% 17	4% 12	13% 37	292	1.18

OTHER RELATED COMMENTS

The management and longtime pioneers were a vital part of my child's "Village", in the community!

The staff is always great we love the library   I find YDL to be extremely inclusive and accessible -- and welcoming to all.

Amazing staff at YDL locations (Mich and Whit)!!   The staff at MI Ave is truly wonderful--thank you!

Miss Laura was great! We miss her presence incredibly.   This staff is great! Ypsi is the BEST!!   Thank you all for all that you do.

I love our library. I tell everyone about it.   I feel extremely lucky to have such a great local library system. I tell everyone about it.

Location convenience includes bookmobile. When it's off-road, then less convenient.   Why did Bookmobile stop coming to Village Grove?

staff and librarians are predominantly white which is a problem in creating public resources and space that is non-hostile to bipoc—from collections being curated with a white-bias, to daily microaggressions between staff and patrons of color.

I teach Spanish immersion at Lincoln. The library has a good collection for young kids learning the language and/or those who speak it at home. Would love to see that collection grow, including more "transition" books that aren't board books but are at a very easy level (i.e. one sentence per page plus pictures). Thanks for considering my request!

They don't get all the books I'm interested in reading unless there is a local angle. Maybe, I am not seeing it, but I wish for a further reach as far as the books chosen for purchase.

Seems like collection is trending towards ebooks etc. Just don't forget about those of us who prefer/need physical books. (We can't all hear audio books and may not have the right devices abilities for ebooks.)

Last I checked, YDL does not offer assistive hearing technologies; Such as teleloops or captioning & a group from Hearing Loss Association approached the Library to offer their assistance was rebuffed. I & many others don't go to any speaking events offered because of it.

the printing, copy and fax services are so important. I have tried to use some of the online services, but don't feel knowledgeable enough

Michigan is a little cramped- Whittaker is amazing we use them both - I would like to see a better scanning option at one of the locations as I have a lot of material older magazines t oarchive and a CZUR scanner like at the university would make it easier

I regularly use melcat when I can't find something @ YDL   Not sure if it's still closed but I would love if the cafe at whittaker could reopen.

Would appreciate longer hours for studying   Consider staff welcoming patrons. Consider earlier hours on sundays - 11:00? 12:00?

My answers on hours and location meeting my needs suffer a bit because of the primacy of the suburban and difficult to access Whittaker branch. My family is regularly discouraged from using the library on weekends because the Michigan Ave branch is closed and the Whittaker location is more difficult to reach.   I wish the Michigan Branch was open on Sundays

Would like to see Friday hours that are the same as weekday hours if possible. Would like to see more investment and on-line investment resources, such as additional investment books.

I don't appreciate activities in the Taubman Fountain Park and in the library while I'm in the library trying to concentrate. I appreciate the programs and have attended a few but I sure wish there was another way.

I can't get wifi on my phone in my library because of the construction of the roof. I have to step outside to look something up on my phone. That is annoying.

My autistic housemate would appreciate attention to lighting & its effect on accessibility (flourescent is hard for her) (We love the natural lighting at Whittaker).

Seems like warnings of the elevator getting stuck somewhat regularly at Whittaker would give pause to those with mobility issues.

Michigan ave kids area is a bit challenging for kids & adults with mobility needs. Hard to use a walker or wheelchair and the elevator is sketchy

The bathrooms could use paper towel and an updated paint job   I wish there were more meeting room space sometimes

It could be cleaner, but there is a small staff to handle this, so they do the best they can. Whittaker Road is a large facility to maintain. We do not have enough study space and need a programming room for a smaller group of say, 20-30 people. Our exhibit space is also programming space so that can be a challenge when you want to offer programs in support of an exhibit

As an immunosuppressed person the library remained accessible to me the last few years (curbside, bookmobile, masks required, librarians masked). I don't know enough about other accessibility needs though to assess.

We absolutely need more meeting spaces that accommodate groups of 10-15 people. The community room is too large for smaller gatherings. Sorry, but the women's bathroom on the main floor is often unclean. Stacks should be marked with larger, clearer signs (FICTION A-C, NONFICTION...etc).

Sometimes library does not feel safe bc some patrons are concerning/mental health issues/unpredictable and the library is so small. Overall tho it's excellent but I wish it was a little bigger like Whitt. But the staff is mostly great

I do not feel safe going to Michigan Ave branch with my children. There have been several incidents with people either inside the library or just outside the library that have been concerning.

Michigan Avenue location basement is crowded - like, it's sweet and homey but the teens area is too close to the little kids area and if you are there when the teenagers are rowdy and sweary and loud, its scary to wonder if we can make it to the stairs before someone gets hurt

I prefer the Michigan Ave library than the one on Whittaker. Whittaker library is not inviting or comfortable. Also, there needs to be more POC representation. Michigan Ave library should be the model .

Michigan Ave is easy to get to the other two branches, even with bus service are harder to get to. I have to plan to go to the library (compared to MI ave where I can just walk in.

The Whittaker Rd Libray is very appealing. I do wish the AAATA bus service came more frequently so that more of the community could utilize the largest branch. There is a lot more that could be done for outreach at the Whittaker Rd Library with its large indoor and outdoor footprint would love to see more community events to raise funds and support community awareness/education. I also, hope YDL is able to add social workers or community health workers to their staff help with community and resource support for residents/ patrons of YDL.   I will be able to assess these points after Superior Twp. library opens

Q10 Are you aware of the following services offered by the Library?

Answered: 295   Skipped: 56
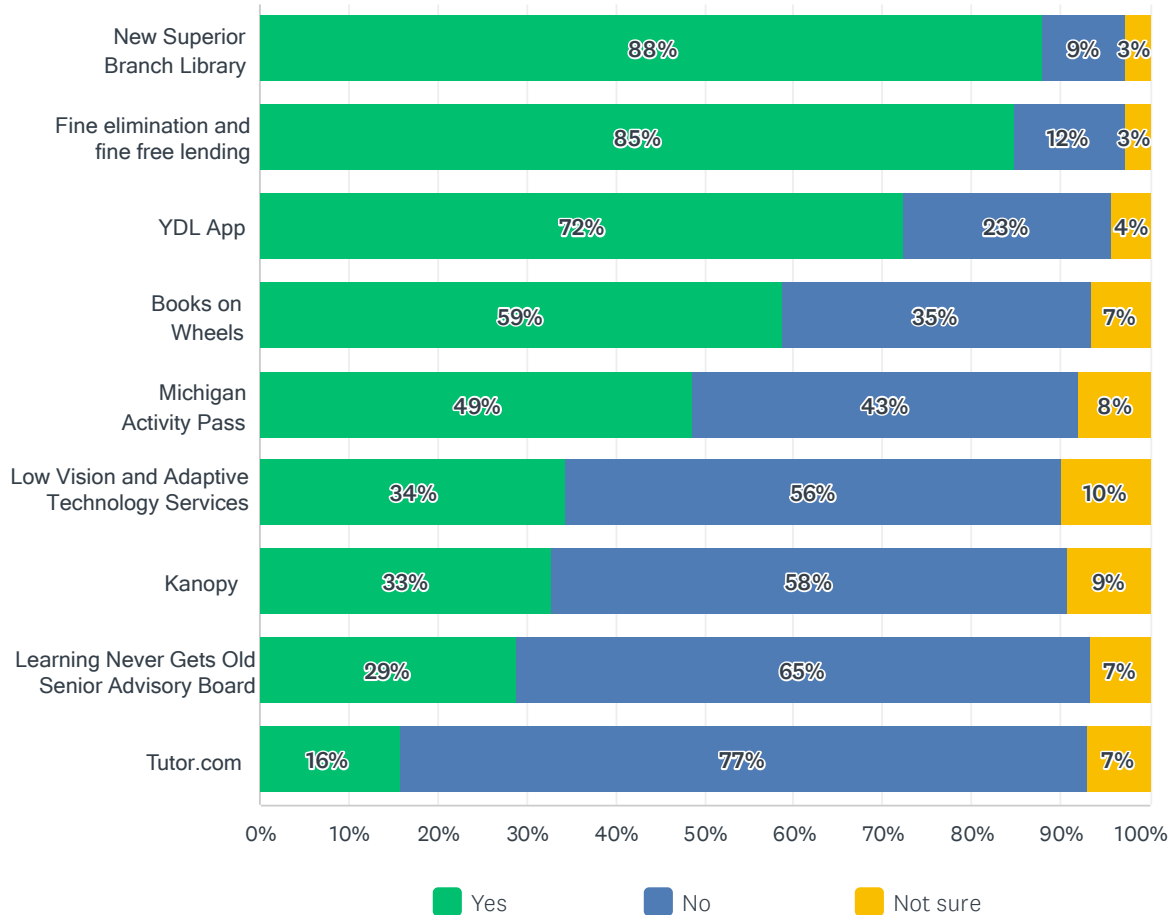
	YES	NO	NOT SURE	TOTAL
New Superior Branch Library (opening Fall of 2022)	88% 256	9% 27	3% 8	291
Fine elimination and fine free lending	85% 246	12% 36	3% 8	290
YDL App	72% 207	23% 67	4% 12	286
Books on Wheels	59% 169	35% 100	7% 19	288
Michigan Activity Pass	49% 140	43% 125	8% 23	288
Low Vision and Adaptive Technology Services	34% 99	56% 161	10% 28	288
Kanopy	33% 93	58% 166	9% 26	285
Learning Never Get Old (LNGO)/Senior Advisory Board	29% 83	65% 186	7% 19	288
Tutor.com	16% 45	77% 219	7% 20	284

Q11 What do you think are the two or three most important overall issues facing the Ypsilanti community?

RESPONSES
- Violence between young people in the city - Poverty -
1) because of this online stuff 2) There may be a danger of no library
1. Funding and proper volunteer availability. There has been over 20 years of excellent programming. But, funding is becoming an issue for keeping the wonderful programs running!(sadface) 2. A lot of parent drop off their children but, don't come in to supervise them. That causes strenuous challenges for staff or volunteers. The staff at Michigan are more than skilled and need a payraise or whatever incentive that will keep their needed skill set here!PLEASE! 3. More social, ice breakers to keep minds + hands busy! Maybe work with EMU, YMCA, S.T.E.A.M Even a horse Farm to keep students active! ps. Job care or other youth SVC. Ages 6-25.
In the YDL Michigan location, I spend a lot of time in youth department. 3 of the biggest need areas I see are: 1) A big need for parenting education and resource programs and fairs, especially around early childhood (in general) and helping parents navigate the social/emotional skill deficiencies the pandemic has created 2) An increase in small group activities directed across the age span to encourage and facilitate positive group interaction and peer social development in the wake of the pandemic 3) Programming that a) encourages children to have sensory experiences apart from screens and b) healthy screen interactions + positive, critical thinking skills while on them
Childcare shortages Systemic violence Lonely seniors
1. Getting people in the doors! I mean attractability. 2. Restoring the pre-pandemic community events which foster a sense of community and connection 3. Improving the acoustics in the community room and/or better sound system. whatever you need to serve an aging population as well as younger people. Hearing "loss, etc" separates people, improve the facilitation of connection.
Bike lanes/Access to parks & rec Safety Community connection/Education/Support
- Utilizing volunteers - Reach out to isolated groups - Intergenerational programs & interaction
Lack of resources/money for basic services like education, healthcare, and food and shelter for all residents.
Elder issues, transportation,
Homelessness, crime, transportation issues!
They aren't open on sat
How small it was. The location and limited access to up to date books and it was at a fire station.
literacy housing prices & taxes jobs
Friendly people Very helpful
The kids are really taking advantage of the library
1. I would say too be honest RACE, we still ain't there. 2. With need people with money too help people without! 3. Help the community in any way. 4. Make sure (ALL) children are safe.
People using DEI as a buzz word but not taking it serious. It's the new money maker. Which does more harm. Homelessness is still an issue in the community.
Poverty and lack of affordable housing.
Neighborhood safety, racial equity, support for children
Infrastructure investment: streets, housing, lighting.
Housing, Inequity, Social Justice Issues
Bridging the income gap, specifically connecting people of different incomes. Poor school quality. Housing shortage
Equity. There's an increasing divide among residents that shows up in everything from housing, to parks and services.
Literacy for all Access to social services
taxes in Ypsilanti lack of recreation in Ypsilanti
Education Community - Ypsilanti, Ypsilanti Township, Superior Township Money
Not sure.

Influx of new residents from other areas because cost of living has risen elsewhere which means a growing need for affordable housing. Infrastructure - our roads and bridges need additional investment.

-Lack of affordable housing access -Landlords not held accountable to provide safe housing High paying jobs with benefits

Lack of resources and activities for kids and families. Poverty and Crime.

Affordable housing, crime increase

High cost of housing.

need improved roads, need more businesses

New zoned maps for voting. Crime in the area.

Economic development Public safety

Inflation Lack of community

Safe spaces where people can feel secure in accessing information.

Lack of people willing to work. People are given too many freebies and do not want to work to make their lives better.

Schools Traffic Vital downtown

Equal access to broadband by all community members Access and ownership of individual electronic devices for members of household Ongoing support system

Accessibility to Whittaker branch - walking/biking across 94

Money, supporting various programs

1. Keeping the community informed about issues, both national and local. Including the literacy skills to critically analyze information. 2 Connection with young people to give them alternatives to gang or anti-social behavior. Adults and spaces that make them feel that they belong and are included. Also a need for LGBTQ youth and adults. 3. Continuing systemic racism.

Public safety. Affordable housing.

Segregation Education gap Lack of vision to make Ypsilanti vibrant and successful

Wealth inequality, low City revenue

Cost of living, violence amount young people, transportation

Racism and Violence

Gentrification & under-resourced school system

Probably

High rate of taxes, rising rent, home costs are very concerning. The lack of a local newspaper is a big problem. City government services have been stripped to the bone, lots of in-fighting & grudge-holding.

Poor school systems, disability accommodations, support for families with young children

Income disparity; education disparity; sense of hopeless due to pandemic and lack of resources; ppl keep committing crimes and wrecking things like the giant bill board artworks at Parkridge. They are harming the community and they don't care.

Having safe groups during the pandemic

Cohesiveness

Community violence Racism School expulsion and lack of supportive schools

Quality education and civil discourse

Short of affordable housing Not enough grocery stores Violence

Lack of cross-generational activities

Ooh, good, and tough, question. What a diverse population we are! I think the most important issues are 1. Making sure everyone understands what is available and establishing clear and comfortable access 2. Not presuming a cap on what patrons want access to. (Keep expanding those collections!)

Getting information to everyone in a timely manner.

Equal education, low incomes, affordable housing

Affordable housing and just available housing in general.

Poverty and associated issues of housing and food instability etc. Inclusion and being a safe space for all.

Racial, health, education, and economic disparities. Still considered the poor little sister of A2. Financial challenges for City, Townships and residents. Struggling school system.

The recent change in the culture. I liked the culture before it changed to focus on one culture (right word?), gender issues, without community discussions about making the change. I realize it's something that can't be stopped, but if I was younger I'd be looking for another place to live. I'm not interested in this gender stuff, wouldn't live in a silicone valley, and maybe not one with a strong arts culture etc.

Affordable housing, equal opportunities for a good education, health care.

A negative reputation on the part of outsiders.

lack of knowledge of available resources transportation

Safety from violence, support for youth, support for older adults.

Housing affordability & quality public education. Inclusion.

Up keep of building. Not enough staff.

Low academic performance for the elementary and high schools when compared to the Ann Arbor. Lack of events and restaurants to keep resident here vs going to Ann Arbor to spend their money.

Economic challenges. The fact that you mostly need a car to get around. Inequality/gentrification

incompetent Ypsi Township governance, racism, end stage capitalism, lack of community trust

Multicultural books and programming including multilingual resources.

racial & economic justice, political divide, and socializing kids in the post-covid era.

Access to the library,

Family living education & support More practical skills classes...understanding & supporting/training in early development enriches all

Not enough sidewalks for people without cars to be able to access libraries and other services. Not enough chances for adults to connect and interact especially after years of pandemic causing many to turn inward and have a harder time socially. It's be nice to see more themed events so people with similar interests could connect.

The Huron overpass project is long overdue and I hope it works out.

Underserved populations still need significant support in many areas Repurcussions/ ramifications of ongoing Covid situation

Housing and food prices Inequality

Maitenance of 3 physcial locations to keep the locations welcoming and comfortable Supporting technlogy access and resource access for vulnerable community needs (i.e. providing services with a DEI len)

Poverty and housing

Affordable housing, youth violence

The advertisement and teen space

1. Lack of affordable housing 2. Crime-particularly teen offenders 3. Ypsilanti Community Schools falling apart, which ties in with #2. No accountability for students and it's spilling into the community.

Transitioning back to normal life after Covid.

Lack of access/zip code discrimination

rising taxes information integrity political divisiveness and loss of civility

Poverty, access to safe and affordable housing, and transportation.

I don't see any really big problems, but I am older, live alone, and have inadequate transportation.

Mobility/transportation and access to resources - often limited by mobility/transportation options.

Learning about what is happening in the community. Where to get help.

Economic and housing insecurity

Youth/gun violence; equity and access in education -- opportunity

There are less people visiting the library during the hours it is open, when I visit {normally around or just after dinner} the library is rather empty with very few people visiting.

When national issues arrive to the Ypsilanti community with public health, economics, housing and DEI, they hit Ypsilanti harder because of the relative lack of affluence and infrastructure compared to that seen in neighboring areas. The library is a refuge. Top three issues the community is facing: 1. Precarity - lack of funds for housing, health, clothing and food. 2. Digital and education divide for young children - Schools are not up to standards. 3. Leadership - Ypsilanti lacks citizens able or willing to step up and serve. In instances where younger generations want to serve, baby boomers are not able to let go.

masks requirement for covid safety, cleanliness.

-Perhaps access for some people? -People not having access to knowing about the programs and other news if they don't have easy access to computers I'm not sure if these are problems. I'm just wondering.

Socialization Education/Learning Courses Literacy

Safety Opportunities for all Economic stability

Increased housing costs Disenfranchisement felt by some people groups

Affordable housing, access to sustainable energy

Covid transmission remains concerning and inflation affecting basic needed commodities like food and energy

Mental health for children and teens, hunger issues for children, and poverty.

Racial inequality

Stronger sense of community, safe pedestrian/bike access, a-ride limitations

Safe places for children. Safe places for homeless. Transportation for low income people.

Financial strains, lack of affordable housing, people being angry and judgemental.

Low income Discrimination Being able to access the places that are trying to help those in need

- insufficient housing, especially low-income - underperforming public schools - low walkability

Lack of housing and disconnection from community.

1) I don't think we have the money available for some programs like renting tools or things like that that the downtown Ann Arbor's branch does. 2) poverty and 3) it should be possible to walk to the library safely.

Safe, affordable housing and crime

roads economic disparities trash collection (brush pickup)

Internet access for all

Having the diverse community feel themselves a part of the community

quality of the school system less cultural opportunities than bigger cities, events to attract new residents and visitors job training and preparation opportunities

I think overall the cost of living has increased and people are going to need to rely on their local library for more things, like books and access to the internet.

Socializing our children who were isolated during the pandemic

Affordable ousing access, active/public transportation infrastructure, employment opportunities

Violence in certain areas, lack of good grocery stores

not enough youth programs, free "things to do" for low income families

Inequity in education vs other communities in Washtenaw county Crime

income disparity combined with educational disparity

Rising housing costs, poverty, access to good education

The township and the city NEED to create a 10 yr plan to merge. The township has no cultural center. Gentrification

Poverty, racial inequity, affordable housing

Poverty Crime Housing insecurity

Lack of respect for our community. I know Ypsi is a good city (or I wouldn't live here), but it pains me to see my fellow residents behave like they live in a trashy city. The litter, noise, slumlords - it's disappointing. A diverse middle class community needs to learn how to behave respectfully

Funding; making sure resources are there to keep the collection up-to-date. Ensuring the collection is inclusive, diverse, and best reflects the community (I think you do a great job of this, but suspect it's quite a challenge).

From my experience it is just hard to meet new people and make friends, there's not a lot of free public events

Certain areas within the area the library serves latch any rec and ed (superior township) many families in those areas really relay on the library for activities for their families.

Equitable distribution of resources, community violence

Improved educational opportunities for our youth; meeting the needs of an aging population; fully incorporating returning citizens into the life of our community.

Rising violent crime rates. Underperforming education systems

I'm not really sure. I guess one issue is the income disparities between the 2 sides of Ypsilanti.

Housing issues

Activities for teens & children. Job skills & re-training. Increase tax base.

adequate housing, infrastructure maintenance, economic equity

decrease crime rate and safety

I love our library. Staff is amazing and it fits all my need.

Hard to find Lot items

Accesssability of digital services - housing Transportation Good paying jobs

Access for the western part of the city and township along Washtenaw. Better advertisement of Hoopla.

Housing and rent costs keep going up while wages stagnate.

Turning all the damn roads from 2 lanes to 1 with a bike lane, taxes forever increasing

Affordable housing access, developing in an equitable way, encouraging communication and community between different sub-communities / neighborhoods / cultures / races

Affordable housing, low wages

1) gentrification 2) sprawl/ need more nature conservation 3) affordable housing

equity, access, poverty

Not enough adequate, affordable housing and access to mental health services

Violent crime on the rise and loss of job opportunities

Affordable housing Affordable health care Income inequality

Housing, transportation

Lack of mass transit, deplorable road conditions, empty storefronts on Michigan Avenue, improving university-city relations.

Affordable housing Food insecurity Limited grocery access in the downtown area

Social justice issues Social economic disparities

Technology access Housing access

education resources for reading and research

city budget constraints, inclusion, gentrification

I don't think there is any community who is putting enough emphasis on taking care of our elderly neighbors. On top of that, the biggest things on my mind are safe abortion access and keeping BIPOC safe. But I am unsure of how the library could help with those things.

Programs for underserved Making available resources that the community needs

High property tax burden compared to other communities. Stresses on schools & teachers, especially due to Covid. Community health.

Covid, poverty

Engaging youth and families Narrowing the digital divide

Prioritizing education for low-income and first-generation students.

good transportation which enables people to access jobs poverty

1. Living affordability due to high property taxes pushing up rents/housing cost. 2. Nuisance crimes (graffiti, petty theft, vandalism, littering). 3. Street & infrastructure maintenance (including sustainability).

poverty, racism, lack of walkable basic needs

- Deficits in K-12 student education due to COVID, mental health concerns, etc. - Household
economic opportunity: How lower-income households continue to struggle to get by, how housing prices and rent prices are increasing

The racial/economic divide The conundrum of very high property taxes and yet a lack of funds for infrastructure

schools inequities

Unequal access to resources

Access to fresh food, access to good jobs

In the city a highly toxic political climate that tends especially to be anti-senior. A lack of well paying jobs outside of those at the university. Generally most systems here from roads to health care run a lot worse than they did in Wisconsin- the library is the rare exception of a really well run community service.

Don't know.

Climate change, transition to a more multi-lingual community (i.e. not just English only), housing inequities

Ability to have access to healthy food (for those without transportation). Lack of reliable and timely public transport.

Transportation - sustainability, walkability, bike-safe streets.

- equity of resources - accessibility of resources

Decline in people who enjoy reading as an activity. Funding is always an issue. People don't understand that the public library is part of our First Amendment (I think it's first) rights. ie. the free exchange of ideas in a democracy. How can that become a driving force? Looking forward to in person writing groups.

People being priced out, and safety

Safety

Lack of affordable housing, lack of free/public community spaces and gentrification

Chipper trucks roads painted

Lack of affordable housing, meeting children's learning needs at whatever level they are at and with different learning styles, economic challenges and lack of access to affordable food and healthcare

poverty

food insecurity, mix of private transportation, public transportation and personal mobility (walking, bikes) right now the ypsi area seems to go one way or another, needs a happy medium like in "wrinkle in time"

Racial discrimination, high cost of living

Park maintenance, equitable programs, public transportation

1) youth education/socialization after the covid-19 pandemic 2) equal access to technology/education

Accessibility to community resources

Funding and information regarding access for all community members.

Increasing poverty and rent rates and crime.

Transportation needs, and social service needs including food.

Offering enrichment opportunities for youth and young adults is very important and many low-income families could benefit from this resource. Literacy classes to assist all ages
(specifically children) would be very beneficial as well.

Black community sovereignty being infringed upon by gentrification and negligent city government, stewart beal's income property monopoly, mental health crisis.

Q12 What is the library's role in the community? Do you think the library should be involved in the following areas?
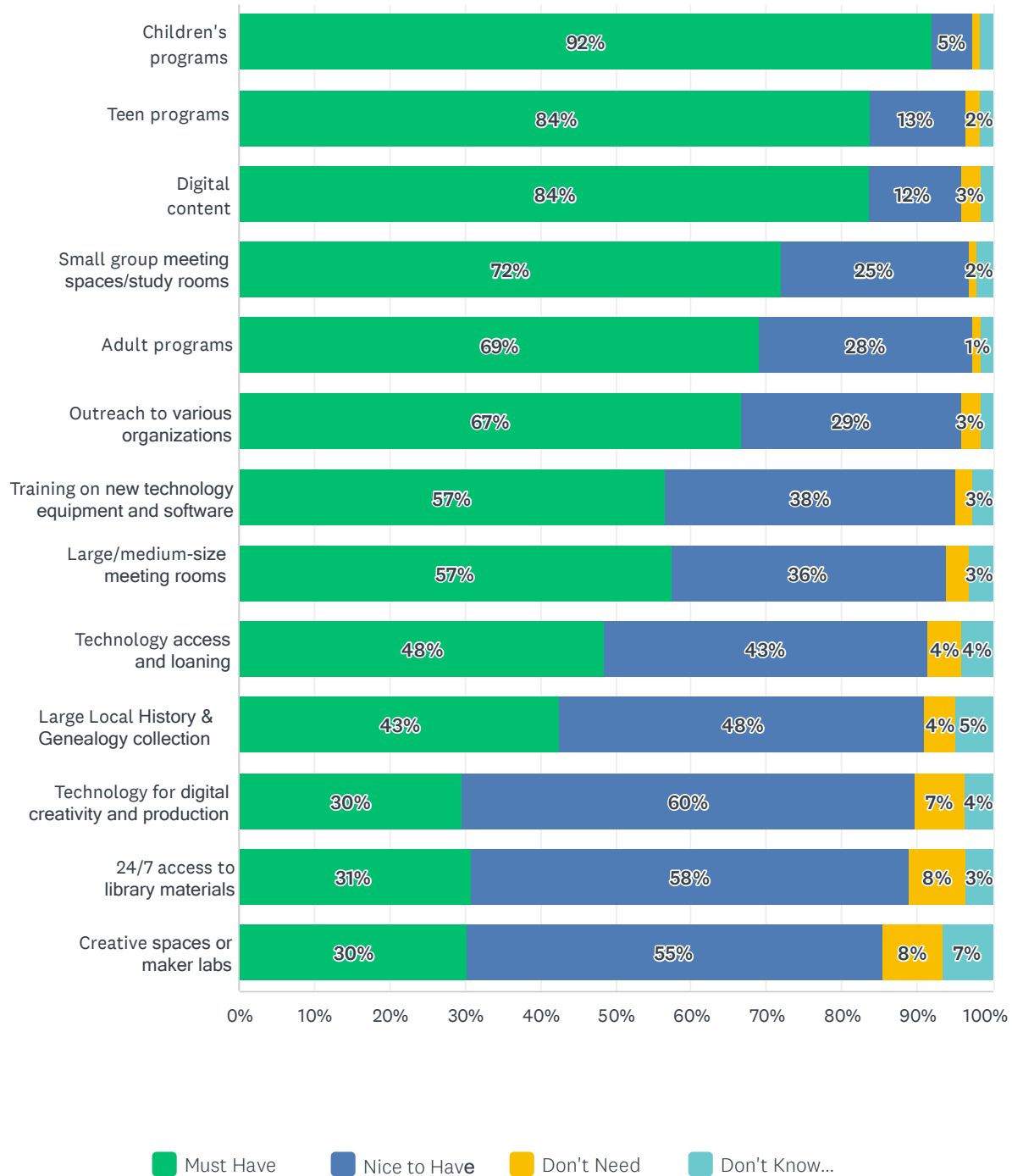
Answered: 301   Skipped: 50

Category	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Disagree	Don't Know/N/A
Children and youth...	89%	8%	1%			
Youth education...	86%	10%	1%			
Life-long learning...	74%	21%	4%			
Providing access to...	73%	19%	4%	1%		
Technology education...	69%	24%	5%			
Leisure and entertainment	64%	30%	3%			
Community and civic...	67%	22%	7%		2%	
Jobs and careers (job...	63%	27%	7%		2%	
Arts (exhibits,...	59%	30%	8%	1%		
Connecting community...	57%	28%	9%			3%
Expanded bookmobile...	51%	27%	11%		3%	7%
Presence at youth summer...	48%	27%	12%	2%		9%
Social work services in...	42%	29%	18%	3%		6%
Health and wellness...	41%	36%	13%	5%	3%	
Local news reporting in...	32%	30%	19%	7%	7%	5%

Legend:
- ■ Strongly Agree
- ■ Somewhat Agree
- ■ Neither Agree nor Disagree
- ■ Somewhat Disagree
- ■ Disagree
- ■ Don't Know/N/A

	STRONGLY AGREE	SOMEWHAT AGREE	NEITHER AGREE OR DISAGREE	SOMEWHAT DISAGREE	DISAGREE	DON'T KNOW/NO OPINION	TOTAL	WEIGHTED AVERAGE
Children and youth (services, enrichment, entertainment)	89% 265	8% 25	1% 3	0% 1	0% 1	1% 4	299	1.87
Youth education support (school partnerships, summer reading programs, homework help)	86% 256	10% 31	1% 4	0% 0	0% 1	1% 4	296	1.85
Life-long learning (financial and other life skills)	74% 221	21% 63	4% 11	0% 1	0% 1	1% 3	300	1.69
Providing access to technology (computers, printing, newer high-tech solutions like 3D printing or virtual reality systems)	73% 219	19% 57	4% 13	1% 3	1% 4	1% 3	299	1.64
Technology education (computer classes, 1:1 help)	69% 208	24% 71	5% 15	1% 2	0% 1	1% 3	300	1.63
Leisure and entertainment	64% 193	30% 90	3% 10	0% 1	1% 2	1% 4	300	1.59
Community and civic discussions	67% 199	22% 65	7% 20	1% 2	1% 4	2% 7	297	1.56
Jobs and careers (job search support, resume workshops)	63% 187	27% 79	7% 22	2% 5	0% 1	1% 3	297	1.52
Arts (exhibits, displays, arts programs and classes)	59% 178	30% 89	8% 23	1% 3	1% 3	1% 4	300	1.47
Connecting community members to social services	57% 171	28% 84	9% 26	1% 4	2% 6	3% 8	299	1.41
Expanded bookmobile service	51% 153	27% 80	11% 34	1% 2	3% 8	7% 22	299	1.33
Presence at youth summer camps	48% 142	27% 81	12% 36	2% 5	2% 7	9% 26	297	1.28
Social work services in library buildings	42% 125	29% 85	18% 53	3% 8	3% 10	6% 17	298	1.09
Health and wellness activities and support (fitness classes, health education sessions, healthy eating classes, etc.)	41% 121	36% 107	13% 40	5% 15	3% 9	2% 6	298	1.08
Local news reporting in library newsletter	32% 97	30% 89	19% 57	7% 22	7% 20	5% 14	299	0.78

Q13 Please rate the IMPORTANCE of the following library services.

