

STRATEGIC PLAN 2026-2028

**Adopted by the
East Lansing
Public Library
Board of Trustees
February 19, 2025**

Strategic Plan Facilitators:
Midwest Collaborative for Library Services
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This document will be available online at the Library's website: elpl.org

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EXECUTIVE SUMMARY

To guide this effort, the Board elected to work with consultants at the Midwest Collaborative for Library Services (MCLS) of Lansing, MI to facilitate a strategic planning process that would help to align library services with the aspirations and needs of the community. Based on the work of The Harwood Institute for Public Innovation, community members were asked, “What kind of community do you want?” and “How can the library help?”

Keeping in mind the context gained through data analysis and the community’s input, the Strategic Planning Committee recommended that the Library Board adopt three strategic service priorities for the period Fiscal Years 2026-2028. The priorities are:

Ignite Collaborations, Partnerships, and Community Engagement

Build strong relationships with diverse partners and magnify the Library’s value, visibility, and reach.

Expand Mindset, Spaces, and Operations

Seize opportunities to adapt, innovate, and embrace the changing needs of our community.

Foster a Shared Sense of Purpose and Belonging

Co-create a supportive community through open dialogue and curiosity.

OVERVIEW OF THE PLANNING PROCESS

1. The Library Board approved working with consultants from the Midwest Collaborative for Library Services (MCLS) to facilitate the creation of a new strategic plan that would be based on community needs. MCLS, based in Lansing, MI, is a non-profit, member-driven organization whose mission is to facilitate sharing resources and to collaborate with other organizations to benefit Michigan and Indiana libraries. MCLS uses a planning process based on The Harwood Institute for Public Innovation's "Turning Outward" approach. "Turning Outward" is a process that entails taking steps to better understand communities; changing processes and thinking to make conversations more community-focused; being proactive to community issues; and putting community aspirations first.
2. In May 2024, MCLS consultants created a public community survey that was offered through the ELPL library website and in person. There were 1,199 responses to the library survey.
3. A thirteen-person Strategic Planning Committee was assembled, which included representatives from the Library Board, the Library staff, and the Friends of East Lansing Public Library group.
4. At an initial kick-off meeting with the consultants on April 24, 2024, the Strategic Planning Committee brainstormed a list of community leaders to interview. The potential interviewees needed to represent as many and broad ranging groups and stakeholders in the East Lansing Public Library service area as possible.
5. Strategic Planning Committee members were each assigned community leaders to interview. The interview was based on The Harwood Institute's "Ask" exercise, which entailed asking five questions to get a sense of people's aspirations for the community, and how the library might help the community to achieve those aspirations. Fifty community leaders were interviewed.
6. MCLS consultants conducted five Community Conversations, attended by 37 residents in total. These Conversations were held all over the library service area and were 90 minutes long. The Conversations were based on The Harwood Institute's "Community Conversations" tool, to learn about what residents want their community to be, what challenges they face in realizing these aspirations, and ways the library might help.
7. MCLS consultants compiled the information from the community leader interviews and the Community Conversations. This information was used to create a "Community Narrative" to summarize the public knowledge gathered.
8. On August 5 and 6, Board and staff were invited to participate in focus groups where they were given an overview of the community engagement process and were shown a summary of the community input summary. Nineteen staff and seven Board members participated. They were polled to see what type of role the library should take to help achieve the aspirations of the community.

9. The Strategic Planning Committee, on August 19, 2024, participated in a SOAR analysis of the library, identifying strengths, opportunities, aspirations, and results. The strengths became the basis for the library's core values; the aspirations became the basis of the library's vision statement; and opportunities resulted in the identification of key service priorities.
9. On September 26, 2024, MCLS consultants met to work with the library's Leadership Team on the creation of a tactical plan to address the key three key priorities that were identified by the Strategic Planning Committee. The group answered the following questions for each priority: "How will the patron benefit?"; "How will the community benefit?"; "What activities might occur?" "What will success look like?"; "What organizational issues will need to be addressed, including facilities, technology, policies, staffing, etc.?" This work created the basis for the development of goals, objectives, and activities that make up the five-year strategic plan.
10. Through the late fall, the staff of ELPL brainstormed additional activities that might support their goals, and the Leadership Team worked to refine and revise the core plan.
11. Work continued through January 2025 with the creation of the draft strategic plan, including the refinement of goals, objectives, and activities. The library's Leadership Team created an initial implementation plan that addressed each potential activity and assigned a target date for startup and/or completion, and which department(s) or people would be assigned responsibility. Assignments and work related to each new initiative will reveal a plan that is flexible and evolving, to adapt to changes that may be needed along the way. A measurement plan was created to track the progress of the goals identified in the Strategic Plan.

EAST LANSING PUBLIC LIBRARY STRATEGIC PLAN

Mission

To inspire, serve, and evolve as a source of knowledge, connection, and growth.

Vision

We connect our community to each other and the world around us.

Core Values

Staff Excellence • Welcoming Space • Forward-Thinking Mindset • Access for All • Collaborative Spirit

Staff Excellence

We are a cohesive team dedicated to continuous learning, innovation, and exceptional customer service, ensuring that every interaction is meaningful and valuable.

Welcoming Space

We are a dynamic and inviting community hub that strives to be an inclusive place where all people can truly belong and feel valued.

Forward-Thinking Mindset

We are committed to pushing boundaries by embracing change, inspiring lifelong learning, and being leaders in our field so all community members can flourish.

Access for All

We value all voices and take pride in providing relevant, diverse resources and a world of opportunities and possibilities for every age and stage of life, ensuring everyone in our community can access the materials and services important to them.

Collaborative Spirit

We are devoted to building strong relationships and fostering collaborations to create a well-connected, resourceful, caring, and engaged community.

Strategic Priorities and Goals

Ignite Collaborations, Partnerships, and Community Engagement

Build strong relationships with diverse partners and magnify the Library's value, visibility, and reach.

- Enhance meaningful connections with community partners.
- Be a model for community transformation, support, and the democratic process.

Expand Mindset, Spaces, and Operations

Seize opportunities to adapt, innovate, and embrace the changing needs of our community.

- Build and develop a sustainable and supportive library structure.
- Reconfigure physical space to better meet patron needs and aspirations.

Foster a Shared Sense of Purpose and Belonging

Co-create a supportive community through open dialogue and curiosity.

- Guide our community in telling its story.
- Champion an innovative library in our community.

Priorities, Goals, and Objectives

The East Lansing Public Library's goals address the strategic priorities and aspirations identified by participants during the planning process. These goals serve as a roadmap for the next few years. Although these goals do not cover all the Library's work, they are intended to set a strategic direction for the life of this plan. The objectives are performance measures that indicate "how much" and "by when." The goals will remain constant while objectives and Action Plans that are developed each year, may evolve, change, or be removed.

PRIORITY 1

Ignite Collaborations, Partnerships, and Community Engagement

GOAL 1 – Enhance meaningful connections with community partners.

OBJECTIVES

1. The number of partnerships and collaborations will increase by 5% annually.
2. Depth and quality of partnerships and collaborations will improve.
 - a. Over 75% of community partners will report that the Library is an excellent active partner.
 - b. Community partners and collaborators will state that working with the Library benefits their work.
3. The number of Library outreach opportunities will increase by 5% annually.
4. The relationship between the Library and Michigan State University (MSU) Libraries will be stronger, resulting in expanded, convenient, streamlined, and relevant access.
 - a. The Library will initiate and facilitate at least three (3) outreach events at MSU annually.
 - b. The number of MSU students accessing Library services will increase by 3% annually.

GOAL 2 – Be a model for community transformation, support, and the democratic process.

OBJECTIVES

1. The number of first-time engagement attendees will be measured in FY25 and in following years increase by 5% annually.
2. Community members will report that engagement opportunities are responsive to their needs.
3. Patrons will report that attending Library engagement enriches their lives.
 - a. Patrons will report having opportunities to strengthen their skill sets.
 - b. Patrons will report that the Library has offered them new or unique experiences.
4. Patrons will report an increased connection and awareness of the library's brand.
 - a. Community members will report they feel connected to the Library.
 - b. Community members will report they are aware of the resources and services the

Library has to offer.

PRIORITY 2

Expand Mindset, Spaces, and Operations

GOAL 1 – Build and develop a sustainable and supportive library structure.

OBJECTIVES

1. Library staff will report that the library is a quality place to work.
 - a. Staff will report feeling appreciated and valued.
 - b. Staff will report they look forward to coming to work.
 - c. Staff will report feeling comfortable with policies and procedures.
 - d. Staff will report that they feel confident in the skills required to do their jobs and further their careers.
 - e. Staff will report feeling equipped to deliver high-quality service.
 - f. Staff will report feeling comfortable approaching supervisors and administration for clarifications and suggestions.
 - g. Staff will report transparency within the Library.
2. Staff will report understanding of and compliance with standards of operation.
 - a. Increase in number of staff using professional development.
 - b. Staff will report feeling confident in their understanding of standards of operation.

GOAL 2 – Reconfigure physical space to better meet patron needs and aspirations.

OBJECTIVES

1. The number of people visiting the physical Library space will increase by 5% annually.
2. The number of people using Local History resources will increase by 5% annually.
3. Patrons report the Library is welcoming and accessible to all.

PRIORITY 3

Foster a Shared Sense of Purpose and Belonging

GOAL 1 – Guide our community in sharing its story.

OBJECTIVES

1. The Library will share at least twelve (12) human interest stories annually.
2. Engagement with the Library newsletter will increase.
 - a. Average open rates will increase by at least 5% annually.
 - b. Average click rates will increase by at least 5% annually.

3. The Library will present at least six (6) programs annually in which the community can share their story and investigate their past.
4. Patrons will report deepened ties to the community.

GOAL 2 – *Champion an innovative library in our community.*

OBJECTIVES

1. The number of grants submitted will increase by 3% annually.
2. Staff conference presentations, articles, and local and national committee participation will increase by 3% annually.
3. Patrons will report that the Library is a center of innovation in the community.

APPENDIX A: Community Report

The East Lansing Public Library embarked on a new strategic planning process in April 2024, which included engaging community members. This report summarizes the engagement process and the resulting themes that were identified. “Community” has been defined as the Library service area of the East Lansing Public Library. The Library used a combination of both Community Conversations and one-on-one interviews with a wide variety of community residents and leaders. The Conversations and interviews were based on The Harwood Institute model of community engagement, which seeks to “Turn Outward” to the community to determine their aspirations and, in turn, prioritize services that are in alignment with the true needs of the community.

Five Community Conversations were held between June 6 and June 10, 2024. The Conversations were facilitated by Jan Davidson of the Midwest Collaborative for Library Services. These were opportunities for residents and library users to discuss their aspirations for the community, the concerns they have about reaching those aspirations, and to identify areas where the Library might help. Thirty-seven (37) community members participated in the 90-minute conversations. Additionally, the members of the Library’s Strategic Planning Committee conducted one-on-one interviews with various community leaders, seeking similar information to the Community Conversations. Fifty-five (55) community leaders were interviewed.

The notes from the conversations and interviews have been summarized in a blended community narrative and public knowledge summary. The community aspirations and community concerns have also been organized in word cloud illustrations with words that community members used to describe their aspirations and concerns. Additionally, information on how the conversation participants and interviewees believe the Library can help the community to reach its aspirations are organized, themed, and aligned with specific aspirations or concerns that they might address.

Community Narrative

Community members openly shared their aspirations and concerns. The following is a narrative of the information summarized in a blended form of The Harwood Institute models of the “Community Narrative” and “Public Knowledge Summary.” The themes are listed in the order most mentioned.

East Lansing Public Library Community Narrative/Public Knowledge Summary

The East Lansing Public Library’s community aspires to be welcoming, diverse, safe, respectful, thoughtful, helpful, empathetic, compassionate, responsive, caring, progressive, open-minded, forward-thinking, and joyful; a community where all residents feel supported, valued, connected, and heard. They want to be a vibrant, affirming place where residents can feel comfortable being themselves, look out for one another, connect beyond their social circles, share experiences, learn from each other, and have access to all the resources, services, and information they need to lead peaceful and productive lives. Collaboration, communication, and active involvement are seen as vital elements in creating a thriving and inclusive community that promotes well-being and fosters a sense of belonging for all its citizens. Residents desire convenient access to amenities; plenty of green space; safe, attainable, affordable housing; excellent educational institutions; space for making organic connections and gathering; and a wide array of cultural, social, educational, and recreational opportunities.

ACCESSIBILITY

Residents highly value all the accessibility East Lansing offers and want even more. They want to live in a community with convenient access to grocery stores, bike paths, nature trails, good health care, natural spaces, good educational options (K-12 and higher education), services, resources, and opportunities for everyone (including those without and with low or moderate income), public transportation, green spaces, fresh food, housing, post office, library, places to “just hang out” (3rd Spaces), freeway, walkable pathways, recreational activities and facilities, educational enrichment, cultural opportunities, shopping, four seasons, leisure activities, learning opportunities, information, experiences, and lots of options for (fun) things to do, especially for teens, singles, seniors, and families.

Residents have noticed that the area is becoming more walkable and have started seeing more bike paths. For people who do not have a car, being able to walk, bike, or take a bus to their destination is essential: their quality of life improves, and their sense of independence is maintained when things are closer to them. They would like public mass transit that is safe, affordable, and reliable, with expanded access on a regional level. Utility work is appreciated but can be overwhelming since it seems that something is always going on.

Many stated that everyone should be able to live in safe, attainable, and affordable housing; yet housing and home ownership in East Lansing are not accessible, affordable, *or* attainable. It was suggested that policies be implemented to promote affordable housing options with subsidies or incentives for developers, and a social contribution fund for housing (or housing contribution) can be set up for unhoused people.

People here aspire to live in a community with excellent educational institutions that attract families seeking quality education for their children and seniors looking for a college town to retire to. While there are many learning opportunities throughout the community, residents of all ages would like to see MSU more accessible to the community.

It was also noted that the more information/facts people have access to, the more they can formulate their own opinions, and the more likely it can improve the City as a whole.

WELCOMING AND INCLUSIVE

People would like to live in an inclusive community that is welcoming to all and where all people can be happy and successful. They want an affirming place where residents are nurtured to be their best selves, where everyone can feel comfortable rather than scared to be themselves and can live a peaceful and productive life. Valuing diversity, encouraging open inquiry, and understanding different perspectives fosters inclusivity and opens the door to what's possible, not necessarily what's popular.

Embracing diversity, nurturing, and fostering a sense of community where everyone is valued is essential in creating a welcoming environment. Hosting events that promote cultural exchange can strengthen inclusivity in the community. Creating specific opportunities for people to share experiences and learn from each other fosters a sense of belonging. Curiosity helps in understanding others while nurturing and openness creates a welcoming atmosphere. The community needs to challenge itself to acknowledge and understand the existing barriers and explore ways to remove them.

Educational and enriching events are important, as they make everyone feel accepted and supported. Communication and compassion are key in fostering a sense of community with social supports in place for underserved populations like older LGBTQ adults and people who don't speak English as their first language.

Some recognized the need to challenge their biases and embrace their "growth edges" to become a community that embraces true inclusion: being aware, understanding, and accepting of others' needs, differences, and similarities so that the differences aren't so divisive. Most people want to live in a community that mirrors what they want to be as individuals.

Some dream of city-wide accessibility. Normalizing handicapped doors, audio signals at crosswalks, and other accessibility features could make more places inclusive. Providing safe spaces for teens who get anxious or overwhelmed is also essential. When basic needs are met, people can thrive and feel creative.

Not all people from diverse backgrounds feel welcome in East Lansing. Recently, there have been divisions in the community due to local and national events like George Floyd's death, the presidential elections, and occurrences at the High School and Library. Many suggested it's time to engage the community in Community Conversations again to focus on commonalities rather than differences and educate the community about disparities. They feel that in order to move towards a more inclusive and better place, white supremacy, colonialism, and resource-hoarding need to be addressed at an institutional level so that no parts of the community are left behind and on the outside looking in.

EMBRACING DIVERSITY

Most people aspire to live in a diverse community, and some have moved to this area to experience it. With more people coming comes more diversity: ethnic, racial, economic, income, ability, sexual orientation, life stages, and age, all with different mindsets and experiences. The community, seen as more diverse and accepting than other places nearby, is described as having a little bit of everything, with space for different voices and ideas and - as one person called it - "the spice of life." Residents say East Lansing is a place where you can learn about different experiences and become more worldly without traveling out of town.

However, it was mentioned several times that no matter how diverse the city has become, it is still segregated by neighborhoods, and many elementary school children will not see the community's diversity until they all come together in middle school.

SUPPORTIVE AND CONNECTED

Ensuring inclusivity, equity, equality, and a sense of community is essential for creating a thriving environment. People want to live in a community that is willing to help those in need. They want to be part of a place where people interact with each other beyond their social circles and foster connections, and where all residents have a sense of joy, comfort, and belonging. They want a community that is characterized by its caring, thoughtful, compassionate, responsive, and supportive atmosphere, where individuals look out for one another, demonstrate mutual aid, and lift each other up.

Many residents want to feel supported and connected to their neighbors, creating a village-like environment where raising children is seen as a collective effort. This support system is essential for

navigating the challenges families face in today's society. People want to live in a supportive community that provides resources for all its citizens to thrive and succeed.

Personal relationships are essential to many and are seen as contributing to the overall health of a community. There is a sense that people today are not approachable, have a negative bias, get wrapped up in their own life and/or screen time, are focused on their interests, and don't make an effort to see and get to know each other and learn what other people are going through "once the garage door closes." To combat this, people must pay attention and open their doors to reach out to each other. In the past, the community was like a village of "neighborly neighbors," but now everyone is always in a hurry and rarely takes the time to greet or get to know one another.

BEING HEARD

Building a community that is inclusive and intentional involves input from all. People want to live in a community with leaders who listen and seek out their ideas and opinions and show them that each of their voices matter; a place with community-wide thinking and shared goals, and a voice in authentic decision-making. Quality of life improves when everyone has a role and a voice, making people more inclined to participate in community activities.

People often misunderstand each other, and many think they have an idea of who lives in East Lansing but actually hold some false assumptions. East Lansing is diverse in many ways, and people need to know there are others like them in the community. It was suggested that active listening to other people's perspectives outside their own circles would help people feel heard and call out issues within the community. Everyone needs to "flex their listening muscle."

Feeling heard and valued in the community is viewed as very important at any age. In particular there is a misconception that teenagers do not care about what is going on around them. In reality there is a need for their voices to be recognized and appreciated. Teens play a significant role in this community now and are potential future residents and should be empowered to advocate for the changes they want to see. They, and everyone involved, would benefit from intergenerational discussions.

GATHERING AND BEING ACTIVE

Having plenty of interesting things to do for all ages, stages of life, abilities, and interests are top of mind for many in the community. Many move to East Lansing to be part of all a college town offers. They want shops, an actual downtown area to walk around, more space for organic connections and gatherings (something only lightly structured that gets people together, "places to brush upon on each other") such as the Farmer's Market and the Library, more face-to-face interactions without technology, free things, celebrations, athletics, investment in the arts and theater, cultural

experiences, opportunities that lead to holistic health and wellness, and outdoor socializing all year around.

SAFETY

People would like to live in “a safe community”; however, not many described what that meant to them. There is a need to build a positive relationship between law enforcement officers and community members to increase empathy, understanding, and respect on both sides, help bridge the divide, reduce tensions, and promote more unity. There is a place for both law enforcement and social workers in creating residents’ aspirational community: social workers address complex social issues and support individuals in need, while officers maintain public safety. Knowing the strengths of both professions can enhance collaboration and meet the diverse needs of residents while promoting safety and well-being.

Some feel Lansing is struggling with safety, and since there are hard-to-discern lines, it sometimes feels like “East Lansing is safe,” but often, people look at the wider surrounding area when speaking about the community. Several think East Lansing has the resources to DO something with/about this, whereas other surrounding communities don’t or might not. They see it as an opportunity and responsibility to be a leader and model. It “needs to be a conversation we’re having” in the community.

Others feel the community is responsible for intervening and stepping up BEFORE issues become police matters. For example, everyone can work together to help provide opportunities for youth so they become responsible, have things to do, and don’t get themselves into trouble.

It was noted that the MSU campus police have white vehicles and exude a vibe of “here to help and keep you safe,” but the East Lansing police exude a more sinister, menacing vibe to some; even the cars are dark with silver writing, so it looks like they are hiding in the shadows, more “out to catch you out” than to help.