Answered: 293   Skipped: 58

Service	Must Have	Nice to Have	Don't Need	Don't Know
Children's programs	92%	5%		
Teen programs	84%	13%	2%	
Digital content	84%	12%	3%	
Small group meeting spaces/study rooms	72%	25%	2%	
Adult programs	69%	28%	1%	
Outreach to various organizations	67%	29%	3%	
Training on new technology equipment and software	57%	38%	3%	
Large/medium-size meeting rooms	57%	36%	3%	
Technology access and loaning	48%	43%	4%	4%
Large Local History & Genealogy collection	43%	48%	4%	5%
Technology for digital creativity and production	30%	60%	7%	4%
24/7 access to library materials	31%	58%	8%	3%
Creative spaces or maker labs	30%	55%	8%	7%

■ Must Have   ■ Nice to Have   ■ Don't Need   ■ Don't Know…

	MUST HAVE	NICE TO HAVE BUT NOT CRITICAL	DON'T NEED	DON'T KNOW/NO OPINION	TOTAL	WEIGHTED AVERAGE
Children's programs (storytimes, STEM/STEAM and reading programs, crafts, movies, etc.)	92% 269	5% 15	1% 3	2% 5	292	1.92
Teen programs (book clubs, STEM/STEAM programs, crafts, movies, gaming, and social events, etc.)	84% 245	13% 37	2% 5	2% 5	292	1.82
Digital content (downloadable books, magazines, movies, etc.)	84% 244	12% 36	3% 8	1% 4	292	1.79
Small group meeting spaces/study rooms (spaces to meet, learn, and collaborate)	72% 209	25% 72	1% 3	2% 6	290	1.71
Adult programs (classes, author talks, crafts, movies, cultural events, health, career etc.)	69% 201	28% 82	1% 4	1% 4	291	1.67
Outreach to various organizations within the community (senior centers, schools, etc.)	67% 194	29% 85	3% 8	1% 4	291	1.62
Training on new technology, equipment, and software/apps	57% 165	38% 112	2% 6	3% 8	291	1.54
Large/medium-size meeting rooms (places for groups to gather, learn, and collaborate and support larger events)	57% 167	36% 106	3% 9	3% 9	291	1.53
Technology access and loaning (iPads, laptops, etc.)	48% 141	43% 125	4% 13	4% 12	291	1.41
Large Local History & Genealogy collections	43% 123	48% 140	4% 12	5% 14	289	1.36
Technology for digital creativity and production (Photoshop, video cameras, green screens, etc.)	30% 86	60% 175	7% 19	4% 11	291	1.17
24/7 access to library materials (in lockers for holds pickup, etc.)	31% 89	58% 168	8% 22	3% 10	289	1.16
Creative spaces or maker labs	30% 87	55% 159	8% 23	7% 19	288	1.15

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

You need social workers! You need a security guard!

More learning classes

- Art classes back for adults 21-58! - Home schooling alternative opportunities that open schools don't/won't offer due to budgeting discrepancies. - An Iron, Ironing board + starch added to "The Library of Things". - Add the original Nintendo to youth activities dept. or Nintendo Switch Lite. - Also activities for children on the Autism/High function Asperger's spectrum ages 12-25

More outreach and inclusion of local Hispanic community. More family-oriented and multi-age activities. More community resource fairs, access and outreach opportunities (i.e., WIC, SNAP, parenting classes, etc.) More outreach opportunities. More opportunities for inter-race dialogues and building positive relations between genders, classes, ethnicities and faiths. And political persuasions.

Mom groups or mom support programs

I really miss the cafe/food service spot. But... you can't charge $3.50 for Half a sandwich in the Ypsi economic environment & expect to draw a crowd. Like, Really!?

I am happy with current offerings.

tool, game, and music gear lending library   I am encouraged to see the Library of Things

I love all of these ideas! I think some are more important than others, but would love to see all of these being offered.

Accessible media for the unsighted and hearing impaired communities.

What I would like to see is space set aside for creative writing classes, smeinars, etc, especially during November, April and July.

A library cafe (or area to have a snack/hot drink) with charging stations.

Metal detectors

Snack bar Expanded hours for friends book shop / pop up sales

Regular fitness classes for adults would be amazing.

Libraries are one of the few non-monitized spaces where community members can spend time out of their homes. Maintaining an open, welcoming environment to all is critical.

More advanced adult classes/groups. Book clubs.

The lending of tools like the Ann Arbor Main branch has.

Please keep ordering physical books. All this other stuff is great. But I come for the books; physical books, not digital books (I mean digital books are great for those who like e-readers, but they strain my eyes). Ya'll could carry more new sci/fi. Thanks for ordering new stuff by authors of colour (Afrofuturism!!), disabled authors, LGBTQ authors, Michigan authors; please keep doing that.

teen/adult creative spaces/ activities for those want things to do that don't involve going out and drinking/etc

safety classes like first aid and CPR and narcan and babysitting classes

I know it's hard to keep going, but I did live the opportunity to have a cup of coffee and read.

Improve AV area for showing films (better sound system & screen, more comfortable seating.) Add auditorium & stage for theatre programs.

more multicultural events and events and children/adult books in different languages

I'd love to see the collection of 'things' continue to grow, along the lines of what the Ann Arbor District Library has in their collection (games, craft supplies, household tools, etc.).

I would like Bookmobile to come back to Village Grove.

Books?

I feel amazed and fortunate to have such a resource as our Ypsilanti library system. You're doing a fabulous job, and exceeding expectations!

toy lending library

I'd like to see more long-term clubs or groups for community members to join, like a writing club or a reading club. I know there are a few of these, but I'd like to see a greater variety of regular events to join. For example, AADL has an Emerging Writers Workshop that meets every couple of weeks.

More lectures and exhibits. When I first moved to Ypsi, I attended a lecture and display on the history of aprons. It was fascinating! I'd like to see more of this kind of thing--local experts, exhibits, etc.

You do too much virtual community activities. "Communal" means face-to-face. A Zoom meeting is NOT a "meeting." It's simply another way to isolate people and most of the people I know don't like it, even those who perforce use it. We're not in quarantine any more; meetings, classes and other events should be *in person* at the Library.

Note if you can figure out how to make a czur scanner work - I would be glad t ocover the cost (if it is a couple hundred dollars not sure if a library set up is more expensive) as I don't have space for it and will have no long term use for it

I would like to see more space (indoor, outdoor) for different cultural groups to use for free. Perhaps some collaboration with immigrant outreach groups?

I couldn't have made it through the pandemic without audiobooks…thank you for increasing the number of borrows and I hope you keep it at that level.

In person writing groups, the virtual writing group was hard to work with if you didn't need/want work critiqued. There's more reasons to interact with other writers than just to have someone read and critique your work.

Maybe used as overnight shelter for homeless in the winter

We have a nice library missing nothing

Book suggestions for adults and kids based on our history of checking out other books, a year-round reading incentive program for kids, Kids activities or events around certain types of books or fandoms

Libraries are a staple in the community. The more the community is aware of what the library provides the more utilized the programs will be.

Increased mental health and social services outreach

more up to date computers, furniture, vending machines possibly! In person tutors.

more computers

Everything is covered.

Connecting users to advocacy groups

Ability to check out a tool, baking pan, etc.

Someone from dhs or housing to help people. Every day the staff is busy up there with people in the computers and fax machine doing government stuff

Podcast recording studio & support! Outdoor spaces & programs!

Like to see more connection to local history, Native history, overall focus on our uniqueness as a place. Some programming on rivers, lakes, hunting, fishing. We are a Great Lakes culture and it would be nice to put more focus on that. Replace the pollinator garden at Michigan Ave branch and do some programming with it. Plant identification along the river.

Access to all programs for Deaf & hard of hearing, esp if you're offeeing programs to the public, schools & seniors.

I'd like to see a special liaison who is a resource for teachers and homeschoolers, helping them not just gather materials but offering ideas for curriculum.

Can Beezy's come back please?!! There is no sit down/meet a friend for coffee/study type of place in the area of whittaker library. Or at the very least, can you please install some vending machines? I use the library for 4-6hour study sessions and if I need a snack, closest place is cvs. :(

Services targeted to children with special needs.

Though I believe all of these are necessary for a healthy community, I don't think they all should be at the library.

I think 3D printers could easily be a fad, like library cafes. There are 3 universities and several local high schools that have this technology if someone wants to try it. I understand that libraries want to offer free access to technology (and that I agree with), but this particular equipment is expensive. I don't think there is a huge demand for 3D printers in libraries (isn't there on at Mich Ave? How often is that being used or not at all?). If it was purchased, would it be used enough to have it been worth it? Ask yourself with reality in mind.

Ability to check out tools would be fun (a city I know of has a tool library & it's amazing) More books. It's so frustrating to want a specific book and not be able to find it. We always really love any exhibits that are up at the entrance or on the walk in. We get a lot out of exhibits.

More senior activities.

A way to recommend book titles and newspapers, magazines to add to the collection.

Maybe a few more intentional community -building opportunities. Something like meet-ups
("speed-friending") for moms of young kids, or for people interested in gardening, or things like that?

a strong and active insistence on making banned books available to kids and teens when the school boards fail to do so, inclusive education resources, maybe resources for home schooled kids getting indoctrinated by right wing families? sorry, I know I'm suggesting librarians do EVERYTHING but I trust you more than most professionals

play spaces for children

A coffee shop in Whittaker road branch (Sweetwater or Starbucks)

A cafe, soon as we can !

More family friendly bathrooms - see bathrooms in youth section of canton library for example!Also filtered water stations for reusable bottles

I would like the library to ask the community what it wants/needs in terms of technology, we have not asked if what we offer is what they want, or what else we should have (both hardware and software related). Also, while these are all things we should have, some would likely require additional staff, for example a maker space.

Would love to see weekly kids classes. I know my kids love the 2pm summer classes. Would love to see them throughout the year (at accesible times) and maybe repeating on lessons from previous week(thinking like the dance movement and STEM activities)

Vending machines

Welcoming downtown space for teens is super critical. Would love to see the ydl-Michigan kids & teen spaces expanded somehow (& possibly separated more?)

I'm surprised that you do, or can do, a lot of the things listed above in the survey.

Q14 Have you or anyone from your immediate family attended programs at Ypsilanti District Library? Please check all that apply.

Answered: 293   Skipped: 58
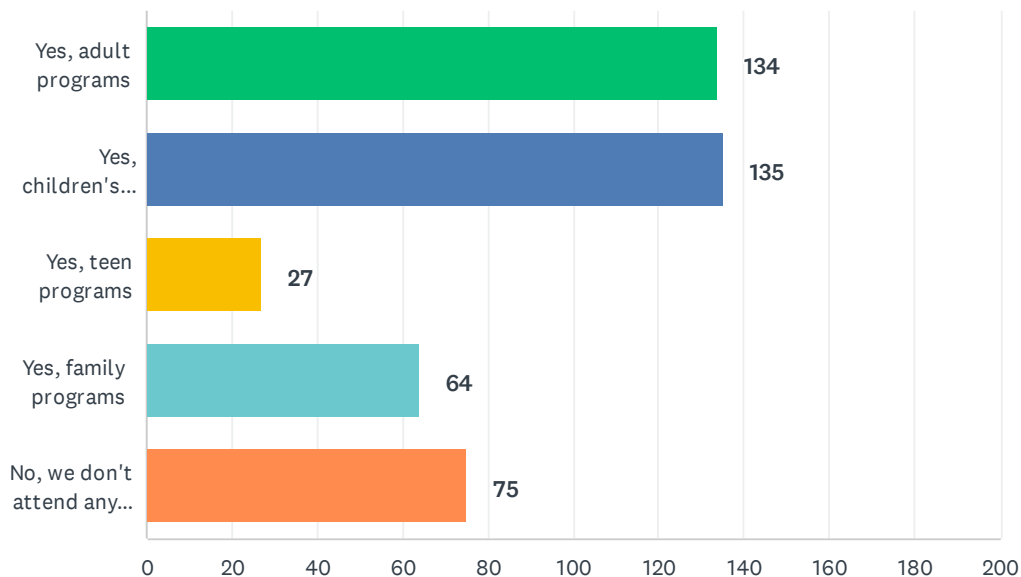
ANSWER CHOICES	RESPONSES	
Yes, adult programs	46%	134
Yes, children's programs	46%	135
Yes, teen programs	9%	27
Yes, family programs	22%	64
No, we don't attend any programs. If no, why not?	26%	75
Total Respondents: 293		

NO, WE DON'T ATTEND ANY PROGRAMS. IF NO, WHY NOT?	
don't have time/don't have kids/can't get to whittaker branch for the ones i'm interested in	
Children's programming sounds great but it's all during the week when the adults are working and kids are in daycare	
Haven't attended any yet.	
I'm poor	
I didn't know about alot of programs	
We just moved back to Michigan	
Well, COVID has kinda kept me from attending much of anything	
The timing doesn't really match.	
haven't had time	

Just got a card recently after COVID. I am looking forward to attending events in the future None matched my interests.

I do not want to participate in in-person events, and I also am a very busy person. I would appreciate it if the library provided some online asynchronous programs with a message board component. I also think this would allow shift workers more access to programs when they can participate. This issue doesn't affect me as I don't have children, but childcare is a massive barrier to participation. Running adult and child programs concurrently may help with this access issue.

We are new to the area

So far the timing hasn't been convenient for the content I'd be interested in--I work full time so can't attend daytime programs.

Better things to do
Mostly due to covid restrictions and age of granddaughter (infant/toddler) during past couple years. New to area in 2020 just as covid shut everything down. Looking forward to participating in kid programs.

I am new to Ypsilanti Township and have not had time to attend programs. I would like to in the future.

We are two adults in our early 20s. The events seem to be largely targeted at ages younger or older than us. Or, we do not have enough knowledge of programs for our age.

Just not interested. Or just haven't made the commitment.

We primarily use the library for checking out books.

Just not needing what you offer at this point in our lives.

Time conflicts

Plenty of programs within the community already meet our interests.

all kids stuff

There aren't a ton of programs that I've seen designed specifically for people without children, which I understand completely. Most program ages range for kids through teens, Young Adult/Adults with children, and seniors. I haven't seen a program meant for adults without kids looking to learn or connect yet.

Busy schedule

Partly Covid (moved to Ypsi in 2020). Also nothing has caught my interest.

Nothing I'm interested in

Life is busy and other opportunities abound. There were a few visits when children were very young - to do crafts, etc. - but no longer.

I don't attend programs because all the ones I'm interested in have been virtual, and I Don't. Do. Virtual.

Limited time

I don't think of it unless it's work related

not needed

COVID

covid

Didn't know about them.

Pandemic changed my views

Live alone stay busy quilting

Haven't seen a program relevant to interests

Moved here a few years ago and we are not in need of adult programs, but I highly appreciate them being offered. Also, we do not have

children, but again, highly appreciate them being offered.

Moved here during the pandemic.

Don't have any programs we are interested in.

Busy

Covid.

COVID

No special reason. The programs look nice.

Time constraints; overlaps in personal scheduling

Haven't seen anything that was interesting enough to us yet. Tend to have ability to get basic skills elsewhere. Would be more interested in book clubs or civic conversations

Didn't occur to me to do so. On visits to the library I've noticed flyers for events that I might like, but often I can't attend because I work evenings. Is some of your adult programming scheduled during the morning or daytime on the weekend?

Timings haven't worked out

I am a shift worker. Programs are typically scheduled when I'm working or sleeping.

Out of habit of attending programming since the pandemic, unaware of local events

No hearing access. No audio-loops or captioning provided. (At least pre-pandemic.)

Never actually thought about it

There's been no programs i wanted to go to or heard about that I'd want to go to

Haven't noticed programming I was interested in and also able to attend.

Have not looked at event list

Enjoy attending the traveling art exhibits such as "Eviction" or learning the mini-exhibit on "say their name for BLM".

Just joined - no kids.

I might if I know that they are happening but I to the library mostly for books

Have attended youth programs in the past when I had a child at home, grown up now. Have attended programs for adults.

Haven't identified program that we would be interested in yet at this time. We attend a lot of virtual adult programming

Work schedules. I'd love to bring my child but many activities are during weekdays before 5. I didn't know they existed, and I'm also

without adequate transportation.

Sadly due to the times I visit the library any programs planned are either in progress, so I would bel ate to arriving, or have ended for the day

No need to.

We pay for other services

Difficult to work into my schedule. A personal issue, not a YDL issue. :)

Not interested in topics. Topics not geared towards my needs.

Too busy with work and other family responsibilities

I work 3 jobs. I wish I had the time for it.

have not attended in-person events due to the pandemic. have not had time to explore available events.

Don't have kids mostly, haven't been super interested in programs. Very glad they exist for the community though!

Programs look interesting, but usually just short on time, Covid concerns lately

Q15 Do times for programs generally meet your needs?

Answered: 286   Skipped: 65
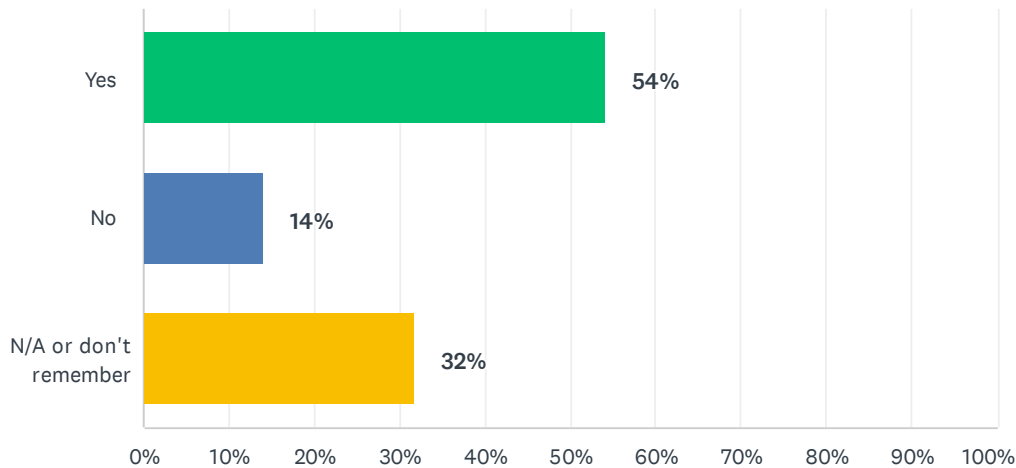
ANSWER CHOICES	RESPONSES	
Yes	54%	155
No	14%	40
N/A or don't remember	32%	91
TOTAL		286

IF YOU ANSWERED NO, WHAT TIMES ARE BETTER FOR YOU?	
I prefer the daytime ours 10-7. I don't like driving in the dark! Or being out at night. Children's programming on the weekend	
Earlier in the day programs work better for me, especially with weather changes.	
a lot of kids programs are too early	
Somewhat	
Weekend mornings.	
Usually at night or on weekends	
Weekends before evening	
Weekend mornings for children	
Weekday evenings and weekends	
I have a bad schedule for others so the problem is mine.	
Evening programs are difficult to attend, although I understand the need for them.	
After school programs for middle grade children.	
For the programs we've attended, yes! Otherwise, don't know / don't remember.	
Children's programs all seem to be on weekdays when I'm working and my kid's in daycare seemed designed for stay at home parents, not working moms.	
Story time really only works for families with a stay at home parent. We enjoy the programs that we do attend; we would attend more if we could.	
I dont know when most programs take place	

Now thag my 5yo is in school until 330. I would love to see more evening and Saturday programs in the winter (dance/movement etc)

More after 5pm

More late afternoon/evening than morning

After 5 pm and on weekends.

Evening or weekend

I work a 8-5 job, and most of the creative/art programs are middle of the day.

Usually evenings

The pre walkers class was a nap sacrifice to attend. The wake windows/nap sched always landed on the class. Something to consider would be average wake windows for age? I imagine it's difficult to accommodate everyone, but if attendance is low, the wake windows might be a factor.

Mornings, weekends

9 AM or 3:30 PM. Not over lunch when toddlers need to nap :)

More now

on demand would be better for me due to an inconsistent work schedule

Expand hours on Sunday to allow for evening programs.

Evenings are best for me.

Children's programs on Saturdays are great. Much of the adult programming seems to take place during the work day.

I have seen a couple I would like to attend that were during my work hours, for example at Thursday at 3:30. I work a 9-5

Afternoon

Many are on Sunday afternoon. I work on Sundays.

Honestly we've just gotten out of the habit of attending programs since the pandemic. I would like to start back up when we get back to the school routine.

prefer daytime weekday.

Time is not so much a problem often I hear about them late though this is more a problem wit hthe senior center than the library

Times are really good. Wish you would tell the Y or others what times to program things, they don't get right.
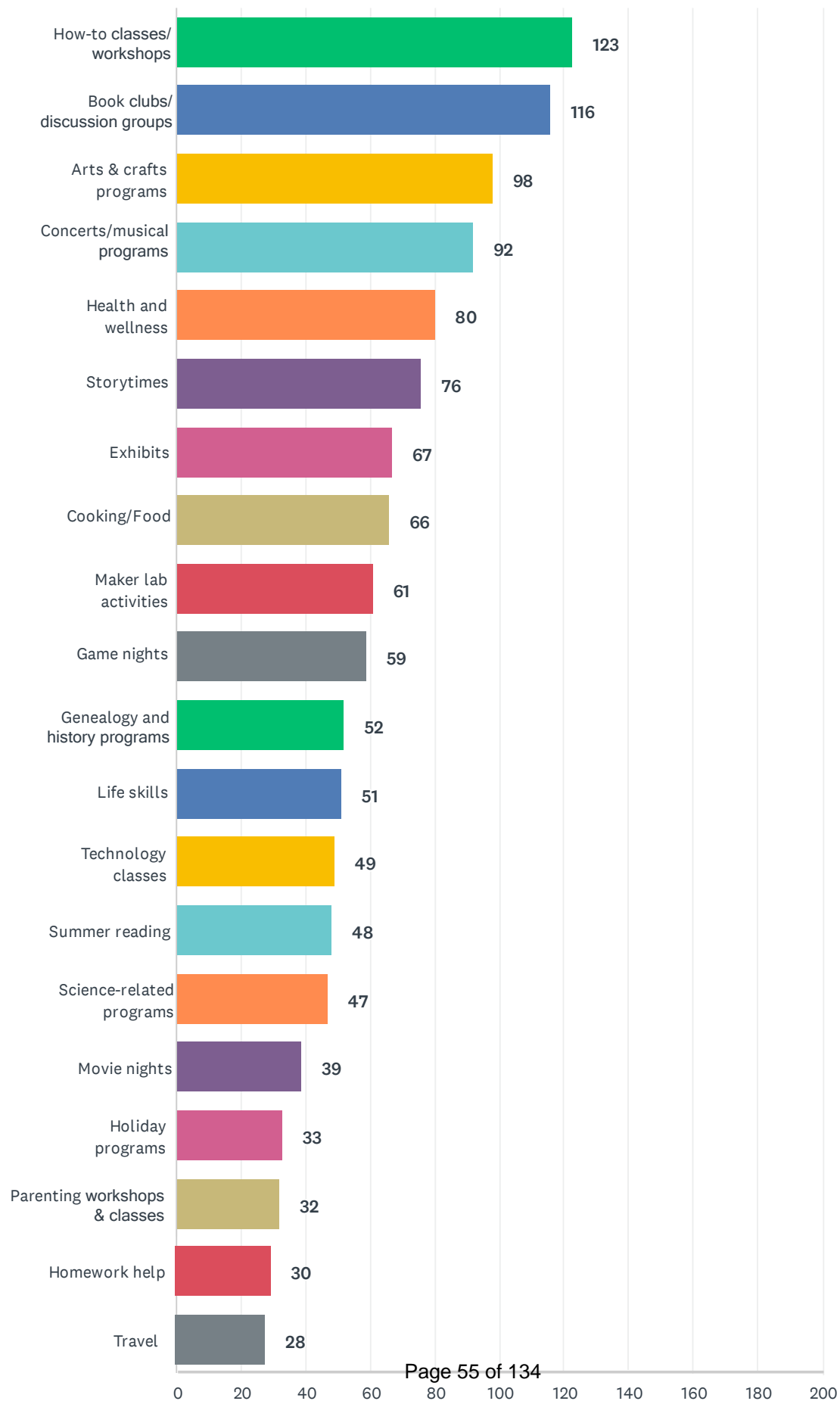
For those with younger babies, mid morning works with 2 naps. Something like 11 am or 3 pm. We work during the day so

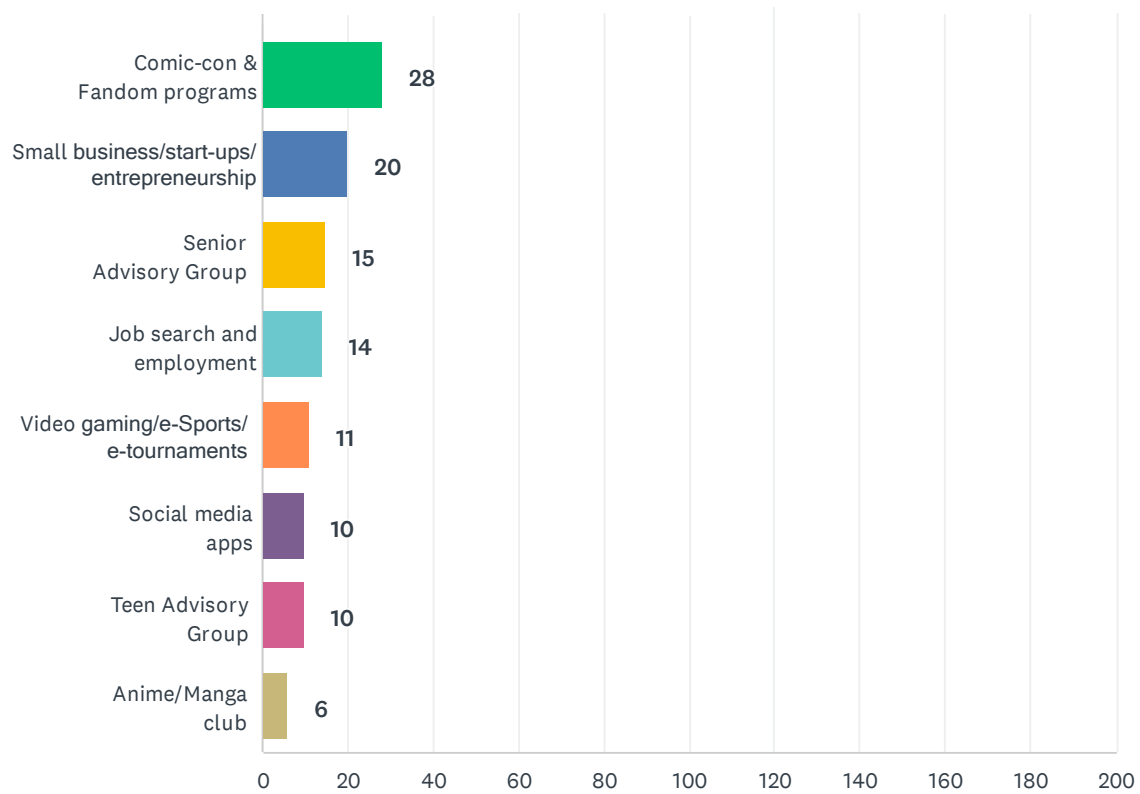evenings and weekends are the only times that work for us usually

After 3pm or sometimes before 11am

More weekend/early evenings are helpful for working families but it seems like you've started increasing those already.

Q16 What types of programs would you be most likely to attend at the library? Please check your top five (5).

Answered: 283   Skipped: 68

Program	Count
How-to classes/workshops	123
Book clubs/discussion groups	116
Arts & crafts programs	98
Concerts/musical programs	92
Health and wellness	80
Storytimes	76
Exhibits	67
Cooking/Food	66
Maker lab activities	61
Game nights	59
Genealogy and history programs	52
Life skills	51
Technology classes	49
Summer reading	48
Science-related programs	47
Movie nights	39
Holiday programs	33
Parenting workshops & classes	32
Homework help	30
Travel	28

Category	Value
Comic-con & Fandom programs	28
Small business/start-ups/entrepreneurship	20
Senior Advisory Group	15
Job search and employment	14
Video gaming/e-Sports/e-tournaments	11
Social media apps	10
Teen Advisory Group	10
Anime/Manga club	6

ANSWER CHOICES	RESPONSES	
How-to classes/workshops (play guitar, gardening, make or fix things, etc.)	43%	123
Book clubs/discussions, author programs	41%	116
Arts & crafts programs	35%	98
Concerts/musical programs	33%	92
Health and wellness (fitness, self-defense, mindfulness, healthy eating, etc.)	28%	80
Storytimes (baby, toddler, pre-school, foreign language)	27%	76
Exhibits	24%	67
Cooking/Food	23%	66
Maker lab activities (3D printing, sewing, robotics, coding, etc.)	22%	61
Game nights (board games, trivia, etc.)	21%	59
Genealogy and history programs	18%	52
Life skills (financial literacy, adulting, etc.)	18%	51
Technology classes (computers, How to for iPads, Smartphones, tablets, e-readers, etc.)	17%	49
Summer reading	17%	48
Science-related programs	17%	47
Movie nights	14%	39
Holiday programs	12%	33
Parenting workshops & programs	11%	32
Homework help	11%	30
Travel	10%	28
Comic-con & Fandom programs	10%	28
Small business/startups/entrepreneurship	7%	20
Senior Advisory Group	5%	15
Job search and employment	5%	14
Video gaming/e-Sports/e-tournaments	4%	11
Social media apps (Facebook, Instagram, Twitter, etc.)	4%	10
Teen Advisory Group	4%	10
Anime/Manga club	2%	6
Total Respondents: 283		

OTHER (PLEASE SHARE SPECIFIC EXAMPLES HERE)

Friends Indeed has a poverty program - Please advertise it! (Circles USA)

Programs for youth under the Autism spectrum ages 12-25 presented by their abilities, and skills, + maturity. NOT age level!

It is hard to restrict to 5! Health/wellness, musical programs + concerts, exhibits, science + holiday programs would all be big on my list too

Movie nights are great, but improve the "lighting" issues in community room.

Regularly attended story times and participated in summer reading programs when my children were small.

I personally wouldn't attend any programs, but these all seem like great options.

Mentoring groups.

Arts & Craft, How-to classes & Maker lab are pretty much the same thing. All very nice to have.

Mostly use the library for books, not for programs.

I've been unaware of the Senior Advisory Group but may check it out now. I've also attended LaRon Williams anti-racist movie/discussion programs and other African-American programming (voting support, AfAm Local History, Matt Sigfried's Native, Female & Labor History programs), also Native American restorative justice films, etc.

All of these are great

I would appreciate a class on how to help your tween/middle schooler with organizational skills. Thank you!

It seems to me that health/fitness classes are mostly for seniors. Are any appropriate for younger folks (18-45), or those with kids?

Activists gatherings- like how to speak at city council meetings, how to run for office, how to start a ballot initiative, how to join a candidate or issue campaign, how to watch/follow local govt, how to make a difference

Not interested

I am also interested in movie nights; a library "lock-in" or "after hours" event for kids.

Cooking activiries would be extremely fub to do with kids at the library

Outdoor programming on library plaza is always great

I am more likely to perform in a library program

Does "at" include online/virtual?

National Novel Writing Month Write-Ins are a must have, I only attended one in Florida, but I would love for some to be happening at Ypsilanti {either at Whitakker or Michigan ave will be fine}

Exercise

WCC has some life skills/creative classes (which is great) and I would love to see those types of classes also happening at the library which I think is more accessible for folks to get to and attend than navigating a college campus

Programs where people are wearing masks over their noses and mouths, thank you if you can do this

Salon style hosting topical conversations.

We don't have children, so my answer is skewed toward adults, though I believe children/teen programming is most crucial for libraries.

Real need in the community for financial literacy programs.

Civic engagement & issues discussion programs.

These already occur elsewhere

have appreciated the shred and electronics recycling events

I've enjoyed talks on local history in the past.

Saw something recently in another state where the community gathered a bunch of people who were capable of fixing lots of things (i.e. table chairs, electronics, clothes) and had one big event where everyone could bring things to get fixed so the items weren't just put into a dump. Something like that would be incredible. Maybe a place to responsibly recycle batteries and paint and things like that attached to it too.

The library is unnecessary to our family, because the types of activities above are generally obtainable in other ways.

More writing programs!

You used to have knitting groups that met at different times at both the Michigan Ave. and Whittaker branches, but I haven't seen or heard anything since before the COVID lockdown.

Note covid concerns have kept me from the book discussions . I have done exhibits at museums and universities - the major problem is I don't see a secure place for them at the ypsilanti library
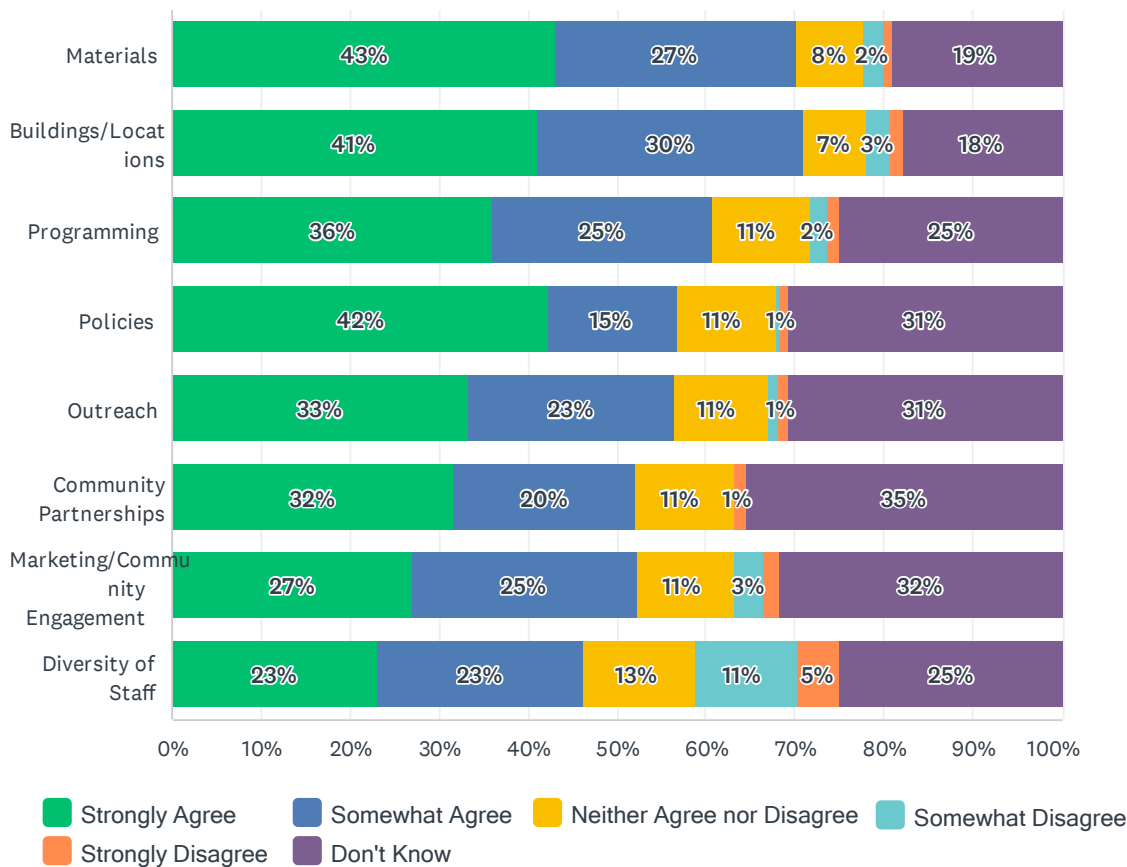
theater events

I am not especially interested in the programs and so selected the first 5 responses to get to the next survey page.

Networking events

Q17 For each of the following aspects, please indicate whether you feel that the library is addressing diversity, equity, and inclusion.
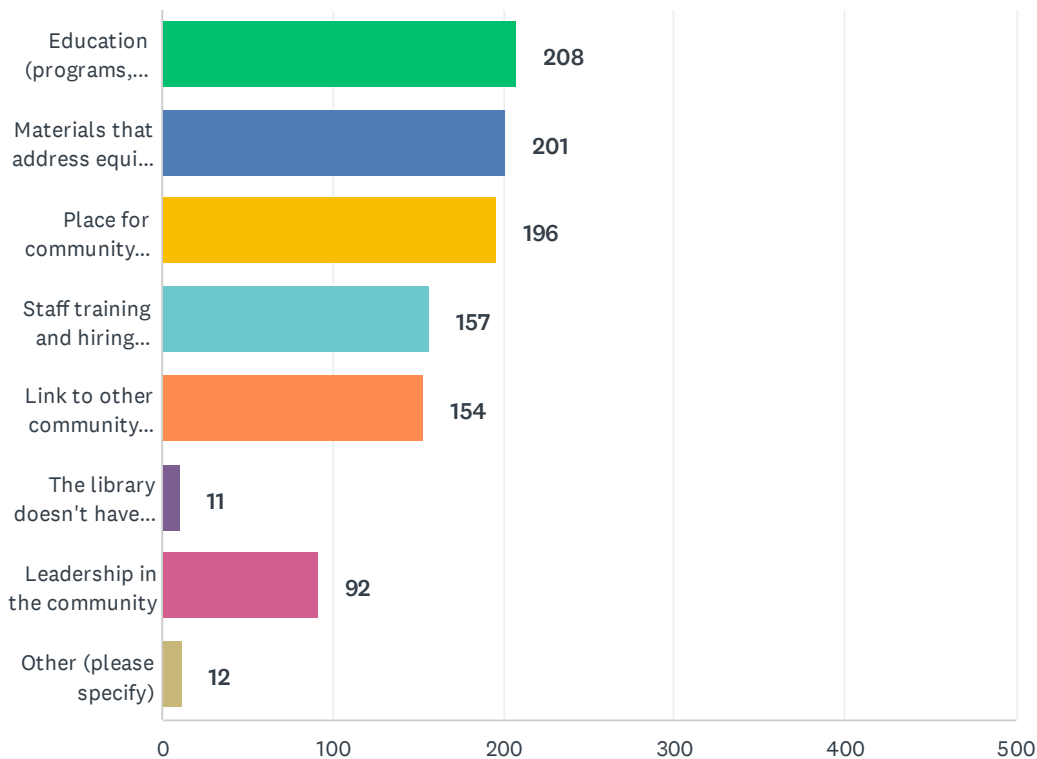
Answered: 275   Skipped: 76

- Strongly Agree
- Somewhat Agree
- Neither Agree nor Disagree
- Somewhat Disagree
- Strongly Disagree
- Don't Know

	STRONGLY AGREE	SOMEWHAT AGREE	NEITHER AGREE NOR DISAGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Materials	43% 118	27% 74	8% 21	2% 6	1% 3	19% 52	274	1.36
Buildings/Locations	41% 113	30% 82	7% 20	3% 7	1% 4	18% 49	275	1.36
Programming	36% 98	25% 67	11% 30	2% 5	1% 4	25% 68	272	1.17
Policies	42% 116	15% 40	11% 30	0% 1	1% 3	31% 84	274	1.11
Outreach	33% 91	23% 63	11% 29	1% 3	1% 3	31% 84	273	1.10
Community Partnerships	32% 87	20% 56	11% 30	0% 0	1% 4	35% 97	274	1.01
Marketing/Community Engagement	27% 74	25% 70	11% 30	3% 9	2% 5	32% 87	275	0.98
Diversity of Staff	23% 63	23% 63	13% 35	11% 31	5% 13	25% 68	273	0.71

Q18 What do you think is your library's main role in diversity, equity, and inclusion issues? Please check all that apply.

Answered: 275   Skipped: 76

Answer	Count
Education (programs,...	208
Materials that address equi...	201
Place for community...	196
Staff training and hiring...	157
Link to other community...	154
The library doesn't have...	11
Leadership in the community	92
Other (please specify)	12

ANSWER CHOICES	RESPONSES	
Education (programs, speakers, distribution of information)	76%	208
Materials that address equity, diversity, inclusion, and social justice	73%	201
Place for community engagement	71%	196
Staff training and hiring practices	57%	157
Link to other community organizations and services	56%	154
The library doesn't have a role in these issues	4%	11
Leadership in the community	33%	92
Other (please specify)	4%	12
Total Respondents: 275		

OTHER (PLEASE SPECIFY)

A bridge to opportunities!

Libraries are like teachers - absolutely necessary for learning. Those who no longer learn die..period!
don't know (4)

ease of getting to library

Education and community engagement are very important

if anything, the library seems too "politically correct"

The library's main role is to provide a place to "be and do" for those without alternatives. As such, it contributes to leveling out opportunities.

Note by defining things in terms limited to race - this are largely misses the cultural ethnic diversity in the white community which I think is a major problem.

collections that are curated by the community and/or bipoc librarian

Q19 What do you think the Ypsilanti District Library could be doing to better address the issues of diversity, equity, and inclusion?
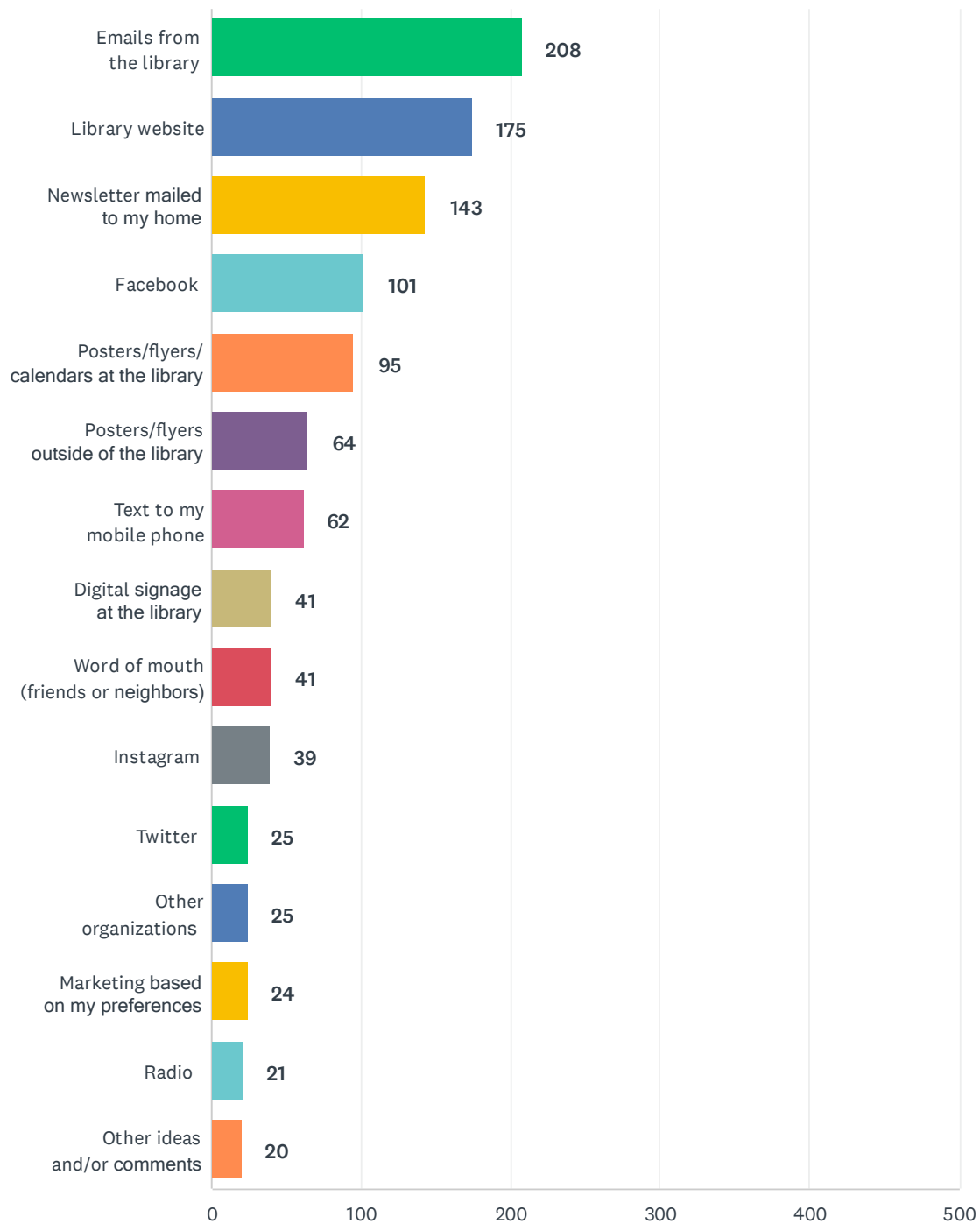
Answered: 107   Skipped: 244

Staffing/Training

A more diverse staff (9)

Diversity in staffing and just consciousness in programming, which I believe you have

Downtown adult librarians need more training about poverty & systems of assistance.

Have no idea but glad that you are asking the question. Does your leadership/staff/board/volunteer demographic reflect the demographic of the township/city?

Hire a more diverse staff and use their knowledge and skills to help inform you of changes that need to be made

Hire more black queer people, and people with disabilities

Hire more diverse staff at all levels.

Hire more people of color (2)

Hiring more diverse staff - representation matters on so many levels

I don't seem to see many folks of color on staff but maybe I am not seeing a full representation of the staff or maybe I am making assumptions based only on what I see.

I don't see a lot of BIPOC people working at YDL, there is probably a few reason for that. Requiring specific degrees for positions can turn a lot of people, who would be qualified with minimal training, off from even applying. Maybe there are a lot of diverse people working, but not a lot front-facing positions (desk clerks and such), this would cause people to maybe not apply if they don't see a lot of themselves in the library. I also think not using an intuitive application process throws people off. You must submit a resume, but also a YDL application, which is just everything that is already on a resume, that you have to print or figure out how to form-fill a PDF save and email it. Plus it requires a cover letter (that no one ever wants to read and isn't ever a good representation of someone anyways)

I have been going to all three locations of YDL for seven years and have noticed only one or two non-white people on staff (excluding security and custodial). Your HR department and hiring managers are probably almost entirely white too, I bet. This is a major problem considering the demographics of Ypsilanti (both city and county). Minority youth, especially, should be able to see and interact with staff members from their community. I hope the staff at the new Superior branch will be indicative of a new chapter in YDL hiring practices, and that it will take root in the entire system. (Not that it should matter---I am white.)

Outreach/Partnerships

i'm not sure, probably more outreach about what you are doing because i don't know.

Identifying community members to be leaders at the library. Have a library liaison at every school, social service agency, retirement community, etc.

community orgs

First of all...yay, Bookmobile!

Mostly outreach; I feel like many residents don't really feel like the library is a place for them. I've had learners at WL express surprise when I say we should meet at the library, but once they're there, they love that we can head to the stacks together and choose books. When pressed, they'll admit that they've never been to the library because "I can't read; there's nothing for me here," but just meeting at a place that so celebrates reading increases their confidence. So that's long way of saying that I think more needs to be done to show the community that there's so much more to the library than just books and it truly is a place for everyone. And that the services and programs don't all require knowing how to read.

Offering social work support to assist vulnerable residents with access to resources and benefits (& connecting with agencies in the community), this would be a good start.

Reaching out to organizations of color with job openings

Partner with MI Liberation or We the People (not the local farm but statewide community organizers) and other local groups that can harness on the ground feedback from community members about what they want. Really need more community organizing/listening sessions and need to get Washtenaw County to listen!!

I think it would be helpful to have all library staff have an introduction to the racial and cultural issues that affect the Ypsilanti area both today and in the past. I'd like to see more resources for those learning English and adults who have difficulty with reading.
i.e., redlining, urban redevelopment, how auto plants have affected the local economy, changes/mergers in the local school districts, and education quality.

I think you are doing a good job, but there could be more employees of color and with physical disabilities.

investments in staffing and training

It would be nice to see more diversity in the newly hired staff at the library.

It's a tough issue, but it starts with all employees. How are they treated? How they treat others? What do they know? Are they lifelong learners themselves? etc...

More diverse staff (although this can be a challenge), a careful look at policies and procedures through DEI lens. Fine free is a great accomplpishment. Make sure all branches have balanced collections that include both DEI materials and also materials for those on the other side of these issues so they are also included, the library should try to represent all viewpoints in its materials collections.

Promote people of color and ensure they are represented in leadership roles. Create space and understanding that perspectives of POC may be different. YDL is a great organization but has a big blind spot when it comes to truly taking diverse ideas into account and creating inclusive atmosphere for POC staff.. and patrons.. especially at whittaker.. having more POC in leadership roles is one important way to overcome this

Regarding the question of diversity of staff, I selected "Somewhat Disagree" because I could not recall ever interacting with a staff member of color.

Staffing should reflect community; currently, it does not.

The staff is not diverse at all.

YDL is still mostly a traditional, top down organization. It would be great to foster more opportunities for people from all walks of life to lead, i.e. to have the Library team learn and focus on ways to facilitate leadership from other parties. This is happening for teens but could happen better across other areas. It also would be fantastic if the Library schedule could be flexed more to accommodate shift workers and those who have a 9-5 job. Often the focus on young children and seniors misses the mark widely for those neither very young or old.

YDL needs librarians of color full stop. Collections suffer from librarian's lack of understanding the needs of underrepresented and/or marginalized communities.

YDL needs more staff of color, esp. in the locations where POC make up a large percentage of patrons.

Collections

Book materials from other authors, not just around African Americans. Asian, Middle Eastern, etc. authors and events.

Continuing to move the needle forward
Expanded books in additional languages

diversify holdings?

Expand children's Spanish book section

Expand the multi-lingual books.

Have a wide variety of materials that address issued related to equity, diversity, inclusion, and social justice. When we consider the attacks that LGBTQ members and materials have been under lately, their are hostile attempts to censor information and silence LGBTQ people and allies. The library can play an important role in making inclusive information available to the public.

Have diverse books and speakers and staff.

I love the African American author labels. It would be great to see a label for LGBTQIA+ authors as well.

Include more Christian resource materials

Keep increasing the range of materials available.

Make sure that there are a variety of materials available covering a broad range of diversity.

obtain more diverse materials especially in ebook/audiobook (Libby) format.

Other

Not sure (8)

Acknowledging that there is an issue. The act of programs with not identifying the issue is useless.

Don't know, because I don't know what they are doing now.

Encouraging POC to consider library science and related degrees?

This is a hard question to answer because I moved here two months before the pandemic began, and am still somewhat cautious re contagion. I'd love to be able to explore a bit more deeply and return to the question...which doesn't help you here. :/

I appreciate investment in Superior, and elimination of fines! For equitable access, Superior and Michigan Ave need to have equivalent (or more) hours than Whittaker, though.

I don't feel qualified to address the issue; I don't know enough about current policies.

I have nothing to add but I appreciate your focus on this important topic.

I find this hard to speak on as a white person because I have been awarded a large level of privilege due to my race. I would rather a POC answer this question and be the driving force behind any kind of diversity/inclusion because they're the best person to address these concerns. I support knowing that I still have a lot to learn and that I cannot do it alone, but my voice is not the answer.

Not make it such a focus. By offering programs aimed at a certain group of people, the result is further segregation and separation of the community based on race, gender, etc. This is counterproductive to making people feel included.

I think the library should remain politically neutral, but the library should help with the diversity of ideas and people. There are many political ideologies in Ypsilanti and the library, which is funded by ALL TAXPAYERS, should not be appearing to make political stances (even if they think they are the RIGHT stances. Right according to whom?) It makes the library appear self-righteous and we don't want that. We want EVERYONE to feel welcome! Political conversations are OK, but not when it seem like "this is the library's stance on this issue."

I'm not sure since I don't know what you're already doing.

I'm white so I'm not aware of the needs.

It would be better if they had people that is willing to do the work

Many times lately I will not allow my children in the Library due to the inappropriate materials left out on display. Items I'm sure the Library would say are "DEI".

The missing part is white ethnic cultural diversity the fact that most of us come from immigrant cultures that arrive years after the civil war. As such many diversity discussions fail or worse push people into camps that really do not serve their interests. What I was most surprised by in the recent city discussions was the similarity in use of language to what we experienced as newcomers in rural white Wisconsin! End result is that the skills and resources as an elder are being used more in inner city Detroit than in Ypsilanti- elsewhere is lot more welcoming.

We do not use the library, so it is unclear what the library does now, but if it is kind, fair, and welcoming to all comers, no matter their personal characteristics, it is doing enough.

I have heard black teens at YDL Mich. express a reticence to visit YDL Whitt. because they feel "singled out" in a building of mostly white patrons and that staff targets them for disciplinary action.

Doing Fine

All good

Based on my visual perceptions, YDL-Whittaker reflects, in staff and clientele, the diversity of the catchment area. Keep doing what you are doing to the best of your ability.

Do what their doing now. Ask what can be change added or suggested to make a difference. Also, ask or solicit knowledgeable individuals to make changes.

I think you guys do an incredible job in those areas. I appreciate what you do.

I think you're doing it. If there were a way to get more adults reading or learning to read with their children or alone, that would have a great impact on their quality of life and the community quality of life. Literacy programs are great but how to increase literacy in those who are technically literate but at a minimal level?

It appears these issues arewell addressed...

N/A I see you all working hard in the community

To me the place is Tip ; Top

Education/Programs/Events

bring people together to promote differences and similarities

I think the library is a great space for people of all identities to come together, whether it be in formal programs or just because we are all together utilizing library resources. Continue to help catalyze opportunities for learning, sharing and understanding our differences and our similarities

The fact that the main branch of the library with the majority of the programming is located so far from downtown where most patrons have to drive is a big equity issue. Why isn't there more programming and more attention paid to the Michigan Avenue branch, where there is so much more foot traffic, a block away from the bus station?

Keep moving forward with great programs

Regular meetings for non-profit, neighborhood, school leadership

Have classes on it.

Give informational talks

Marketing/Awareness

promote literature, materials from minority groups?

I don't know much about YDL's DEI plans. Maybe be more vocal in general

I LOVE the messaging in Spanish. I hear other languages all the time in the library, too. It would be nice to have standard English/Spanish for all important messaging (like building closures, construction, etc) but allow other languages to be included when possible, too. Language is such an important way for people exist and take up space. It can be validating and exciting for kids learning a home or world language to see it used in the real world. BRAVO for the Spanish messaging about no more fines!!!

Letting people know how they are dealing with these issues. Maybe a pamphlet?

Market books that teach critical race theory, history, gender equality, disability inclusion and access.

Services

Be more Deaf & Hard of hearing friendly when offering meeting space, speakers & presentations.

Disability often gets left our of the conversation, but is the most intersectional and impacts the most folks. I really appreciated that YDL offered curbside pick up of books during the pandemic (although it was often difficult because I don't have a cell phone, and sometimes this seemed to piss off staff even when I called ahead) - as an immunocompromised person, this made things so much better and less isolating for me. Please keep this! I'm glad that most folks in the library are still wearing masks; I feel comfortable coming inside to pick up materials for this reason. But that big staircase front and center at the Whittaker location - who designed that?! My friends who use mobility devices find it imposing; they have to look for the elevator which is tucked away. Y'all should look into universal design.

Happy to see fines dropped so timely book returns in less of an obstacle for low-income/transportation-challenged patrons using the library. Keep up with those kinds of ideas! Be careful that diversity issues don't overshadow access to books either through book banning or becoming too high a priority that library seems politicized.

I am not sure that it is the library's role, but it is difficult for me to attend programs because I have a disabled adult child who may not be able to sit quietly during programs. I wish there was more programming for him; sensory movies, social meet up for developmentally disabled adults (with chaperones of course.)

Resources for low-vision and blind people

Spaces

Don't know. Provide meeting spaces.

I think that the downtown branch serves a diverse community both in terms of race and also income brackets. Whitt serves more white folks and folks who have cars. It feels like the downtown building is the neglected stepchild sometimes. They get less program funding, their water flood issues and maintenance issues are slower to Get fixed, and the building seems to be slowly falling apart. Bathrooms are unclean at all the buildings tbh.

No Role

I don't subscribe to the DEI premise so I'm uninterested in furthering it's goals. Every institution should be continuing the work they're doing and provide equal access & opportunities.

nothing

Nothing

nothing. This is the job of the parents to train their children. This is not the library's job.

Q20 What are your preferred methods of finding out about library news and events? (check ALL that apply)
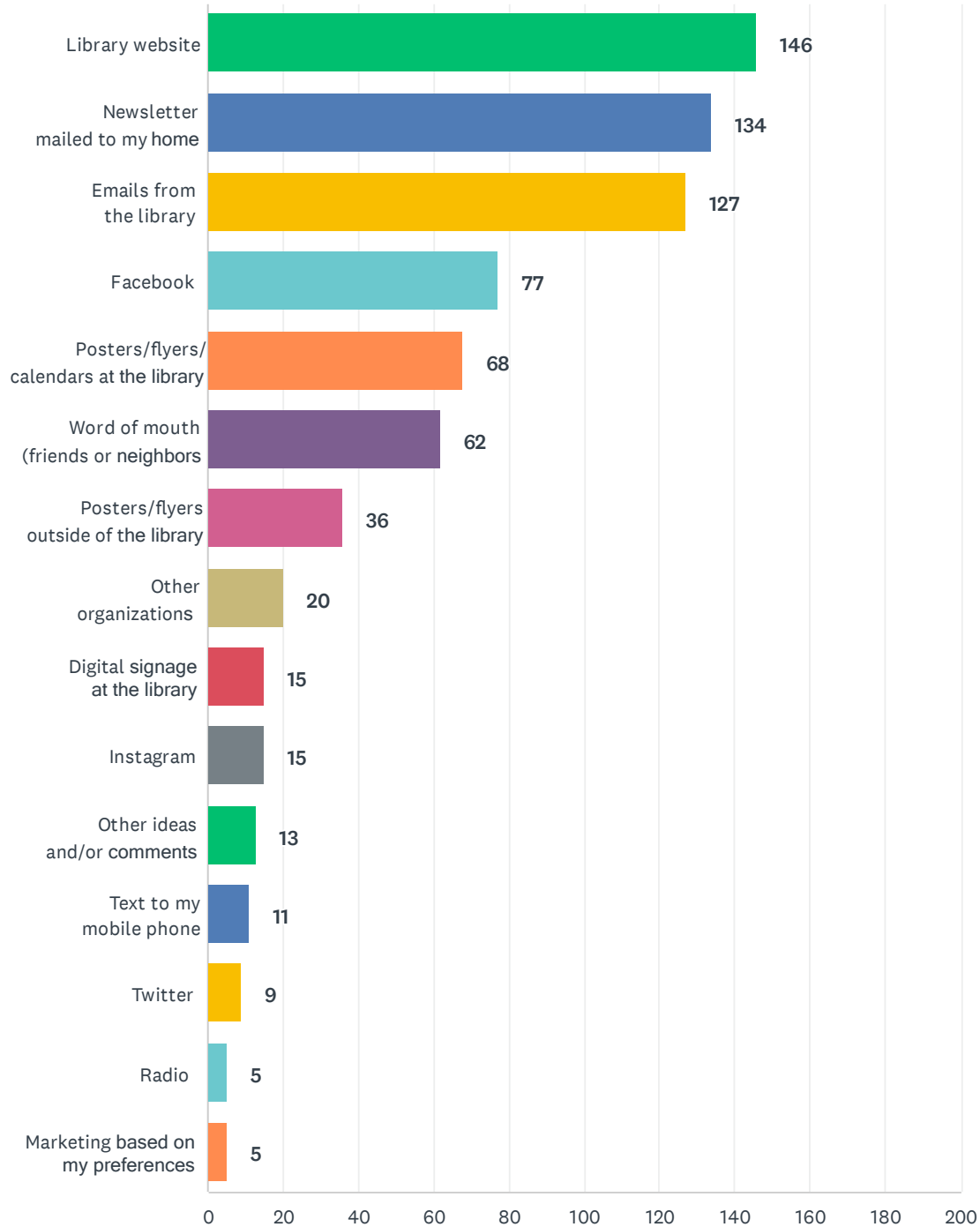
Answered: 275   Skipped: 76

Method	Count
Emails from the library	208
Library website	175
Newsletter mailed to my home	143
Facebook	101
Posters/flyers/calendars at the library	95
Posters/flyers outside of the library	64
Text to my mobile phone	62
Digital signage at the library	41
Word of mouth (friends or neighbors)	41
Instagram	39
Twitter	25
Other organizations	25
Marketing based on my preferences	24
Radio	21
Other ideas and/or comments	20

ANSWER CHOICES	RESPONSES	
Emails from the library	76%	208
Library website	64%	175
Newsletter mailed to my home	52%	143
Facebook	37%	101
Posters/flyers/calendars at the library	35%	95
Posters/flyers outside of the library	23%	64
Text to my mobile phone	23%	62
Digital signage at the library	15%	41
Word of mouth (friends or neighbors)	15%	41
Instagram	14%	39
Twitter	9%	25
Other organizations (school districts, townships)	9%	25
Marketing based on my profile, usage, and preferences	9%	24
Radio	8%	21
Other ideas and/or comments:	7%	20
Total Respondents: 275		

OTHER IDEAS AND/OR COMMENTS:	
It would be nice to get a text to a link on the website that highlights programs.	
A changing digital sign outside the library on Whittaker Road	
Through YCS newsletters, I really miss your beautiful Latitudes magazine/newsletter	
Postcard marketing - QR code	
It would be wonderful if the library collaborated with other organizations to provide a large variety of services without having to try to be the end all/be all for everyone by themselves.	
I'd love to hear a regular WEMU spot on the YDL, something like On The Ground Ypsi	
Farmers market, family practice clinics, local music programs (especially free series). I think it would make sense for WEMU to have a monthly "what's going on at the library?" feature, don't you? :)	
LinkedIn, Facebook event, a post is great but when an event is created I can express interest and Facebook will remind me.	
Actually there is a need for a better non-digital communication structure within the city- the library does it the best of any of the local institutions but overall the community misses a lot of key information .	
info mailed to me/ info at checkout	
More ways is better. More ways to connect mean more people know about it	
App/notifications	
I enjoy your printed newsletter and read it cover to cover, but if marketing resources are scarce, I'd lean toward the other methods listed.	
My library emails were sent to my spam for quite some time. I finally figured out how to add them to my main folder. But that may be happening to other patrons.	
Note - I am 69 - younger folks communicate differently. Use as many channels as you can.	
While the Loop is cool and full of information, I'd like to see some sort of seasonal or monthly paper events calendar like the old way of doing it. Sometimes the Loop isn't as easy to hang on to and lists for events only for 4+ months.	