COMMUNICATION

With so much going on in the community, it was no wonder that people expressed the idea of improving overall communication and publicity. They want more robust and effective communication between institutions, businesses, and organizations; between those organizations and the members of the community; and even better communication among individuals. Many acknowledged that “you don’t know what you don’t know,” so community information, resources, and activities are only as good as the extent to which people know about and utilize them. Not everything should be a hidden gem because you must look hard for it. Kids are often translators for their non-English speaking parents, and it would be helpful for crucial community information to be made available in several languages to help with understanding and inclusion.

ACCEPTING CHANGE

Many people talked about wanting to live in a community that is creative, pushes the envelope, thinks progressively and globally, is open to new ideas, is forward-thinking, takes chances, is open-minded, thinks on a macro level, and remains flexible and willing to change to better serve all citizens. However, when discussing change, people also acknowledge it is hard work.

To create change, people need to learn how to listen, overlook derision and division, proactively find where the gaps are for people's interests and needs, be more consistent, choose daring over comfort, come together as a unified group, rebuild trust, focus and prioritize what needs to get done, seek out new ideas and opinions, change how they view the world, and unlock City government gridlock and staff turnover.

INVOLVEMENT AND COMMUNITY PRIDE

People want to live in an active community where "people show up" and become involved in events, volunteering, or being part of a committee, and actively engaging meaningfully. They see involvement in community services as essential for all, especially for youth and college students, as it fosters a sense of self-worth, creates a stronger sense of belonging, and is critical to a thriving community where citizens of all ages feel valued and connected.

Intentional integration and coordination between different groups is important. So is creating intergenerational understanding (for example, having the Senior Commission and Youth Commission work on projects together). Being more welcoming to MSU students beyond campus and downtown would help them become more involved in all the City offers.

There is also an appreciation for a City with a strong sense of local pride and identity. Participants want to see a community where residents actively support small businesses, attend local events, are proud of all the cool things the community (including, but not exclusively, MSU) has, and actively show appreciation for the work of their first responders.

OVERCOMING THE PHYSICAL DIVIDE

Although the MSU Campus provides many educational and cultural opportunities and a social scene, many refer to the tension and a sense of division between the University and the rest of the City. It was mentioned that Downtown should have more of everything, needs more parking, and revolves too much around school-related activities and drinking. Many felt East Lansing caters to the MSU students more than its other residents.

City planning and organization are part of the challenge. The city is not aligned with a grid or city center but is more oriented toward the river. It was noted that Grand River Avenue acts as a clear

boundary between the City and the MSU Campus, and in recent years - and significantly heightened since COVID - there has felt like there is an invisible wall around the Campus, and things seem “sleepy” once you step off Campus and when students leave for the summer. Ideas like using the social district creatively while students are gone and spreading parts of events through the City and parts on campus (like a past Folk Festival), could help break down the divide.

The physical divide is not only felt between MSU and the rest of the City; in some ways, it feels like there are strong “borders,” street by street, neighborhood by neighborhood, all over East Lansing. Many expressed feelings of isolation and living in a siloed community with “great pockets and gems,” but not all connected.

COLLABORATIONS AND PARTNERSHIPS

People want to live in a community where people and organizations work together and make things stronger for everyone and are not siloed. A place where people are aware of the resources in their communities and are “building bridges” and sharing information. They want to see strong partnerships between schools, religious institutions, the Library, etc., so that they can get to know each other better.

Other ideas include doing everything with intentionality, building more strategic partnerships, identifying key stakeholders, encouraging engaging with businesses that want to develop to expand retail space, and creating a stronger City/MSU relationship (with or without a shared mission). Several people mentioned learning more history about Lansing and East Lansing and establishing a more vital link between the two cities.

Community Aspirations



Community Concerns



How Might the Library Help?

Interviewees were asked how the Library can help achieve community aspirations and address community concerns. The responses were compiled and themed and are listed below. Some suggestions could fall under more than one category. The suggestions could be a combination of activities the Library already conducts or ideas for new activities.

As a well-loved cornerstone of the East Lansing community, the Library is tremendously valued for its role in providing engaging activities/programs/events, community-focused initiatives and partnerships, great collections, and equitable access to resources and opportunities for a wide variety of needs and interests. ELPL is seen as a vibrant and essential hub for learning, connection, and enrichment and a safe, welcoming, and inclusive space for all community members. Staff are helpful and knowledgeable, contribute to positive patron experiences, play a vital role in the Library's success, and make people want to come back to the Library. They are highly praised for their friendliness, expertise, and commitment to providing quality service.

The Library is seen as a “hopping place” and has done a good job meeting the community’s high demand for computers, free meeting space, maker space, teen space, and after-school programming. People enjoy seeing the mobile Library out in the community connecting with people, and appreciate MeLCat, the seed Library, and the birding window when they need a brain break. Although the Library can’t meet every unmet community need, it can play a role in the community's cultural and intellectual needs: “People need bread, and they need roses. The Library doesn’t make bread, but they can give roses”.

There is also a positive appreciation for the Library's flexibility and efforts during the pandemic, especially in providing books and other materials to the community. Overall, people view libraries as much more than they once were and see that modeled at ELPL. They are “very happy” to “mostly happy” with what the Library is doing and overall, they like where the Library is headed. They are excited to see the Library grow and change by building on what it is doing now and embracing its important and unique role in the community.

COMMUNITY ENGAGEMENT

People see the Library as *the* place in East Lansing where the community can engage in dialogue, feel listened to, and learn to co-exist. The Library can nurture a sense of community by being a hub/community center for connecting; a space for residents to gather, connect, collaborate on shared goals, and hold community conversations that can help make East Lansing more inclusive, diverse, vibrant, green, and tolerant. It is a place where people are free to express themselves, engage in friendly debate, and explore unfamiliar topics.

While the Library is not responsible for solving all issues, it can facilitate dialogue and unite people. It was suggested that the Library serve as a neutral and safe space for discussion by offering expert-led conversations, Q&A sessions, educational talks, and listening sessions to help bridge different demographics and expand understanding, especially when issues in the community arise.

The library is already good at being aware of and connecting with the community and should continue to build on it. ELPL can utilize its strengths to unite the community and act as a connector, bringing people and organizations together and providing a common language for conversation. By facilitating conversations and leading by example, the Library can help bring people together and help them peacefully coexist.

There is a concern that “nobody is taking care of East Lansing’s history” and that “we don’t even know what we have.” Some people would like to see a significant effort around the Library sharing local history, genealogy, etc., much more than they do currently. There was also interest in the history of the Library itself.

GATHERING SPACE

The Library can be a gathering place for the community, providing a neutral and safe space for people of all ages to come together, share experiences, discuss different topics, and browse materials. It can also serve as a meeting place for parents, students during finals, and all other community members. Additionally, the Library can be a leader in adapting to the community's changing needs, offering more community meeting space when other organizations cannot provide it. Overall, the Library can be a home for community conversations, a sanctuary for finding peace, and a place for working through differences and gaining greater understanding of each other.

There are suggestions for more opportunities for low-entry access to the Library, such as a coffee shop, more free meeting spaces, and private conversation areas. Suggestions were expanding or adding another floor or building a branch since the space in the Library feels limited, especially in the Children's area, which some feel needs a redesign with no screens, more adult seating, and better line of sight visibility to help parents keep an eye on their children. A thinker lab and screen-free play area could be added to that area. Additionally, there is a desire for open recreational spaces with flexible activities like free table tennis.

As a mobile extension of the Library and viewed as a traveling branch on wheels, “Library on the Go” is a vital part of the Library’s mission. Many want to see the Library expand community outreach and connect people “where they're at” to the Library’s materials, services, and programming. A second vehicle might be needed to visit all the area's schools (including MSU), senior centers, and assisted living facilities.

INCLUSIVITY

ELPL serves as a safe space and advocates for marginalized individuals, welcoming all community members regardless of background. The Library is unique among community resources as there are no restrictions; everyone is welcome, should feel safe, and belongs, regardless of their station in life, education, or identity. Outsiders to libraries may not understand that libraries serve those in need every day. Libraries and the people who depend on them offer a unique perspective that doesn't exist elsewhere.

Utilizing ELPL's unique perspective can contribute to better strategic community development. The Library plays a crucial role in assisting those in need and can offer important insights about working with diverse clientele when it comes to city planning. They work with people without access to provide needed resources and can provide invaluable information in city planning efforts to target those that may be invisible. Increased awareness of systemic biases, more inclusive programming, and hiring a more diverse staff can further enhance the Library's ability to serve the community effectively and unite people. Efforts to integrate all age groups (less segmented) and provide specialized programs, such as for elders in the LGBTQ+ community and genealogy for non-European descent, can help address underserved populations. The Library, in its function as a community hub, offers resources and opportunities for learning and understanding about each other. The January 2023 incident involving teens after school was a catalyst for many in the community, highlighting the need to move away from divisive thinking, challenge closed-minded perspectives, and promote inclusivity.

It was suggested that the Library consider providing washing machines or showers for unhoused individuals and find unique ways to support them in the community. In the past, the One Book, One Community program was highly regarded, and there is a deep desire for it to be refreshed and brought back; this came up in many Conversations and from many voices. Many felt the program at ELPL went well beyond other One Book programs they have seen, utilizing a strong partnership with MSU. The idea of reintroducing recycling boxes is also worth exploring since it was successful in the past.

TEEN SPACE

The Library should continue to be a safe space for teens to visit, hang out, do homework, or just “be.” Some think teens should be listened to and trusted. It was stated that teens have so many rules at school that they need a less strict space - a space where they can comfortably exist without excessive monitoring and rules. Others see it helpful to “engage the youth” and involve teens in the planning process by establishing a Teen Advisory Board. They would like to see the Library involve teens in revamping their own space and making it more meaningful, and suggest offering snacks to get teens more plugged into the Library, increase teen attendance at events, and so get more voices heard.

The Library can create more after-school programs to direct the teens' energy, give them something to do, and ensure they're not idle and distracted. Some say they would like programming participation to be mandatory for the teens in the Library; others say the teens don't need more programs, and the Library should distinguish between current trends and more sustainable activities. Teens who attend the Conversations shared that there are already wonderful programs in place, but that somehow teens aren't getting the message or feeling like it's worth their time to come. They would like to see teen programming incentivized and publicized in ways that increase attendance. Middle schoolers often feel pushed to the side while they watch the high schoolers have all the activities or events. Between the time the middle schoolers get out of school and the time activities/events for teens are held, they have nothing to do - even when they come into the Library, older teens are already there, and there is no space for them.

COMMUNICATION

Although respondents liked and seemed very aware of what ELPL has to offer, many mentioned the need for the library to get the word out to more people through better communication, promotion, and advertising. ELPL needs to showcase itself to the community by highlighting all the "cool stuff" they do (events, Library of Things) and "showing the good" the Library is doing because people don't seem to know about the opportunities that already exist.

Although people see some Library fliers around town, they suggest putting up more fliers (with QR codes to scan for more information) in *all* the places where people are: coffee shops, schools, YMCA, MAC, parks, farmers market, and all the other places. Teens would like to see posters advertising teen events in the Library and out around town.

It was also suggested that ELPL hire a dedicated communication specialist to promote Library happenings and resources; create a handbook of resources; cross-promote in a handbook of all the cool things to do in the area; improve the website to make it more modern, easier to navigate, more transparent, and updated/current; and use fewer words on the electronic sign. After never receiving a response, one person mentioned they would like to see the Library promote volunteer opportunities with a streamlined and responsive online process.

GOVERNANCE AND FUNDING

People noticed that the Library Board has improved transparency, access to Board minutes, and more knowledgeable governance. Transparency is crucial in the strategic planning process, and participants asked to have stakeholder input, community involvement in its implementation, and the results shared. Working in committees, progress updates, feedback sessions, Board training, physical and online suggestion boxes, and goal roadmaps were also suggested to improve communication with the community. Advisory/workgroup committees within the Board and a

Library Advisory Committee similar to the Police Oversight Commission are proposed for guidance and community buy-in.

It was mentioned several times that the Library is doing a good job with its resources, but it needs to be fully funded to do what it needs to do. It was suggested that the Library become more political and advocate on its own behalf. Another suggested having fundraisers (bake sales, t-shirts) to not only raise money but also create community and publicize the Library.

PARTNERSHIPS AND COLLABORATIONS

People would like the Library to be more interested and enthusiastic about more partnerships and collaborations with other organizations within East Lansing (ADAPT, Prime Time) and outside the bubble of the City (MSU, Lansing, CADL, and other regional collaborations.) It was suggested that the library continue to partner and work on the collaborations they already have in place, like opening more robust communication with the schools and promoting services that promote reading and literacy. These types of partnerships should not be taken for granted because “they could be easily lost.”

More Library partnerships with other organizations might help share the weight of providing after-school activities, connect diverse people across the City through networking and resource fairs, and help develop a better sense of community. A suggestion of a "We Work" system for business-minded patrons, offering shared remote offices, was mentioned.

A comment was made that the Friends of ELPL are important and need to be respected. Some feel they have been treated as if they were “in the way” in the past and are too important for that to happen again.

MSU PARTNERSHIP

One partnership opportunity was mentioned more than any other: people would like to see more connectivity and communication with MSU, the campus, the overall University community, MSU libraries, and the students. Some described this collaboration as aspirational yet historical, because they remembered a connection in the past and felt it could be rekindled. However, it was mentioned that the City, ELPL, and the University administrations need to have a formal discussion and create a shared vision and mission to move things forward together. Since ELPL is not physically close to the undergrad students, and there are libraries on campus, ELPL needs to have things that make the students come out to its location or give them a purpose, like mentoring teens. It was also suggested that ELPL go to the MSU students rather than waiting for them to come to the Library. Examples included sharing resources and participating in events like Welcome Week, Town and Gown, Midnight Extravaganza, and even having a branch Library or mobile service on campus that utilizes students/volunteers to provide “fun reading” since MSU libraries are primarily for research.

RELATIONSHIP WITH CAPITAL AREA DISTRICT LIBRARY (CADL)

The community has many questions about the relationship between ELPL and CADL. It wants the Library to be open and transparent about a potential relationship with CADL. Since the CADL district surrounds ELPL geographically (and in some cases, a branch of CADL is closer to an East Lansing resident's home), many wonder if ELPL could benefit from being a part of the bigger system since CADL offers different services, seems to receive resources more quickly, and offers a larger Libby collection with more options and availability. Suggestions were made to increase partnerships between ELPL and CADL, specifically creating a reciprocal agreement for each library's cardholders. There is a feeling that not being part of CADL may be holding ELPL back in some ways by missing out on economies of scale and the opportunity to reach more people.

APPENDIX B:

Staff and Board Focus Group Results

Board: 7 participants

Staff: 19 participants

What role should the Library play in helping the community realize their aspirations, during the next 3 – 5 years? In other words, toward which of the twelve identified aspirations of the East Lansing community should the Library put its resources, in the opinion of the Board and Staff?

Combined Library Board & Staff:

Theme:	LEAD ROLE	PARTNER ROLE	NO ROLE AT THIS TIME
Accessibility	17	9	0
Welcoming & Inclusive	17	9	0
Embracing Diversity	16	10	0
Supportive & Connected	9	14	1
Being Heard	3	22	0
Gathering & Being Active	16	9	0
Safety	0	10	16
Communication	4	21	0
Accepting Change	4	15	7
Involvement & Community Pride	14	7	4
Overcoming the Physical Divide	2	16	8
Collaborations & Partnerships	13	13	0



In total, the group feels the Library should take a **Lead Role** on:

- Accessibility
- Welcoming & Inclusive
- Embracing Diversity
- Gathering & Being Active
- Involvement & Community Pride

The combined group is **split between Lead and Partner** roles on:

- Collaborations & Partnerships

The combined group feels the Library should take a **Partner Role** on:

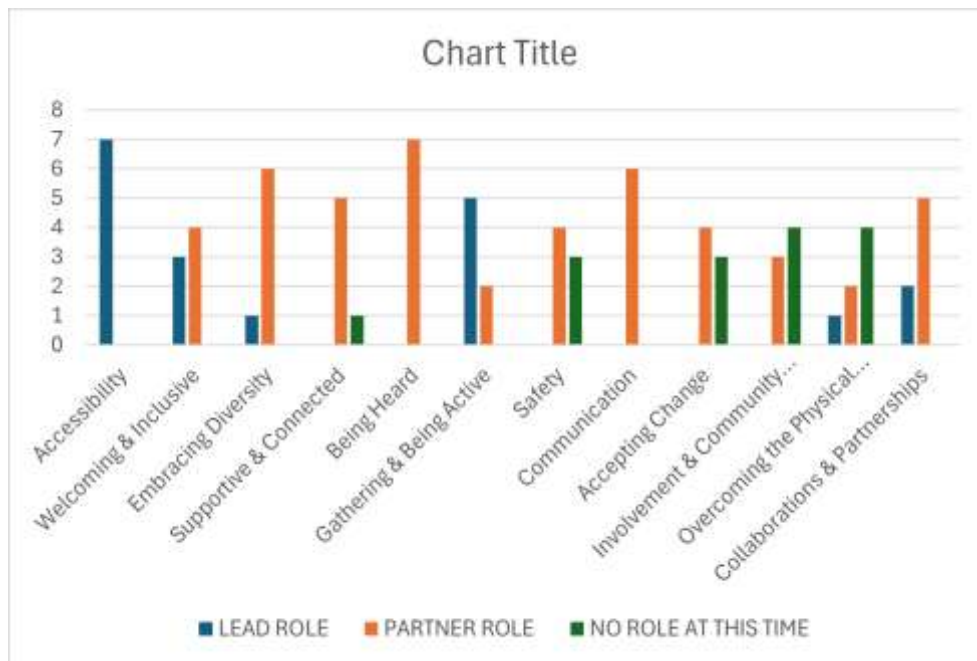
- Supportive & Connected
- Being Heard
- Communication
- Accepting Change
- Overcoming the Physical Divide

The combined group feels the Library **should not put a focus** during this plan on:

- Safety

Library Board only:

Theme:	LEAD ROLE	PARTNER ROLE	NO ROLE AT THIS TIME
Accessibility	7	0	0
Welcoming & Inclusive	3	4	0
Embracing Diversity	1	6	0
Supportive & Connected	0	5	1
Being Heard	0	7	0
Gathering & Being Active	5	2	0
Safety	0	4	3
Communication	0	6	0
Accepting Change	0	4	3
Involvement & Community Pride	0	3	4
Overcoming the Physical Divide	1	2	4
Collaborations & Partnerships	2	5	0



The BOARD feels the Library should take a **Lead Role** on:

- Accessibility
- Gathering & Being Active

The BOARD feels the Library should take a **Partner Role** on:

- Embracing Diversity
- Supportive & Connected
- Being Heard
- Communication
- Collaborations & Partnerships

The BOARD is **split between Lead and Partner** roles on:

- Welcoming & Inclusive

The BOARD is **split between Partner and No** roles on:

- Safety
- Accepting Change
- Involvement & Community Pride

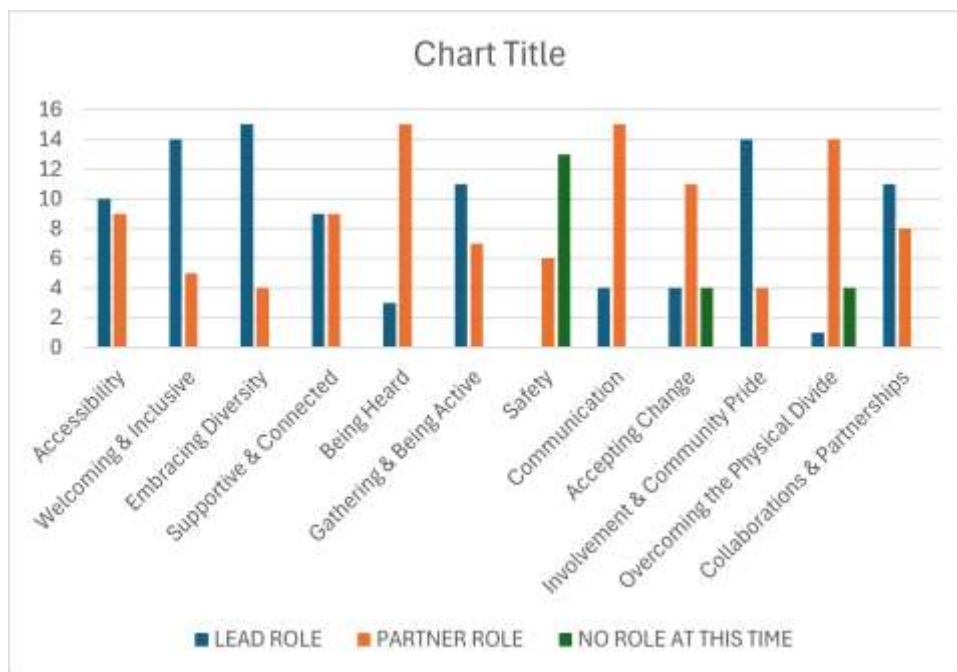
The BOARD feels the Library **should not put a focus** during this plan on:

- Overcoming the Physical Divide

Staff only:

Theme:	LEAD ROLE	PARTNER ROLE	NO ROLE AT THIS TIME
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Accessibility	10	9	0
Welcoming & Inclusive	14	5	0
Embracing Diversity	15	4	0
Supportive & Connected	9	9	0
Being Heard	3	15	0
Gathering & Being Active	11	7	0
Safety	0	6	13
Communication	4	15	0
Accepting Change	4	11	4
Involvement & Community Pride	14	4	0
Overcoming the Physical Divide	1	14	4
Collaborations & Partnerships	11	8	0



The STAFF feels the Library should take a **Lead Role** on:

- Welcoming & Inclusive
- Embracing Diversity
- Gathering & Being Active
- Involvement & Community Pride
- Collaborations & Partnerships

The STAFF is **split between Lead and Partner** roles on:

- Accessibility
- Supportive & Connected

The STAFF feels the Library should take a **Partner Role** on:

- Being Heard
- Communication

- Accepting Change
- Overcoming the Physical Divide

The STAFF feels the Library **should *not* put a focus** during this plan on:

- Safety

Considering the information generated in the Community Engagement Report, what is the Library **currently** doing, what might they improve or enhance, and what is new or unique that might help the community realize their aspirations or address their concerns?

Library Board:

DOING:

- Incubator for thought, community conversations
- ELPL is the “living room” of our community – a safe space to have difficult conversations and to learn
- Hosting welcoming events (welcome the world, children’s events, traveling exhibits, discussions sparked by books, films, issues)
- Space/gathering
- Outreach
 - Assisted living
 - Library on the Go

ENHANCE:

- Communications (example of how to give residents the info they need, esp. about Friends too)
- Specific programming for middle schoolers
- More use of Library on the Go (LOTG)
- Communication – amplify, grow
- Space/gathering
- Outreach
- Schools

UNIQUE/NEW:

- Collections
- Space/gathering
- Inter-generational programming
 - Community engagement & connections

- Inclusivity
- Diversity

Staff:

**indicates dots added to show participants' energy toward ideas. Each staff participant could add up to 5 dots, across all the sheets during their session*

DOING:

- Accessibility of resources (COVID tests, E2 box, computer/internet, little free libraries) ****
- STEAM/MSU partnerships very strong *****
- Improving diversity in collections – in content and format ***
- Unions have been good at communicating with Board – better transparency with community ***
- Really good program **
- Collaborations are strong through our programming **
- Hosting programs across age groups and interests *
- Collaboration and outreach with community organizations *
- Space for “third place” *
- Services to seniors *
- Safe/welcoming physical space *
- Provide free/great gathering place *
- Outreach (LOTG)
- Visiting service to CADL
- Inclusive and empathetic staff
- School summer camp visits
- Group programming (Book clubs, knitters)
- MSU collabs
- Strong Board relationship
- Strong collection
- Communication using many formats
- Reciprocal borrowing and ILL
- LOTG
- Partnerships: MSU, schools, Friends of the Library
- Providing info
- Access: tween programs
- Providing meeting space
- Redesigning meeting space all spaces
- World Languages collection
- Supporting families and new readers
- Visiting patron (CADL)

- Community outreach is strong
- Good resources to the community
- Developing new initiatives (with task force and committees) and collaborations to address patron and library needs
- Focus on staff training (ongoing)
- Better clarity and communication on current budget
- Offer MSU/students FREE cards
- Improved structure to improved communication within the library

ENHANCE:

- Expanding collection(s) to better reflect the whole community *****
 - CLC
- Library of Things – creating a policy and more efficient schedule; designated staff to Library of Things. Taking it to MSU and idea *****
- Reference services easier access ***
- Expand sharable resources/materials and/or reduced price out-of-service-area cards ***
- Communications **
- Supporting diverse populations – more programming & services **
- Strengthen and increase CADL partnerships **
- More MSU collabs
 - Tutors?
 - Broader scope (STEAM already robust) **
 - Awareness of free card
- Adding staff to communications and STEAM program, Maker **
- Defining and communicating relationship with CADL (city has to vote on this) **
- Continue to improve physical spaces *
- Community calendar *
- Professionalize and standardize LOTG practices *
- Increase and strengthen partnerships with MSU, etc. *
- Can we generate more gathering spaces *
- More open gatherings like the floating knitting group, crafting groups *
- Communication of what we are already doing *
- Improved collaborations with community support services *
- Recruit program partners
- Invite community partners to participate
- Outreach to underserved areas
- Teen after-school program
- Tweens after school programs

- Material maintenance
- Staff on floor
- Enhance overall promotion of all library services
- Make use of survey tools
- Easier to use the space(s) in library
- Consider taking some political picks in support of popular issues (funding, housing, social wage)
- More collaboration with outside community, MSU, schools

UNIQUE/NEW:

- More engaging adult programs (beyond lectures) *****
- Tailored after-school programming *****
- Pop-up branches ***
- Community Bulletin Board – open to all (we provide thumbtacks) ***
- Haven House collab ***
- Community calendar **
- Author/genre festival **
- More opportunities for patrons to provide feedback, including Board **
- Outdoor performance space **
- MSU/ELPS specific LOTG and outreach *
- Topic-driven discussion groups *
- Intergenerational casual/social/mixer events *
- Something like engagement opportunities to talk about local issues *
- Local history! *
- Technology courses *
- Library Guide (pamphlet, book) – an evolved bookmark *
- Going to MSU Sparticipation *
- Try collaboration with CADL – programming and outreach *
- Capital improvement bond
- Coffee events – free, open
- Promoting all city events info all in one place (physical newsletter?)

In addition, the Library Board participants were asked, “As a Library Board member, looking back at the WHOLE Community Engagement Report – both aspirations and concerns as well as their ideas for how the library can get involved - what 3 things would YOU like to see the library doing in the next 3 – 5 years?”

- Create advisory committees
- Continue increasing the green space and outdoor activities for patrons

- Good & faithful stewards of financial resources
- Library expansion
- Focus on diversity and inclusivity
- Align physical space with community needs
- Increased presence in E.L. grade schools
- “Branch” within MSU Libraries system
- Greater collaboration with schools
- Enhance communication
- Intergenerational, diverse, monthly community talks
- Increase awareness of Library’s offerings in more digital spaces (Not via QR codes)
- Outreach Librarian
- One Book, One Community
- Info session on CADL pros/cons
- Leading the city in diversity programming
- Keep up with community collections-services needs!
- Maintain and grow trust with community
- E.L. is a very diverse community. Have more programs and activities that focus on different cultures and LGBTQ+ community
- Transparent decision making
- Develop longer term plans/options for physical space needs

APPENDIX C: Community Survey

Eleven hundred and ninety-nine community members took the East Lansing Public Library Strategic Planning Survey either online or in paper form. Paper copies were entered into the online survey, and all results have been compiled and will be shared in this report.

The first two questions (#1-2) and the final seven questions (#14-20) were presented to everyone who took the survey. Questions #3-13 were only presented to those who answered that in the past year they had visited East Lansing Public Library (ELPL), checked out any materials from ELPL either in person or online, accessed any ELPL resources online, visited the Library website (before taking the survey), visited the Library On The Go, and/or visited with Library staff at an offsite location as noted in Question #2.

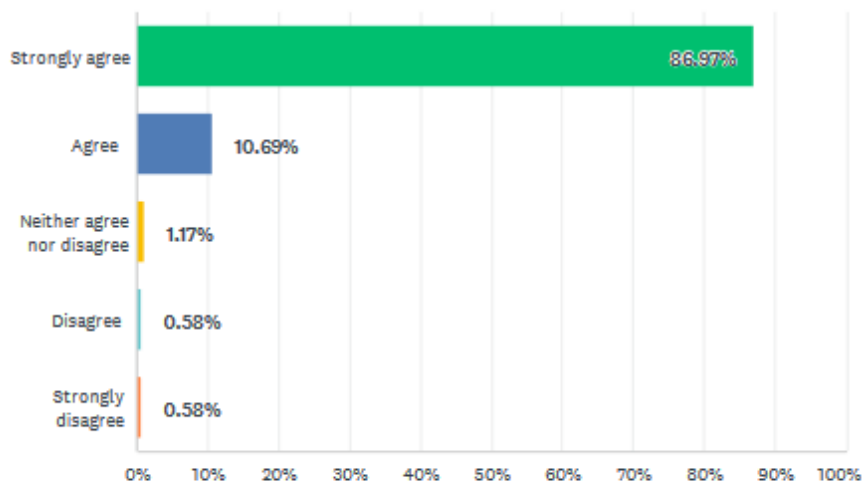
Additionally, only those who answered “yes” to question #8 which asked if they visited the Library with a child or children 12 years or younger within the last year, saw questions #9 and 10.

Forty-nine respondents, or 4.09% of those who took the survey, answered “None of these” for Question #2, indicating they had not visited, checked out materials, accessed resources online, visited the website, visited with Library staff, or visited the Library On The Go in the past year.

Seven hundred fourteen, or 65.03%, answered “no” to question #8 about visiting the Library with children, so they did not see questions #9 or #10, which asked about those who did visit with a child or children.

Q1 I consider East Lansing Public Library (ELPL) to be an important resource.

Answered: 1,197 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly agree	86.97%	1,041
Agree	10.69%	128
Neither agree nor disagree	1.17%	14
Disagree	0.58%	7
Strongly disagree	0.58%	7
TOTAL		1,197

97.66% of respondents Agree or Strongly agree that they consider East Lansing Public Library (ELPL) to be an important resource.

Respondents were asked “Why or why not?” regarding their response and the following comments were shared:

- I use it weekly.
- Libraries support community health and help reduce consumerism by sharing resources which reduce the load on the environment and help fight the climate crisis. Education is the key to much of what makes a community and nation thrive and libraries are at the foreground of lifelong learning.
- It provides a place for people to find resources/entertainment for a low/no cost. It also offers many programs for various age groups.
- At my age, I don't want to accrue more "stuff", even books. ELPL allows me to read all the latest books and continue one of my favorite hobbies.

- Libraries are valuable community resources that are to provide materials and services to better improve society through supporting reading, education and activities.
- It provides me with materials and services that assist me in child-rearing
- It has a lot of great books & learning research. It lends computers & has a lot of great materials
- It is one of the few places you can hang out and not be expected to spend money.
- It has good resources for kids and adults.
- Provides a variety of resource materials in a variety of genres. Also maintain a safe and friendly environment.
- It feels like a space place for everyone, and it is like our community center.
- Woodlands does not have the same access to E-materials as Midwest. Slow in ordering.
- It's openly welcoming to everybody.
- There are activities for all ages. Staff is fantastic.
- ELPL is a very important community resource for several reasons. Reading materials of all kinds for kids, teens, and adults. Programs and activities for people of all ages. Meeting rooms and game rooms. Great safe place to meet up with friends after-school. Research materials and help with almost any questions from the friendly librarians and staff.
- Books for everyone are important!
- It chill.
- Allows people to study and relax or find a great book to borrow and read!
- Public libraries provide free access to information. It, the free access, levels the playing field. Anyone with lower income can use and learn with it.
- It's a great place to bring kids and spend time together and have access to so many great resources.
- Incredible resource and community space. Excellent for substantive materials and as a community hub.
- ELPL offers resources that serve the public and is a safe and welcoming environment.
- Because the Library offers many different activities.
- It's safe and calm.
- Reading is fun.
- Love to take my granddaughters, avid readers. They have both enjoyed reading to the dogs.
- Buying all the books I read and listen to would cost a fortune!
- Because of programs that introduce many attend.
- I think it's fine.
- It provides a place for people to gather in the community
- it has good books
- I have accessed five different libraries, but ELPL is the best. It is a great program for all ages, creates opportunities for youth, fosters community engagement, and encourages creative thinking in young readers!
- It is accessible and relevant for all city residents.
- More often, I buy books because the Library doesn't have what I want to read.

- A strong Library is the center of. A strong community.
- I get most of my books from ELPL
- A wide variety of books available, activities for kids and teens, comfort.
- It's fabulously run and has excellent programming. Above all, it makes it possible for me to keep my young son reading
- I have four kids
- ELPL is inclusive. You offer a wide variety of learning experiences for all ages and diverse interests. I love my public Library!
- It is a community center, offers amazing resources for research and learning, and offers excellent online access to e-books and audiobooks.
- ELPL is important because media and knowledge preservation is important for any resilient community. Knowledge and media can be lost, so libraries are pivotal for passing information to community members of all ages. Libraries are an amazing space for community members. I think the issue with community engagement is that demographically, Gen Z and Millennials aren't having enough kids like our Baby Boomer parents and grandparents. I worry that there's less kids going to the Library and in Lansing in general because Gen Z and millennials can't afford kids. The cost of living is going to continue to increase. Luckily, the Library is free and Gen Z and Millennials are often looking for Affordable third spaces that peaks our interests and stimulates curiosity. The Library also offers resources that can change someone's life. One book, a film, or an hour browse could bring someone closer to fulfilling their dreams or purpose. The Library is a great place for all ages to build memories. It's a space for a child having an amazing time at an event or for community members to meet in the historical fiction section and exchanging book recommendations.
- Brings the community together
- Knowledge is power
- I think it's important to have community spaces where people can meet and learn.
- Because the books and resources are important thing to our city
- Yes, because it is a place that I can go to to read and work on other things without feeling like I need to purchase anything. There are also free resources there like COVID testing kits, books, and movies.
- Because it is public. Everyone is welcome!
- Places that provide shelter, education, information, entertainment, and resources for all ages is valuable to any community.
- Communities should have access to books and community resources.
- It brings the community together and can provide so much more than books!
- Libraries provide an essential third place for the community and allow everyone to be cared for.
- It provides services and resources to people who might otherwise not have access to them.
- Service
- ELPL provides a lot of in-person and online resources that are valuable to all age groups.

- Woodlands' cooperative does not have the resources that Midwest does, limiting eBook/ audio access.
- The Library has always been a place I've found as a great resource for entertainment. Over the years, I've utilized countless digital and audiobooks, along with movie rentals.
- I have never been
- Access to resources that can connect oneself with their community and self are invaluable for the growth and development of all members of a productive society
- This question is hard to answer- libraries are so important! But I'm forever confused about why east Lansing has to keep its resources separate from CADL... it feels like they're trying to keep all the wealth in the already rich area and not really help the surrounding community at large.
- Libraries are an excellent opportunity for those who can't afford education to tech themselves.
- I am an avid reader so purchasing all my books would be costly. I enjoy hard copies, e-books and audio books.
- Provides a space of the cities of east lansing off campus
- "Free books" to read! Friendly & knowledgable people. Quiet ambiance, usually.
- It is an amazing support for the community for books, activities, culture, having a place to go. For my family it is one of the best things of living in East Lansing.
- The Library offers unlimited services that I need
- Used teen services a lot as a teen, found it extremely useful
- Information should be freely available to all people. The Library holds valuable information about the world in the forms of books, film, internet access, person to person interaction, and other ways. These are important things for an educated and informed society.
- It's a central point for book resources and other media that can be utilized for life
- I hear from my sister about the awesome community activities they have, and I've seen the beautiful building. It's appearance shows the community's love and support of it. Also, it's a bumping place! Lots of people coming and going.
- Love going to the Library with my family for the books and activities
- ELPL provides access to knowledge in many forms for the community.
- It's a place where I bond with my kids. A place where we can read, play, and be apart of the community.
- This is my primary source for trying new book series and genres. This is also the place I prefer to go when I am studying.
- It provides an essential avenue for people of all ages to access literature and other educational resources.
- There are lots of resources that the community can use from their public Library!
- It is an important resource for the community
- I am a strong advocate for books and community. The Library does a wonderful job of not only providing thier vast collection of books and resources but is a major hub of community engagement

- BOOKS and friendly staff
- reliable and safe public space is important for me personally; I work from home and need to get out of the house from time to time without having to pay \$\$ for coffee or parking.
- I like to read actual books. There are also activities for the community.
- The Library supports the needs and comfort levels of all community members ranging from young children all the way to senior citizens.
- Public libraries are an important public resource.
- Accessible information and media!
- Yes, because growing up in East Lansing the Library was important to me. Because all of the resources and I did have a computer at the time.
- It's a place for people like me to go for use of computers and wifi
- It should be part of the CADL system
- The Library is a staple for the community and I have used the East Lansing Library since I was a kid. Then when I had my own kids we would come to the East Lansing Library and now as an empty nester I can get a book or borrow from other libraries if you don't have a book I am looking for.
- Libraries ensure community lives on.
- I love my local Library! It's a safe place for me and my children to come to learn, unwind, and connect with resources and each other. I enjoy browsing the stacks, my children love the children's nook, and I've been exploring some of the online resources like LinkedIn Learning as well.
- I still love real books and can check them out from the Library or browse them there. I also like that there are computers there that can be used, and the programs and activities sound great and I hope to attend one someday soon.
- The resources available, the programs, sense of community
- It's a hub of the community. Whether offering unique learning opportunities, lending books, or the Library of things. It's a community meeting spot.
- Serves as a valuable educational resource, as well as a gathering place for many organizations and groups across our community. Plus, it provides access to public health and human services resources for many community members.
- Everyone deserves a strong Library
- Yes, but there should be a way for disabled people to apply online. I tried to and was denied twice.
- Many easily available resources; excellent staff.
- It's a massive resource for Science Olympiad because of the 3D printers and laser cutters.
- Easy to use, knowledgeable employees, peaceful atmosphere.
- Free books/resources for all
- A Library is not just a place that houses books, but is also a space for the community. The Library has valuable resources like air conditioning, internet, public computers, and other resources outside of just book.

- It is important to have free resources, and a place inside people can go where they don't have to buy anything to hang around.
- Public libraries in all spaces are important and necessary to accessible community building. Many offer a variety of community activities and space (kids' corner, study section, open family layouts). Provide a local location for groups to meet and connect.
- Should belong to the consortium
- Great community center! books, newspapers, and magazines, the book clubs, bird club, adult movie series (please bring these back!!), Friends Used Book Shop, community events such as music, lectures, and readings, and film DVDs and music CDs to check out, and AC!
- The access to resources and information is centered at a single source.
- Books are expensive and it's good for kids and adults to be able to enjoy books for free. I see lots of kids here after-school so it is also a good place for them to feel safe and get school work done.
- Offers excellent community engagement on a variety of topics and has a wide array of resources
- Libraries are a community space offering programming to enrich people of the community and providing information and resources for everyone.
- variety oof books etc.
- The Library provides critical resources (e.g., books, programming for all ages, tool sharing, etc.) as well as a free-to-the-public space for people to feel welcome and belonging.
- Free and enjoy community children events
- Public libraries are essential to a strong community. It not only provides books and reading opportunities for all community members, it provides classes and resources and computers—allowing members to have access to things they may otherwise not be able to have. Additionally, it can be a third place—a safe, gathering space for kids and adults to socialize, relax, and get away from work and home.
- Providing materials and information that would be too costly for an individual to purchase.
- I use the Libby check out a lot for my free-reading books, audio books, and my child's audio books. We check out travel and resource books from the Library as well as movies and music. We less often check out from the Library of things, but I'm glad those items are available as needed. I've gone to events at the Library as well.
- Libraries provide resources, support and creative and community building and activities through their programming. The ELPL is also a welcoming place for folks from around the world.
- Too many School of Choice kids hanging around waiting to be pick up!
- ELPL is an important resource for the East Lansing community because it serves as a hub for the community to share learning resources, exchange ideas, and feel at home.
- The Library provides so many types of books and community events. Plus it provides internet access for the community.
- When I was a college student at State, ELPL was my go to for books.
- Provides literacy opportunities to all East Lansing residents.