Q21 How do you currently find out about library news and events? (check ALL that apply)

Answered: 275   Skipped: 76

Option	Value
Library website	146
Newsletter mailed to my home	134
Emails from the library	127
Facebook	77
Posters/flyers/calendars at the library	68
Word of mouth (friends or neighbors	62
Posters/flyers outside of the library	36
Other organizations	20
Digital signage at the library	15
Instagram	15
Other ideas and/or comments	13
Text to my mobile phone	11
Twitter	9
Radio	5
Marketing based on my preferences	5

ANSWER CHOICES	RESPONSES	
Library website	53%	146
Newsletter mailed to my home	49%	134
Emails from the library	46%	127
Facebook	28%	77
Posters/flyers/calendars at the library	25%	68
Word of mouth (friends or neighbors)	23%	62
Posters/flyers outside of the library	13%	36
Other organizations (school districts, townships)	7%	20
Digital signage at the library	5%	15
Instagram	5%	15
Other ideas and/or comments:	5%	13
Text to my mobile phone	4%	11
Twitter	3%	9
Radio	2%	5
Marketing based on my profile, usage, and preferences	2%	5
Total Respondents: 275		

OTHER IDEAS AND/OR COMMENTS:	
Librarians advertising programming helps too, From the librarians at the library	
Typically randomly, I need to be more intentional	
I don't think I have a method to finding out events, I really don't often hear about news/events from the library.	
Mailed newsletter	
I keep The Loop as a reference until the next one comes to my home. I find the website very difficult to navigate. Am I the only one? not a big fan of social media. Don't fix what isn't broken.	
I don't think the YDL website is intuitive enough for what you need it for. It's difficult to even find the sign up for the summer challenge, and there's nothing about it when you walk in the library or even just on the front page of the website, so unless you get the Loop (which is great by the way) you wouldn't even know about it. That is just one example of how events and things are missed because of bad marketing.	

# Q22 Do you have a current Ypsilanti District Library card?

Answered: 275   Skipped: 76

Not sure 2% (6)
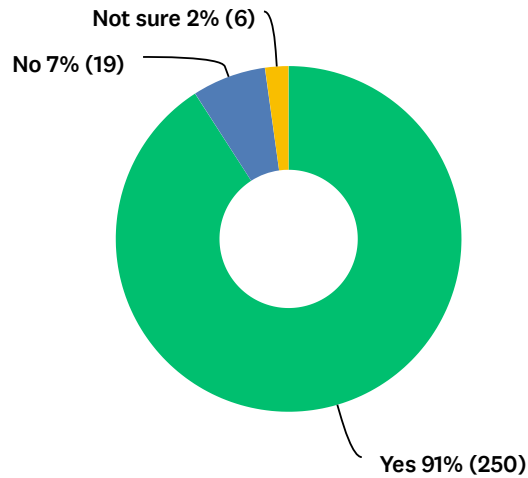
No 7% (19)

Yes 91% (250)

ANSWER CHOICES	RESPONSES	
Yes	91%	250
No	7%	19
Not sure	2%	6
TOTAL		275

IF NO, WHY NOT?	
because I'm poor, I have some older library fines. My spouse already has their card without this issue	
I need one.	
Just moved back to michigan, Just moved to the area so haven't gotten one yet	
I've not renewed it since the pandemic, It expired, I have a card, but it might be 15-20 years old, so I do not know if it's "current."	
It expired and it takes effort to go in to renew it. I'm a slow reader and never finish books on time.	
I'm a library partner in programming and haven't really used it for circulation of materials	
my card was damaged so threw it out... I do have an account though... I need to replace the card or find out my card number	
Libraries are out of date, can get everything online now.	
AADL resident, I use my Belleville card,	

Q23 What is your age?

Answered: 272   Skipped: 79
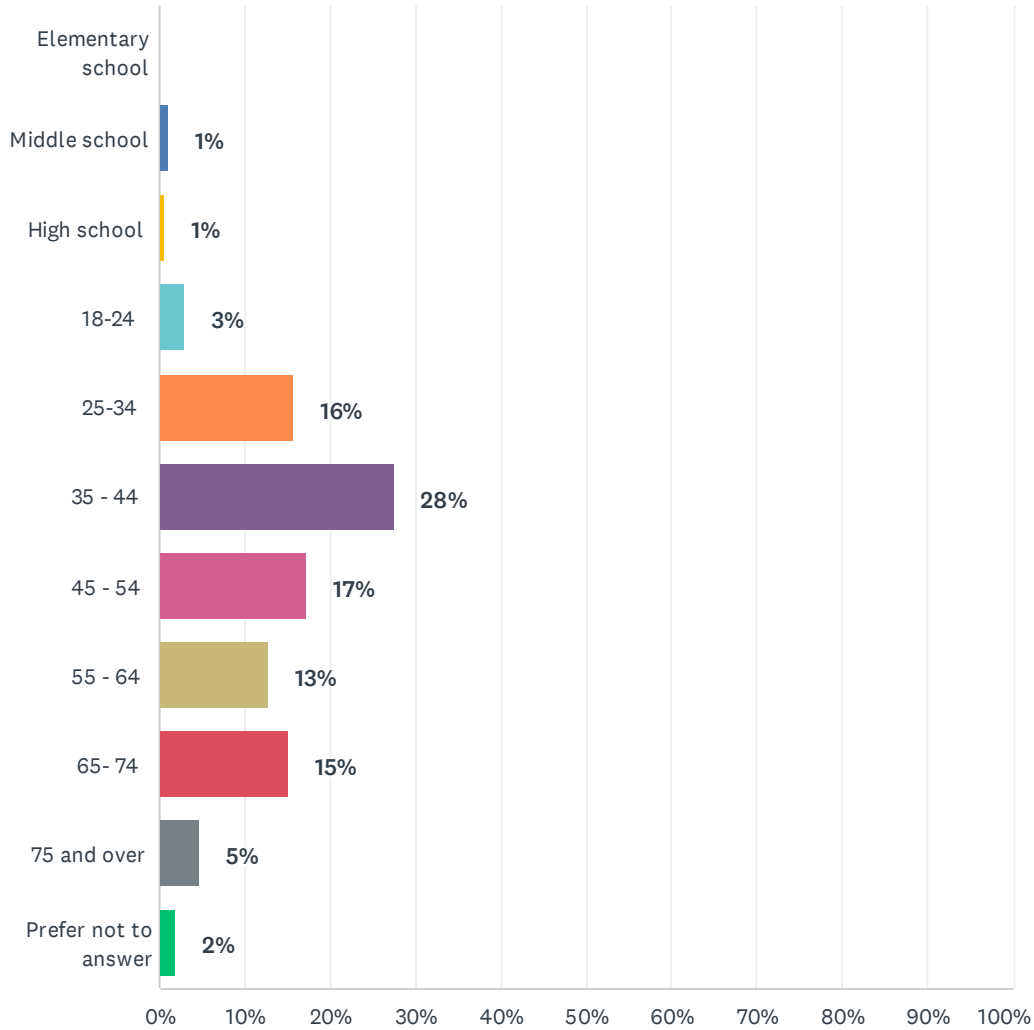
ANSWER CHOICES	RESPONSES	
Elementary school	0%	0
Middle school	1%	3
High school	1%	2
18-24	3%	8
25-34	16%	43
35 - 44	28%	75
45 - 54	17%	47
55 - 64	13%	35
65- 74	15%	41
75 and over	5%	13
Prefer not to answer	2%	5
TOTAL		272

Q24 In what city / township do you live?

Answered: 275   Skipped: 76
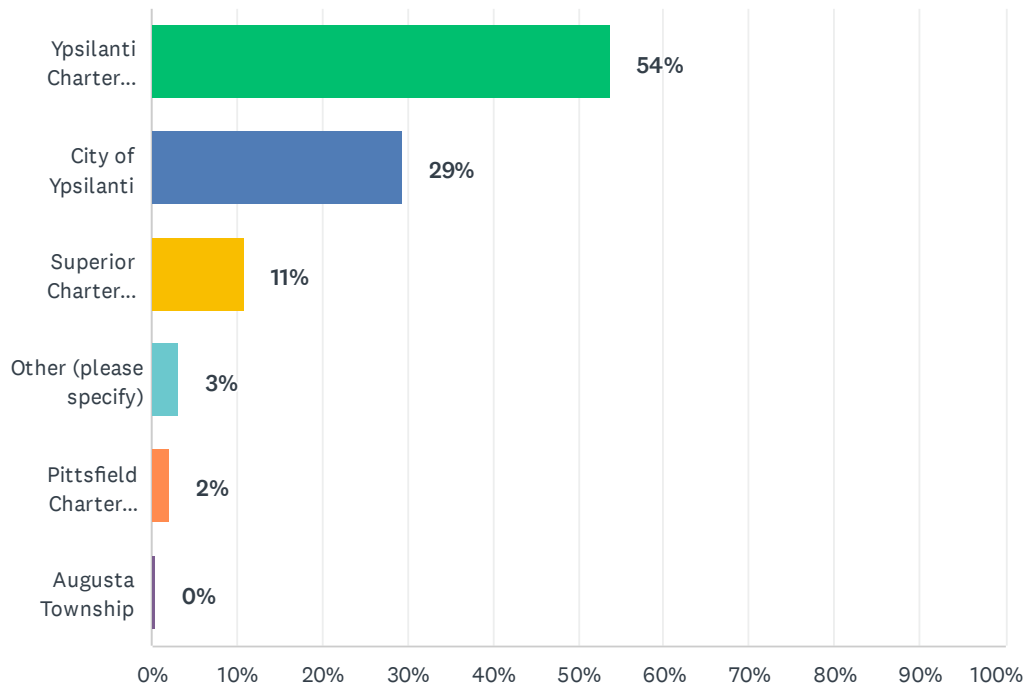
ANSWER CHOICES	RESPONSES	
Ypsilanti Charter Township	54%	148
City of Ypsilanti	29%	81
Superior Charter Township	11%	30
Other (please specify)	3%	9
Pittsfield Charter Township	2%	6
Augusta Township	0%	1
TOTAL		275

OTHER (PLEASE SPECIFY)
Dexter
Ann Arbor (4)
Scio but I work at EMU Sharon
Township (Manchester)
Van Buren
Hamburg

Q25 Are you of Hispanic, Latino, or Spanish origin? (Optional)

Answered: 264   Skipped: 87
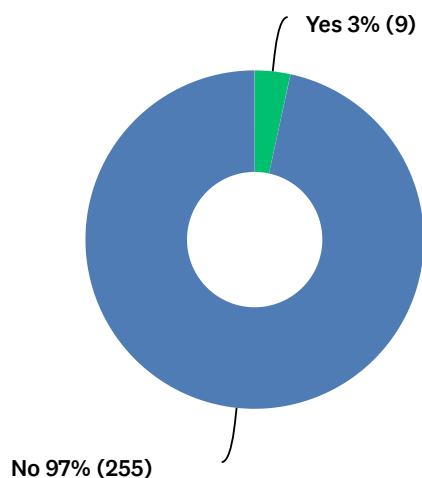
Yes 3% (9)

No 97% (255)

ANSWER CHOICES	RESPONSES	
Yes	3%	9
No	97%	255
TOTAL		264

Q26 How would you describe yourself? (Optional)

Answered: 259   Skipped: 92

White	79%
Black or African...	12%
Two or more races	5%
Asian	3%
American Indian or Inuit	1%
Native Hawaiian or Pacific Islander	
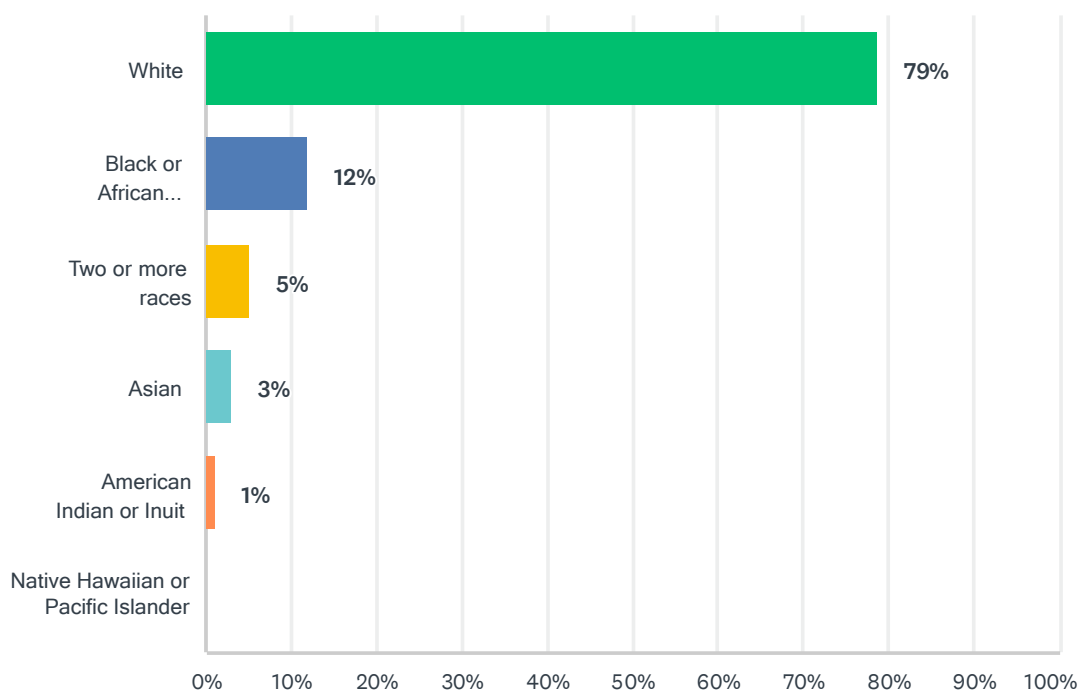
ANSWER CHOICES	RESPONSES	
White	79%	204
Black or African American	12%	31
Two or more races	5%	13
Asian	3%	8
American Indian or Inuit	1%	3
Native Hawaiian or other Pacific Islander	0%	0
TOTAL		259

Q27 Please provide any additional comments about your needs for the Ypsilanti District Library.

Answered: 101   Skipped: 250

Love Library/Staff

We love the Whittaker Road library so much! Love the toys, love the variety of books, love the puzzles and gardens and tools and seeds (!), love looking for treasures at the book sale, love bringing friends to check it out. It is truly one of our favorite places to go, and I so appreciate that it's open to anyone and free to use -- especially during Michigan winters when options are limited.
But overall, you're doing great; keep up the good work!

I love this library, and the things this library provides. I think some of my comments may have come off more aggressive so I just wanted to clear that up. My boyfriend (now fiancé) proposed to me here last year because it's our favorite place to go together. Thank you for providing our community with all that you do (I particularly love the community gardens, I've never gotten to see vegetables grow this way, it is so so so fun.)

I love our library - it was a main draw that attracted me to the neighborhood nearly two decades ago. Keep up the good work - you're a much needed staple in the community. Stretch and expound - you'll be surprised at just how much further we can advance together.

Our library is the best place in the community, and has been the envy of every visitor I've taken there. It was the biggest loss to me, personally, during the Covid closures. I hope your wonderful staff knows how highly they are valued, and what a positive impact they make every day.

Thank you to YDL for all you do to benefit the local community, especially at YDL Mich. and the Outreach Dept.
I look forward to new and exciting YDL directions and growth in a post-COVID community!

The library staff is helpful, friendly, and knowledgeable on the 2nd floor adult services. The janitorial services keep the library pristine. Love the architectural designer of the Whittaker road location and see it as a haven to think and learn. Very proud of our library.

I love my local library and hope that you continue to find new ways to stay relevant. Thanks

It's a wonderful place for meeting and learning and we're happy to support YDL-- thank you for all that you do!

I think our libraries are great! Keep doing what you are doing and keep your doors open!

Our library is excellent....staff and all....seems to me to be the pride of township...lovely, CLEAN restful but active space!

Please keep up the good work. I fear all the talk of banning books, so please hold the line, and keep representing everyone.

Thank you for being forward thinking and proactive as it relates to future growth and engagement with the community.

Thank you to all the staff at the Michigan Avenue Library -- I love you all! Especially Joy, Shoshanna, Jerome, Dee...

Thank you, we love you! Also, the Bookmobile is a highlight of our family life and we appreciate it greatly.

YDL is an amazing resource and we are so lucky to have it available to us. The staff are all caring and welcoming and truly care about their patrons.

You all kept me going during the pandemic. I don't know what I would have done without you.

The library has been a practical and recreational resource to me for the past 20 years or so. Thank you so much.

I love my library!

Keep up the good work!

Love my library

Love what you do!

I love our library!! Thank you for your work.

I LOVE and deeply value our library system.

I love the library! Thank you!

Thank you for all that you do for the community

Thank you for all you do for our community!

I love the library!!!!!!!!!!!

I love everything the library has to offer

I <3 Libraries!

I love YDL!

Thanks for all you do! Such a valuable part of our community ♡ 🖨

Thanks for all you do. Keep at it.

Thanks.

You are the best! Keep up the good work!!!

The Library is such a great resource.

I love Ypsilanti District Library

We love the library so much! The staff is incredible, dedicated, and kind!

We love the library!!

Good work!

Wonderful place. Thank You to the Staff and the Director

Wonderful staff! Helpful and very friendly.

YDL to me is impressive in everything it does for and offers to the community

Spaces/Building/Tech

The library seems to have turned into a workplace for many people, which is good, but during the day there are people on Zoom calls, people taking phone calls in the quiet study area, people eating chips and other loud foods, etc. I honestly would hate to have to enforce rules, but it does seem like a lot of focus is on expanding programs and outreach, while the fundamental experience of the library is at times poor. I realize during COVID the library has particularly become an important resource for people working, so I do not know the solution, but it almost seems like we need a separate building for people who want to read books in quiet.

Maybe the old cafe at Whittaker could be run by youth from MI Works or another county agency as a social enterprise --- maybe for formerly incarcerated to start out or individuals with disabilities - be great to have it be a low key operation that helps job training for marginalized populations to start out and ideally gain training to another job, use the cafe space and use county/community dollars to support. Or perhaps can rent the cafe to people to use as community kitchen for cottage food industry...

A quieter environment at the Michigan Ave. library would be great. The Whittaker Road library is very noisey because the children screaming on floor one is loudly heard upstairs in the computer area. The noise level of the librarians talking is also too loud at times. It would make me very happy to have the library be quiet for people working and reading. Thanks for listening to my comments.

On one of the earlier pages I forgot to mention that at times upon entering and exiting the Michigan ave branch, it doesn't feel the safest. Especially after dark when individuals or groups of people are hanging around outside. However I'd heard that lighting in the plaza is supposed to be increased to alleviate such concerns.

YDL does a good job for the most part. Would like more community involvement in what we offer for technology, we have never asked our community what they would find useful and/or what they want. Seems like a basic step to take and go from there.

A pipe dream: I'd love a sunny, year round, semi-outdoor space, like a sunroom, so that kids can continue to enjoy the beauty of nature even when it's too cold to play outside. The huge windows definitely help, but I'm picturing a miniature version of something like the conservatory at the botanical garden.

I am looking forward to the opening of the superior Twp branch which is much closer to my home . It also shows the the community needed a library branch with more robust resources.

I have no suggestions. The Whittaker branch, where I usually go, is great. My granddaughter likes the kids' section on the lower floor at the Michigan Avenue branch.

I wish the downtown library was bigger because it serves a more diverse part of the community than the main library.

Really excited about the new branch opening - it's a 10 minute walk from my house so i am looking forward to spending time there.

Would be cool if there was such a thing as music practice rooms/rehearsal space.

YDL-W still needs a Drive Up bookdrop! Really! Michigan Winters! Yes!

I do miss the Whittaker library cafe and hope it will reopen some day!

More windows or natural light in the basement downtown downstairs

Collections

It would be great to have a larger digital collection of foreign language novels. It's nice that I can get physical German-language books, but as someone who reads these books to learn/practice a language, it's much easier on a kindle or other digital device to look up words I don't know--I wish there were more books in the eLibrary collection I could read this way.

LOVE that you added puzzles to the collection a few years ago. Have been elated by how frequently librarians will help me get books through MelCat or purchase them for the collection - so responsive to the community.

I see events and items to borrow through Ann Arbor's library and am bummed some of those options are not available to me. I like how there are items we can borrow like tools and things like that.

Books that I search (self-help) are often not available on the catalogue. There are also more e-book options, but I prefer to read a physical book as reading online hurts my head.

I use Libby and Hoopla extensively. The pandemic got me into using digital and audiobooks and WOW I am reading more than I have in YEARS. Thank you YDL for offering these services!

I'm hoping there will be a larger selection of books for adults at the new library

I'd like to see more newly published books available

I just use the library for book and audiobooks. We haven't been able to make it to any of the other events.

More e books

I LOVE and deeply value our library system.

Other

You do an incredibly good job. I currently volunteer with the Detroit bookfest and we are beginning to work on a long range plan that is exploring partnerships with other book organizations so I hope to be in touch george hagenauer yellowkd@tds.net

I'd love to look into teaching classes at the library - how do I do that? nrmason228@hotmail.com

It seems the Library has gone "Woke". We do most of our browsing on-line now to stay out of the main building.

Really enjoy the Friends of YDL book sales.

Minor, but would like logon option on main webpage, and also Melcat link.

To long

I work in Ypsi, and my agency uses the library frequently for parent meetings.

Services

In other cities I've lived in, we had cross-checkout privileges w nearby libraries. Examples: Washington & Ramsey counties in MN. Seattle & King County. I wish we had this w A2 libraries. MelCat is really slow. I wish I could walk into A2 branches & check out books w my Ypsi card.

Excellent programs and providing services esp. at Michigan Ave to the community that other social service agencies should be assisting with as well.

social service groups appreciate the libraries role in assisting under resourced community members

I would love to see a social worker in every library

More for disability (I have a stroke) and seniors.

More volunteer opportunities

I would like to see the return of curbside tax prep.

Fundraising/Cost Management

I do not use the library, and while I expect that it is unnecessarily cost-heavy (judging from the number of employees I saw the last time I visited), I do see value in providing a space for youth to be after school and in summer, for people to use public bathrooms, and for providing internet access to (the diminishing number of) people with limited or no connectivity. I imagine that such services could be provided in a more cost-effective manner, freeing resources for other socially useful purposes, but have not examined the matter very closely.

While I have voted yes on every library request, I appreciate the make do until we can do better attitude. The Superior branch in the shared fire station was a brilliant move. It's rare to see such resourcefulness these days. I do believe if it never loses it's focus on learning and serving, the library will be around forever. Thank you!

Close and stop wasting my tax money.

Have a fair (etc.) to raise money to MI-YDL

Programs-Youth and Families

I have an almost-three-year-old, and I have been so impressed by the quality and quantity of youth programming at the library. We started coming to Discovery Time in the fall, and I've watched my kid go from watching everything happen around him, silent and wide-eyed, to asking me to sit in the back while he participates in all the songs and movement. He adores all the youth librarians, and each one has helped him discover a beloved book this past year. He is kind of a timid toddler, and Ulana, Jodi, and Psyche are some of the first adults he felt comfortable talking to outside of our family, and I can already see how that confidence has eased him into new environments this summer, like swim and dance lessons, and how it will help him transition to preschool in the fall. He also loves John and Kitty at the circulation desk, Kai and Monique at the Bookmobile, and he keeps asking when we are going to take yoga again from Jacqueline (the summer programming fell during naptime but we'll be back in the fall). Finding library events around town all summer has also been a blast! I know not all library districts have such robust youth programming, especially in the wake of COVID, and I really appreciate how large a role the YDL has played in my son's early development, as well as my development as a parent!

I would love to see some additions to the summer reading program that include a no media option. I.e read x number of minutes and fill out a chart to win a prize or something along those lines. As a parent with many kids the need to fill everything out online is overwhelming and too time consuming. Similarly it isn't motivating for the kids because I fill everything out and they don't have a tangible sense of their accomplishment.

Superior Twp, though we're looking forward to the Superior location being done and hope the youth section is just as awesome. Pokemon scavenger hunts and the toys are awesome. I really appreciate the parent "tips" on the walls on engaging with kids while they play. We'd love to see more youth events that are

Love the library and children's programs. the ability to check out games, ukeleles, science kits, etc was wonderful during thr pandemic & I would love to see that continue with new items!

Thanks for the TALK program. The ideas are good and low cost. I don't implement many of them as a grandparent but have gotten some good suggestions or reminders for activities.

Baby sitting course for teens + youth who have been proven mature & responsible.

My daughter loves playing in the sandbox or garden and exploring the toys and puzzles inside.

Teen cooking classes. Ask "All" you what course they'd like to see added.

tween/teen interactive Roblox gaming as teams with a prize for winning team.

Programs--General

I would love for the Library to host a National Novel Writing Month write-in event at any point during tyhe months of November, April or July.

I would also enjoy a game night kind of thing for writers to write stories together, similar to write-ins but not exactly the same thing.

I live the gardening and the idea of more cooking activities as well as movement classes accessible in the spring, Fall, Winter as well as summer.

Love all the programs you provide for all ages.

CPR & first course for teens + Adults

EDI

The library has been a really important and SUPER EASY way to engage my White, homeschooled nephews in multi-cultural learning. We LOVED the whole initiative for As American As Paneer Pie. It was wonderful for my nephew who is being raised in a very religious, Christian environment to become more aware of Desi people and Hindu practices. The book, author visits, and art projects were ALL a hit. Everything was so inviting and welcoming. It is important to me that he (and his brothers) are simply aware of other religious practices and can practice being accepting and having fun with lots of different kids in the community. Wow!! 10/10!!!

I don't particularly like the LGBTQ+, Feminism, certain ethnicities overly pushed, social justice, etc books that I see in the forefront. It seems like a worldview being pushed & its not the place for it the community library.

Some additional equity work could be done in including LGBT+, especially for youth who may not have affirming parents at home.

Homeless sheltering during extremely hot/cold days

Need more dual language of information @ library!

Operations

I would like to understand why the Bookmobile doesn't go to Village Grove anymore. I'm sure there must be a reason.

Expanded hours on sunday

I would like to see later hours on weekends.

thanks to the board for eliminating library fines and fees!

The printing process is very confusing. Simplify that please!!

Marketing/Awareness

I need the library to keep offering interesting events that connect me to what's going on in the community and that make me aware of new things happening. I recently saw on the YDL Instagram a youth Brazilian Capoeira program that happened at Whittaker. Due to the teacher being tagged in the post, I found out there is a Brazilian cultural center in Ypsi that offers capoeira classes for adults too. I am interested in this! I had no idea this place existed! This is what I want the library to do for me--expose me to places/offerings in the community that I didn't know about. In turn, I can support these local businesses!

Keep the newsletter coming,
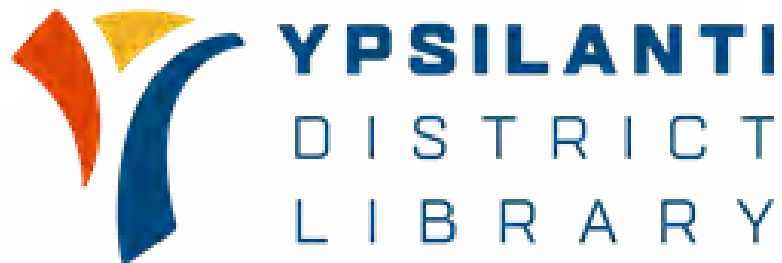
Staff In-Service Day

June 3, 2022

Facilitated by
Rob Cullin & Janet Nelson

ReThinking Libraries

Engage | Envision | Evolve

Introduction

- On June 3rd we took a part of the Staff In-service Day to review Values and do a SWOT analysis, and other exercises

- The SWOT analysis included a "silly SWOT" ice breaker, the results for both are shown here.

- S = Strengths

- W =Weaknesses

- O = Opportunities

- T = Threats

Silly SWOT "Ice Breaker"

ReThinking Libraries

Scary

Potentially important things that are avoided because they are scary or uncomfortable.