- Libraries are supermarkets for our brains. The printed word is the universal raw ingredient; what you make from it is unique to each reader. A hundred women reading *Gone with the Wind* imagined a hundred different Rhett Butlers. Once it was made into a movie, readers will most likely only see Clark Gable in their minds. Books can give everyone the healthy variety that cooking from scratch provides.
- It was a great source of educational (and free) entertainment when our kids were little and I still love a visit to the Library today. It makes those resources available to everyone!
- I use the Library for reading materials and as an information source, but am aware that it also provides internet access, a food pantry, covid tests and many other resources.
- It's my go to place for finding print reading material
- information and reading contribute to growth and learning. The Library is a tremendous asset that cannot be taken lightly. We value access to the reading material but the music with guest artists and topical groups.
- As a resource and supporter of the community, the ELPL is one of the best community libraries that I have ever been to
- Equitable access to learning and services.
- Makes access to books etc, easy.
- It provides access to important resources for our community
- It's a safe space. A space for community gathering. A space to engage and learn in a comfortable setting. A space to create lasting memories and to share with members.
- Many resources I can't access on my own (printing, makerspace equipment, books, kits, cool programs, etc) are given freely at the Library. I can't imagine losing these.
- Free literacy for all, more book choices for my kids
- I visit the Library several times a month, to borrow and purchase used books.
- Access to Library resources is necessary so people can find the information they need.
- I consider reading to be our most valuable skill and, next to parents, the Library is our most valuable resource.
- Libraries are one of just a few public resources that are actually available and used by people from every social and cultural stratum in the city. I remember encountering my first computer in a (school) Library, researching my family history in a (state) Library, and introducing my children to the wonderful collection at ELPL.
- Easy accessible community space; as an international student, it was one of the first few places that I found community
- The resources, books, and community activities available at the Library are an important part of the community.
- A Library isn't just about books & reading, although that's great in and of itself. It's also about promoting creativity, experiences outside personal experience, and developing and cultivating community.
- Having a place to learn and read is important to our community

- It is a place where community members can go to access important resources. It is also really important to the youth and kids in our community as well because it gives them a safe place to go after-school and during the summer.
- The Library is open to all in our community. It is a welcoming friendly place with very helpful staff!
- Great way to have access to books I want to read without buying them
- Great selection of books
- It is the primary place that my family gets books to read. It is a community gathering place.
- ELPL is a resource for all ages, reading and technology levels, and is an important part of keeping our communities thriving.
- Access to its print and electronic collections, programming
- It's important to have a Library but it feels less like a Library than a teen center.
- I agree with that statement because the ELPL provides literature, access to the internet, and access to community members and programs to anybody who wishes to use them. This is helpful because it provides access to those who otherwise may have little to no access to these resources.
- Reading of a variety of topics is available across all incomes
- The Library provides residents with important resources that aren't easily obtained in other places.
- Libraries are vital community resources.
- Knowledge is power. Books can open worlds and provide so much to patrons.
- At a time when misinformation is at an all-time high, and more and more credible news sources are paywalled, having a Library that offers free books and other resources is incredibly important for our community and our citizenry.
- In addition to keeping reading materials accessible, the Library provides access to tools for projects and health that are extremely enriching for the community.
- Provides community services in addition to access to books, internet, etc.
- It's a great Library with resources for the community, classes, guest authors, and more.
- It is more than just a place to get books, it is a place to listen and participate in in discussions, to hear concerts, and to provide space for group meetings.
- The community needs access to media and technology.
- It helps people enrich their lives who might otherwise not be financial able to read or use the computer/internet.
- COMMUNITY CENTER FOR THINKING PEOPLE
- I agree because it offers up a lot of resources and also community classes and gatherings. I feel that is important to have something that brings people together.
- Free to all, accessible, useful & valuable content for a wide range of ages and interests, includes an educational/ instructional component for those who need it
- The digital/e-book/audiobook resources available through Libby and CloudLibrary are invaluable. I have partaken of the seed Library, and I would like to check out the DIY Library.

I am not part of an underserved demographic, but I would guess if these resources are helpful to me, then they would be to underserved folks who can make it to ELPL.

- Resources for young readers are critical. Current or newly released eBooks and audio books are important for the older crowd
- Having the source of a variety of books, magazines and newspapers.
- Libraries are a place to get access to all kinds of information without bias or judgment.
- Important community center and haven for resources!
- I think it would have better resources if it was part of the CADL.
- The reasons for Library access are endless. They are a resource for all demographics and all age groups help bridge gaps between technology, literacy, community, and provide access to various tools otherwise inaccessible.
- A lot of different people in the community use the Library and the services and programs.
- Provides many services and items to community.
- It's good for the children to have that space and the resources!
- Conveniently located and stocked with valuable resources.
- You engage with a variety of members of the community and you give a safe space for the exploration of literacy and communication. You help create civility in society. And you help me read the books I am interested in reading, by the borrowing system.
- I strongly support public libraries, however, I'm not convinced that East Lansing needs its own Library outside of the Capital Area District Library system.
- Access to information and community building.
- The Library is a critical source of information, culture and education for any city. It attracts all ages and is important factor people look for when moving to a new community.
- The Library is a resource available to ALL, and one that helps bridge the income inequality gap
- As a former Library director in Western Wayne County, Michigan, I am aware of the importance of having an information hub in the city. ELPL is that for East Lansing.
- Internet access and the ability to get free entertainment are massive boons to the public. It is all but impossible to be a modern citizen without the internet and email to get and maintain a job and perform civic functions like tax paperwork and signing up to vote by mail
- Very important that we have Library
- Libraries are a cornerstone of what makes a community a real community. They allow people from all walks of life to interact in a common space that's sole aim is to help you find and learn what you want to know. It's a wonderful thing.
- I can't imagine living in a community without a public Library.
- too much noise too many problems -- smoke bombs, homeless loitering, gangs
- It is a beautiful and welcoming place for the community to meet, read, and learn.
- As a lifelong resident, it has provided resources and an excellent staff for pleasure and research. It is the lifeline of the community for folks of all ages.
- I enjoy checking out books for myself and my daughter. We are also aware of resources available like the copy machine, Covid tests, city of East Lansing tags, etc.

- ELPL has great value to me personally. I check out books and other resources, have used the computers, have participated in groups that meet there, have gone to concerts/movies at ELPL, picked up COVID tests, etc.
- a ton of people use the Library for different services
- I love being able to read the latest bestsellers without constantly spending money! I also love always having access to reference material and a wealth of knowledge.
- the Library is indispensable! books and more, including comfortable space to hang out and read, also good resource for community information at covid test kits! great to have such a good selection of large print books and a welcoming children's area and teen area. well-used event space for such things as poetry readings, etc. etc. etc.
- Books. Books from all over the state. A clean, peaceful, calming location. Magazines. Lovely, helpful people.
- Our family love to come to ELPL for books, tools and workshops
- Variety of programs to encourage literacy and learning is a critical societal necessity.
- I'm an avid reader and support my local community by using the Library. I love having a thriving resource with many options -- classes, books, access to computers, etc so close to my house.
- For books
- I love the Library. Checking out new books. Relaxing and reading magazines
- Connects children with reading, all year long. Programs for all ages. Still the only place that is an American institution and free to all, a public space where buying is not an expectation.
- Great selection of books, and many great activities for members of the community.
- I check out books and DVDs every week.
- I see street people using the computer, mothers with children with books, students studying, seniors reading the newspaper. A community service for so many.
- It serves as a hub for students, residents and brings the community at large together with shared readings each fall.
- Our Library is extremely important! Primarily because it provides a means for people to read without having to invest in purchasing books.
- It has the best collection of books. The displays of new 7-day books is one of my first stops. Staff is always friendly and helpful. It's a wonderful place to re-purpose books I have had for years and those that I still purchase. I love the new look (not so new anymore), the art on the building, the way it draws in the young.
- I visit the Library on average every week and make particular use of the MeL system.
- Reading is educational. Also the Library offers fun activities for the community.
- Offers important resources and opportunities to the community.
- Excellent resource for the community; books, computer access, group programs to address different interests, helpful staff, beautiful space to enjoy and seems attractive to all age groups. Pulls the community together.
- Libraries are community infrastructure.
- Easily accessible facility for information and entertainment.

- I read at least 3-4 books a week and I prefer paper to digital, although occasionally I will read digital. ELPL has a great selection of books and access to MeLCat so that I can always find the books I'm looking for either for my own edification or for the several book clubs I belong to.
- The Library is a place where people of all ages seek the experiences of knowledge, understanding and support
- Library are important community resources for access to books.
- A safe space to browse, study or read. Clean, well-lit, helpful staff.
- many resources, services and events, usually free to all
- I have access to books and materials that I otherwise wouldn't be able to.
- It is a valuable asset to children, residents, as well as unhoused people to use computers, restrooms, read books, and to charge phones. ELPS is crucial to the community it serves.
- It's provided me with entertainment (books, DVDs, birdwatching), information (books, newspapers, speakers), and lifestyle help (tools, light therapy boxes).
- The Library has numerous resources that support intellectual curiosity, community engagement, and activities for young learners. There East Lansing Public Library is a welcoming facility that is safe, comfortable and staff who are respectful to all that enter.
- Reading is important
- The Library is a refuge, a place to dream through reading. A great resource.
- I'm able to use the computer, printer, copier, borrow books and dvds weekly.
- It provides services people need and deserve.
- A good Library is simply a joy to be in. Online services are great, but they don't replace the physical experience.
- If I have computer problems, it is extremely helpful to be able to use a computer free. Many people borrow books and other items.
- Heart of community
- It's important to have a community space that's free to everyone, and easy access to public information and education.
- Because it's a place where everyone is accepted and everyone feels safe at.
- This Library is magic and provides an inviting environment for all who come. I personally appreciate being able to study there, checkout new books, and purchase used books.
- Great resource for reading material, etc.
- Libraries are a non-commercial gathering place for the community. They aren't selling anything, they are accessible to everyone, they promote literacy, togetherness, and positive force for good.
- Get material. Participate in activities
- Incredibly important space for Community building across generations
- I read many books and most are obtained through ELPL
- Excellent collection. Child thru teen services are exceptional in the area. e g story times, homework club
- ELPL provides an invaluable service to East Lansing residents.
- Libraries are a vital part of an educated society.

- I use it for my reading material and I belong to one of their book clubs Students and adults who need internet connection are there. Also, it is an after-school meeting place for students who can't go home
- I really enjoy reading books, especially audiobooks. Unfortunately, East Lansing Public Library does not have a good audiobook selection (6k) compared to other regions (Lansing, 20k for example). I am often frustrated that I searched for a book name and end up finding no available resources.
- Although it was prior to my time as a resident, I consider not joining CADL when it was formed a mistake.
- The Library puts up multiple barriers to the public to use their resources and they put out the attitude that they don't want people in the building and would prefer to have an empty place to work.
- Our community needs books. ELPL helped me back in 96 so that I could finish my Eagle project. Literacy is an important part of making us better people.
- Supporting community with resources, services, and programs
- A Library is the heart and soul of any community. Like the USPS, it is a cornerstone that people don't appreciate until it is gone.
- Offers MANY things for every age.
- Because it has quiet space for study or writing with a woodsy backdrop - very peaceful; it has meeting space, generously available to those who ask; a responsive staff at the front desk; books to borrow or to purchase and I even received free seed-packets this Spring (they are planted!)
- So much information and entertainment available to the public for free or low cost
- There are offerings for all age groups
- It's important but the long period of time you kept your doors closed during the pandemic showed that life will go on without you. You have more "competitors" than you would think
- So many resources available, most at no cost.
- I understand the value of all libraries however I did not know the full extent and array of services
- Libraries across the nation are not being funded and public censorship is making some classic books unavailable. Reading is becoming obsolete in the public mind as AI kicks in to affect everything, everywhere. Libraries are critical to liberty, especially in university communities. Access to public libraries is a heritage we must not sacrifice.
- Community resource. Meeting place. Books and other materials are very helpful. I appreciate the hoopla access.
- The ELPL is a crucial resource, especially for young people who are still becoming engaged in the importance of books and the intelligent use of media. Serious reading is insufficiently emphasized in today's culture. Our libraries respond to that
- I LOVE libraries. And I love that they're printing is still 10 cents (for b/w anyway)
- My kids read thousands of your books.
- It's a welcoming space for all ages.

- Free information for all community members is necessary to retain our country as a democratic republic. We need to have an educated community of citizens.
- Wonderful people work there and great selection of books and tech help
- Libraries are great for all populations within the community, serving as a community center, a place to instill a love for reading and literacy, and a central hub for everyone in the area.
- Books. I know the Library has other amazing things to offer. But it's the opportunity to borrow books in all kinds of formats that is important to me.
- I borrow lots of books from ELPL for me and my kids. My family love some activities from the Library. One of my favorite place in EL. Thank you.
- Having a designated area where the public can come and use a multitude of resources -- all very vital in daily life -- is extremely important and helpful!
- It is the civic intellectual heart of our community
- The Library is a great place to learn new things, for any age group
- Libraries help with, like, everything. Community meetings, physical and virtual resources, books, movies, tools, internet. They do so many things for the community.
- In addition to books, movies, digital resources and power tools, the Library acts as a safe space to bring kids to, hang out and meet people.
- free books and other literary/literacy resources to entertain and learn for my family and I.
- Libraries rule!
- It is a place for people to come, get information and take out books- books expand the mind
- Books are important, as are free public computers, and printer access.
- My kids love this place so much
- I like the Library of Things collection
- Having access to all different kinds of books is vital to democracy. I used to purchase a lot of books, however, my financial circumstances drastically changed a number of years ago. I am so grateful to be able to check books out from ELPL. I also love the seed Library!
- It provides valuable resources to the community. There is such a variety of events for everyone.
- Every community needs third places where we are free to spend time (not money) and have access to information and entertainment
- libraries are national treasures
- It draws the community together.
- Reading is important and ELPL is a valuable resource that supports and enriches life in East Lansing
- It provides valuable resources for the community.
- Books, resources for the community, a source of play and imagination.
- The Library has so many great resources. I especially appreciate the online books.
- I agree that the ELPL and all public libraries are one of our most critical resources as a society. Unfortunately, due to the experiences I have had in the ELPL in recent years, I do not feel comfortable spending time in the ELPL with my children, particularly during "teen time". The ELPL is no longer a quite space for learning and collaboration. It is now a teen rumpus

room that seems designed solely to accommodate the needs of boisterous teens, not the whole community. My children heard their first F word at the ELPL. How sad.

- I read a lot and depend on the ELPL for my books. I am there once a week.
- Personally, I am an active reader but do not want to purchase books. For our community, I believe the Library provides valuable space for events, both entertainment and educational. I also think the Library provides important child development services with their programs for young children.
- It is the last space that exists without demanding you purchase something in order to be inside. It provides a community space and resources that benefit the entire city.
- Great selection of fiction books
- It's a special place, with something for all ages!
- Libraries are a community's equalizer, allowing all citizens to have access to educational materials, entertainment, and regional information.
- Provides an amazing assortment of materials and opportunities for young and older readers
- We love the programs and books. We've done Books and Bagels, various tot story times, science programs, petting cats, diversity story times, meeting characters, reading to dogs, crafternoons, writing with MSU in the summer, summer reading. We also belong to CADL and go there once/week because my kids have read a large fraction of the books for youths at ELPL.
- ELPL provides a variety of important services to the community, including community space free of charge, after-school care for teens and young adults, and learning space for young children and their guardians.
- It's a Library!! I personally love books for fiction and nonfiction but having accessible internet, online resources, educational materials, events, groups, and connections as well as just a safe place with temperature regulation means a lot to a lot of people.
- Libraries are key to any healthy community. Literacy, ideas, and a free society depend on libraries that are free, open to all and expansive in their choices.
- It's access to great information and it's free!
- I have always used my local libraries for pursuing various new interests as they come up. The variety and depth of book offerings is very important.
- ELPL is a very valuable resource, but is not accessible to everyone (we live in East Lansing but were told that our address requires us to use the Bath Township Library).
- I think libraries are important in every community. I don't like to buy books so checking them out at the Library is important to me.
- I use the cloud Library app frequently and enjoy the ease.
- Because it's possible to gain information/conduct research both by becoming in to go through the resources and calling to talk with your librarian and other staff.
- It's great for all ages.
- It's a great place to go and get information rather than just looking on the internet.
- It is a great source for books for people who can't afford it. Very welcoming environment for reading and having good time

- Books! And gathering place for events like poetry readings, writing workshops, etc.
- I use it often for multiple activities
- Good family programs and resources
- People need a place where they can exist without spending money. Plus education an educated public helps everyone.
- Free access to books— without barriers of cost — is fundamental to a free society.
- Diverse offerings for all ages.
- The Library is a great resource to check out books and other literature, as well as get studying done and anything academic. I especially appreciate the designated meeting/study rooms for that reason.
- Public libraries are an amazing source of free media, and the community would be severely deprived without them. I utilize ELPL both in-person and online often, and consider them an incredibly important resource not only for me but for East Lansing as a whole.
- Not for myself, but I can understand how it would provide value to others.
- Bookstores limited in our area. Cost of new books very expensive.
- I think all Library's are an important resource, even if there are others in the area. I think libraries are super important to have in a community because they give people access to books and educational material that they may not be able to get otherwise, and they can access it for free through a Library card. Reading is also very important for everyone, but ESPECIALLY for kids and there development as well as education . And I think ELPL is an especially important resource to our community because of how great they are with creating programs and opportunities to get kids involved and excited about the Library and reading.
- I use the Library's resources all the time both online and in person. It's a great place to check out books and movies and also to hang out when I can't go anywhere else after-school.
- You have so many resources besides books, videos, magazines of all variety, activities for children and adults. Having use of computers is priceless! Plus it is a beautiful relaxing setting!
- Serves as a hub of the community providing meeting space and educational resources along with research resources.
- Hours, offerings, excellent librarians and community presentations
- There's books for almost anything I've searched for ranging from many subjects and has been very helpful for my studies/interests.
- The Library is a safe home for multiple views and stories, as well as other services.
- I use it all the time for various reasons.
- Public safe place for all ages, literacy, medical support, public bathrooms, and events.
- All thriving communities have a good Library.
- There is so much available to the public, from computers to movies, to classes, and a quiet place to work on whatever you need. And if it's not there, you can order what you need.
- Having books easily accessible to the community is so important for all types of education. But more than that, it's important to provide other things like internet access for those who

may not have it and a place for people of all ages to come together and share hobbies, interests and a love of reading. There's nothing like a Library!

- The Library is where we met other young families when our children were toddlers, it is where our kids participated in multiple special programs, it is where the whole family borrows books and tools. It is also where we have gone to use the printer or a computer when ours were not working well.
- I love how convenient the pickup lockers are. East Lansing has a lot of income inequality, so it's great to have a free public resource.
- So many fun things for the kids to do.
- An excellent Library and resource, nothing else nearby.
- Used by many people of all ages
- It has books and tools and friendly workers
- It's a free resource for all books, music, classes, seeds, and other items and activities I'm interested in.
- I live in a small town and this Library gives me more options.
- A vital community needs a Library.
- I love that the Library provides access to tools and resources for the people to take care of their homes without having to buy a whole toolset, and I e been using my membership to catch up on some comics through Hoopla.
- The Library keeps my whole family involved in reading for pleasure, and is an invaluable resource for my kids' school projects.
- It serves as a place to relax, meet friends, keep up on the newspapers. Also a place for diverse programs at low or no cost.
- The Library provides a plethora of knowledge and entertainment to the community.
- The Library is a critical fulcrum of the East Lansing community.
- Great staff. Great facility.
- Because of the access to books and audiovisual material.
- Resources need to be available to everyone.
- Accessible information
- The Library is essential to developing and maintaining the literacy and knowledge of residents.
- Wonderful meeting spaces for all ages ie book clubs / teens; friendly & helpful staff; interesting & dynamic online presence & social media; the birding club; availability of free covid tests; express book borrowing.
- Reading and literacy are a vital pillar of democracy.
- Anyone can use it
- Libraries provide essential resources like books and WiFi and safe spaces for community members.
- The Library continues to be an active participant in the intellectual and cultural vitality of the East Lansing community, helping to nurture the youngest residents of the area and contributing to the quality of life for all the older patrons.