- Reaching out to recently released inmates
- Political differences
- Racial inequality
- Providing mental health services to patrons
- Active shooter prep / situations
- Dealing with misinformation
- Bedbugs
- Serving patrons with communication/language issues
- Parenting education
- Teen rowdiness
- Safety of children of inattentive parents

Wild

Interesting and innovative ideas from other libraries or organizations.

- Electronic library cards not based on residency
- Passport services
- Electrical vehicle charging
- Notary Services
- 1-step wireless printing
- Heated floors in the story time room
- A dedicated college/career center
- Peer recovery services
- Expungement services
- Eviction assistance
- VR programming
- After hours climate refuge
- Non-English programming
- Narcan vending
- Library pets

Outrageous

New ideas that might be completely impractical, unaffordable, or just plain weird, but might be cool or fun.

- Children's splash pad
- Stage
- Outdoor performance space
- TV Studio
- Food Pantry / Thrift store
- A park / playground
- Exercise facility
- Shower for staff
- Peacocks
- Coworking space / biz incubator
- Washer / dryer
- PTO sharing
- Kitchen in every program room
- Community garden
- A bar
- Dance space
- Disco ball

Trends

Newer trends (world or local) that may or may not be relevant to the library.

- Banning books
- Working from home
- Virtual programming
- Climate change
- Immigration
- Political division / polarization
- Guns
- Disinformation
- Digitization
- Racialized violence
- LGBTQ phobia
- Lack of news sources
- Socioeconomic divide
- Women's rights
- Changing in schools since the pandemic
- Vaccinations
- Neurodivergence and acceptance
- Costs of education, housing, everything
- Lack of mental health resources
- Lack of civility

SWOT Analysis

ReThinking Libraries

YDL SWOT Analysis – RAW GROUP THOUGHTS

Strengths

What are your library's strongest contributions to your community?
What does your library do that no one else does?
What do your users like best about your library?

- Free resources
- Community meeting place
- Trusted
- Being the 3rd place
- Being a safe space
- Welcoming place
- Free internet
- Relief from bad weather
- Providing programs
- Responsive to the community
- Free tax services
- Collaborations and partnerships
- Reading dogs
- Expert search and research
- Outreach books on wheels
- Literacy support
- Services to all ages
- Summer lunches
- Creativity
- Strong community support
- 501c-3 organization
- Caring staff
- Excellent customer services
- Building the new branch

Weaknesses

In what areas does your library have fewer resources than you need?
What else needs improvement?
What do your users wish you did better?

- More meeting rooms
- Mental health service (staff and public)
- Bookmobile breakdowns
- Improve the Michigan Ave branch
- Staffing levels
- Aging furniture and fixtures
- Need more subs
- More security support
- Improved spaces for teens
- Staff acknowledgement and flexibility on PTO time
- More technology support
- Lack of adult programming budget
- District wide communications
- Cross training
- Accessibility of locations for those with low transportation capabilities
- More friends support
- More safety features
- Reallocation of spaces / implement space plan
- More staff work space
- OPAC improvements
- Salary negotiations for non-union staff
- System wide collections analysis
- Water fountains (bottle fillers)
- Diversity among staff
- Reconfigure the café space
- Allow food for patrons at Mich. Ave.

YDL SWOT Analysis – RAW GROUP THOUGHTS

Opportunities
What could you do if only your library had the resources to do it?
What is happening in the world now that you would like to take advantage of?
How can your strengths open doors to opportunities for your library?

- Maximize TALK program
- Fundraising
- Library of Things / Makerspaces
- Digitize local newspaper microfilm
- Space plan execution
- Utilize g-chat
- Outreach to the underserved
- ESL Classes
- Expand staff diversity / represent community
- Expand computer and tech classes
- Educational programming related to new solar panels
- More consistent after school support/services (reading)
- Developing community wide information literacy curriculum
- Expanding the play kits
- Takeover the empty EMU school building
- Support homeschoolers
- Workforce development
- Improve internal processes and procedures
- Deepen relationships with local schools
- Expand community recycling
- More volunteer opportunities
- Outreach from each location
- Performance space(s)
- More art exhibits (downtown)
- Separate exhibit space from program space / story time
- More information from the community on technology needs
- Teen gaming center
- Easy printing from personal devices
- Promoting the vast array of services and capabilities the library provides the community
- Make the buildings safer
- Programming to address some of the negative civic trends
- Acquire a street survivor guide

Threats
What is happening in the world that could impact your library negatively?
What library services are provided elsewhere with greater ease for users?
What weaknesses leave you vulnerable to cuts in or competition for your services?

- Not enough space and spaces that don't always feel safe
- Patrons afraid of patrons
- Tax abatements for businesses
- Perceptions around tax money spending
- Inflationary impacts
- How do we get people back to using the library
- Google might be easier…how to help people understand where it's not always good
- Local housing prices inflating, affordability for staff and patrons
- Representing all viewpoints / disinformation
- Targeted book challenges
- Competition from commercial streaming
- Ongoing affects of COVID
- Active shooter threat
- Potential for disputes to escalate
- Distrust of the voting system / voter apathy
- Hate speech in public spaces
- Lack of public decorum
- Declining mental health in youth
- Fatigue of staff
- Interpreting patron needs
- Vandalism
- Lack of local news sources
- Not enough staff to support the level of services and infrastructure
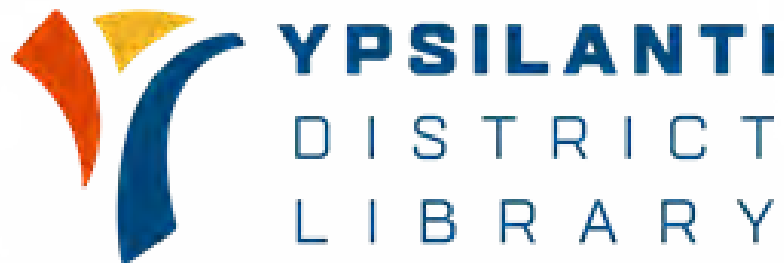
Prepared by:

Engage | Envision | Evolve

ReThinking Libraries, LLC
www.rethinkinglibraries.org

- 59 Similar Libraries across 4 separate cohort averages: Michigan, Midwest, National, & Aspirational(Library Journal-Star Libraries)
- All libraries are in the same population range of YDL
- Comparison Analysis done across a variety of metric areas
- All data is from the most recently available IMLS 2019 PLS Dataset which is also the last year not impacted by COVID19 disruptions

YPSILANTI DISTRICT LIBRARY

Library Name	City	Central Library	Branches	Book Mobiles	Legal Service Population	Total Expend / Capita	Visits	Visits / Capita	Print Material Expenditures	Other Material Expenditures	Total Physical Material Expenditure	Physical Material Exp$ / Capita	Physical Material Exp$ / Circulation	Electronic Material Expenditures	Total Collection Expenditures	Other Expenses	Total Operation Expenditures	Physical Materials Circulation	Phy Circulation / Capita	Total Print Volumes	Physical Audio Items	Physical Video Items	Total Physical Items	Total Physical Items / Capita
YPSILANTI DISTRICT LIBRARY	YPSILANTI	1	2	1	82,974	$ 48	391,784	4.7	$ 177,465	$ 92,855	$ 270,320	$ 3.3	$ 0.51	$ 125,932	$ 396,252	$ 984,285	$ 4,002,554	532,753	6.4	211,787	16,823	27,840	256,450	3.1
Michigan Cohort				0%	82,541	$ 50	365,313	4.5	$ 263,844	$ 90,417	$ 354,261	4.3	0.7	$ 160,245	$ 514,506	$ 1,192,360	$ 4,182,733	$ 693,702	8.6	160,658	15,311	22,317	198,286	2.4
Midwest Cohort				27%	82,162	$ 51	311,246	3.8	$ 212,367	$ 90,330	$ 302,698	3.7	0.6	$ 142,064	$ 444,762	$ 837,548	$ 4,232,779	$ 570,134	7.0	173,014	14,464	19,983	207,461	2.5
Rest of the US Cohort				33%	83,461	$ 39	328,277	3.9	$ 168,372	$ 48,321	$ 216,693	2.6	0.5	$ 91,956	$ 302,518	$ 526,102	$ 3,256,685	$ 552,101	6.6	150,954	10,710	16,438	178,101	2.2
Aspirational Cohort (LJ Star Libraries)				31%	88,603	$ 110	848,101	10	$ 518,250	$ 219,245	$ 737,496	8.9	0.5	$ 439,480	$ 1,176,976	$ 1,887,299	$ 9,137,018	$ 1,941,993	22.1	286,322	33,056	44,390	363,768	4.7
Average of Cohorts				23%	84,192	$ 63	463,234	5.5	$ 290,709	$ 112,078	$ 402,787	4.9	0.6	$ 208,436	$ 609,691	$ 1,110,827	$ 5,202,304	$ 939,483	11.1	192,737	18,385	25,782	236,904	2.9

State	Library Name	City	Central Library	Branches	Book Mobiles	Legal Service Population	Total Expend / Capita
MI	DEARBORN PUBLIC LIBRARY	DEARBORN	1	2	0	98,153	$ 67
MI	LIVONIA PUBLIC LIBRARY	LIVONIA	1	3	0	96,942	$ 34
MI	CANTON PUBLIC LIBRARY	CANTON	1	0	0	90,173	$ 73
MI	FARMINGTON COMMUNITY LIBRARY	FARMINGTON HILL	1	1	0	90,112	$ 72
MI	WILLARD PUBLIC LIBRARY	BATTLE CREEK	1	1	0	89,779	$ 66
MI	WILLIAM P. FAUST PUBLIC LIBRARY OF WES	WESTLAND	1	0	0	84,094	$ 34
MI	TROY PUBLIC LIBRARY	TROY	1	0	0	80,980	$ 51
MI	GRACE A. DOW MEMORIAL LIBRARY	MIDLAND	1	0	0	76,707	$ 53
MI	SOUTHFIELD PUBLIC LIBRARY	SOUTHFIELD	1	0	0	75,814	$ 74
MI	SHELBY TOWNSHIP LIBRARY	SHELBY TOWNSHIP	1	0	0	73,804	$ 14
MI	TRENTON VETERANS MEMORIAL LIBRARY	TRENTON	1	0	0	72,726	$ 12
MI	WATERFORD TOWNSHIP PUBLIC LIBRARY	WATERFORD	1	0	0	71,997	$ 28
MI	WEST BLOOMFIELD TOWNSHIP PUBLIC LIBR	WEST BLOOMFIELD	1	1	0	71,755	$ 67
IL	WAUKEGAN PUBLIC LIBRARY	WAUKEGAN	1	1	0	89,078	$ 49
IL	PALATINE PUBLIC LIBRARY DISTRICT	PALATINE	1	2	0	88,983	$ 75
MN	DULUTH PUBLIC LIBRARY	DULUTH	1	2	0	87,213	$ 60
WI	L.E. PHILLIPS MEMORIAL PUBLIC LIBRARY	EAU CLAIRE	1	0	0	86,183	$ 53
IL	CICERO PUBLIC LIBRARY	CICERO	1	0	0	83,891	$ 25
IA	IOWA CITY PUBLIC LIBRARY	IOWA CITY	1	0	1	82,791	$ 77
IA	SIOUX CITY PUBLIC LIBRARY	SIOUX CITY	1	2	0	82,684	$ 40
IN	HAMMOND PUBLIC LIBRARY	HAMMOND	1	0	0	80,830	$ 45
IA	COUNCIL BLUFFS PUBLIC LIBRARY	COUNCIL BLUFFS	1	0	0	80,764	$ 30
KY	BULLITT COUNTY LIBRARY DISTRICT	SHEPHERDSVILLE	1	3	0	80,284	$ 60
WI	OSHKOSH PUBLIC LIBRARY	OSHKOSH	1	0	0	79,668	$ 44
OH	PORTSMOUTH PUBLIC LIBRARY	PORTSMOUTH	1	4	1	79,499	$ 44
WI	HEDBERG PUBLIC LIBRARY	JANESVILLE	1	1	0	77,530	$ 44
IL	BLOOMINGTON PUBLIC LIBRARY	BLOOMINGTON	1	0	1	76,610	$ 69
IN	BARTHOLOMEW COUNTY PUBLIC LIBRARY	COLUMBUS	1	1	1	76,418	$ 50

State	Library Name	City	Central Library	Branches	Book Mobiles	Legal Service Population	Total Expend / Capita
CT	DANBURY PUBLIC LIBRARY	DANBURY	1	0	0	84,730	$ 22
PA	JAMES V BROWN LIBRARY	WILLIAMSPORT	1	0	2	84,702	$ 26
TX	NEW BRAUNFELS PUBLIC LIBRARY	NEW BRAUNFELS	1	1	1	84,612	$ 28
NC	LINCOLN COUNTY PUBLIC LIBRARY	LINCOLNTON	1	2	0	84,608	$ 19
MT	IMAGINEIF KALISPELL	KALISPELL	1	3	0	84,571	$ 30
NJ	CLIFTON PUBLIC LIBRARY	CLIFTON	1	1	0	84,136	$ 41
VA	BLUE RIDGE REGIONAL LIBRARY	MARTINSVILLE	1	4	1	84,115	$ 21
AR	FAYETTEVILLE PUBLIC LIBRARY	FAYETTEVILLE	1	0	0	83,826	$ 67
NC	CALDWELL COUNTY PUBLIC LIBRARY	LENOIR	1	2	0	83,576	$ 14
CA	BUENA PARK LIBRARY DISTRICT	BUENA PARK	1	0	0	83,384	$ 44
NY	SACHEM PUBLIC LIBRARY	HOLBROOK	1	0	0	83,196	$ 115
CA	MOUNTAIN VIEW PUBLIC LIBRARY	MOUNTAIN VIEW	1	0	1	81,992	$ 69
PA	CLEVE J. FREDRICKSEN LIBRARY	CAMP HILL	1	0	0	81,763	$ 21
NY	WILLIAM K SANFORD TOWN LIBRARY	LOUDONVILLE	1	0	0	81,591	$ 34
PA	NORTHLAND PUBLIC LIBRARY AUTHORITY	PITTSBURGH	1	0	0	81,118	$ 35
OR	EUGENE PUBLIC LIBRARY	EUGENE	1	2	0	169,697	$ 83
MI	ANN ARBOR DISTRICT LIBRARY	ANN ARBOR	1	4	0	163,590	$ 96
IL	NAPERVILLE PUBLIC LIBRARY	NAPERVILLE	1	2	0	141,853	$ 105
CO	BOULDER PUBLIC LIBRARY	BOULDER	1	4	0	106,456	$ 85
VA	WILLIAMSBURG REGIONAL LIBRARY	WILLIAMSBURG	1	1	4	89,044	$ 81
CA	NEWPORT BEACH PUBLIC LIBRARY	NEWPORT BEACH	1	2	0	87,180	$ 103
AL	HOOVER PUBLIC LIBRARY	HOOVER	1	0	0	84,920	$ 85
IN	CARMEL CLAY PUBLIC LIBRARY	CARMEL	1	1	1	83,293	$ 75
IL	CHAMPAIGN PUBLIC LIBRARY	CHAMPAIGN	1	1	0	81,055	$ 92
NY	GREATER POUGHKEEPSIE LIBRARY DISTRICT	POUGHKEEPSIE	1	1	0	75,135	$ 97
OH	WORTHINGTON PUBLIC LIBRARY	WORTHINGTON	0	3	0	59,689	$ 176
OH	CLEVELAND HEIGHTS-UNIVERSITY HEIGHTS	CLEVELAND HTS.	0	4	0	57,867	$ 164
OH	WASHINGTON-CENTERVILLE PUBLIC LIBRAR	CENTERVILLE	1	1	0	56,628	$ 128
IL	SAINT CHARLES PUBLIC LIBRARY DISTRICT	SAINT CHARLES	1	0	0	55,092	$ 142
IL	MOUNT PROSPECT PUBLIC LIBRARY	MOUNT PROSPECT	1	1	0	54,167	$ 167
OH	LAKEWOOD PUBLIC LIBRARY	LAKEWOOD	1	1	0	51,983	$ 81

Library Name	Legal Service Population	Total Expend / Capita	Visits	Visits / Capita	Visit / Open Hour	Total Operation Expenditures	Total Open Hours (All Locations)	Reference Queries	Registered Borrowers	Total Public PCs	Total PC Sessions	Total WiFi Sessions
YPSILANTI DISTRICT LIBRARY	**82,974**	**$ 48**	**391,784**	**4.7**	**42**	**$ 4,002,554**	**9,256**	**117,342**	**41,885**	**112**	**113,705**	**31,205**
Michigan Cohort	82,541	$ 50	365,313	4.5	80	$ 4,182,733	4,541	77,602.3	37,901	89	83,500	98,515
Midwest Cohort	82,162	$ 51	311,246	3.8	63	$ 4,232,779	5,893	45,066.8	37,030	73	47,912	292,558
Rest of the US Cohort	83,461	$ 39	328,277	3.9	80	$ 3,256,685	5,297	52,494.1	44,131	50	53,473	77,944
Aspirational Cohort (LJ Star Libraries)	88,603	$ 110	848,101	10	100	$ 9,137,018	8,670	137,918.9	72,565	132	123,320	716,410
Average of Cohorts	84,192	$ 63	463,234	5.5	81	$ 5,202,304	6,100	78,270.5	47,907	86	77,051	296,357

- YDL's funding is about average but well below Aspirational/LJ Star Library level
- Visits are about on par with all cohorts but Aspirational level
- Visits per Open hour are lower than average but that is driven by the total open hours being high with 3 locations
- Expenditures per total open hour (though not shown in the table) are well below other averages indicating that YDL is efficient in delivering more hours and locations to users.
- Reference Inquiries are much higher than average and near Aspirational levels.
- Total PCs and PC Sessions are well above most averages and near Aspirational cohort levels
- Wi-Fi sessions are lower but there is such variation in how Wi-Fi sessions are counted this metric should be taken with a larger grain of salt than normal, but it might be worth exploring further.

9/9/2022

Library Name	Total Expend / Capita	Visits / Capita	Phy Circulation / Capita	Total Physical Items / Capita	Physical Items Turnover	Total Collection Expenditures / Capita	Physical Material Exp-$ / Capita	Physical Material Exp-$ / Circulation	Total Collection Expenditures	Physical Materials Circulation	Total Print Volumes	Total Physical Items	Total Ebooks	Digital Video Items	Youth Circulation	Electronic Information Retrieval	Total Electronic Usage (Ebook + Dbase)	ILL Materials Loaned TO	ILL Materials Loaned From
YPSILANTI DISTRICT LIBRARY	$ 48	4.7	6.4	3.1	2.1	$ 4.8	$ 3.3	$ 0.5	$ 396,252	532,753	211,787	256,450	57,773	5,935	235,783	154,494	12,310	14,265
Michigan Cohort	$ 50	4.5	8.6	2.4	3.4	$ 6.2	$ 4.3	$ 0.7	$ 514,506	693,702	160,658	198,286	107,734	20,907	326,823	144,438	17,821	18,720
Midwest Cohort	$ 51	3.8	7.0	2.5	2.7	$ 5.4	$ 3.7	$ 0.6	$ 444,762	570,134	173,014	207,461	104,116	1,659	235,032	211,990	18,817	18,175
Rest of the US Cohort	$ 39	3.9	6.6	2.2	3.3	$ 3.6	$ 2.6	$ 0.5	$ 302,518	552,101	150,954	178,101	122,240	3,529	260,627	137,241	30,782	33,142
Aspirational Cohort (LJ Star Libraries)	$ 110	10	22	4.7	5.1	$ 15	$ 8.9	$ 0.5	$ 1,176,976	1,941,993	286,322	363,768	224,978	29,000	803,587	703,801	61,372	69,351
Average of Cohorts	$ 63	5.5	11	2.9	3.6	$ 7.5	$ 4.9	$ 0.6	$ 609,691	939,483	192,737	236,904	139,767	13,774	406,517	299,367	32,198	34,847

- YDL's physical and total circulation is a bit below Michigan and Midwest averages
- Collection Expenditures per capita and per circulation are lower than Michigan and Midwest averages
- YDL's Turnover (collection utilization) is below ALL averages and below 3 (which is RTL's view on best practice)
- YDL's physical items / capita is well above ALL averages This two data points together indicate that YDL's physical collections are likely oversized for current circulation levels.
- Youth circulation is again below (or at best at) other averages
- Digital items (eBooks, downloadable audio and video options) are is less available than averages

ReThinking Libraries

9/9/2022

Library Name	Total Expend / Capita	Visits / Capita	Total Programs	Youth Programs	Teen Programs	Total Adult Programs	Total Attendance	Youth Attendance	Teen Attendance	Total Adult Attendance	Total Att Per Program	Attendance / Capita	Total Programs / FTE
YPSILANTI DISTRICT LIBRARY	$ 48	4.7	3,378	2,402	228	748	58,181	50,032	2,224	5,925	17	0.7	75
Michigan Cohort	$ 50	4.5	774	380	74	320	27,432	18,539	2,158	6,736	35	0.3	21
Midwest Cohort	$ 51	3.8	1,151	630	191	342	31,768	21,108	3,628	7,274	28	0.4	25
Rest of the US Cohort	$ 39	3.9	1,431	674	143	614	37,854	21,740	4,253	11,861	28	0.5	43
Aspirational Cohort (LJ Star Libraries)	$ 110	10	2,538	1,369	201	968	81,449	51,256	5,506	24,687	36	1.0	32
Average of Cohorts	$ 63	5.5	1,474	763	152	561	44,626	28,161	3,886	12,639	32	0.5	30

- YDL conducts an extraordinary number of programs across all age groups. Exceeding even Aspirational averages.
- YDL conducted the 6th most programs of all libraries across all of the cohorts (all but one of the top 5 were in the Aspirational Cohort, and all but one had a much higher attendance / capita)
- YDL's total attendance / capita is above all averages except aspirational and double Michigan averages
- However, total attendance per program is well below all averages suggesting that perhaps the number of total programs being offered is too high.
- Total programs being offered per FTE is also well above all averages suggesting that staffing levels might not be high enough to support this level of programming. (only 1 library had a higher programs/FTE level)

ReThinking
Libraries

9/9/2022

Library Name	Total Expend / Capita	Visits / Capita	Visit / Open Hour	Phy Circulation / Capita	Total Physical Items / Capita	Phys Items Circ / Visit	1K Reference Inquiries / Librarian FTE	Total Open Hours / FTE	Total Programs / FTE	MLS Librarians	All Librarians	Other Paid Staff	Total Staff	Total FTE / 10,000 Capita	Staff Salaries	Staff Total Benefits	Total Staff Expenses	Total Staff Exp / FTE	Total Staff Exp % of Total Expend
YPSILANTI DISTRICT LIBRARY	$ 48	4.7	42	6.4	3.1	1.4	6.2	206	75	19	19	26	45	5.4	$ 1,997,448	$ 624,569	$ 2,622,017	$ 58,267	66%
Michigan Cohort	$ 50	4.5	80	8.6	2.4	1.8	5.2	138	21	13	15	26	41	4.9	$ 1,761,139	$ 714,729	$ 2,475,868	$ 61,142	61%
Midwest Cohort	$ 51	3.8	63	7.0	2.5	1.9	2.9	125	25	10	18	29	47	5.8	$ 2,186,237	$ 764,231	$ 2,950,468	$ 63,250	70%
Rest of the US Cohort	$ 39	3.9	80	6.6	2.2	1.7	5.2	187	43	10	11	26	36	4.4	$ 1,721,145	$ 706,920	$ 2,428,065	$ 63,475	73%
Aspirational Cohort (LJ Star Libraries)	$ 110	10	100	22	4.7	2.3	6.4	97	32	24	28	65	93	11	$ 4,425,591	$ 1,647,152	$ 6,072,743	$ 66,747	66%
Average of Cohorts	$ 63	5.5	81	11	2.9	1.9	4.9	137	30	14	18	36	54	6.6	$ 2,523,528	$ 958,258	$ 3,481,786	$ 63,653	67%

- Total Staffing levels are mostly in line with the other averages though well below the aspirational cohort
- Total Staffing expenditures are mostly in line with other average though well below the aspirational cohort
- Total Staff Expenses per FTE are just a little lower than the other averages
- Activity levels per FTE for Reference Inquiries, Programs, and Open Hours are "higher" (staff are busier) for YDL than most of the other averages. Other activity levels are on par with the other averages.

- *Staff counts are FTE = Full Time Equivalent*

ReThinking Libraries

9/9/2022

Ypsilanti District Library - Ten Year Data Trend Analysis

10 Year Data Usage Trend Analysis (not inflation adjusted)

Reporting Year	Visits	Total Programs	Total Program Attendance	Reference Trans.	Public PCs	Computer Sessions	Librarians	Other Staff	Total Staff	Attendees / Program	Sessions / PC	Visits / Capita	Total Usage Index / FTE
2019	391,784	3,378	58,181	117,342	112	113,705	19	26	45	17	1,015	4.7	90
2018	372,038	3,302	62,578	127,032	112	164,757	19	26	45	19	1,471	4.5	98
2014	450,243	2,467	38,623	185,678	112	291,395	19	27	46	16	2,602	5.6	120
2009	554,001	2,118	40,561	178,555	110	205,954	18	27	45	19	1,872	6.9	121

Reporting Year	Physical Print Materials	Audio Materials	Video Materials	eBooks	Audio Download-ables	Video Download-ables	Total Materials (All Types)	Phys Collection Turnover (Utilization)	Total Circulation	Youth Circulation	Total Physical Circulation	Total Circ / Capita	Total Physical Materials / Capita
2019	211,787	16,823	27,840	57,773	42,687	5,935	362,845	2.1	622,121	235,783	532,756	7.5	8.2
2018	223,927	17,495	28,493	51,808	27,738	5,703	355,164	2.1	627,962	239,680	565,166	7.7	8.5
2014	243,198	19,396	24,242	24,804	7,306	-	318,946	2.6	772,536	326,581	733,909	10	8.9
2009	245,302	20,811	20,150	4,061			290,324	3.2	945,334	412,786	926,427	12	9.0

10 Year Financial Trend Analysis (Inflation adjusted to 2019 dollars)

Reporting Year	Total Revenue	Total Library Expend.	Population	Per Capita Expend. (not Infl. Adj.)	Total Expend. (Inflation Adjusted)	Per Capita Expend (Inflation Adjusted)	Budget Change Since 2009 (Infl. Adj.)	Total Outlets /Locations	Expend. / Outlet (Infl. Adj.)	Total System SQFT	Expend. / Total Sys SQFT (Infl. Adj.)	Total Open Hours	Expend. / Open Hour (Infl. Adj.)
2019	$ 5,506,660	$ 4,002,554	82,974	$ 48	$ 4,002,554	$ 48	-15.4%	4	$1,000,639	72,900	$ 55	9,256	$ 432
2018	$ 3,552,526	$ 3,563,482	82,000	$ 43	$ 3,627,625	$ 44	-22.4%	4	$ 906,906	72,900	$ 50	9,256	$ 392
2014	$ 3,728,450	$ 3,463,997	81,000	$ 43	$ 3,741,117	$ 46	-19.0%	4	$ 935,279	72,900	$ 51	9,256	$ 404
2009	$ 4,308,119	$ 3,817,072	79,826	$ 48	$ 4,549,950	$ 57	0.0%	4	$1,137,487	72,900	$ 62	9,280	$ 490

Collection Analysis - YDL - Whitaker Road

ReThinking Libraries

Collection	Holdings	Circulation	Turnover Rate	% of Total Collection	% of Total Circulation	Relative Use	Proposed Collection Size Based on	Notes
Adult								
Adult Popular Library								
New Fiction & New Non-Fiction	1,635	22,604	13.83	0.9%	6.1%	7.0	1,635	
DVDs	13,540	75,923	5.61	7.2%	20.6%	2.8	13,540	
CDs	6,945	10,963	1.58	3.7%	3.0%	0.8	3,000	Circulation statistics are tracked by item
Audiobooks	4,209	9,840	2.34	2.2%	2.7%	1.2	3,500	type and not by individual collections.
Adult Popular Total	**26,329**	**119,330**	**4.53**				**21,675**	Some item types will be comprised of
General Adult Collection								multiple collections.
Adult Books (Fiction, Non-Fiction,	105,162	83,245	0.79	56.0%	22.5%	0.4	83,000	
General Adult Total	**105,162**	**83,245**	**0.79**				**83,000**	Turnover is the number of times the
ADULT TOTAL	**131,491**	**202,575**	**1.54**	**70.1%**	**54.8%**	**0.8**	**104,675**	"average" item in that particular
								collection circulates in the 12 month
Children (Ages 0 - 12)								period. Generally most collecitons
Children's Popular Library								follow near an 80/20 balance where
J DVDs	3,963	23,144	5.84	2.1%	6.3%	3.0	3,963	20% of the collection is making up
J Audiobooks	998	3,302	3.31	0.5%	0.9%	1.7	998	about 80% of the circulation.
Children Popular Library Total	**4,961**	**26,446**	**5.33**				**4,961**	
Early Literacy								Ideally for the whole collection we'd like
Picture Books & CD	180	650	3.61	0.1%	0.2%	1.8	153	to be closer to a 3.0. with no colleciton
Early Literacy Total	**180**	**650**	**3.61**				**153**	segment coming in under 1.5 but at
Young School Aged and Pre-Teen						-		very minimum 1.0
Youth Books (Fiction, Non-Fiction,	49,518	135,524	2.74	26.4%	36.7%	1.4	49,000	
J Music CD	446	797	1.79	0.2%	0.2%	0.9	300	Relative use is the ratio of % Circ to %
Upper Level Total	**49,964**	**136,321**	**2.73**				**49,300**	of Collection. Anything over a 1 is
CHILDREN'S TOTAL	**55,105**	**163,417**	**2.97**	**29.4%**	**44.2%**	**1.5**	**54,414**	doing well, and anything under a 1 is
Teen (Ages 13 - 18)								less than ideal. The further below 1 the
Teen Audiobooks	282	0	0.00	0.2%	0.0%	-	282	worse that collection is being utilized.
Teen DVD	758	3,400	4.49	0.4%	0.9%	-	758	
TEEN TOTAL	**1,040**	**3,400**	**3.27**	**0.6%**	**0.9%**	**1.7**	**1,040**	
TOTAL COLLECTION	**187,636**	**369,392**	**2.0**				**160,129**	