- It a source of information to all people.
- I would like the Library to service the entire community. Sunday abbreviated hours would be nice during the summer-
- It has the best collection of materials in the ares.
- An inclusive city resource.
- Knowledge and inspiration
- Resource for a variety of books, videos, computers, and access to MEL.
- It's important to have communal spaces centered around learning / creativity and that's what the Library
- It's the best place in EL!
- I love to read! So does my family. It is crucial!
- Information, entertainment, and programs that involve the whole community.
- Nice selection of materials close to home; Lots of programs for the community.
- It provides a fun and save location to read, participate in activities and hang out for people of all ages
- Because libraries allow people to have access to and enjoy a wide variety and range if different types of literature FOR FREE and it can not be understated how important that is
- It's packed every day!
- I Just love that I can get any book through the Library with MeLCat or what our Library has. It is a place that is very inviting and important for our city.
- ELPL is a community center for people of all ages.
- Any resource where you don't have to spend money to exist and that hosts community events is important!
- Because they had tax forms.
- So many fun things to do! We learn so much at the programs! It's a way to meet other people in our community. 3D printers. Books. Hotspot for trips
- I love reading and the Library is an affordable resource.
- Libraries serve everyone. The location close to the high school allows our kids to go there after-school to study.
- Important source of books and media in my community.
- Access to books, play area, story time, creations, meeting spaces, computers, movies.
- The Library reflects our community and responds to itls needs.
- Frankly, its embrace of wokeism and LGBTism means I cannot trust it anymore, especially with our children.
- Literacy, books, community, conversations are all available at our Library.
- It is a center for all ages to engage in a variety of activities, makes numerous resources in additions to books, recordings and films available, provides a place for community meetings, and also offers a safe, comfortable place for people of all ages.
- A public Library is an investment in a community.
- I borrow on average at least 50 eBooks/audiobooks a year or more from ELPL. I love how much I save by using the Library.

- There are so many community offerings at the Library- groups for connecting, access to resources like computers, printers, and the tool rental system, after-school programs, etc. It is so much more than just books!
- Any public Library is an important resource to the community.
- Of course books are an important resource. And...ELPL has made it very easy to put books on hold and easily do self check out. It's also very easy to check out other items such as eBooks. ELPL also hosts many great community events. I have also utilized the meeting rooms and have purchased used books, especially children's used books.
- My boys' love of reading has grown because of the Library. It is a welcoming place for more than just books.
- The Library provides free books, cds, dvds, and more for people to check out. It provides a place for people to study. It offers programs for all ages. This Library is the heart of our community.
- I visit 1-2x week. Often bring grandchildren
- place for books and community
- Don't live in east Lansing so don't use it
- I would go broke if I had to buy every book I read
- It's a good place for community members to access books and other media, and they sponsor a variety of events for different interests and age groups (e.g. board game and Lego events, Maker Studio, etc.)
- In general libraries are important as a free and public source of information, enrichment, and entertainment. ELPL in particular is centrally located and accessible.
- A place to learn and be in a safe and fun environment.
- Books are important - access to books is even more important!
- Reading books is a way to learn and is an enjoyable hobby. Libraries break down the income barrier.
- Makers and books
- Kids need to read books over the summer, and they can't get them from their school libraries.
- So many great resources for all ages. The variety of programs offered is also outstanding.
- . Any Library is a vital service for information, culture, Internet access, connection to the wider world.
- It is a friendly place for all ages and all kinds of people. I like the computer access for those who don't have it at home. The ELPL is an important community institution.
- provides a safe space and many wonderful events for the community
- I really respect all libraries and think free books are a great thing to provide for many reasons.
- It's a community building center, as well as a public resource, that's enjoyed and a safe space to all sorts of age groups, demographics, and marginalized individuals. ELPL truly works hard to be an equal and safe provider from those perhaps without internet access, to hobbyists searching for local community through group meetings, to students that need space to rest

or study after-school. Overall, it's an undeniably necessary part of our East Lansing and Lansing community, and an excellent way to get affordable access to books and resources.

- Love taking my grandkids to the special science-based Saturday events. Love the bookstore!
- The Library offers a variety of resources for free for community members to seek knowledge.
- I love all libraries and EL rates high on my list. :)
- Libraries are essential for communities
- Books, programs, a quiet place to read
- I love the Library...for its traditional Library functions. I understand the desire/need/obligation to expand services to be a social services agency (I come from a family of librarians; I'm well aware of the discourse nationally) but I am sad that that it's no longer a place that is peaceful, reflective, and quiet. In a world that is so often loud, libraries could be a place of solace and solitude for reading and reflection (which the world also needs). It not when it's chaotic and loud.
- So many resources and activities for all ages
- It is important for there to be spaces for people to go that don't require a purchase. Our kids read so many books from the Library in their childhood; played in the children's area; attended free events, etc. I also know I can go there and find a great book whenever I need.
- Because I live in Lansing and can access all the other libraries around ELPL but not ELPL
- It's a gem of a Library that is an anchor of the community.
- Great service to community
- It provides many services to the community such as after-school and events.
- Because it provide much needed resources and space to build community and learning for families and individuals
- A pleasant environment to find books, tools, seeds and other resources. Helpful staff. Activities of interest to all ages. A community gathering place.
- it goes so far beyond reading and provides extensive programs and resources for the community
- The staff is friendly and professional and very helpful. The collection seems to meet a broad variety of interests and needs. The patrons are diverse on many levels, including age, race, country of origin, and economic status.
- ELPL Provides a space for students to experience activities that may be lacking in their school curriculum, room for teens to mingle after-school, books covering broad interests, and resources to help everyone in their pursuit of knowledge. It is extremely important to me that the great things presented by our Library are furthered as it seems like there are a decreasing number of community institutions providing such experiences.
- It is an important asset for a community.
- Bringing individuals together to learn, celebrate, educate, and enjoy can only be profitable to the community. And THAT'S an important resource!
- The Library lets everyone have access to their computers in addition to their makers lab.
- The Library is the core of this community.

- I think all libraries should be important to the community where they are. Not only as a material resource but also as a gathering place and relevant to the citizens.
- ELPL has a great selection and is staffed by top notch professionals who obviously care about their jobs.
- Public resources and buildings are important to any thriving community
- Libraries provide so many important services and resources to entire communities, but especially to those who may not otherwise have access to them.
- Any public Library is a great place for children to learn new skills and enjoy getting a new book or items to continue their learning
- full of helpful information as well as easy access to materials
- It is an excellent community center and of course the Library role is very important for people that don't have access to a school Library.
- Programs for youth not offered anywhere else in the region. Excellent staff.
- lots of educational offerings for all ages; a cornerstone for the community
- able to get just about any book via MeLCat plus some good events
- Wonderful resources - audiobooks, books, the people working are like family!! Susan, Dee, Mary, Kevin, Mike, Angelo
- I get books there that I want to read. I attend workshops, poetry readings, and the staff has helped me figure out so much in a very friendly way. I feel supported by the staff at the Library.
- Books, Movies, Events, 3d printing, free seeds, free solar eclipse glasses, probably more stuff. How is that not a good resource?
- I think libraries are important pillars of any community - they provide free access to educational materials, entertainment, and other services.
- Libraries are the bedrock of the community
- I borrow books and movie discs.
- I can't imagine not having the Library. It is an essential service to me. Using the computers, printer, copier and reading are most convenient locally rather than going elsewhere. Miss it when there are closures.
- Great place to study or just do homework and I need a clam space
- It is a resource for information and entertainment for everyone
- It allows for MSU students and local community members to have a space to educate and connect.
- Great entertainment for adults and kids. The 3d printing is especially unique and has completely absorbed my children.
- We use it extensively as a homeschooling resource and entertainment for our family.
- It is a place of respite and comfort for introverts and those who need quiet.
- Libraries are critical to fostering an informed and interested community
- We come almost every week to get books mostly for my kids. I sometimes check out adult books, but I'm more likely to use Hoopla or Cloud Library for my own reading.

- I can usually find what I'm looking for, and if I can't the employees are always very pleasant and helpful.
- Being able to print easily using the wireless system has been hugely important for me. I also enjoy the community events.
- Your service to the community is excellent. We moved out of East Lansing 20 years ago and I refused to use any other Library then EL. I pay each year and it is the best \$30.00 I ever spent. Your staff goes above and beyond to help all...
- Books and reading are an important part of all lives.
- Access for all ages to books, newspapers, early childhood content, community programs and meeting space, online apps for books
- Libraries in general are invaluable resources in so many ways. Everyone has equal and free access to materials that enrich our lives.
- Free public access to wide range of services. Friendly and knowledgeable staff to assist. Safe place to gather, rest, seek help.
- It provides books and has activities for every age group. Libraries are among the best parts of my community
- Being a member of the community for over 30 plus years, I have great memories of going there throughout high-school years. When I had kids, this is the place I took them for reading, books, games, and adventures.
- I use the space to study and people use it for various other reasons
- I have only been in once since moving here last year but I found it to be a welcoming space. I intend on visiting more this summer with my littler person.
- Provides free resources to those who need it, provides a place for community to gather and a place for children to learn!
- Literacy is essential for a healthy community
- It serves as a community gathering and information space.
- Libraries in general are an important place for people of all ages. I strongly believe that libraries help kids develop and loved going to the Library as a kid. I used the ELPL's printer in college for assignments. And it's a great place to be more in touch with your community.
- I really enjoy the variety of books and other media that is available. I typically can find exactly what I need, and more, through the libraries resources.
- We are lifetime Library patrons and avid readers!
- Every Library is and this one is excellent!
- it's a great place for children to learn.
- The community event bring us together and the resources make it easier to learn and read without it being any sort of a burden.
- There are snacks
- The Library is welcoming and provides resources for people who don't have them in the first place like computers and printers.
- The ability to borrow books for free is wonderful, especially now that I'm retired and actually have time to read! I could not afford to buy books on my fixed income.

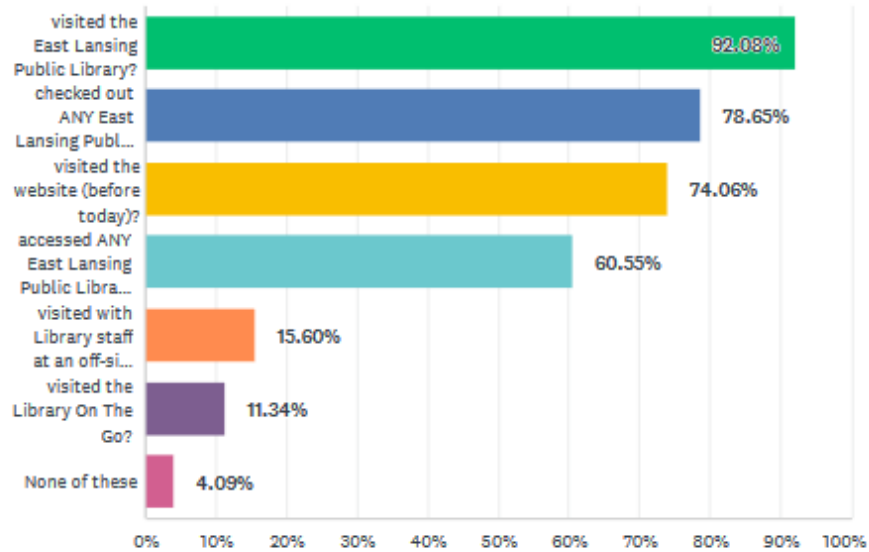
- It's fun for all the community and a great place to go
- Libraries are so important as a community resource and gathering space. I so appreciate the teen programming available at ELPL for my kids.
- In order to survive, Democracy needs the free flow of information, and a repository of the history of a culture.
- Internet is better resource
- The Library supplies knowledge, community resources (both material and digital; communal and individual)
- Provides free community programming, access to diverse reading materials for all ages, internet and computer access for those who do not have it at home, and a "third space" for finding community
- Many many community activities that include all ages and stages of development.
- ELPL is truly a gem and makes our community better.
- There's a lot of things there that are free to help accommodate people.
- it is a safe place for us and our kids to be spending time and also obviously a great Library
- Because it serves all members of our community, particularly those with limited access to internet, reliable, authoritative news and other civic engagement resources, plus programming for all ages and many interests. I also appreciate outreach to our international and multilingual residents and would like to see even more language-learning programming and world language resources. Courtesy borrowing privileges for MSU affiliates including MeL is also valuable and complimentary to services of MSU Libraries. Cheerful, knowledgeable and helpful staff are a strong asset.
- Great place for all ages to go and enjoy. Many resources.
- I think there's a lot of great resources the Library provides.
- It is a free community resource.
- ELPL is a place where my son and I go to explore, have quality time and find a safe and comfortable space to enjoy! It's also so wonderful to watch him go through real books versus anything on the tv or an electronic device, very nostalgic from my childhood.
- I LOVE the ELPL! Only place I can really get books since MSU Library is mostly academic and doesn't offer Mel Cat. I am also looking to get more involved in the community and meet people and the Library was the first place I looked to do so.
- I personally use it frequently because there is no reason, environmentally, to buy a book when you can get it from the Library. I expect others might feel the same. Plus the Library represents a very tangible use of my tax dollar that I can utilize.
- Because they have always been able to provide me with the information I need!
- All libraries are important resources! They offer a place to learn, explore, expand one's horizons. Personally, I try not to BUY books that I will read only once, but I love to read.
- I take advantage of checking out books (electronic and print). I appreciate being able to participate in the Knitters/Crocheter' Group.
- I am able to use more resources at ELPL than I can at other libraries

- Books, videos, music CDs are an essential part of our culture. Having them freely available to community members is vitally important. Reference materials and computer availability are essential for students and life-long learners. Other resources, such as art displays, copy machines, story hour, teen room, etc., also contribute to community needs. Used books and video sales help to recycle those items, which might otherwise add to the landfills.
- A good public Library is a necessary part of a civilized society.
- It's got a huge and varied amount of services. Tons of books, movies spaces for everything.
- It offers a gathering space for people and many amenities that may not be available to others.
- It's important to have an informed population and libraries offer access to information to everyone, regardless of socioeconomic status.
- It's a staple of our community. I think the programs offered are wonderful.
- Libraries are one of the most important things to have in a community, and they are increasingly overlooked.
- I live a half hour from the Library and it's the only Library I belong to. I'm certain I don't take full advantage of many of the Library offerings, but I think this is a great time to explore what events might draw people to come to Library events not yet offered.
- Public libraries are a treasure.
- Public Access to reading and information
- Free education for all
- From simple research pursuits to escapism, the Library is one place where regardless of income, it's accessible and free to all.
- Libraries are a great equalizer of access to information and knowledge. They allow any and everyone to self-educate.
- Fun special kids activities, used bookstore.
- We use the Library at least weekly and have for years. I've had assistance from the children's librarians when I was a teacher and they helped me immensely. Both for professional and personal life, the Library is amazing.
- Because it is the link of our family to the community. There is something for each member of the family. Our baby girl has enjoyed story time, and we can have new books to read to her at home every week.
- Literacy is an amazing life skill. Access to books and a friendly environment are key.
- We love our Library! We love being able to borrow books and not having to buy them when we want to read.
- It provides free access to the internet for those that don't have computers/internet. It's a beautiful space for those that just want to cool and read. It's close to the high school, easy access for after-school study space.
- Everyone should have access to books! Plus the Library is a social place for people to gather. And, it lends out so many other items in addition to books!
- Libraries are an incredible resource for communities. We bring our daughter to the Library multiple times a week and she loves it.

- It does so much for the community! Books, printers, computer access, book sales, community events and support
- Because i love books

Q2 Please choose any that apply. In the last year, have you or anyone in your household...

Answered: 1,199 Skipped: 0

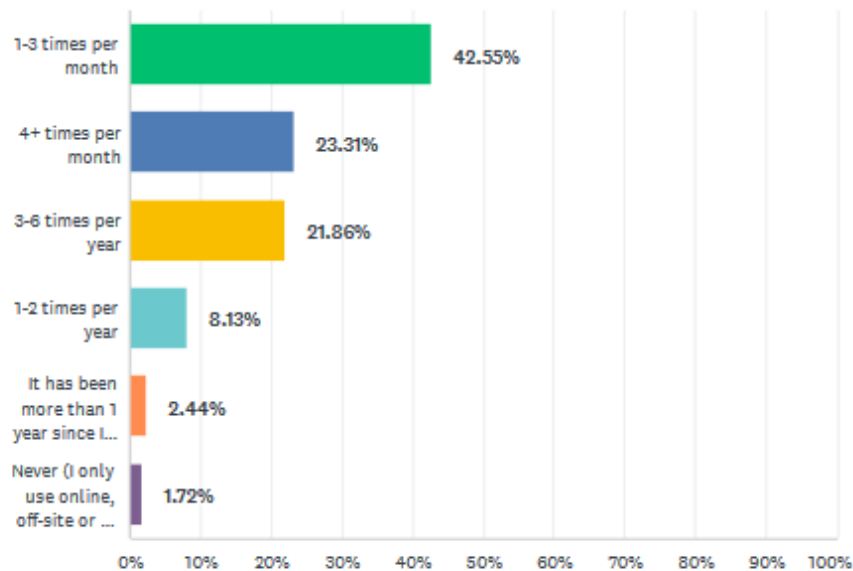


ANSWER CHOICES	RESPONSES	
visited the East Lansing Public Library?	92.08%	1,104
checked out ANY East Lansing Public Library materials (including off-site or by mail)?	78.65%	943
visited the website (before today)?	74.06%	888
accessed ANY East Lansing Public Library resources online?	60.55%	726
visited with Library staff at an off-site location?	15.60%	187
visited the Library On The Go?	11.34%	136
None of these	4.09%	49
Total Respondents: 1,199		

There were only 49 respondents to the survey who had not either visited the Library, checked out materials, visited the website, accessed online resources, visited Library staff at an off-site location, or visited the Library On the Go. These respondents would have been sent next to question #14 as explained in the introduction to this Survey Report.

Q3 How often do you or anyone in your household typically visit the Library?

Answered: 1,107 Skipped: 92

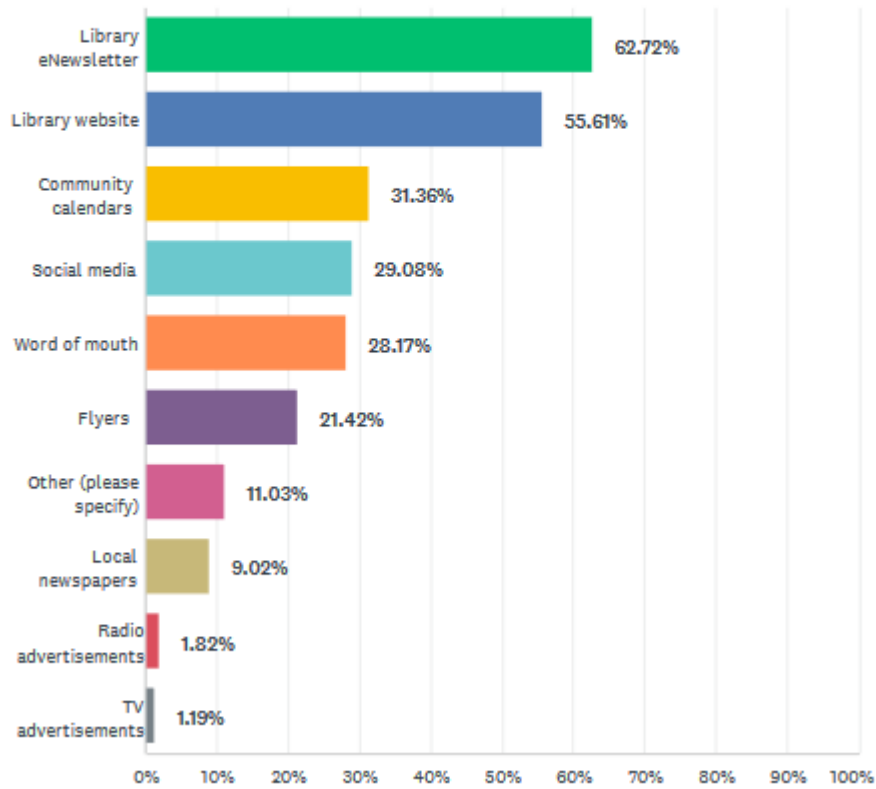


ANSWER CHOICES	RESPONSES	
1-3 times per month	42.55%	471
4+ times per month	23.31%	258
3-6 times per year	21.86%	242
1-2 times per year	8.13%	90
It has been more than 1 year since I visited	2.44%	27
Never (I only use online, off-site or by mail materials, or attend off-site programs)	1.72%	19
TOTAL		1,107

65.86% of respondents visit ELPL at least once per month. Only 1.72% had never visited but rather used online or off-site opportunities.