Collection Analysis - YDL Michigan Ave

ReThinking Libraries

Collection	Holdings	Circulation	Turnover Rate	% of Total Collection	% of Total Circulation	Relative Use	Proposed Collection Size Based on	Notes
Adult								
Adult Popular Library								
New Fiction & New Non-Fiction	1,161	9,591	8.26	2.4%	8.7%	3.7	1,161	
DVDs	5,240	39,078	7.46	10.7%	35.3%	3.3	5,240	Circulation statistics are tracked by item
CDs	1,625	2,474	1.52	3.3%	2.2%	0.7	1,000	type and not by individual collections.
Audiobooks	986	1,611	1.63	2.0%	1.5%	0.7	750	Some item types will be comprised of
Adult Popular Total	**9,012**	**52,754**	**5.85**				**8,151**	multiple collections.
General Adult Collection								
Adult Books (Fiction, Non-Fiction,	18,962	21,883	1.15	38.5%	19.8%	0.5	15,000	
General Adult Total	**18,962**	**21,883**	**1.15**				**31,302**	
ADULT TOTAL	**27,974**	**74,637**	**2.67**	**56.9%**	**67.4%**	**1.2**	**31,618**	Turnover is the number of times the
Children (Ages 0 - 12)								"average" item in that particular
Children's Popular Library								collection circulates in the 12 month
J DVDs	1,790	7,224	4.04	3.6%	6.5%	1.8	1,790	period. Generally most collecitons
J Audiobooks	329	513	1.56	0.7%	0.5%	0.7	300	follow near an 80/20 balance where
J Popular Library Total	**2,119**	**7,737**	**3.65**				**2,090**	20% of the collection is making up
Early Literacy								about 80% of the circulation.
Picture Books & CD	77	52	0.68	0.2%	0.0%	0.3	65	
Early Literacy Total	**77**	**52**	**0.68**				**65**	Ideally for the whole collection we'd like
Young School Aged and Pre-Teen						-		to be closer to a 3.0. with no colleciton
Youth Books (Fiction, Non-Fiction,	15,698	22,501	1.43	31.9%	20.3%	0.6	15,000	segment coming in under 1.5 but at
J Music CD	274	272	0.99	0.6%	0.2%	0.4	200	very minimum 1.0
Upper Level Total	**15,972**	**22,773**	**1.43**				**15,200**	
CHILDREN'S TOTAL	**18,168**	**30,562**	**1.68**	**36.9%**	**27.6%**	**0.7**	**17,355**	Relative use is the ratio of % Circ to %
Teen (Ages 13 - 18)								of Collection. Anything over a 1 is
Teen Audiobooks	145	120	0.83	0.3%	0.1%	-	120	doing well, and anything under a 1 is
Teen Books (Fiction, Non-Fiction,	2,380	3,217	1.35	4.8%	2.9%	-	1,750	less than ideal. The further below 1 the
Teen DVD	527	2,185	4.15	1.1%	2.0%	-	527	worse that collection is being utilized.
TEEN TOTAL	**3,052**	**5,522**	**1.81**	**6.2%**	**5.0%**	**0.8**	**2,397**	
TOTAL COLLECTION	**49,194**	**110,721**	**2.3**				**51,370**	

Library Collections, Circulation, and Technology

YPSILANTI DISTRICT LIBRARY (MI0377)

5577 WHITTAKER ROAD YPSILANTI, MI
Service Area Population: 82,974
Locale: Suburban (21)

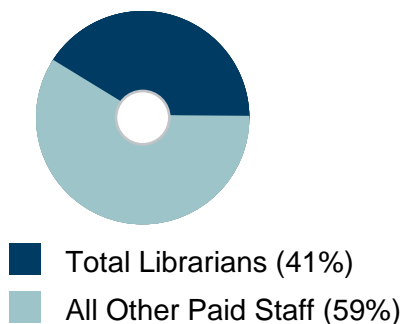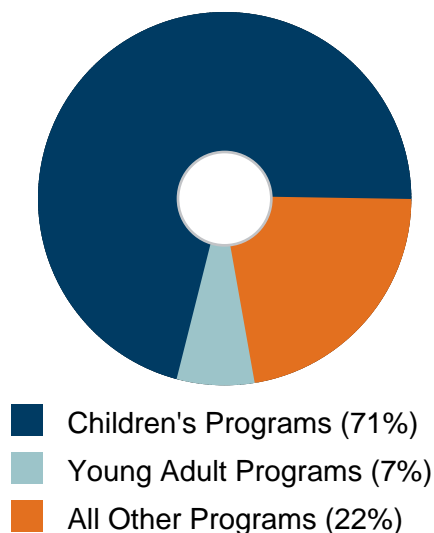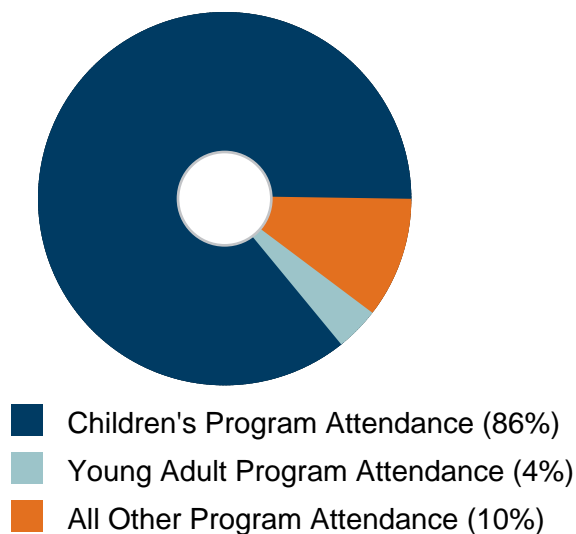Central Libraries: 1
Branch Libraries: 2
Bookmobiles: 1

Collection Materials by Type

- Books and Other Items (58%)
- Physical Audio and Video (12%)
- E-Books (16%)
- Digital Audio and Video (13%)

Collections

Physical

- Books and other items	211,787
- Audio (tapes, CDs)	16,823
- Videos	27,840
- Print subscriptions	207

Digital

- E-Books	57,773
- Audio (downloadable)	42,687
- Video (streaming)	5,935
Electronic Collections (Databases)	9
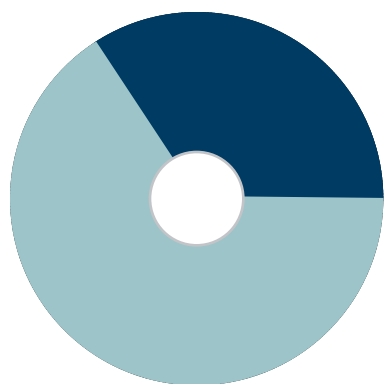
Circulation

- Circulation of Children's Materials (34%)
- Circulation of All Other Materials (66%)

Circulation

Total Circulation Transactions	687,247
- Physical Circulation	532,753
- Use of Electronic Material	154,494
Circulation of Children's Material	235,783
- As Percentage of Total Circulation (%)	34

Technology

Internet Computers	112
Computer Uses Per Year	113,705
Wireless Sessions	31,205

INSTITUTE of Museum and Library SERVICES

Library Revenue, Expenditures, and Staff

YPSILANTI DISTRICT LIBRARY (MI0377)

5577 WHITTAKER ROAD YPSILANTI, MI
Service Area Population: 82,974
Locale: Suburban (21)

Central Libraries: 1
Branch Libraries: 2
Bookmobiles: 1

Operating Expenditures by Type

- Staff (66%)
- Collection (10%)
- Other (25%)

Collection Expenditures by Type

- Print (45%)
- Electronic (32%)
- Other (23%)

Paid Staff by Type

- Total Librarians (41%)
- All Other Paid Staff (59%)
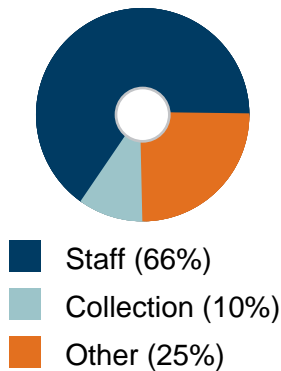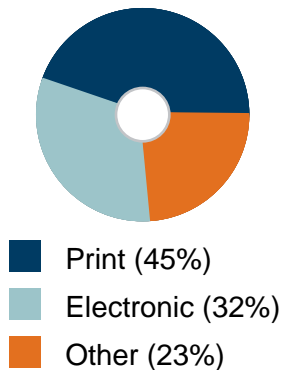
Operating Revenue ($)

Total Operating Revenue	5,506,660
- From Local Government	5,100,634
- From State Government	111,395
- From Federal Government	1,000
- Other Operating Revenue	293,631
Capital Revenue	0
Capital Expenditures	198,582

Operating Expenditures ($)

Total Operating Expenditures	4,002,554
- Staff Expenditures	2,622,017
- Collection Expenditures	396,252
- Print	177,465
- Electronic	125,932
- Other	92,855
- Other Operating Expenditures	984,285

Paid Staff (FTE)

Total Paid Staff	45
- Total Librarians	19
- All Other Paid Staff	26

FTE stands for full-time equivalent. Libraries report FTE based on a measure of 40 hours per week. For example, 60 hours per week of part-time work by employees in a staff category divided by the 40-hour measure equals 1.50 FTEs.

S = Suppressed for personally identifiable information

INSTITUTE of Museum and Library SERVICES

Library Programs and Services

YPSILANTI DISTRICT LIBRARY (MI0377)

5577 WHITTAKER ROAD YPSILANTI, MI
Service Area Population: 82,974
Locale: Suburban (21)

Central Libraries: 1
Branch Libraries: 2
Bookmobiles: 1

Programs Offered

- Children's Programs (71%)
- Young Adult Programs (7%)
- All Other Programs (22%)

Program Attendance

- Children's Program Attendance (86%)
- Young Adult Program Attendance (4%)
- All Other Program Attendance (10%)

Programs Offered

Total Library Programs	3,378
- Children's Programs	2,402
- Young Adult Programs	228
- All Other Programs	748

Program Attendance

Total Program Attendance	58,181
- Children's Program Attendance	50,032
- Young Adult Program Attendance	2,224
- All Other Program Attendance	5,925

Library Services

Physical Visits	391,784
Website Visits	2,013,290
Library Card Holders	41,885
Questions Answered	117,342
Interlibrary Loans (ILL)	
- ILL to Other Libraries	12,310
- ILL from Other Libraries	14,265

INSTITUTE of Museum and Library SERVICES

YPSILANTI
DISTRICT
LIBRARY
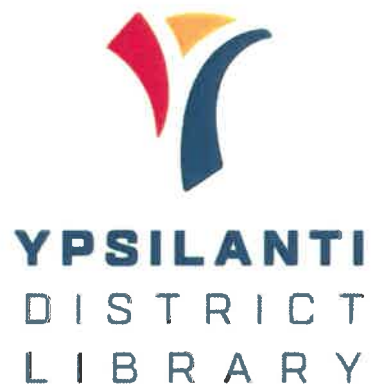
Demographic Analysis
YDL Library Service Area Population & Patron Profile

About this Report

This report, based on 2015-19 American Community Survey and Ypsilanti District Library data, seeks to ensure the achievement of equity, diversity and inclusion for the greater Ypsilanti community. It identifies at-risk segments of the population based on economic, education, health, age, race, and family structures. Where relevant, the report compares and contrasts the Ypsilanti community demographics with state and national figures to provide a benchmark that will allow the district to meet its equity, diversity and inclusion goals.

A good library is a reflection of its community. More than a repository of useful information, it is a gathering place for all members of the community. Defining and understanding the unique characteristics of a community is a vital step in ensuring that all members of the community are served by its library.

This report was developed with analysis by Andrew Beveridge, president and co-founder of Social Explorer, and designed by Ed Parsons, executive product manager. It explores the library's service area by various relevant demographic characteristics, including age; gender; race; income and poverty; education; internet access; family structure; and health.

Social Explorer®

Ypsilanti Library Service Area Community Demographics

AGE

Figure: Age Composition of YDL Service Area & Relevant Geographies
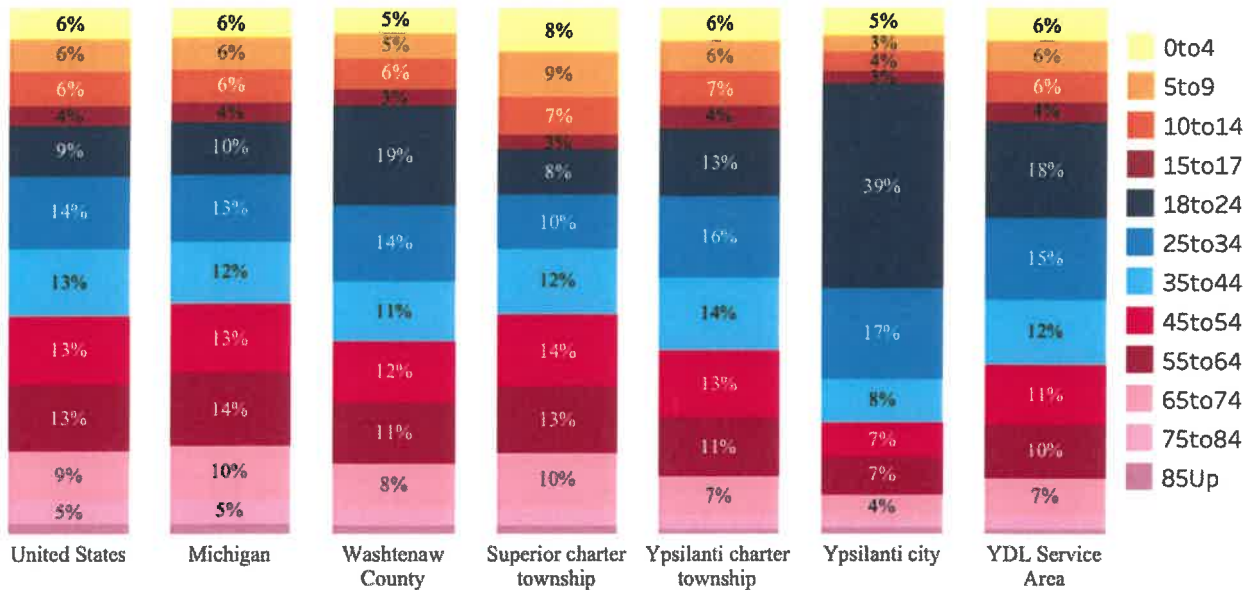
The most unique demographic characteristic of the Ypsilanti community would appear to be its relative youth. The typical Ypsilanti resident is slightly older than 24 years old, while the typical American is 38 years old.

Young people, however, make up a disproportionately small percentage of library patrons. The 19,500 people under the age of 18 account for 21 percent of the area's total population but only 14 percent of patrons. If there's encouraging news for this cohort, it's that 1 in 4 people younger than 18 – almost 5,000 young adults -- regularly use the library.

The largest share of library patrons come from the 18- to 44-year-old group, which is expected, given the size of the population. They make up 50 percent of the area's total population and 45 percent of patrons. Among the 40,800 people between the ages of 18 and 44, about 16,700 -- slightly more than 40 percent -- can be considered to be library patrons.

People between the ages of 45 and 64 make up 22 percent of the area's population and 24 percent of library patrons. Within the age group, the 8,193 people who regularly use the library make up 41 percent of people between the ages of 45 and 64.

Social Explorer®

The most consistent share of library patrons would appear to be among people who are older than 65. They account for roughly 11 percent of the population and 11 percent of all patrons. The 3,700 patrons over the age of 65 constitute about 38 percent of the group's total population.

GENDER

Figure: Sex Composition of YDL Service Area & Relevant Geographies

United States	Michigan	Washtenaw County	Superior charter township	Ypsilanti charter township	Ypsilanti city	YDL Service Area
Female 51%	Female 51%	Female 50%	Female 55%	Female 51%	Female 48%	Female 51%
Male 49%	Male 49%	Male 50%	Male 45%	Male 49%	Male 52%	Male 49%
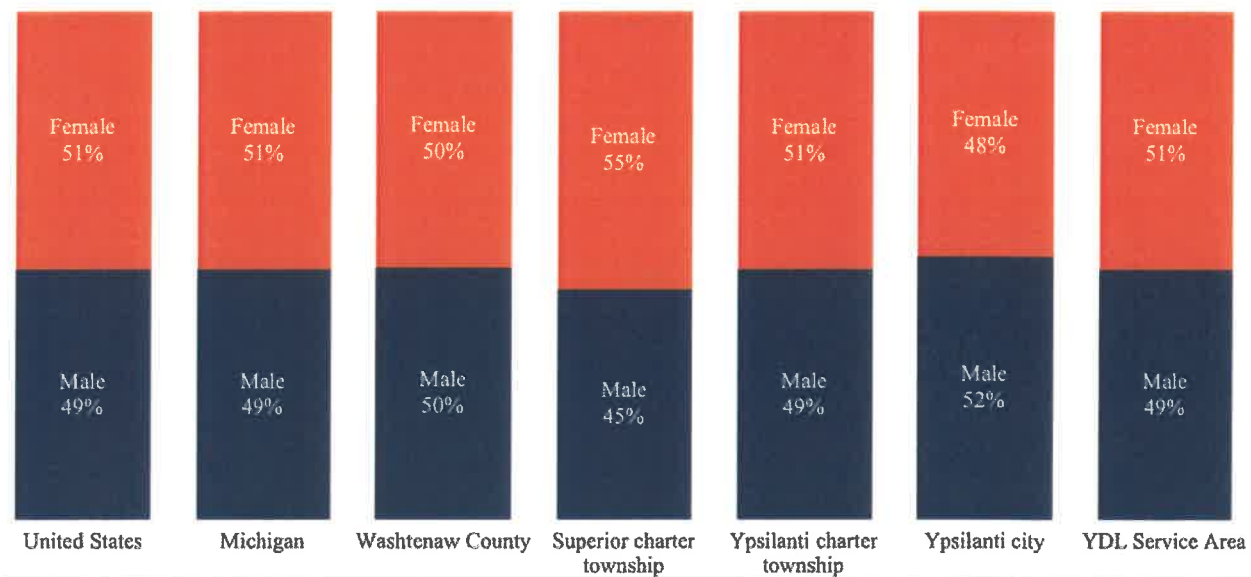
Female library patrons account for approximately 3 of every 5 library visitors. The largest female group includes women between the ages of 18 and 44; 51 percent of the 20,200 people in this cohort qualify as library patrons Women between the ages of 45 and 64 are a distant second, with 47 percent (almost 5,000 people) regularly using the library.

Women older than 65 account for about 10 percent of female library patrons. Almost 2,300 of the 5,300 females (42 percent) in the service area regularly use the library. Women younger than 18 have the smallest percentage of any age group when it comes to visiting the library; only 2,500 of the 9,600 women (26 percent) in the service area are considered library patrons.

Men make up a considerably smaller percentage of library patrons than women. Among the 13,000 male library patrons, the largest share – almost half – came from men between the ages of 18 and 44. About

Social Explorer®

30 percent of men between the ages of 18 and 44 said they regularly used the library. The next largest share consisted of almost 3,200 men between the ages of 45 and 64.

One-third of the 9,400 men in the 45- to 64-year-old cohort are library patrons. About 2,200 males younger than 18 made up slightly less than 7 percent of all visitors. The young library patrons represented about 22 percent of the age group. Almost 1,400 men over 65 (32 percent of the total in the age group) regularly visited the library.

RACE

Figure: Race Composition of YDL Service Area & Relevant Geographies
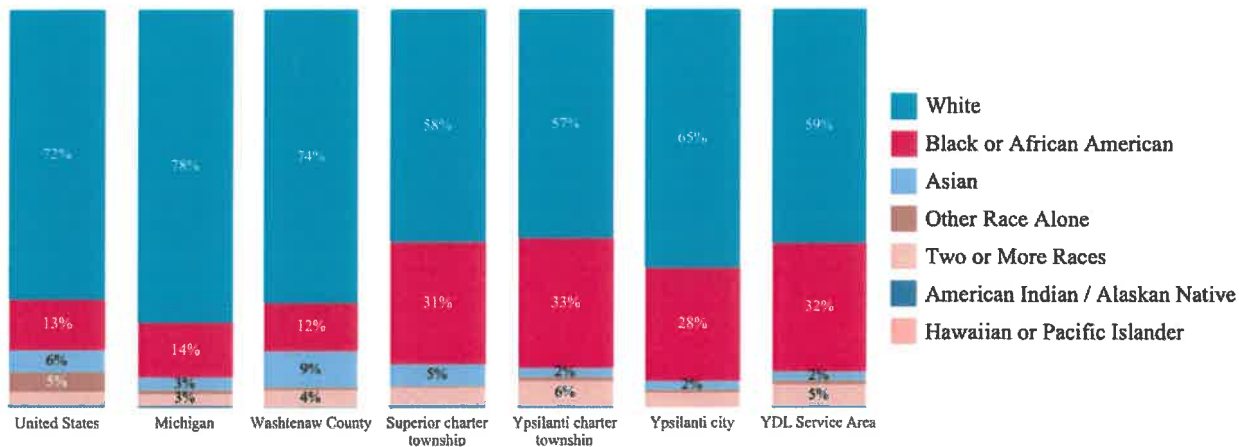
The Ypsilanti library district's service area is among the most diverse in the region, with a lower percentage of non-Hispanic whites than the surrounding area. About 55 percent (49,917) of the district's residents are white, non-Hispanic – far less than the 75 percent in Michigan, 70 percent in Washtenaw, 62 percent in Ypsilanti proper, or 61 percent in the entire United States. The largest ancestral groups in the Ypsilanti area are German and Irish.

The second largest racial/ethnic group in the library district is the black, non-Hispanic population (27,797), which makes up almost 31 percent of the population within the service area. This figure is not significantly different from the black, non-Hispanic population in Ypsilanti proper (28 percent) but far exceeds the black, non-Hispanic makeup of Ann Arbor charter township (2.1 percent), Washtenaw County (12 percent), the state of Michigan (14 percent) or the United States (12 percent).

∵∴ Social Explorer®

Hispanics, the nation's fastest-growing ethnic group, make up slightly less than 6 percent of the Ypsilanti Library Service Area – slightly more than the roughly 4.5 percent in Washtenaw County or Ypsilanti proper. The region has a small but relatively consistent Hispanic population across geographic boundaries, ranging from 4.2 percent in Superior charter township to 6.7 percent in Ypsilanti charter township. Hispanics make up 5 percent of Michigan's population but almost 18 percent of the U.S. population.

The Ypsilanti area still tends to have fewer first-generation immigrant households than the United States. Only 10 percent of people in Ypsilanti city speak a language other than English at home, about the same percentage as the state of Michigan but far less than the 22 percent of U.S. households that speak other languages at home.

INCOME AND POVERTY

The relative youth of Ypsilanti ensures that it will have a high percentage of lower income residents. The city's median household income in 2019 was $39,332, far less than the statewide average of $57,144 and the national figure of $62,843.

While the percentage of extremely poor households in the Ypsilanti Library Service Area (13.5 percent with reported income <= $15,000 annually) is far lower than the 21.3 percent of extremely poor households in the City of Ypsilanti, the service area still shows signs of being severely challenged, especially when compared to wealthier surrounding enclaves such as Ann Arbor charter township (4.8 percent extremely low income).

The poverty rate in Ypsilanti city is among the highest in the nation. Almost 1 in 3 residents of the city is living below the poverty line. Statewide, 14.4 percent of residents are poor; nationally, the poverty rate in 2019 was 13.4 percent. Among families, the poverty situation appears less dire; only 13.7 percent of families in the library service area are poor, although 24.3 percent of families in Ypsilanti proper live below the poverty line. The Ann Arbor charter township has the lowest poverty rate (1.7 percent) for families, according to the 2015-19 American Community Survey.

The library service area has a very modest middle class, with 25 percent of households reporting incomes between $40,000 and $75,000 – roughly the same percentage as the City of Ypsilanti ad Washtenaw County. The middle income population ranges from 13.8 percent in Ann Arbor charter township to 26.4 percent in Ypsilanti charter township.

Slightly less than 5 percent of the service area's households make more than $200,000, according to the 2015-19 American Community Survey. The figure is less than half the Washtenaw County percentage of 11 percent. The percentage of households in the area that make more than $200,000 annually ranges from 3.1 percent in Ypsilanti city to 31.8 percent in Ann Arbor charter township.

EDUCATION

Figure: Education Composition of YDL Service Area & Relevant Geographies
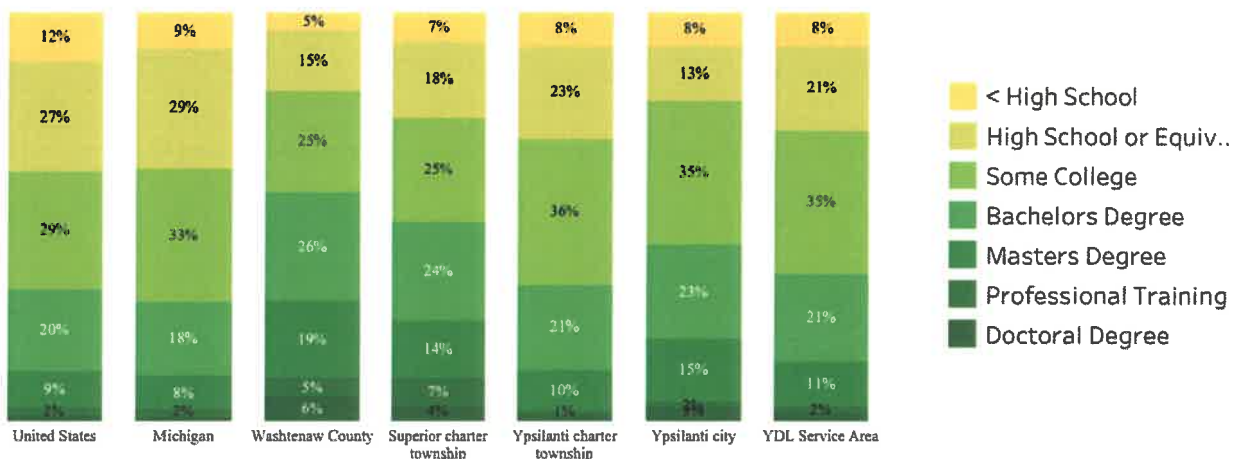
Members of [highly educated households tend to use libraries more](). Slightly more than 37 percent of adults living in the Ypsilanti service area have earned a bachelor's degree or higher. This shouldn't be surprising, given its proximity to Ann Arbor (where 76 percent of adults have a college degree).

The greatest percentage (34 percent) of adults in the service area have completed some college; about 8 percent are high school dropouts. In Michigan, 33 percent of adults finished some college, while 9.2 percent dropped out of high school. Nationwide, 28.9 percent of adults have attended college, and 12 percent have dropped out of high school.

Social Explorer®

Comparatively speaking, the educational attainment figures bode well for the Ypsilanti service area, with a range of 33.2 percent of the adult population holding college degrees in Ypsilanti charter township to 84 percent in Ann Arbor charter township. Among adults older than 25 years old, only 29.2 percent of people in Michigan have a college degree; nationwide, 32 percent have a postsecondary degree.

INTERNET ACCESS

Libraries have emerged as a primary location for Americans to get internet access, especially high-speed broadband access that's available to only 73 percent of the population. In that respect, the Ypsilanti Library Service Area is representative of the country, with 73 percent of its residents having a broadband subscription. That figure, however, is much less than several surrounding areas. Ann Arbor charter township, for example, has 91.7 percent broadband penetration; Washtenaw County has 78 percent broadband; the state of Michigan has 82 percent broadband; and 83 percent of U.S. households report having broadband.

Likewise, the library service area is fairly representative when it comes to the percentage of residents without internet access. Slightly less than 10 percent of people in the area have no internet access; about 15 percent of Michigan households and 14 percent of U.S. households don't have access to the internet, according to the 2015-19 American Community Survey.

FAMILY STRUCTURE

A 2015 Pew Research Center poll found that a library closure would have a "major impact" on 39 percent of parents with young children. The Ypsilanti Library Service Area has fewer married-couple households than most of the surrounding area, with only 35.3 percent of households including a traditional married couple. Washtenaw County, for example, reports about 46 percent married households; Michigan and the U.S. both have about 48 percent married family households.

Ypsilanti city also has a much lower percentage of households with children. Only 17 percent of the city's household report related children living in a household. Almost 30 percent of Michigan households and slightly more than 30 percent of U.S. households report related children living under the same roof.

HEALTH

Almost 1 in 10 people living in the Ypsilanti Library Service Area have a disability. The percentages of disabled people range from 5.1 percent in Ann Arbor charter township to 11 percent in Ypsilanti charter township. The greater Washtenaw County area reports that 6.8 percent of its residents have some type of disability; the state of Michigan, 14.1 percent; and the United States, 12.5 percent.

Ypsilanti District Library Patron Profile

PATRON AGE

Figure: Age at Time of Registration, by Year
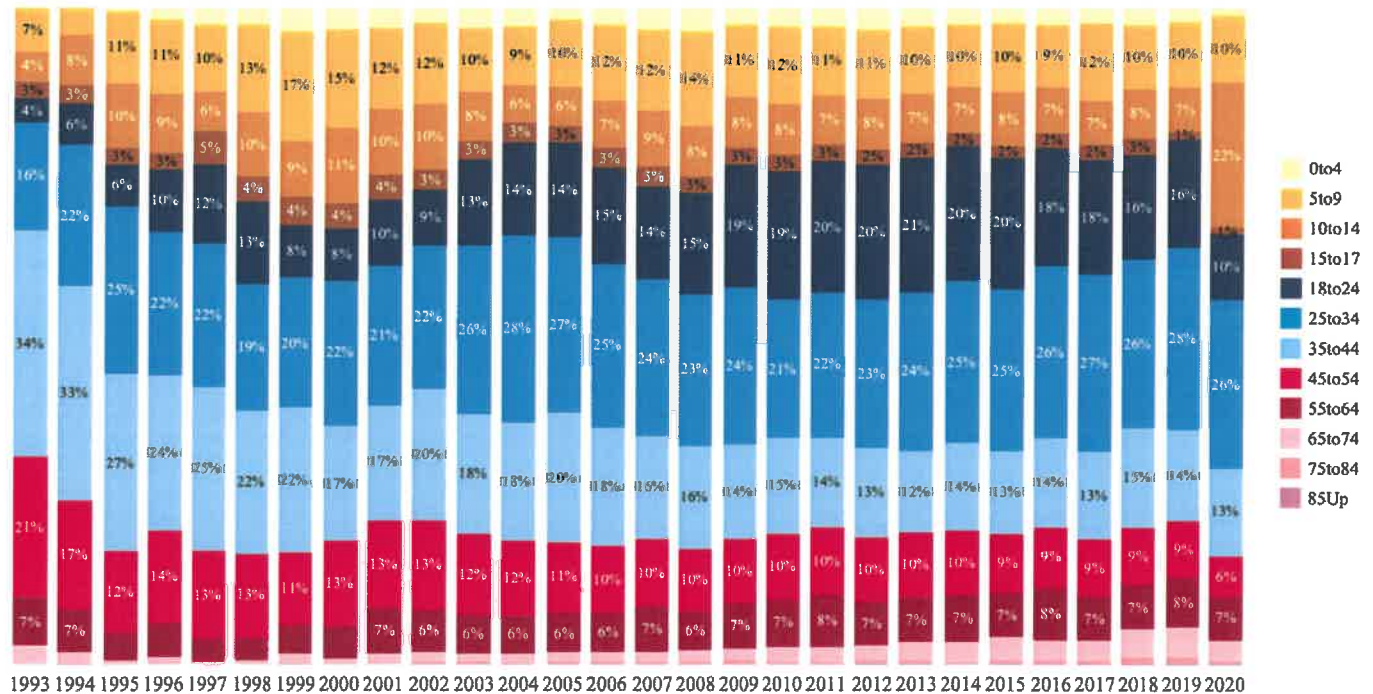
The average age at time of record creation for all patrons, is 30 years. This is relatively consistent since 1993. There is some nuance. For example, in the mid-late 1990s, first-time registrants were more likely to be aged 31-45 than they were to be age 18-30. In the mid-late 2000s, the opposite is true. This unfortunately doesn't result in an overall younger audience profile, because since the 1990s there has been a slight decline in child utilization *(with the exception of a spike in child registration in 2020)*.