Q4 How do you find out about Library services and programs? (please check all that apply)

Answered: 1,097 Skipped: 102



ANSWER CHOICES	RESPONSES	
Library eNewsletter	62.72%	688
Library website	55.61%	610
Community calendars	31.36%	344
Social media	29.08%	319
Word of mouth	28.17%	309
Flyers	21.42%	235
Other (please specify)	11.03%	121
Local newspapers	9.02%	99
Radio advertisements	1.82%	20
TV advertisements	1.19%	13
Total Respondents: 1,097		

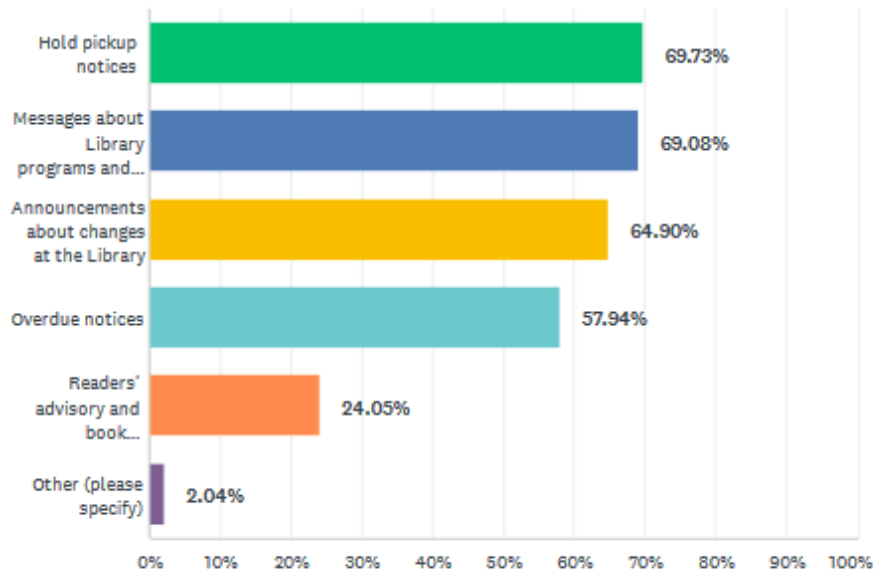
Most find out about ELPL services and programs via the eNewsletter or Library website, but other forms of communication from ELPL are extensively used by respondents as well, such as social media and flyers.

When asked other ways they found out about Library services and programs, respondents shared the following:

- Your board on the corner of Abbot and Library Lane (46)
- Notices posted at the Library (21)
- Physically going to the Library and seeing what is on your board.
- when visiting Library, reading posters/calendars in Library
- seeing posters or flyers for events when I visit the Library in person weekly
- Library emails (12)
- Asking librarians in person (2)
- Staff members (3)
- East Lansing Info (4)
- East Lansing Insider, where I get my local news. I don't have TV, or social media, or other print on paper anymore.
- Friends of the ELPL (2)
- driving by
- Signs on Maker Studio window.
- Eli
- I live in the area.
- I saw it and walked in.
- Family
- Potter Park's posted fun fact!
- College student looking for a local Library
- Local Library network info
- Glancing at bulletin board
- My wife
- Sought out the Library after a move to the area.
- I am a regular at the Library
- I looked up "Library near me"
- Your tables at local events!
- Menards lot guy Steve
- flyers at City Hall
- Specifically looking for it. Also its right next to my school
- School handouts
- Elementary school newsletters
- East Lansing Public Schools E-mails.
- City of East Lansing update emails
- City employee
- dialog newsletter
- It's just my "go to place"
- I've never been informed of anything at the Library

Q5 What type of email communication from the Library do you find useful? (please check all that apply)

Answered: 1,077 Skipped: 122



ANSWER CHOICES	RESPONSES	
Hold pickup notices	69.73%	751
Messages about Library programs and events	69.08%	744
Announcements about changes at the Library	64.90%	699
Overdue notices	57.94%	624
Readers' advisory and book recommendations	24.05%	259
Other (please specify)	2.04%	22
Total Respondents: 1,077		

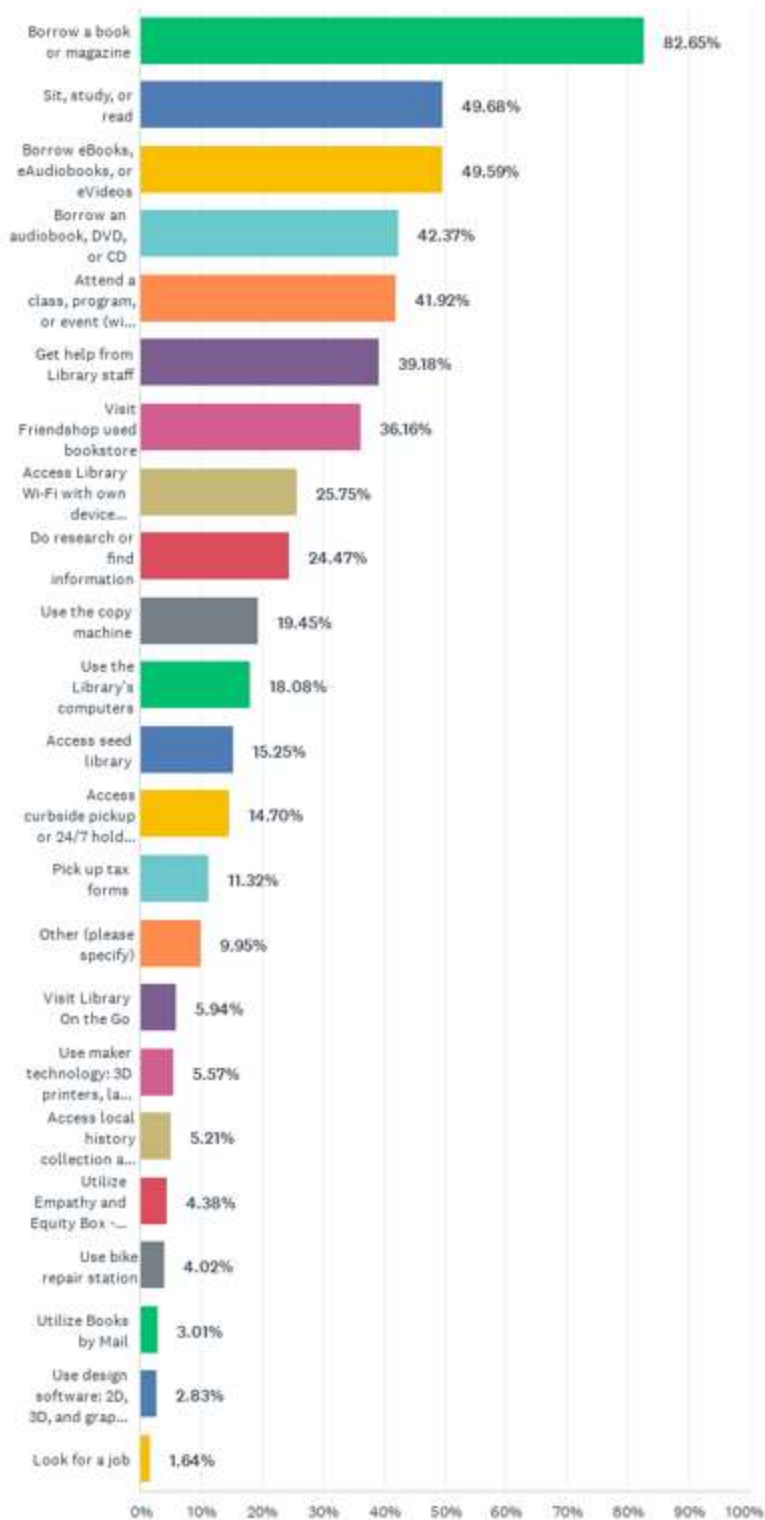
The top 4 email communications from ELPL that respondents found most helpful were hold pickup notices (69.73%), messages about Library programs and events (69.08%), announcements about changes at the Library (64.90%), and overdue notices (57.94%).

When asked other email communication from the Library they found useful, the following was shared:

- Reminders when items are due (3)
- Room reservation reminder
- ELi sharing on events
- Library events if I have attended that same event or type of event in the past
- Holds online materials
- None (5)

Q6 How do you use the Library's services? (please check all that apply)

Answered: 1,095 Skipped: 104



ANSWER CHOICES	RESPONSES	
Borrow a book or magazine	82.65%	905
Sit, study, or read	49.68%	544
Borrow eBooks, eAudiobooks, or eVideos	49.59%	543
Borrow an audiobook, DVD, or CD	42.37%	464
Attend a class, program, or event (with or without a child)	41.92%	459
Get help from Library staff	39.18%	429
Visit Friendshop used bookstore	36.16%	396
Access Library Wi-Fi with own device (including free Wi-Fi in the parking lot)	25.75%	282
Do research or find information	24.47%	268
Use the copy machine	19.45%	213
Use the Library's computers	18.08%	198
Access seed library	15.25%	167
Access curbside pickup or 24/7 hold lockers	14.70%	161
Pick up tax forms	11.32%	124
Other (please specify)	9.95%	109
Visit Library On the Go	5.94%	65
Use maker technology: 3D printers, laser cutter, vinyl cutter, or sewing machines	5.57%	61
Access local history collection and digitized historic newspapers	5.21%	57
Utilize Empathy and Equity Box - free community pantry	4.38%	48
Use bike repair station	4.02%	44
Utilize Books by Mail	3.01%	33
Use design software: 2D, 3D, and graphic design	2.83%	31
Look for a job	1.64%	18
Total Respondents: 1,095		

Borrowing books and magazines is the top pick for how ELPL services are used with 905 or 82.65% of respondents choosing that option. Many respondents chose additional options as well and the next most chosen item was to sit, study, or read at the Library with 49.68% or 544 selecting that option. Following closely behind were borrowing eBooks, eAudiobooks, or eVideos and then borrowing audiobooks, DVDs, or CDs, and then attending programs.

When asked other ways they used the Library's services, respondents shared the following:

- Kanopy
- Use the children's area to play, learn and grow with the toys, tablets, books and games in that area.
- My kids love to play in the children's area
- Visit friends.
- obtain/buy city bag tags!!! (2)
- Purchase yard waste tags (3)

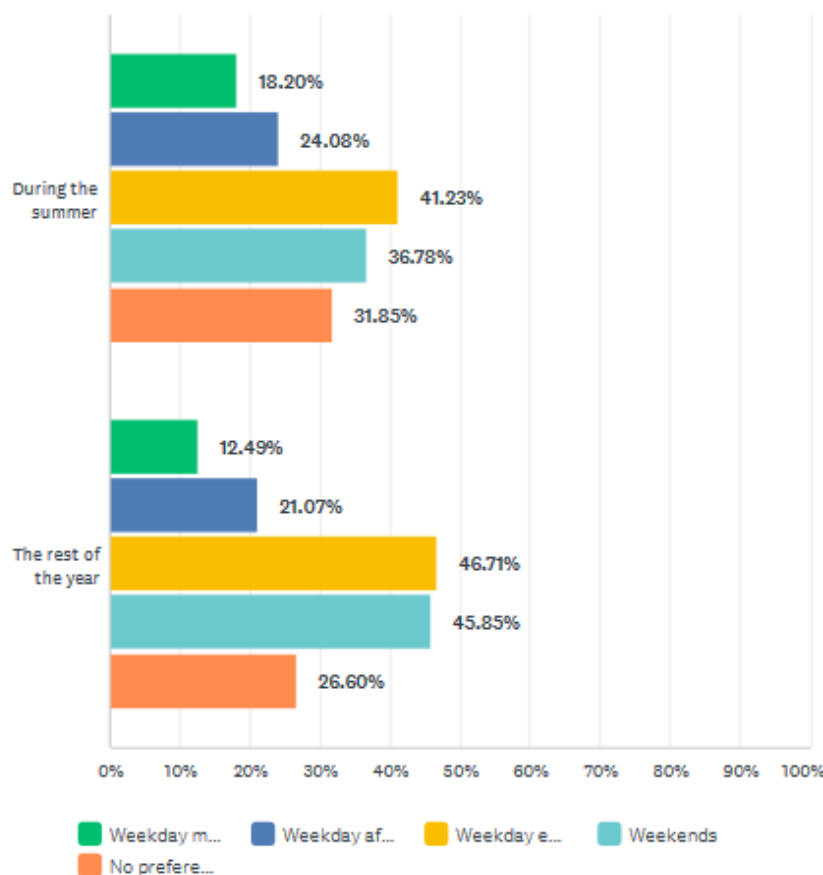
- use the zoo pass
- Somewhere to take our kids when we need to get out of the house
- More magazines, please
- I bring my daughter (10 months old) to play with the toys at the Library and read together
- Pick up and drop off seeds for the seed exchange.
- My daughter gets to play with other kids with the blocks or puppets
- Entertain my children in the kid sections
- Pick up COVID masks
- Love MeLCat!!
- Kids activity boxes
- On-line books and magazines
- Use the meeting rooms
- Purchased used books (2)
- Love the access ELPL provides to MEL materials!
- Donate books (5)
- Donate to pantry
- Donate books to the Library.
- I use MeLCat a lot, a great resource, picking up my books at the Library. I also take advantage of the opportunity to request that the Library buy a particular recent book.
- I am only here part of the year, but I enjoyed my time as a volunteer shelving books when Phyllis Thode was still on staff.
- Used the EV charger
- Bring granddaughters to play
- read magazines on site
- Visit children's area to play and explore, including electronic tablet games for learning
- Use tool Library
- Use the printers
- attend events held at Library
- Community programs such as Ingham County Play group.
- Our Short Story Reading Group (between 5 & 7 members) meets in one of your back rooms at 2pm on the first Wednesday of the month. We are grateful that you make this space available.
- Leave food in pantry
- Use the drop-off box; read the magazines; view Hoopla
- Use children's area toys
- STEM activities at the art and other community festivals
- Printing Aarp tax help
- I especially appreciate having access to MeLCat books that I can't find at the EL branch. I've also appreciated the LinkedIn Learning online educational webinars.
- I need to take advantage of your eBook program. I find it very difficult to read print nowadays, which makes me endlessly sad, because I love going through the stacks in a Library or at a bookstore.
- Special events

- Access online Value Line - a research database - to do monthly online stock research.
- Mango language app
- Pick up COVID tests, drop off items for the Empathy Box, and occasionally attends talks or other events. But we use it ALL THE TIME for digital books!
- Summer reading program
- It used children and adult books!
- Read, play with iPad, and imaginative play items with toddler
- Tool Library
- Meeting rooms
- Meet to help work on a friends project.
- Lego!
- Collaborated with the Library to host a program.
- Donate to pantry. I love the ambiance of the ELPL. It's an oasis of calm and it soothes me.
- Book club meeting Picked up covid tests.
- Bring toddlers to play and explore. Listen to live music.
- My writers group meets in Library rooms
- Play Dungeons and Dragons with my classmates when the school is closed
- Access children's Library
- Pick up MeLCat requests
- I didn't know there was a bike repair station! (3)
- Meet with friends for knitting
- Children enjoy maker studio, place to get information
- Casual reading without checkout of materials.
- Donate to community pantry
- Outreach with Dr.B, Dr.B's programs
- Play in kids section
- Donated to empathy box
- Get librarian to help to help me get a book through MEL.
- I used curbside pickup during Covid.
- pick up MeLCat requests (I still like to read hardcovers)
- Use study rooms
- When the Library offers free community awareness/support items like Covid tests and EL Strong yard signs.
- Borrow internet hotspots
- Use the Library's pencil sharpener
- Meeting rooms
- use printer
- Utilize MeLCat.
- Look at birds through the back window :)
- Let teen browse and toddler play
- Donate to the Empathy Box.
- Print documents, borrow books through interLibrary loan, charge my Tesla
- Play with my kids in the children's area

- My son enjoys Ms. Gillian's visits to People's Church!
- Children's play area
- Blu-rays and Hoopla app
- Pick up free Covid tests!

Q7 What times would you prefer to attend programs?

Answered: 1,069 Skipped: 130



	WEEKDAY MORNINGS	WEEKDAY AFTERNOONS	WEEKDAY EVENINGS	WEEKENDS	NO PREFERENCE	TOTAL RESPONDENTS
During the summer	18.20% 192	24.08% 254	41.23% 435	36.78% 388	31.85% 336	1,055
The rest of the year	12.49% 131	21.07% 221	46.71% 490	45.85% 481	26.60% 279	1,049

Weekday evenings were the most preferred option for program times whether during the summer or other times of the year. For other times of the year, weekends are nearly tied with weekday evenings for the most preferred program times. Weekday mornings and weekday afternoons are preferred by more in the summer over other times of the year.

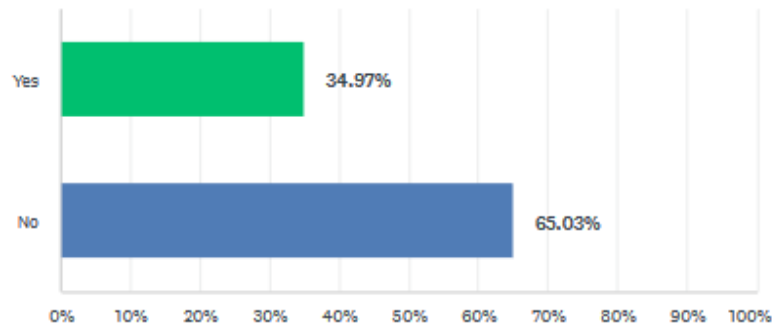
When asked other times they prefer to attend programs, the following was shared by respondents:

- All the time.
- I don't attend programs
- I have brought my grandkids to activities at the Library, but I don't usually attend any programs for adults.

- as someone who is lucky enough to have a flexible work from home job, I would love more opportunities to engage with the Library during the day, specifically because my kids aren't around and needing attention. For family events, I especially appreciate programming in the evening and weekends. My personal bias for me-time is during the weekday mornings, but that's just me.
- There are many events I could not attend because I work during weekdays
- Virtually
- anytime but after-school
- I don't have time to attend programs.
- I am retired. Can make most times work.
- Depends on the weather. I like to walk to the Library and visit the magazine stacks. During the summer when it gets too hot I prefer to go in the cooler mornings.
- Not at meal prep or meal times.
- early afternoon - around 4pm
- Sometimes it is hard to get to an educational program. It would be nice if an education program was offered again on a different day and time
- My time is flexible.
- Programs r either for kids/teens or seniors, not people 40-55

Q8 Did you visit the Library with (child)ren (12 years or younger) within the last year, whether your own child(ren), your grandchild(ren), or other child(ren)?

Answered: 1,098 Skipped: 101

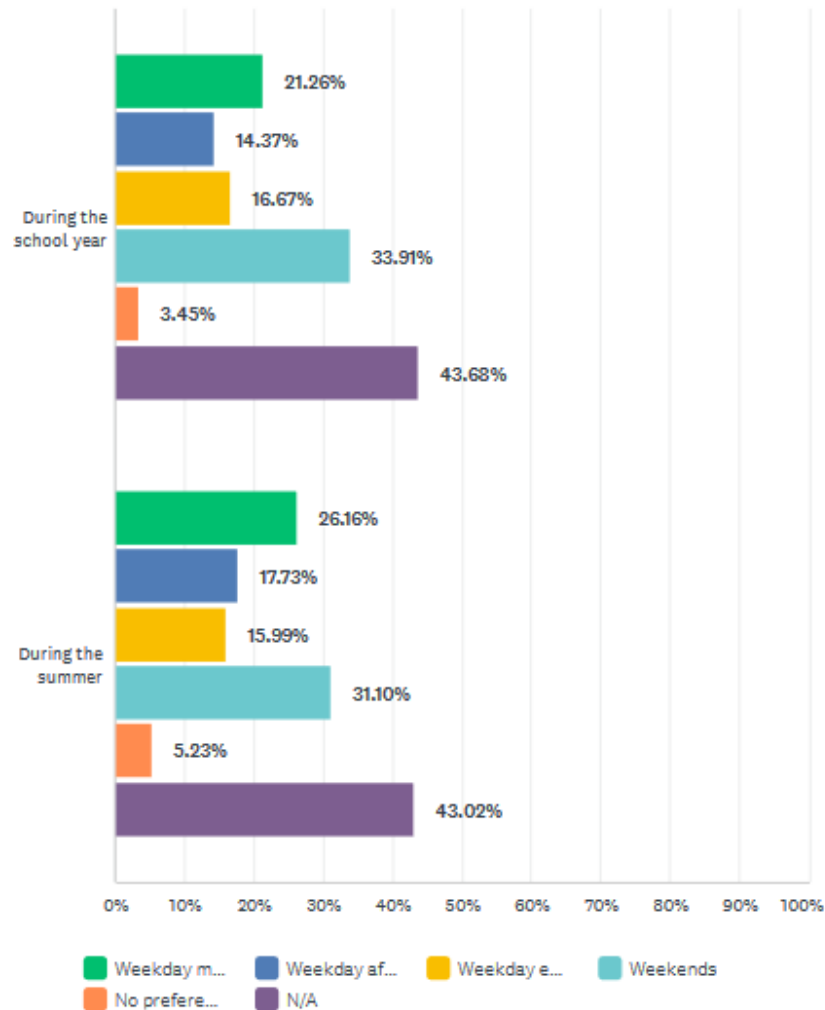


ANSWER CHOICES	RESPONSES	
Yes	34.97%	384
No	65.03%	714
TOTAL		1,098

34.97% of respondents had visited ELPL with a child or children within the last year.