Social Explorer®

AGE DISTRIBUTION

Among children, patronage to the YDL peaks between ages 8-10. There is very little active patronage among teens. Nearly 50% of patrons are within the 18-45 year old age range.

Figure: Age of Active Patrons *(Expiring after 1/1/2018)*
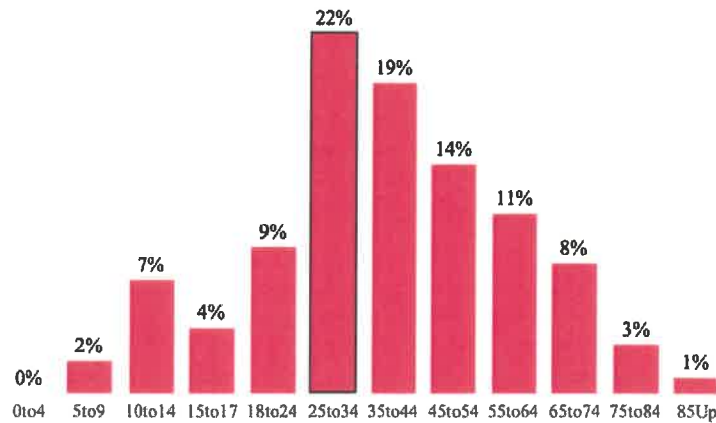
SERVICE UTILIZATION BY AGE

Figure: Average Monthly Checkouts by Age, Active Patrons
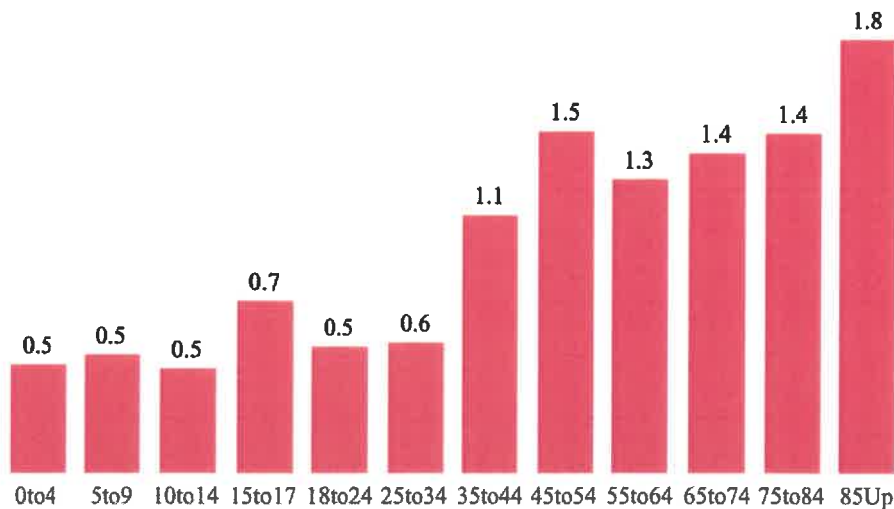
There is a clear upward trend, such that increased age corresponds to greater checkout frequency, with patrons age 30+ far outpacing the activity levels of younger cohorts.

Patrons older than 31 years are the most active, averaging 1.3 checkouts per month across the life of their patronage. This is more than double the number of checkouts of 18-30 year-olds (0.6 checkouts per month). Patrons under age 30 average one checkout approximately every two months.

Social Explorer®

PATRON GENDER

The patron profile skews female, with 61% of all active patrons reporting a female gender identity. Female patrons tend to remain engaged with YDL for an average of 6.4 years, which is nearly 8 months longer than the Male patron average of 5.7 years.

Patron Sex Ratio
(Active Patrons)

Female
61%

Male
39%

Average Total Years of Patronage
(Inactive Patrons)

Female   5.1 yrs

Male   4.7 yrs
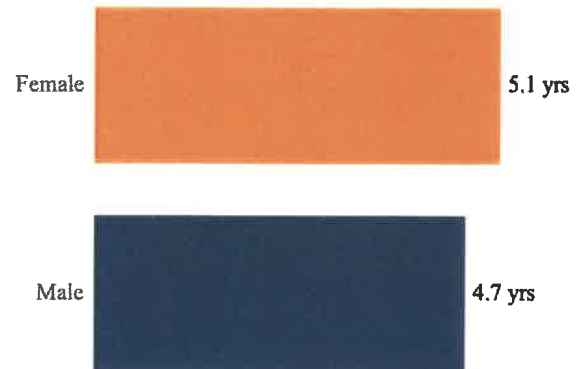
SERVICE UTILIZATION BY GENDER

Female patrons outperform male patrons in service utilization, with 27% more checkouts per month, and 45% more checkouts across the lifetime of their patronage.

Monthly Checkouts by Sex
(Active Patrons)

1.1 ckos

0.8 ckos

Female   Male

Lifetime Checkouts by Sex
(Active Patrons)

155 ckos

107 ckos

Female   Male

PATRONAGE BY BRANCH

Social Explorer®
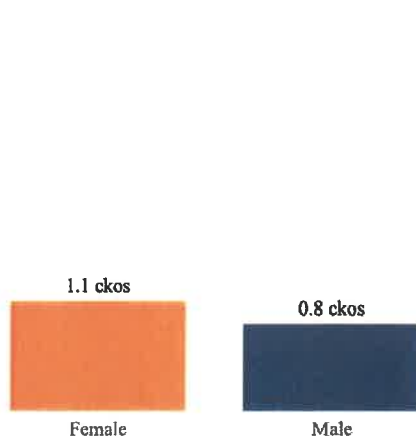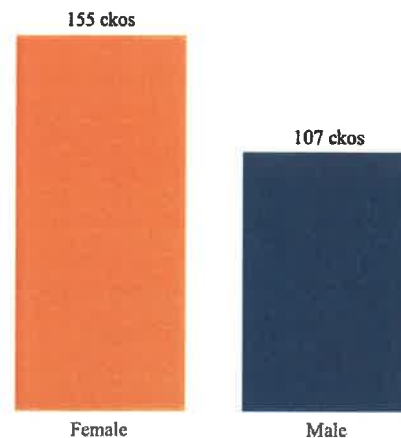
PATRONAGE BY BRANCH

Active Patrons by Branch

Bookmobile, 3%

Michigan, 26%

Whittaker, 68%

Superior, 3%
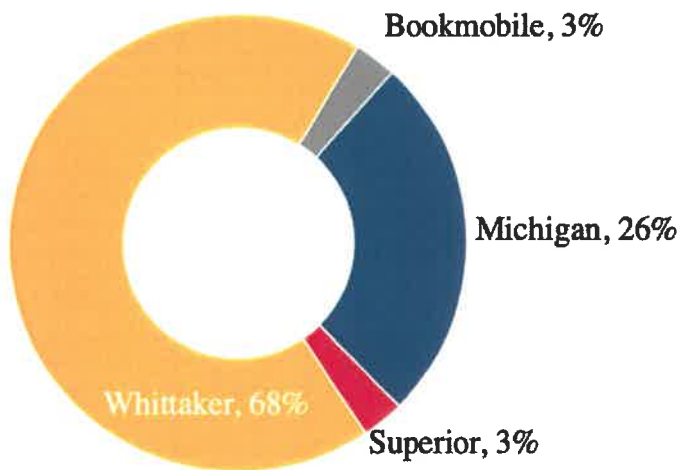
Total Lifetime Checkouts by Branch
(Active Patrons Only)

Bookmobile, 2%

Michigan, 20%

Superior, 2%
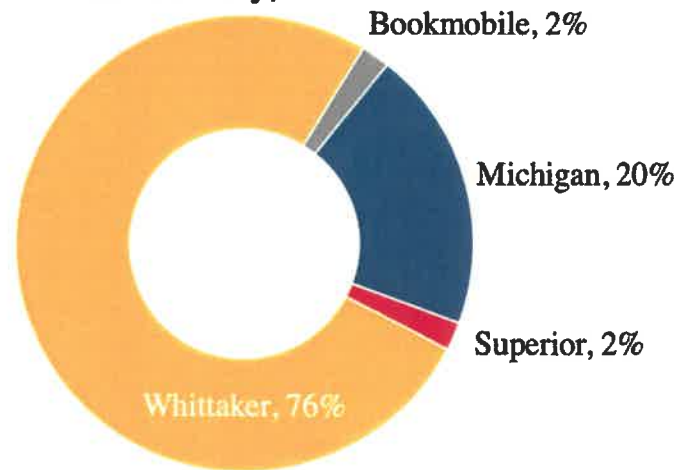
Whittaker, 76%

- o The vast majority of patrons and checkouts are associated with the **Whittaker** location.

- o The **Michigan** location accounts for approximately 1 out of 4 patrons, and 1 out of 5 checkouts.

- o 3% of patrons are associated with the **Bookmobile**, and about 2% of all checkouts among active patrons are associated with the Bookmobile.

- o The **Superior** location accounts for approximately 3% of patrons and 2% of checkouts.

Social Explorer®

PATRON PROXIMITY TO BRANCH

Whittaker Patrons
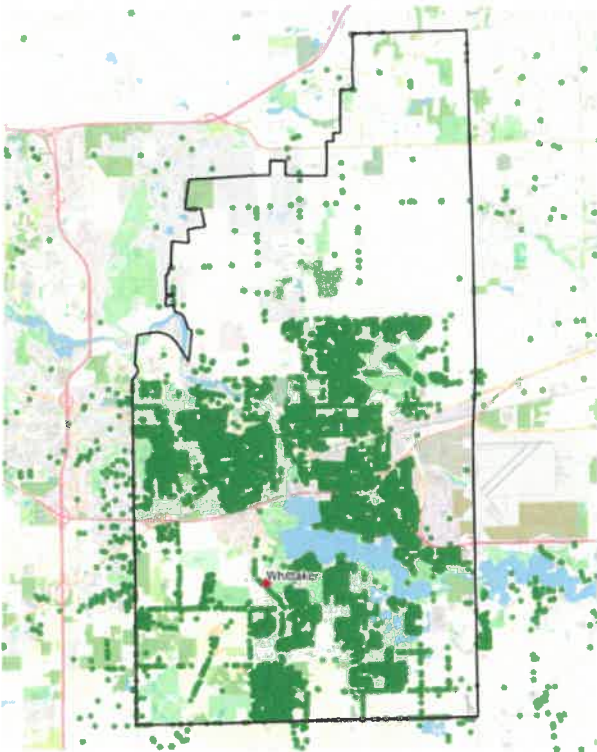
Michigan Patrons
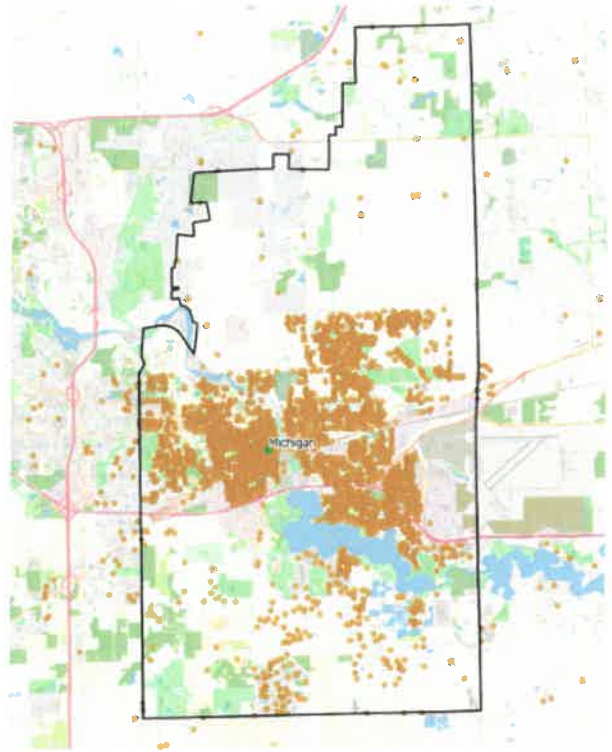
Superior Patrons
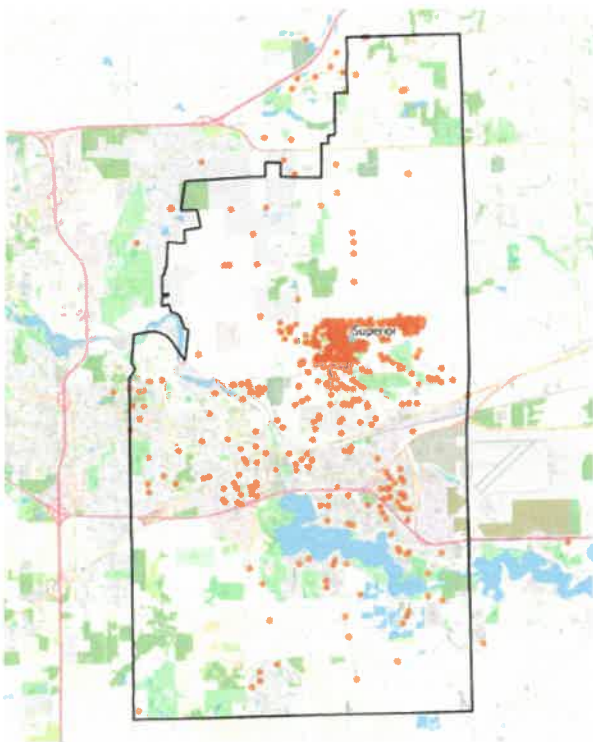
Bookmobile Patrons

Social Explorer®
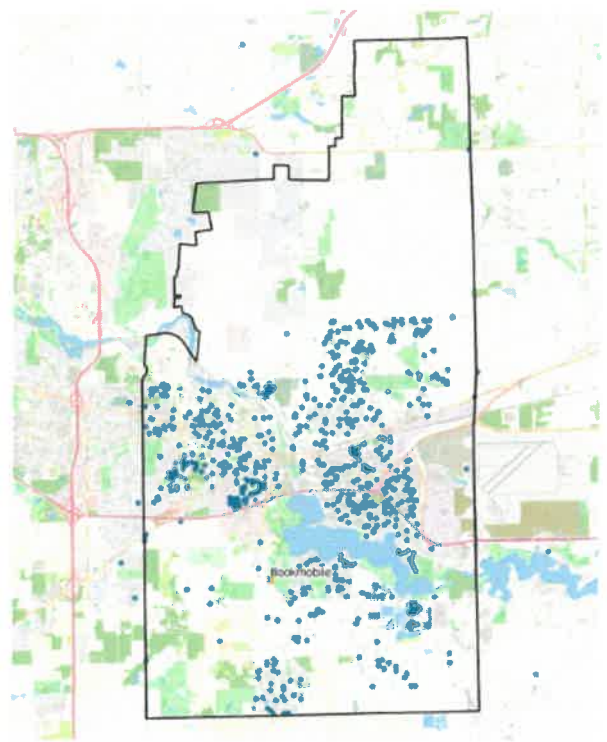
On Average, patrons live within 3.5 linear miles of the branch they are associated with, and within 3.9 miles of the Whittaker branch.

Average Distance from Home to Recent Branch

Social Explorer®
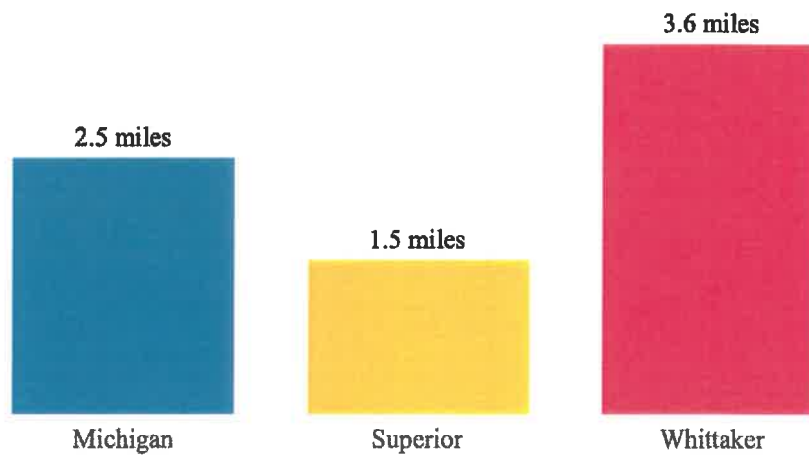
Ypsilanti District Library – Population Capture

Social Explorer®

POPULATION CAPTURE BY CENSUS TRACT

- 40% of the service area population are patrons of the YDL system.
- The Tract where the YDL Whittaker branch is situated is the most engaged, with active patrons accounting for 65% of the population.
- The northernmost tract (4070) which includes Superior township, is the least engaged, with active patrons accounting for 24% of the population.
- Tract 411100 is largely uninhabited, and is an outlier
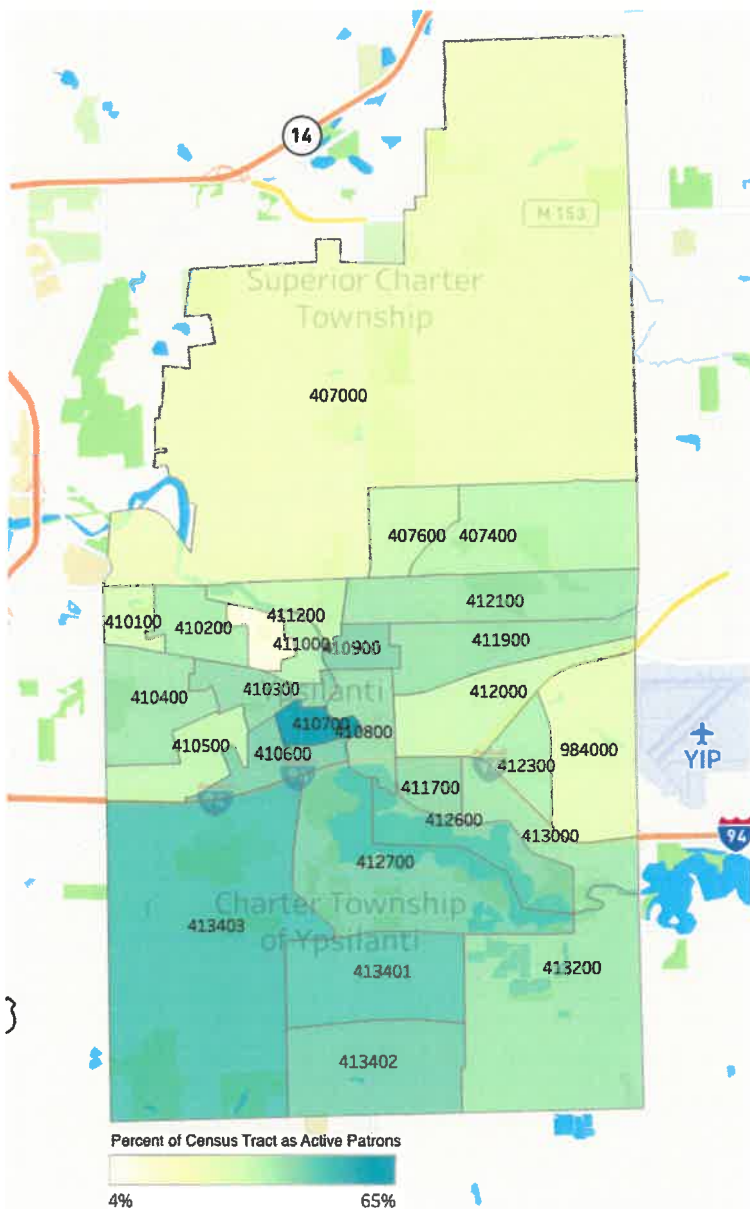
Census Tract	# Patrons	% of Tract
407000	457	24%
407400	2140	37%
407600	1069	34%
410100	934	31%
410200	932	40%
410300	1903	43%
410400	1484	40%
410500	946	35%
410600	1193	46%
410700	791	65%
410800	730	42%
410900	702	45%
411000	1028	36%
411100	113	4%
411200	905	35%
411700	947	43%
411900	1408	42%
412000	1395	33%
412100	1296	40%
412300	1161	38%
412600	1074	45%
412700	2582	46%
413000	1441	40%
413200	1849	40%
413401	2226	49%
413402	2544	47%
413403	1067	51%
984000	12	26%

EMU (handwritten annotation next to 411100 row)

Percent of Census Tract as Active Patrons
4% — 65%

Social Explorer®

POPULATION CAPTURE BY AGE & SEX

AGE

Figure: Percent of YDL Service Area Population Currently Engaged, by Age

Age	Percent
0to4	1%
5to9	17%
10to14	52%
15to17	45%
18to24	20%
25to34	60%
35to44	64%
45to54	54%
55to64	45%
65to74	52%
85Up	21%
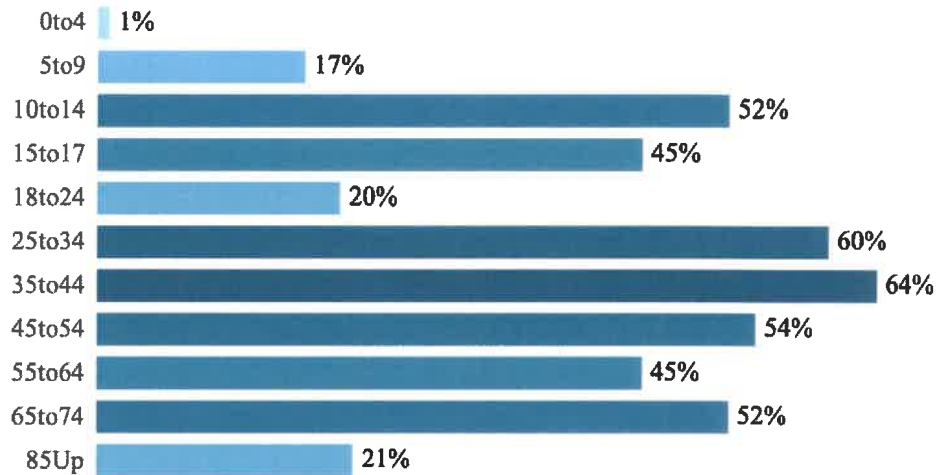
- YDL services above-average percentages of the service area's adult population (age 25-84).
- The 18-24 year old age group has below-average representation among active patrons, though this is likely due to this population's university-related transience.
- Children under age 10 are engaged at nearly half the rate of the rest of the population.

SEX

Though male and female populations are approximately equal in size, a greater proportion of female residents in the service area are engaged with the YDL. While 48% of female residents are active patrons, only 30% of male residents are active patrons.

Figure: Percent of YDL Service Area Population Currently Engaged, by Sex

Sex	Percent
Female	50%
Male	33%

Social Explorer®
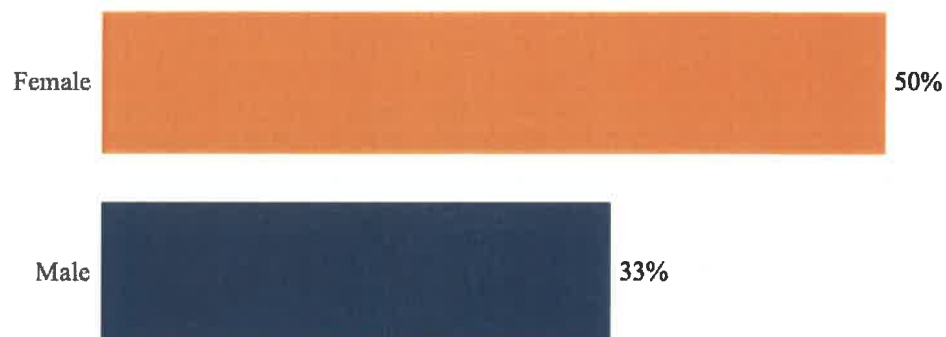
Ypsilanti Library Service Area
2025 Population Projections

Social Explorer®

2025 SERVICE AREA POPULATION PROJECTIONS

The overall service area is expected to maintain a trend of modest population growth.

YDL Service Area
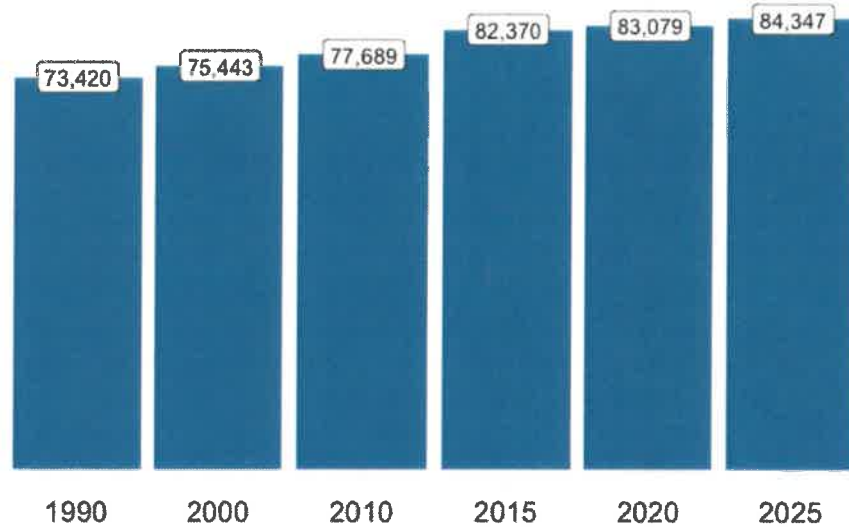
Geography	1990	2000	2010	2015	2020	2025
Washtenaw County	282937	322770	344791	358551	375486	395790
Ann Arbor city	109608	114024	113934	117303	121690	126027
Ypsilanti city	24846	22237	19435	22086	22926	23062
Ann Arbor charter township	3463	4385	4067	4771	7647	8056
Superior charter township	8720	10740	13058	13148	13607	14456
Ypsilanti charter township	45307	49182	53362	55358	55055	55869
YDL Service area	73420	75443	77689	82370	83079	84347

::: Social Explorer®

2025 REGIONAL POPULATION PROJECTIONS

Consistently, the Ypsilanti District Library's component, encompassing, and surrounding geographies should expect population growth over the next 5 years.

Washtenaw County

Year	Population
1990	282,937
2000	322,770
2010	344,791
2015	358,551
2020	375,486
2025	395,790

Superior charter township

Year	Population
1990	8,720
2000	10,740
2010	13,058
2015	13,148
2020	13,607
2025	14,456

Ann Arbor city

Year	Population
1990	109,608
2000	114,024
2010	113,934
2015	117,303
2020	121,690
2025	126,027

Ann Arbor charter township

Year	Population
1990	3,463
2000	4,385
2010	4,067
2015	4,771
2020	7,647
2025	8,056

Ypsilanti city

Year	Population
1990	24,846
2000	22,237
2010	19,435
2015	22,086
2020	22,926
2025	23,062

Ypsilanti charter township

Year	Population
1990	45,307
2000	49,182
2010	53,362
2015	55,358
2020	55,055
2025	55,869

Social Explorer®

2025 POPULATION DEMOGRAPHICS

The population structure in the YDL Service Area is not forecasted to change radically in the next 5 years. Current efforts to increase engagement with under-served demographics should continue to serve the priorities of the YDL for years to come.
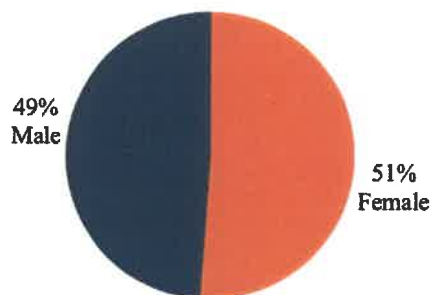
The age structure will be largely similar, with a slight aging of the population. A population that has a higher proportion of adults favors the library, given adult utilization rates meaningfully exceeding those of the youth patrons.

2025 Population by Age

The sex structure of the population is forecasted to remain unchanged, and minor percentage point changes to the racial composition of the YDL Service Area suggest that the greater diversity that the service area currently displays over that of the nation, state, and county will persist into the foreseeable future.
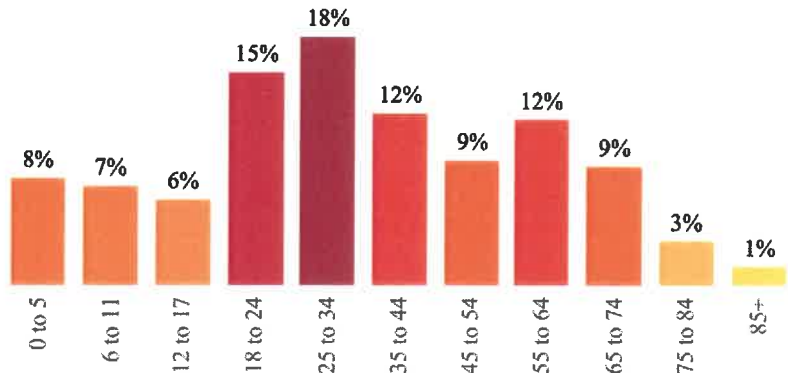
2025 Population by Sex

49% Male

51% Female

2025 Population by Race

White 53%

Black or African American 34%

Two or More Races 7%

Asian 4%

Social Explorer®
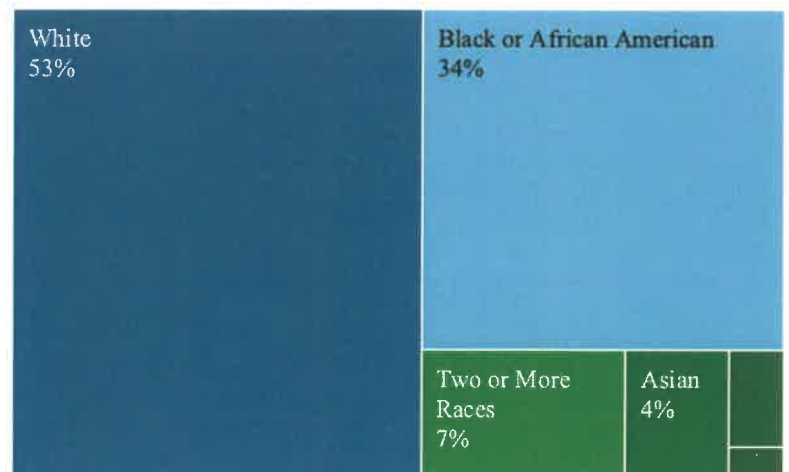
Notes/Disclaimers

N_ckos
This number likely represents total number of checkouts across the life of a person's patronage. This challenges the possibility of studying actual service utilization frequency by year or month. As a stand-in for actual data consisting of individual checkout transactions for each customer, lifetime ckos are distributed across the lifetime of a patrons membership in order to generate utilization rates such as 'Average Monthly Checkouts".

Average Monthly Checkouts
"Average Monthly Checkouts" is derived from the total number of checkouts (n_ckos) across the lifetime of a patrons membership, divided by the number of months since their initial registration. This methodology lends itself to an under-representation of engagement among long-standing patrons who may have had periods of inactivity since their original registration. This methodology also lends itself to an over-representation of engagement among recently registered members, who have fewer months across which to distribute their checkouts.

Furthermore, this is not a strong representation of the typical number of items checked out by a patron in a typical month, and is instead a means of distributing consumption across time to enable comparative analysis.

This methodology is used due to limitations in the available data. A more refined analysis would require data inclusive of every single item that is checked out across a given period of time, inclusive of the patron ID associated with each of the checkouts.

Distance from home to branch
Calculated by computing linear distance between latitude & longitude coordinates for home & for branch, and multiplying by 69 (approx. mileage per 1 degree of lat/lon distance). This is linear distance, "as the crow flies". Actual traveled distance may vary.

Data Quality
Does a patron have freedom to move between branches? If so, how is location assigned? Is this "most recent location"? Location where the patron registered? There are implications here when it comes to the interpretation of about geographic distribution of patrons.

Social Explorer®

Equity, Diversity, and Inclusion:

Ypsilanti District Library and the Greater Ypsilanti Community

2017-2022 Strategic Plan Report

The Ypsilanti District Library (YDL) believes that equity, diversity, and inclusion (EDI) is critical to achieving its mission. YDL policies guide the library's commitment to inclusiveness of all protected classes, including "age, sex, marital status, race, creed, national origin, color, religion, sexual orientation, gender identity or expression, height, weight, disability, and political or union affiliation." In addition, the YDL Strategic Plan research and Harwood Community Conversations undertaken in 2016 further affirm the greater Ypsilanti community's desires for itself in five key areas: (1) a safe and welcoming community with a positive image; (2) an economically-thriving community for the benefit of all; (3) an inclusive, vibrant, and integrated community; (4) a community that values youth and offers a quality education and a broad range of opportunities; and (5) a community that focuses on environmental stewardship. YDL believes that the Equity, Diversity, and Inclusion Plan as presented here provides a valuable roadmap for innovation, engagement, social cohesion, and improved quality of life that reflects and honors the community's aspirations for its public library and for itself.

Research shows that social approaches such as "color blindness" do not reduce racial disparities but rather justify current social orders. Therefore, race-neutral practices not only do not reduce, but in fact reproduce racial disparities, resulting in the continuance of inequitable outcomes. Advancing equity should thus begin with identifying inequities, both locally and nationally, as different populations may experience different disparities in different communities.

YDL is committed to EDI initiatives long-term. We believe that our role in the community is far more expansive than enrichment and traditional access to print information. YDL increasingly offers access to health programs, social work services, employment fairs, tax preparation assistance, housing advocacy, and more. These programs attempt to ensure that those who might struggle to obtain assistance and services have an equal opportunity for success.

Nationally defined, at-risk characteristics are those "that statistically represent a principal, negative determinant of health, safety, education, and opportunity." Broadly grouped, they fall into eight areas:

1. Economic (at or below federal poverty level);

2. Education (non-high school graduates, poorly performing schools);
3. Language and Literacy (limited literacy, ESL);
4. Health, Medical, and Disability (mental, cognitive, sensory, and physical);
5. Isolation (cultural, migrant, geographic location);
6. Age (chronic health conditions in older adults, infants and small children with no advocacy);
7. Race and Culture (national bias, immigration status);
8. Family Structure or Neighborhood (adoption, single parents, grandparents as parents, homelessness).

While national indicators are the appropriate starting point, they only tell part of the story. A more granular analysis will allow YDL to apply national indicators to local factors, equipping us to better understand our own local barriers to equity. For example, while poverty is the predominant national benchmark for risk, economic limitations in our community may be based on the need to work two or more jobs, the need to commute to find adequate work, or the inability to work based on a lack of local child care. The 2020 Census provides an extraordinary opportunity for us to analyze trends and deploy library resources where they are most needed.

By identifying local at-risk indicators for the purpose of removing barriers and improving life outcomes, YDL will be better equipped to offer our community those solutions that best meet their needs, making the most positive impact. Therefore, the EDI initiative began with a concentrated study of our community.

| GOAL 1: | IDENTIFY KEY DEMOGRAPHIC PATTERNS, RISK INDICATORS, AND BARRIERS THAT PRESENT OR SUSTAIN INEQUITIES IN THE GREATER YPSILANTI COMMUNITY. |

SUMMARY REPORT:

The EDI workgroup contracted with the firm Social Explorer (NY) to perform a custom GIS survey of the YDL district for the cost of $1,950. The report (see Sep. 22, 2021 board packet) provided detailed, Census tract-level data on demographics and risk indicators needed to address inequities on a granular level. Comparative data on the County, State, and National levels provides YDL with the metric to measure progress of efforts over time. Armed with this data, YDL staff are in a strong position to provide services and outreach efforts that directly support our most vulnerable community members.

| GOAL 2: | EXAMINE LIBRARY POLICIES OR PROCEDURES THAT CREATE OR SUSTAIN INEQUITIES OR FINANCIAL OR PSYCHOLOGICAL BARRIERS TO USE. |

SUMMARY REPORT:

YDL must be both brave and transparent enough to evaluate its own practices through an equity lens. Historically, libraries have instituted "late fines" as an incentive to have materials returned. As COVID raged in 2020, it became increasingly clear to both individuals and organizations "what really mattered." At the recommendation of this workgroup, the YDL Board of Trustees agreed to waive an existing $287,000 in patron fines. These past fines were highly unlikely to be recovered and represented a tedious amount of work for both staff and a paid collection agency seeking dimes and quarters from the masses, along with an unmeasurable amount of "good will" lost. Fines were suspended at YDL from March 2020 through July of 2021 and were reinstated in August 2021.

It is the opinion of this committee that library fines are punitive and typically have unintended consequences beyond the timely return of materials. Fine-free public libraries are a nationwide movement, and included on the list are many large systems in Michigan, such as Detroit Public Library and the Capital Area District Libraries, both of which likely had "fee income" much greater than that of YDL ($61,425 in 2020). The Urban Libraries Council publishes a "Fine Free Library Map" showing libraries across the country that have eliminated overdue fines. This workgroup strongly encourages the YDL Board of Trustees to eliminate the practice of instituting late fines. Considerations we have undertaken include: Are fines negatively impacting library usage, either past, present, or future? Are fines central to the library's revenue (see Attachment A)? Do fines in any way reduce the tax burden? How are fines justified in a budgetary surplus? Do fines "punish" specific groups of users, such as children or low-income patrons? Does the retention of fine data result in a "7-year penalty?" Is the usage of a collection agency working for or against the perceived image of the library?

Members of this workgroup are happy to answer any questions about this recommendation or to provide research and reading materials on the topic.

GOAL 3:	PROVIDE CONTINUING EDUCATION FOR STAFF THAT SUPPORTS BOTH PERSONAL AND PROFESSIONAL GROWTH IN EDI INITIATIVES; CULTIVATE AN ORGANIZATIONAL CULTURE THAT SUPPORTS AND NURTURES EQUITY, DIVERSITY, AND INCLUSION.

SUMMARY REPORT:

The year 2020 saw intense national change in issues related to race, equity, and inclusion. The Black Lives Matter movement, the public murder of George Floyd, police profiling and brutality, issues of white privilege, objections to critical race theory, and health inequities during the

pandemic brought to the forefront the importance of continuing and deepening our national conversations about equity, diversity, and inclusion.

YDL staff exceeded all expectations in participating in continuing education for EDI work and showed a voracious eagerness for learning. Staff members embraced training opportunities in many areas, including racial justice, cultural competency, hospitality, community engagement, implicit bias, and other efforts that benefit both the worldview of the staff member and the public which we serve. Activities ranged from month-long, in-person learning cohorts with external community organizations to online webinars during the COVID lockdown.

A few examples include:

- 21-Day Equity Challenge (United Way)
- Tackling Racism in Classic Children's Literature (Nashville PL and Tennessee State Library and Archives)
- What's DEI Got to Do with It (The Library Network)
- Racial Equity Summit (Washtenaw Community College)
- Neutrality and Libraries (University of Michigan School of Information)
- Dismantling Racism in Collaborative Collections (Digital Public Library of America)
- Applying Critical Race Theory to the Experiences of Librarians of Color and Diverse Communities (Black Caucus of the American Library Association)
- Equity in Action (Library Journal)
- Allies Academy / Champions for Change (Nonprofit Enterprise at Work)
- Evaluating, Auditing, and Diversifying Your Collections (Library Journal)

2022 AND BEYOND: LOOKING FORWARD . . .

YDL has only begun to scratch the surface of EDI work, and this committee recommends that ongoing initiatives be included in the next strategic plan. While we were able to accomplish important foundational goals despite the global pandemic, much work remains to be done. Efforts should both "look in" at our own procedures and policies and "look out" at how we, as a community anchor, can both participate in and lead efforts to reduce disparities in our community. Some of our suggestions include the following.

Becoming & Remaining a YDL Patron

Because of the pandemic, many goals, which at one time seemed to be considerable undertakings, moved quickly into reality during lockdown, such as the issuance of library cards electronically. When instituting this process, the new online form was sensitive to the EDI workgroup's goals of not asking for personal information beyond the need for doing business with the library. This new application process is a step forward in answering the question, "Is it easy or hard to become and remain a patron of YDL?" Are there unintentional barriers in our application or renewal processes? Is our "customer retention" the best it can be? Are patrons "loyal" or are they "loyal advocates?" Do they see themselves and their goals aligned with the progress and initiatives of the library?

A Focus on Youth

Future EDI work in the borrower application process could have considerable impact if focused on school-aged children. For example, how does YDL accommodate would-be young users who lack parental involvement, either through logistical barriers, such as time and transportation, or through their own lack of interest in the library? Do parents with fines or fees discourage their children from using the library? Are they fearful of their children incurring fines they cannot pay? How could YDL protect and improve the experience of young patrons? Could "tech" or "student cards" bridge the gap? Could YDL work with the school system on the issuance of library cards? The current application process requires all youth under the age of 18 to have a parent present to issue a library card. This may have the unintended consequence of excluding many young people from the public library system and thus deserves future evaluation.

The Digital Divide

The pandemic also made abundantly clear the severe impact of the "digital divide" and the lack of broadband access across communities. While regional and national efforts are underway to reduce this inequity, YDL can also examine its own practices. Some initiatives undertaken were a clear attempt to be part of the solution: the acquisition of over 20 circulating hot spots for patrons with poor Internet connections, and the addition of WiFi access points in the downtown and Whittaker branches, allowing patrons to access the Internet from our parking lots while our buildings were closed.

Upon reopening, YDL resumed its "guest pass" procedure, charging $2.00 for anyone not using a YDL library card to access a computer. At one time instituted as an "incentive" for residents to apply for a free library card, this procedure has had other, noteworthy repercussions. As information is increasingly published online only, access to the Internet is no mere luxury. For a tax-supported public library to charge for access to government information increasingly smacks of double taxation and certainly does little to uphold our values of public trust, equal access, and

excellent service. Staff are increasingly discouraged with implementing this policy, for obvious reasons.

For example: a community member arrives at YDL to apply for CERA (COVID Emergency Rental Assistance). She has not had a library card since before the pandemic and is told she cannot access a computer without one. When offered access as a "guest," she is told there is a $2.00 fee and that we only accept cash and that her access will be limited to 3 hours. This represents neither our mission nor our service philosophy and, in this example, clearly presents a burden to a community member with an urgent need. While the non-tax payer is historically the focus of this practice, its implementation across the board is a barrier implemented by YDL that deserves further review.

Applying to Work at YDL

Future work must also consider the present and future diversity of YDL staff. This is a difficult area to tackle, as the profession of librarianship is historically and nationally homogenous.

2
ALA Office of Research and Statistics
Demographic Study Report 2017

ALA Members by Race or Family Origin
% of members self-identifying

	2014	2017
American Indian or Alaskan Native	1.1	1.2
Asian	3.5	3.6
Black or African American	4.3	4.4
Hawaiian or Other Pacific Islander	0.3	0.2
White	87.1	86.7
Other	3.7	4.0

To foster a workforce that reflects our community, YDL must examine several factors independently and realize that this desired goal will perhaps require significant structural change with budgetary impacts. Some progress has been made in how YDL approaches the recruitment and application process, such as posting jobs outside of traditional library avenues, but further work remains to be done. If job seekers are interested in the job description, we should next assure that the application process is not a deterrent; for example, asking ourselves such questions as how background checks, military/citizenship status, or gender declaration questions support or deter applicants given greater societal efforts for change, such as "ban the

box." Do job postings make applicants of diverse backgrounds feel welcome applying? Does legally-required language such as "equal opportunity employer" reflect our values deeply enough? Examining our procedures with a fresh eye toward diversity and inclusion will be a worthwhile exercise.

Reevaluating the MLS

To attract more candidates of color, YDL will need to examine one historic job requirement in particular: that of the traditional MLS/MILS degree. The profession of librarianship has greatly changed since the Internet arrived in the mid 1990's and can rightly be seen as making the "job of librarian" considerably easier, with traditional research skills and access to materials much more accessible to the average person. While the philosophies, policies, and management of library buildings and systems rightly belong in the realm of master-degreed professionals, more "front of the house" roles increasingly require skills outside of the traditional MLS and can effectively be served by those who excel in customer service, creative engagement, tech education, and enthusiasm for specific age groups, such as young children or teens. Librarians of color are few and far between, and good ones command higher salaries. With the cost of postgraduate education becoming increasingly difficult to attain, the candidate pool – of all races and ethnicities – is shrinking accordingly. It is time to ask ourselves if the MLS degree still accurately reflects the work being done or if it represents a roadblock to further diversifying our staff. How would YDL appear to its community with a more diverse staff? Do patrons see themselves in our ranks or do they see "mastered-degreed librarians," and what is more important to them and to us? These are not easy questions with easy solutions, and they will require brave and thoughtful leadership.

Competition for Workers

An additional outcome of the pandemic has been "the great resignation," where employees are reevaluating their careers and leaving their jobs in records numbers. As the labor force has shrunk, wages have increased and competition for workers continues to climb. YDL now not only "competes" with area libraries, but with local retail and service industries, who might be paying significantly more per hour than the library.

In late 2021, YDL undertook a compensation study led by ElementOne. This important step will help us gain a macro view of our jobs and compensation schedules and how they "stack up" both within the industry, geographically with our neighbors, and in transferable skills sets. According to ElementOne, there are three components which are essential to an effective compensation program: a structured method for assessing the contribution of each job to the organization; the use of market data to ensure that pay is competitive; and a performance model for developing employees. Once implemented, this program should help YDL in both attracting candidates and retaining quality employees.

A final consideration for attracting and retaining talent must be given to the role of AFSCME and how union standards and longevity pipelines work for or against staff growth, compensation, and retention. We must ask ourselves if YDL is an employer who can actively recruit candidates of color, pay an attractive wage, and develop and reward its employees for growth; or, if our compensation structure means that YDL "trains" its employees to work elsewhere. If salary increases are primarily dictated by AFSCME and structured solely by years of service, where lies the incentive for growth, creativity, and greatness? Where can YDL reward exceptional staff? If the Collective Bargaining Agreement dictates what purpose staff members can use their "paid time off," where can YDL provide flexibility and accommodation for staff needing temporary support?

In addition, in the post-pandemic "new normal," enter the hybrid workplace. Organizations of all sizes are adapting to a changing workforce and embracing a blended model of in-person and virtual work. This need for flexibility directly relates to the "great resignation," and it is likely that organizations that best and most proactively offer this model will attract the best candidates. These considerations have a direct correlation to our unionized environment and will require staff buy-in, a new element for AFSCME negotiations, or a reevaluation of the need for and benefit of union representation. If AFSCME leadership cannot support YDL's initiatives for greater staff diversity, AFSCME could be encouraged to develop its own membership diversity plan, including measurable goals and timelines.

Going Boldly Forward

The EDI Workgroup undertook considerable research in preparing this plan and making its recommendations. While we offer specific goals for consideration, there remains much work to be done, and we hope that our work will continue beyond the 2017-2021 strategic plan.

Submitted December 31, 2021 by:

Julianne Smith, Chair

Joy Cichewicz

Monica Gower

Monique Lopez-Geiman

Marlena Shuler

Marianne Vandenbergen

THE EDI COMMITTEE AT YDL BELIEVES THAT A DIVERSE STAFF RESULTS IN . . .

Access to Greater Talents, Skills, Strengths, Abilities

Diverse teams are able to access top ideas from a wealth of different perspectives

Better Ability to Win Top Talent

A diverse workforce is innovative and successful

Better Community Outcomes

Leading inclusion work sets the example for other community institutions

Better Conflict Resolution

A diverse staff has greater opportunity to separate "people from problems"

Better Relationships with Patrons

A diverse staff is more likely to relate to more patrons

Cross-Cultural Understanding

Libraries with diverse workforces model cultural appreciation to their communities

Cultural Fluency

Individuals with diverse backgrounds teach non-discriminatory cultural appreciation

Deeper Knowledge Base

A diverse staff is more likely to bring authentic insight to services and situations

Enhanced Organizational Culture

A diverse workforce has a deeper and richer purpose than just library service

Fresh Outlook and Perspectives

Diverse teams challenge old ways of thinking

Global Citizenship

Individuals with cultural experiences are better prepared to collaborate on a world scale

Greater Advocacy

Diverse teams are more likely to have existing leadership for community advocacy

Greater Innovation

Diverse teams offer increased creativity resulting in new and improved services

Improved Ability to Adapt to Change and Move Forward

Diverse teams have more perspectives to advance ideas

Improved Adaptability

Diverse teams are more prepared to adapt to new dynamics

Improved Decision Making

Diversity in leadership can lead to more sensitive, forward-thinking initiatives

Improved Evaluation

A diverse staff brings more authentic insight into the impact of services

Improved Outreach

A diverse staff is more likely to attract opportunities for community outreach

Improved Partnerships

A diverse staff cultivates mutual respect and future investment in each other

Increased Employee Retention

Organizations that support diversity are more likely to retain a diverse workforce

Increased Range of Services

A diverse staff brings more innovative viewpoints that can improve service offerings

Increased Sense of Ownership

A diverse staff is more likely to reflect feelings of safety and value in its patrons

Patron Loyalty

Organizations that represent diversity are more appealing to members of a diverse population

Bibliography

American Library Association. *Code of Ethics.* June 29, 2021. https://www.ala.org/tools/ethics

American Library Association. ALA Committee on Diversity. *Diversity, Equity, and Inclusion (DEI) Scorecard for Library and Information Organizations.* April 2021. https://www.ala.org/news/member-news/2021/07/alas-committee-diversity-announces-diversity-equity-and-inclusion-dei-scorecard

Bowman, Emma. *We Wanted Our Patrons Back: Public Libraries Scrap Late Fines to Alleviate Inequity.* National Public Radio. November 30, 2019. https://www.npr.org/2019/11/30/781374759/we-wanted-our-patrons-back-public-libraries-scrap-late-fines-to-alleviate-inequi

Byrne, David. *Libraries Are Going Fine-Free.* Reasons to be Cheerful. January 25, 2021. https://reasonstobecheerful.world/libraries-eliminating-overdue-fines/

Coelho, Steph. *Library Fines are Trash and People are Taking Notice.* Bookriot.com. January 30, 2020. https://bookriot.com/fine-free-libraries-trend/

Cohen, Josh. *Minneapolis Parks Thinking About Inclusion for People with Invisible Disabilities.* Nextcity.org. January 23, 2018. https://nextcity.org/urbanist-news/minneapolis-is-thinking-about-inclusion-for-people-with-invisible-disabilit

Crist, Beth, and Meg DePriest. *Removing Barriers to Access: Eliminating Fines and Fees for a Win-Win for your Library and Teens.* Young Adult Library Services. Vol. 17, No. 1. Fall 2018. http://yalsjournal.ala.org/publication/?m=53337&i=548258&p=16&pp=1&ver=html5

Davidson, Jessika. *Messaging the Moment.* Kithe Creative Lab and Mid-America Arts Alliance. August 18, 2020. https://www.youtube.com/watch?v=gbSLL0m2oBI

Depriest Johnson, Meg. *Removing Barriers to Access: Eliminating Library Fines and Fees on Children's Materials.* Colorado State Library, Colorado Department of Education. 2016. chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/viewer.html?pdfurl=https%3A%2F%2Fwww.cde.state.co.us%2Fcdelib%2Fremovingbarrierstoaccess&clen=345246

Dixon, Jennifer A. and Steven A. Gillis. *Doing Fine(s)?.* Library Journal. April 4, 2017. https://www.libraryjournal.com/story/doing-fines-fines-fees

Farkas, Meredith. *Is "Fit" a Bad Fit? How Evaluating Job Candidates Can Stifle Diversity.* American Libraries. June 3, 2019. https://americanlibrariesmagazine.org/2019/06/03/cultural-fit-bad-fit/

Financial Justice Project, San Francisco. *Long Overdue: Eliminating Fines on Overdue Materials to Improve Access to San Francisco Public Library.* January 17, 2019. https://sfgov.org/financialjustice/reports/long-overdue-eliminating-fines-overdue-materials-improve-access-san-francisco-public

Ford, Anne. *Conscientious Cataloging: Librarians Work to Advance Equity in Subject Headings.* American Libraries. September 1, 2020. https://americanlibrariesmagazine.org/2020/09/01/conscientious-cataloging/

Graham, Ruth. *Why public libraries are finally eliminating the late-return fine.* Slate.com. February 6, 2017. https://slate.com/culture/2017/02/librarians-are-realizing-that-overdue-fines-undercut-libraries-missions.html

Hanley, Mary Stone and George W. Noblit. *Cultural Responsiveness, Racial Identity and Academic Success: A Review of the Literature. "*A paper prepared for The Heinz Endowments." June 2009. chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/viewer.html?pdfurl=https%3A%2F%2Fwww.heinz.org%2Fuserfiles%2Flibrary%2Fculture-report_final.pdf&clen=841640&chunk=true

Innovative: A Proquest Company. *Are Library Late Fees a Barrier to Equity?* 2020. https://www.iii.com/resources/white-paper-are-library-late-fees-a-barrier-to-equity/

McIntosh, Peggy. *White Privilege: Unpacking the Invisible Knapsack.* Peace and Freedom Magazine. July/August, 1989, p. 10-12.

MP Associates. *Racial Equity Tools Glossary*. Center for Assessment and Policy Development and World Trust Educational Services. Accessed December, 2020. https://www.racialequitytools.org/glossary

Opportunity Index: How Opportunity Measures Up In Your Community. Opportunity Nation. Accessed September 2020. https://opportunityindex.org/

Oregon Library Association. *Equity, Diversity, Inclusion & Antiracism Toolkit*. Accessed July 2021. chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/viewer.html?pdfurl=https%3A%2F%2Fwww.olaw eb.org%2Fassets%2FEDI_Antiracism_Comm%2FOLA_TOOLKIT_Digital_Copy%25202021_02 _11.pdf&clen=42047719&chunk=true

Peet, Lisa. *The End of Fines?* Library Journal. September 25, 2018. https://www.libraryjournal.com/story/the-end-of-fines

Poon, Linda. *Why Libraries Are Eliminating Late Fes for Overdue Books*. Bloomberg.com. October 2, 2019. https://www.bloomberg.com/news/articles/2019-10-02/are-library-late-fees-useful-chicago-says-no

Reed, Kathleen, Jean Blackburn and Daniel Sifton. *Putting a Sacred Cow Out to Pasture: Assessing the Removal of Fines and Reduction of Barriers at a Small Academic Library*. The Journal of Academic Librarianship. Vol. 40, 2014, p. 275-280.

Sen, Nayantara, and Terry Keleher. *Creating Cultures & Practices for Racial Equity*. Race Forward.org. Accessed June 14, 2021. www.raceforeward.org.

Sonnie, Amy. *Advancing Racial Equity in Public Libraries: Case Studies from the Field*. Local and Regional Government Alliance on Race & Equity. Accessed April 4, 2020. https://www.racialequityalliance.org/resources/advancing-racial-equity-in-public-libraries-case-studies-from-the-field/

Spina, Carli. *How Universal Design Will Make Your Library More Inclusive*. School Library Journal. May 5, 2017. https://www.slj.com/?detailStory=how-universal-design-will-make-your-library-more-inclusive

Unrein, Sabrina. *Overdue Fines: Advantages, Disadvantages, and How Eliminating Them Can Benefit Public Libraries*. iSchool Public Libraries Initiative at Syracuse University: Syracuse, NY. 2020.

Viteri, Tika. *Times are Changing: COVID-19 and Library Late Fees*. Bookriot.com. September 24, 2021. https://bookriot.com/covid-19-and-library-late-fees/

Wenzler, John. *Neutrality and Its Discontents: An Essay on the Ethics of Librarianship*. Libraries and the Academy, Vol. 19, No. 1. January 2019, p. 55-78.

White House Office of Science and Technology Policy. *Diversity, Equity, and Inclusion in Science and Technology: Action Grid*. November, 2016. chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/viewer.html?pdfurl=https%3A%2F%2Fobamawhitehouse.archives.gov%2Fsites%2Fwhitehouse.gov%2Ffiles%2Fimages%2FDocuments%2FDiversity%2520Equity%2520Inclusion%2520Action%2520Grid.pdf&clen=291702&chunk=true

Williams-Rajee, Desiree. *Equity, Diversity and Inclusion in Recruitment, Hiring and Retention*. Urban Sustainability Directors Network. October 4, 2018. chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/viewer.html?pdfurl=https%3A%2F%2Fwww.usdn.org%2Fuploads%2Fcms%2Fdocuments%2Fusdn-equity-in-recruitment_hiring_retention.pdf&clen=407716&chunk=true

Zettervall, Sara and Mary C. Nienow. *Whole Person Librarianship: Fostering Empathy in Challenging Times*. May 7, 2017. https://wholepersonlibrarianship.com/2017/05/07/whole-person-librarianship-webinar-available-on-webjunction/

1 DIVERSITY

Foster a workforce that reflects our community

- Consult with others in the area who are doing this well

- Apply best practices and uniform policies and procedures to ensure inclusivity and attractive postings

- Increase opportunities for part time staff and reinstate paraprofessional positions, budget permitting

Facilitate community dialogue that builds relationships within our diverse population

- Ensure consistently inclusive messaging and communications

- Train staff in dialogue facilitation and encourage attendance at community meetings

- Create a Diversity Dialogue Committee with other groups to develop programs and host Community Conversations

2 PROGRAMS

Develop a community-needs-based program proposal and evaluation process

- Conduct Outcomes Based Planning and Evaluation training and apply to program proposals and assessments

- Develop online submission, management, and evaluation archive

Reorganize, rebrand, and reintroduce the summer reading program

- Rename and rebrand as a Library-led collaboration that focuses on critical thinking, skill-building, and community engagement

- Streamline program operations

Become a valued contributor to economic development

- Identify existing community resources and opportunities to serve

- Form a business advisory board of support agencies

- Train staff to serve the business community and add a dedicated YpsiBiz! web portal

3 FINANCES

Determine millage feasibility as basis of voter education program

- Research millage history and build financial scenarios
- IF the Board authorizes a campaign, contract with a millage consultant to guide outreach

Expand fundraising capabilities

- Conduct training for Board and Library leadership
- Develop process to vet grant proposals
- Investigate 501c3 status to expand opportunities

Explore workflow opportunities and efficiencies

- Investigate alternatives to SAM, credit card payment systems, and phone system to improve customer service
- Research replacement for current SPAM blocker and OCLC for MARC catalog records
- Enable online library card and Books on Wheels registration and e-notifications
- Survey staff for more suggestions

4 FACILITIES

Undertake facilities and space utilization studies of Michigan Avenue and Whittaker Road buildings

Improve service to Superior Township

- Survey residents and students regarding needs and preferences
- Review hours of operation and revamp collection based on survey data
- Collaborate with the Township to make the facility more welcoming and safe
- Revamp collection for better use of space
- Improve marketing to Township residents
- Increase number of bookmobile stops and investigate alternative venues for programs

Maximize visibility and use of the bookmobile

- Wrap the vehicle as a moving billboard for YDL's new brand
- Park at alternative locations throughout the community and attend school parent/teacher nights
- Expand visibility with signs at regular stops and increase use with expanded hours

5 MARKETING

Examine newsletter usage, format, content, and frequency

- Change format to decrease cost
- Expand reach by disseminating via postal routes
- Include a calendar of events and news about services
- Work with Washtenaw Literacy to improve readability

Improve internal communications

- Schedule in advance regular departmental meetings for group problem-solving
- Restructure or replace intranet and purge and reorganize files
- Develop an improved security log
- Provide opportunities for Library leadership to work service desks for a closer understanding of issues and challenges

Rebrand, develop messaging, upgrade website, and improve wayfinding

- Inventory signage, communications, and publications before applying new brand standards
- Launch new website
- Establish a standing committee to ensure consistent, readable signage across the District
- Renovate reception desk at Whittaker Road to become a more effective directional aid.
- Evaluate digital signage and real-time communications options