Q9 If you are a parent or caregiver, what times would you prefer to attend programs with your 0-5 year old child(ren)?

Answered: 349 Skipped: 850



	WEEKDAY MORNINGS	WEEKDAY AFTERNOONS	WEEKDAY EVENINGS	WEEKENDS	NO PREFERENCE	N/A	TOTAL RESPONDENTS
During the school year	21.26% 74	14.37% 50	16.67% 58	33.91% 118	3.45% 12	43.68% 152	348
During the summer	26.16% 90	17.73% 61	15.99% 55	31.10% 107	5.23% 18	43.02% 148	344

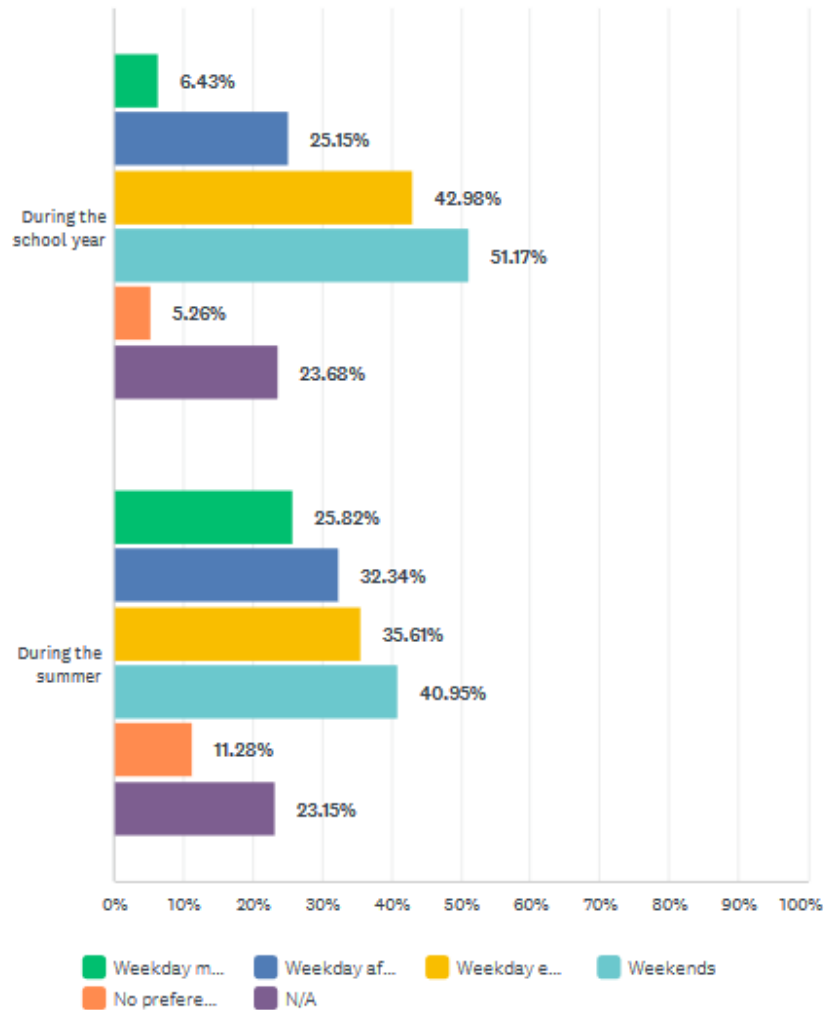
Whether during summer or during the school year, weekends were the preferred time for 0-5 year old children to attend programs followed by weekday mornings. During the school year the next pick was weekday evenings followed by weekday afternoons. During the summer, the next pick was weekday afternoons followed by weekday evenings.

When asked other times they would prefer to attend programs with 0-5 year old children, they responded as follows:

- Please be aware that most infants take at least two naps and 10am is right when most of them nap. You're much more likely to get a turn out for baby events if you have them around noon or earlier in the morning. Above age 1 naps are usually at noon so those programs make more sense to do in the late morning.
- Weekday evenings and weekends are in general best. I added weekday mornings during the summer because the afternoons tend to get busier with other events/distractions, so coming fresh and early is my personal preference.
- early afternoon. Baby is always asleep for the 10:30 Storytime!
- Early evening, like 6, we could maybe squeeze in a quick dinner and be home for bed, but don't count on us!

Q10 If you are a parent or caregiver, what times would you prefer to have your school-age child(ren) to attend programs?

Answered: 344 Skipped: 855



	WEEKDAY MORNINGS	WEEKDAY AFTERNOONS	WEEKDAY EVENINGS	WEEKENDS	NO PREFERENCE	N/A	TOTAL RESPONDENTS
During the school year	6.43% 22	25.15% 86	42.98% 147	51.17% 175	5.26% 18	23.68% 81	342
During the summer	25.82% 87	32.34% 109	35.61% 120	40.95% 138	11.28% 38	23.15% 78	337

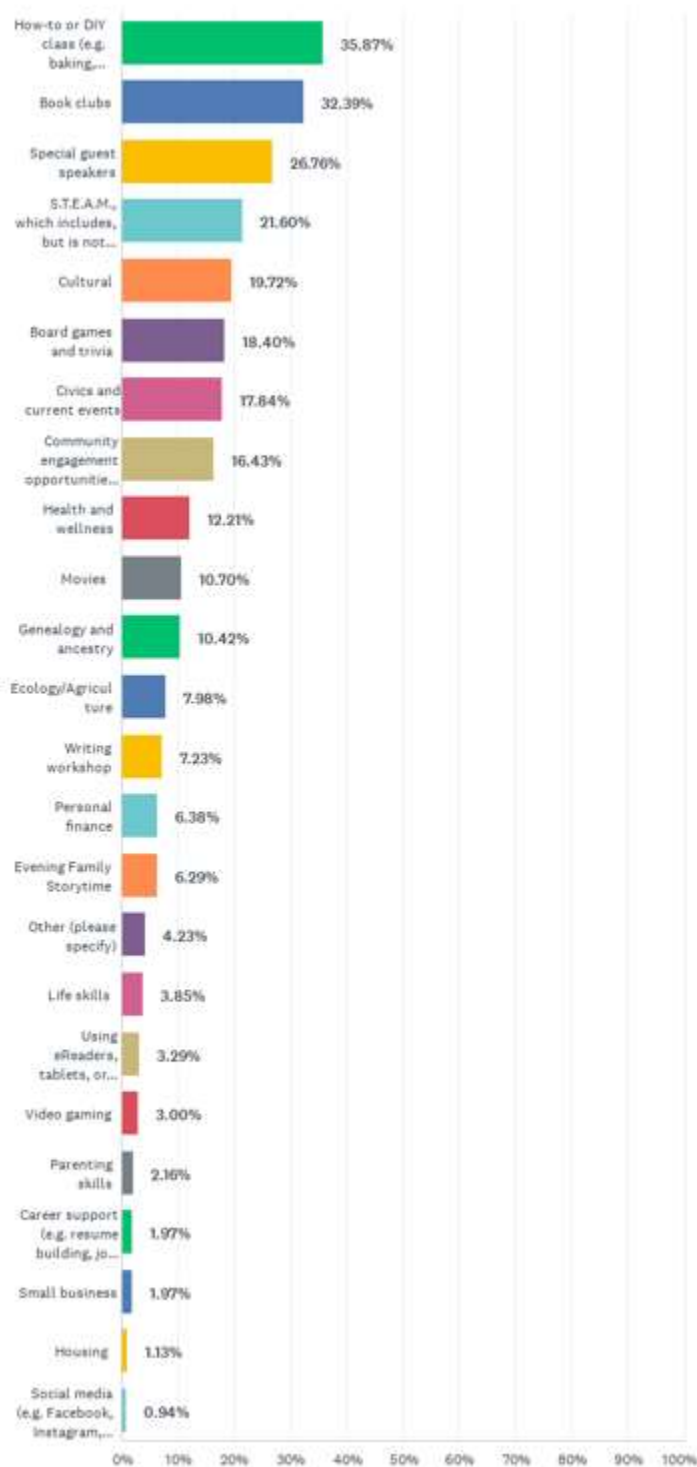
Whether during the summer or during the school year, weekends were the preferred time for school-age children to attend programs followed by weekday evenings. Next was weekday afternoons and then weekday mornings both during the summer and during the school year.

When asked other times they would prefer to attend programs with school age children, they responded as follows:

- We would love homeschool activities.
- Selfishly, if the Library does school programs, it would be ideal if either they could come to the school or the school arranges for bus transportation. In either of those cases, having the event during the school day is ideal because then I don't need to worry about any work conflicts. When they are home, my first choice is weekends and 2nd choice would be weekday evenings (but they are often tired and might have homework)
- We homeschool and would love to see weekday programs
- The child I care for has separated parents so we only have her every other weekend for most of the year. Having Library events on the weekend would be invaluable, especially since her other parent does very little to continue her education outside of the classroom. We really consider Library events to be a hugely important resource.

Q11 Which of the following programs topics would you be interested in attending? (please check your top three choices)

Answered: 1,065 Skipped: 134



ANSWER CHOICES	RESPONSES	
How-to or DIY class (e.g. baking, gardening, cooking, etc.)	35.87%	382
Book clubs	32.39%	345
Special guest speakers	26.76%	285
S.T.E.A.M., which includes, but is not limited to: Science: Demonstrations, Explorations, and Presentations about the Sciences Technology: Robotics, Coding, 3D Printing, Vinyl-Cutters, Laser Cutters, Sewing Machines, etc. Engineering: Drafting, Constructing, and Testing Practical Objects Art: The Creation and Appreciation of Artistic Expressions Mathematics: Mathematical Reasoning and its Applications	21.60%	230
Cultural	19.72%	210
Board games and trivia	18.40%	196
Civics and current events	17.84%	190
Community engagement opportunities (e.g. networking or social events)	16.43%	175
Health and wellness	12.21%	130
Movies	10.70%	114
Genealogy and ancestry	10.42%	111
Ecology/Agriculture	7.98%	85
Writing workshop	7.23%	77
Personal finance	6.38%	68
Evening Family Storytime	6.29%	67
Other (please specify)	4.23%	45
Life skills	3.85%	41
Using eReaders, tablets, or other devices	3.29%	35
Video gaming	3.00%	32
Parenting skills	2.16%	23
Career support (e.g. resume building, job searching, etc.)	1.97%	21
Small business	1.97%	21
Housing	1.13%	12
Social media (e.g. Facebook, Instagram, etc.)	0.94%	10
Total Respondents: 1,065		

DIY classes were the top pick for program topics of interest, followed by book clubs, and then special guest speakers.

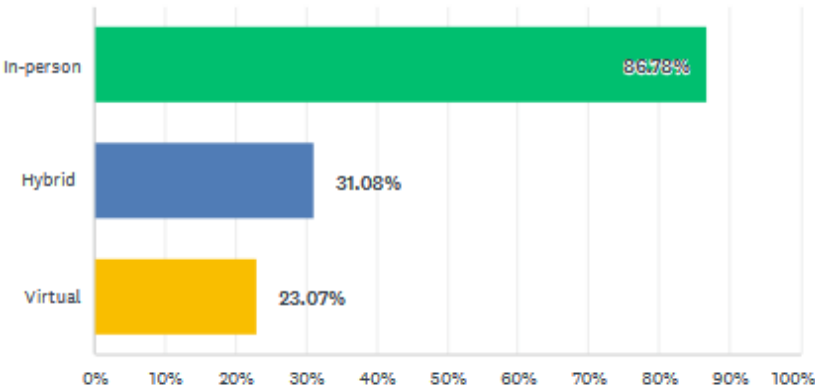
Other responses were:

- Storytime
- singer-songwriter performances
- Crocheting classes for beginners, and one for the next level. Not to meet just one time. Maybe twice a month to work towards something.
- Phone photos
- concerts, musicians (like Josh White jr.)

- Fiber arts group
- birding
- Kid events for preschool and younger school age
- Birding
- Computer instructions.
- more poetry readings, especially with two or three poets at once
- Jigsaw puzzle competition
- Climate change
- Knitting groups, art, craft, quilt
- Language practice, Spanish, etc
- Personal finance specifically for teens - would love to send my kid!
- Youth-YA Reading programs/challenges
- Legos, bugs, frogs
- Kids story time
- Performances, author readings
- Information session about ELP L. becoming part of CADL
- Sewing
- Birding
- Music and family entertainment
- I don't really have much interest in attending events, other than perhaps a voters forum or other event designed to inform the voting public about an upcoming civic issue.
- Investing/money management/preparing for retirement
- Learn a language, how to use Hoopla, learn basic art techniques
- Just grinding my axe against the STEAM acronym here. I would love for art and culture to get more than 20% of our focus
- I likely will not attend Library events until I have a child and attend events for them.
- Everything

Q12 In what format do you prefer to attend programs? (please check all that apply)

Answered: 1,036 Skipped: 163

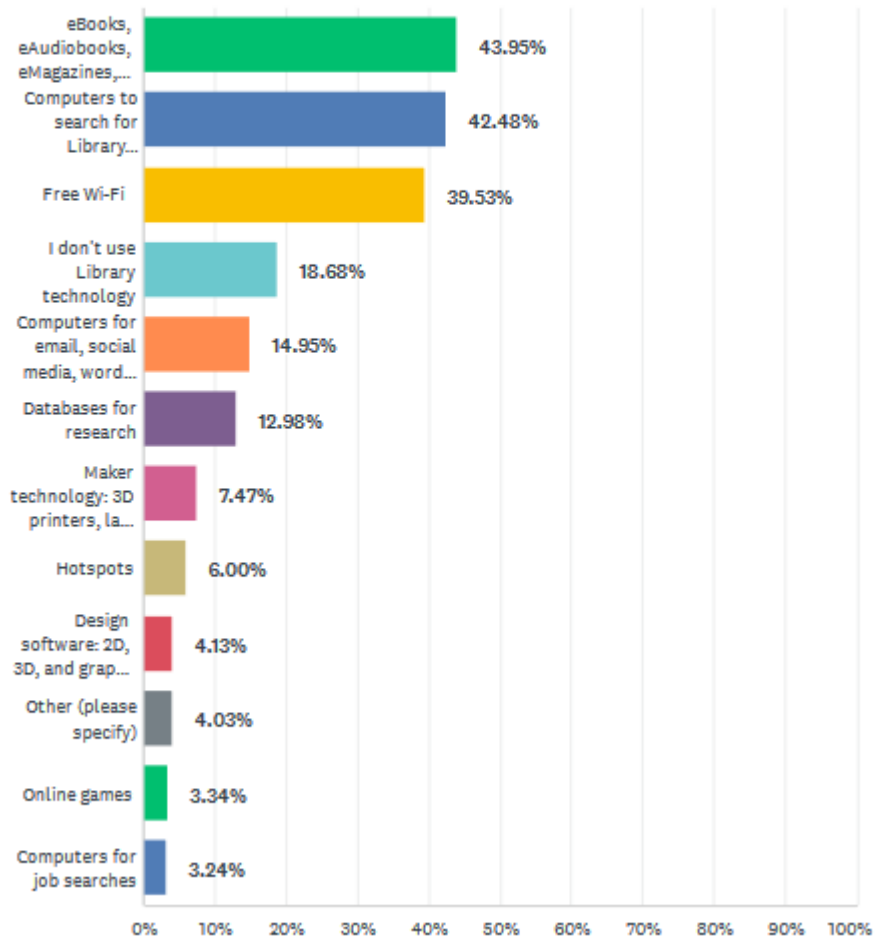


ANSWER CHOICES	RESPONSES	
In-person	86.78%	899
Hybrid	31.08%	322
Virtual	23.07%	239
Total Respondents: 1,036		

The majority of respondents, at 86.78%, preferred to attend programs in-person.

Q13 We have many forms of technology available at the Library. Which do you use? (please check all that apply)

Answered: 1,017 Skipped: 182



ANSWER CHOICES	RESPONSES	
eBooks, eAudiobooks, eMagazines, video streaming, downloading music from Library website	43.95%	447
Computers to search for Library materials	42.48%	432
Free Wi-Fi	39.53%	402
I don't use Library technology	18.68%	190
Computers for email, social media, word processing, etc.	14.95%	152
Databases for research	12.98%	132
Maker technology: 3D printers, laser cutter, vinyl cutter, or sewing machines	7.47%	76
Hotspots	6.00%	61
Design software: 2D, 3D, and graphic design	4.13%	42
Other (please specify)	4.03%	41
Online games	3.34%	34
Computers for job searches	3.24%	33
Total Respondents: 1,017		

The most used form of technology by respondents was eBooks, eAudiobooks, eMagazines, video streaming, and downloading music from the Library website with 43.95% responding that they use that technology. Other top choices were using computers to search for Library materials, using free Wi-Fi, and then using computers for email, social media, word processing, etc. 18.68% responded that they do not use Library technology.

Other responses were:

- Using Word and Excel.
- Kanopy
- Children's area computers/tablets
- Tablets in kids area.
- self-checkout (2)
- I use Hoopla, Kanopy, Libby at home.
- Printers (8)
- Computers for printing
- Printer/copier (2)
- copier
- office equipment
- iPad
- I'd like to start using the genealogy resources and newspapers.com
- Kids tablets for ABC games
- Kids tablets on tables
- Tools from Tool Library
- Where are the sewing machines?
- I'd like to learn how to use some design software & maker technology

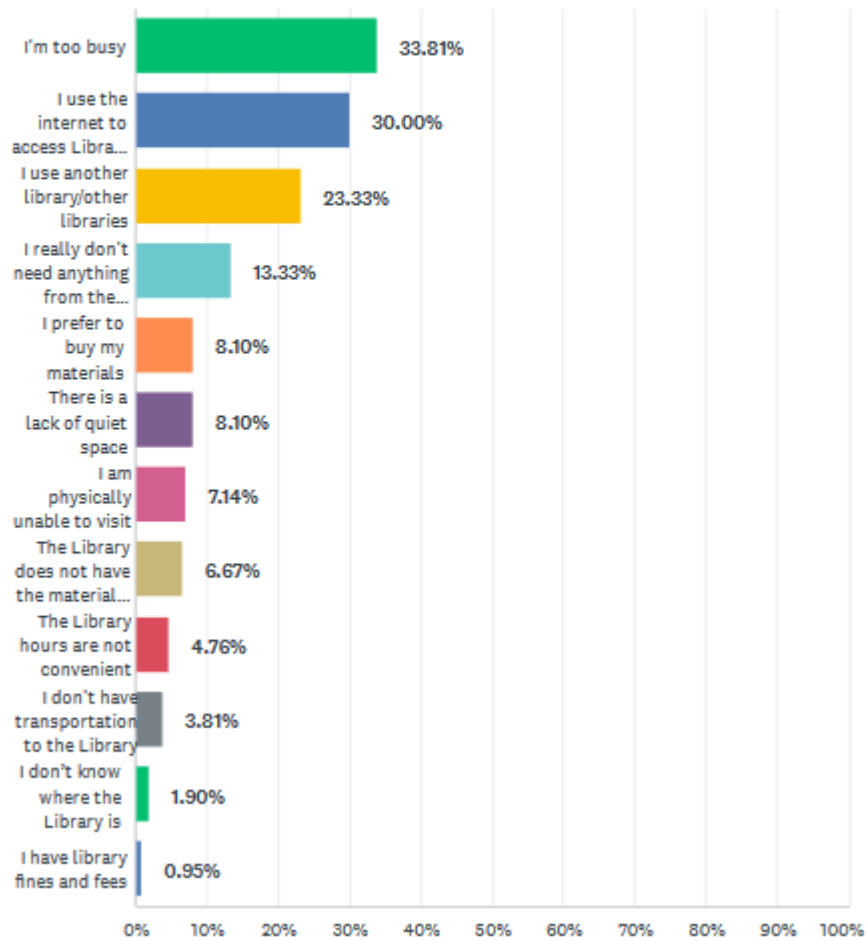
- I appreciate getting help from Library staff to download eBooks to my Kindle
- Online news resources, local, national and world.
- Occasional creation classes for youth
- My kids play online games
- Kids use games in children's area
- EV charger
- Since I have a Kobo, I have only checked out an eBook a handful of times (e.g. a cookbook) because I could only access them on my phone, not my Kobo. I check out many eBooks from CADL since that isn't a barrier

Two people also shared comments regarding technology:

- The iPads in the children's section are incredibly distracting for my children and other children. They have a *harder* time sitting to read and look at books in the Library than they do at home because we don't have iPads out and available. The iPads are actively hampering children's ability to get to love books. Please consider removing the iPads and replacing them with small lamps or coloring materials or costumes or just removing them altogether.
- I used to take my kids to the Library often but sadly after computers and kids games started to be available my kids want nothing to do with books and all they want is to play games so I no longer enjoy bringing them to the Library. Id love to see those computers go away or at a minimum have a 15 min time lock on (maybe parents could get a passcode entering the Library IF they want their kids to use the computer and if they don't they just don't get the passcode for the day?)

Q14 If you have not used any Library services within the last year or never have used them, please let us know why. (please check all that apply)

Answered: 210 Skipped: 989



ANSWER CHOICES	RESPONSES	
I'm too busy	33.81%	71
I use the internet to access Library resources (e.g. Libby)	30.00%	63
I use another library/other libraries	23.33%	49
I really don't need anything from the Library	13.33%	28
I prefer to buy my materials	8.10%	17
There is a lack of quiet space	8.10%	17
I am physically unable to visit	7.14%	15
The Library does not have the materials I want	6.67%	14
The Library hours are not convenient	4.76%	10
I don't have transportation to the Library	3.81%	8
I don't know where the Library is	1.90%	4
I have library fines and fees	0.95%	2
Total Respondents: 210		

About one-third of respondents said they have not used Library services in the past year or never used them due to being too busy.

Other issues that kept respondents from visiting the Library were:

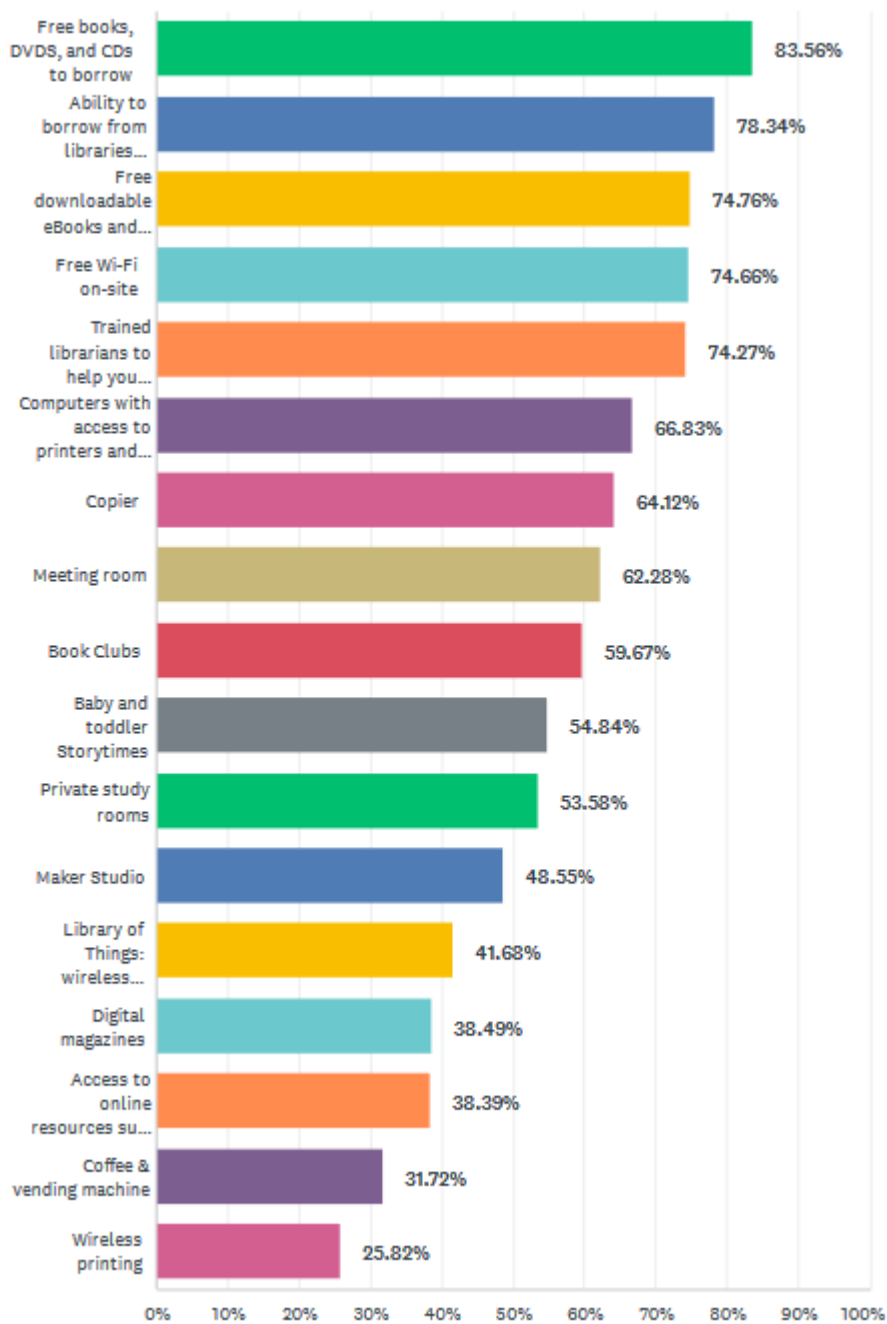
- The summer hours that limit weekends to only Saturdays is disappointing. Access to the Library on weekends is sometimes the only time we have and not having that as an option on Sundays makes it difficult to find time to visit.
- It is just not friendly there. Why walk to a place to check if they have a book and learn they do not have it. The computer catalog is wrong as often as it is correct.
- That guy that always looks at pictures of feet on the Library computers makes me uncomfortable
- I didn't know those resources existed.
- Two kids under two. Makes it hard to participate in activities for the oldest or peacefully look at books on the shelves.
- Sometimes it's lack of transportation
- I can't apply online, which is my main issue. The online application is faulty and I've tried from various web browsers and devices.
- Please do something to make the ELPL a quiet space to read. The teenagers especially (and small children sometimes, too) dominate and take over the whole Library. They are loud and obnoxious. If they would just stay in the teen room (make it soundproof), it would be a welcoming space for ALL.
- I am intimidated by the changes and not sure where things are anymore.
- Masks not being required
- Too many older kids
- too many people using resources preventing me from using those resources

- Mostly work
- Majority of the events that the Library hosts (what would bring me into the Library) are geared toward kids and families. I do not have any kids - it would be great to have some options geared toward adults.
- We try to go to the Library often (especially with our kids) but life is just crazy busy and a lot of the time we don't make it within the Library's hours
- Library events and hours aren't always accessible for 9-5 workers.
- Wasn't aware of all of the resources.
- SMOKE BOMBS HOMELESS LOITERING GANGS VIOLENCE
- I am an MSU employee and have access to their full Library as well
- Question is oddly worded - I visit the Library 1-3 times per week I just don't have a need for Library technology. I'm there to pick up books.
- I have the technology I need and use at home. I check out books for pleasure and information, but am more occupied in my writing, art and activities with other people to add more participation at the Library. At age 88, many resources don't apply.
- There are not a lot of energy plugs around the Library to charge a laptop and do work
- I would use E.L. more and in different ways if I did not work at another Library in the area.
- I don't have an e-reader so I can't download content and Working full time so limited time to come to the Library
- I'm a very busy person.
- Work, home life, other various appointments
- The choice of Library staff to promote pornographic books to children
- I moved to E. Lansing and haven't gotten the chance to use the Library as much as I want
- Small number of parking spots limited my use of Library. Its always busy.
- The events that I would have attended unfortunately were at the same time as my working hours.
- Need not always there.
- I live outside the city much of the year, but I always visit when I'm back in town.
- My early interactions w/ the Library as a resident were unpleasant. I was fine continuing to use CADL, as I moved to EL from Lansing.
- The staff does not want patrons in the building and make that clear.
- Out of town often
- I don't live in the Library district; it is always an out-of-district visit. I continue to read real paper-and-ink published books, and am not interested in struggling with new software at every visit.
- I'm disabled and walking is hard.
- Hours: not open early
- Mom had 2 surgeries earlier this yr. & staying w/her during recovery, we would've loved Hotspot that worked (Hastings, Lake Odessa) but none of the libraries T-Mobile etc. 1's would work.
- I'd like to use design software and maker technology but I don't know how and not sure how to quickly/easily learn how to use.
- I love the Library, but fine I am on the go so much, I just can't get there. I plan to use it more.

- I have trouble returning materials on time, which now I know is because of ADHD. This has been a problem my entire life, and I still return things late at 46! So I prefer to use materials virtually because I can't forget to return an item on time. The only Library I used successfully was MSU- no due dates! I do enjoy sitting in the Library but I never go just to look for books to check out because I feel too much stress/guilt about it. Back in the day I had librarians there be judgmental about even small fines! As an honest/rule-following person this was hard. I still don't feel happy when I go to the Library because I left too many times feeling bad about myself.
- Busy lifestyle
- Inability to access the Library for free.
- Behavior of visitors in the 'teen room' as mentioned above. Does anyone seriously think this is appropriate for a public Library? The result of the loud, violent, and chaotic teen room is the exclusion of the rest of the community. I had to RUN out of the Library with my 2 young children after they heard the F word multiple times one afternoon. I haven't been back with them since. It is really unacceptable, and I can't believe we as a community haven't addressed this.
- Didn't have books on topics of interest to me.
- The fact that I cannot read print books. E-books intimidate me, because I'm a slow reader. I'd worry that I would need to return the book before I have finished it. I realize that I can renew the book, but I just haven't figured out how to do it.
- Zoning
- Traffic, parking, rowdy kids.
- We don't have/haven't been able to renew our Library card due to cost and have lately been opting to go to nearby libraries with free Library cards
- I didn't know there are such (cool) things like a laser cutter and sewing machine! Unfortunately, I don't know how to use them. Also, I'm in school as of now, and I don't feel like I have time to learn a new hobby, but I hope to in the future.
- Disappointed by the choice to use cloud Library vs Libby as cloud doesn't work on Kindle.
- I am not well informed about what is available to me.
- I moved to Ann Arbor!
- I no longer live in EL
- The weather.
- I need to prioritize time. There are so many resources I'd love to use. I just forget about them
- Despite being a long-term East Lansing resident, I pay for a membership in the CADL system. East Lansing' habitual exceptionalism is ridiculous when it's surrounded by an incredibly valuable, flexible and effective Library system.
- Since our kids have grown, I just don't think about going to the Library. It did play an important part of our life for nearly 20 years. So I value our Library.
- I was not fully aware of services.
- When I can't find the material I am looking for at ELPL.
- Library's embrace of wokeism and LGBTism means I cannot really trust it anymore, especially with our children. A program might look benign in its description, but what will they really be exposed to?

- In the summer, the opening hours of 10am are quite late for us, even a 9am opening would be more helpful.
- Sometimes the teenagers in the after-school hours are very loud and seem unsafe. So I avoid after-school times during the school year
- Not being an East Lansing resident, I wish it was part of CADL which I use all the time!
- I am no longer an EL resident so I am more likely to use CADL libraries, although I still do use some ELPL resources.
- I'd love to check out books for four weeks without having to renew.
- When I was in severe pain, lack of parking close to the front entrance and the stairs to the front entrance
- You're too good for CADL
- I just don't read many books, have my own internet until I started having my taxes done there, I just never went to the Library.
- i didn't realize all you had to offer!
- I was previously out of state and moved back to Lansing just recently. I am now a city employee and plan to use the Library!
- I was unaware of services the Library provided that would interest me.
- I am a techy person so I typically use Amazon, Kindle, or search engines to find/read the information I want
- I live in another city, but used to live in EL and worked at the ELPL.
- Not enough selection of classic literature and authors I like, such as Mary Stewart.
- I didn't have a car until this year.
- Our cards expired and have not had time to renew them in person.
- Having to pay an out-of-district fee
- Out of my way
- Just my busy lifestyle. I do like to take my nieces there and I'm trying to get my nephews to go as well.
- Many times books that I want are not available at ELPL. I also like to write in my books as needed as I use them as resources for teaching
- I moved to Grand Rapids, but my mom lives by the Library and loves going!

Q15 Are you aware of these services currently offered by the Library?
(please check all that apply)

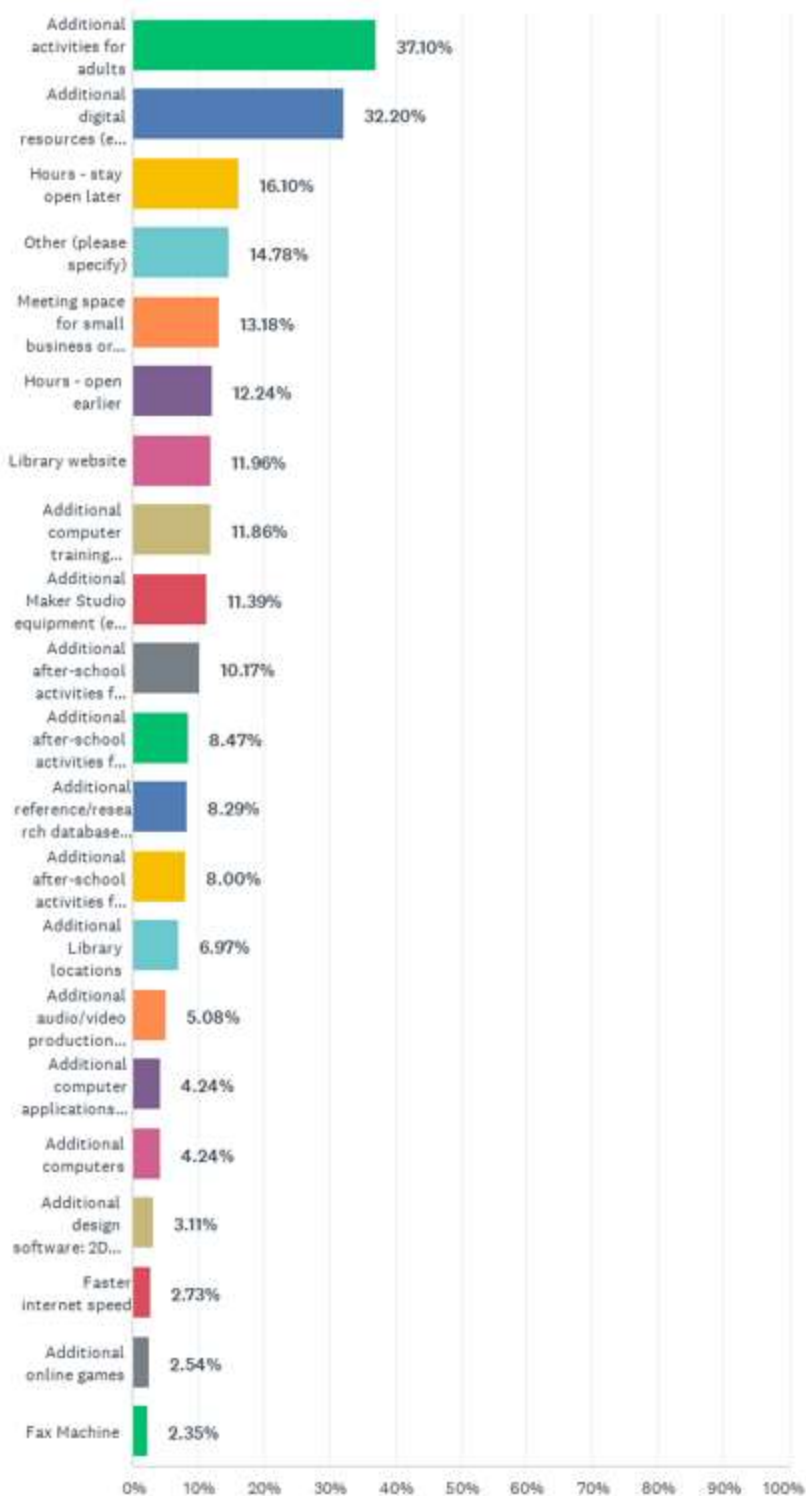


ANSWER CHOICES	RESPONSES	
Free books, DVDs, and CDs to borrow	83.56%	864
Ability to borrow from libraries statewide	78.34%	810
Free downloadable eBooks and eAudiobooks, streaming music and videos to borrow	74.76%	773
Free Wi-Fi on-site	74.66%	772
Trained librarians to help you access, evaluate, and use information	74.27%	768
Computers with access to printers and scanners	66.83%	691
Copier	64.12%	663
Meeting room	62.28%	644
Book Clubs	59.67%	617
Baby and toddler Storytimes	54.84%	567
Private study rooms	53.58%	554
Maker Studio	48.55%	502
Library of Things: wireless hotspots, power tools, musical instruments, etc. available for checkout	41.68%	431
Digital magazines	38.49%	398
Access to online resources such as consumer advice, investment research, car repair, learning a language, and tutoring	38.39%	397
Coffee & vending machine	31.72%	328
Wireless printing	25.82%	267
Total Respondents: 1,034		

As far as awareness of services offered by ELPL, nearly three-quarters of respondents or more were aware of free books, DVDs, and CDs to borrow, the ability to borrow from libraries statewide, free downloadable eBooks, eAudiobooks, streaming music, and videos to borrow, free Wi-Fi on-site, and trained librarians to help them access, evaluate, and use information.

Q16 Please consider which of the following possible IMPROVEMENTS to the Library's SERVICES OR TECHNOLOGY would be important to you.
(please check your top three choices)

Answered: 1,062 Skipped: 137



ANSWER CHOICES	RESPONSES	
Additional activities for adults	37.10%	394
Additional digital resources (e.g. eBooks, eAudiobooks, music, or movies)	32.20%	342
Hours - stay open later	16.10%	171
Other (please specify)	14.78%	157
Meeting space for small business or community group use	13.18%	140
Hours - open earlier	12.24%	130
Library website	11.96%	127
Additional computer training classes	11.86%	126
Additional Maker Studio equipment (e.g. computers, 3D printer, sewing machine, soldering equipment, hand tools, etc.)	11.39%	121
Additional after-school activities for elementary age children	10.17%	108
Additional after-school activities for middle school age children	8.47%	90
Additional reference/research databases and online resources	8.29%	88
Additional after-school activities for teens	8.00%	85
Additional Library locations	6.97%	74
Additional audio/video production equipment	5.08%	54
Additional computer applications/software	4.24%	45
Additional computers	4.24%	45
Additional design software: 2D, 3D, and graphic design	3.11%	33
Faster internet speed	2.73%	29
Additional online games	2.54%	27
Fax Machine	2.35%	25
Total Respondents: 1,062		

As far as improvements to ELPL's services or technology, respondents were most interested in additional activities for adults, additional digital resources, and the Library staying open later in that order. Also desired was meeting space for small business or community group use with 13.18% or 140 respondents expressing interest in that.

Other responses were:

- Sundays in the summer (and open earlier on Sundays)
- Hours open earlier and later.
- More hours (earlier and later)
- Extra hours (earlier and later)
- when I'm there with grandchildren I don't know how to operate the computers in the children's area
- ELPL Phone App (texts/notifications for holds, etc.)
- More Books/print

- Let's get rid of all the fluff and spend the money somewhere else. Have it be that you can check out a book if you need and use the money for summer activities with children in all our parks. Look at the statistics. How often are the machines checked out? None, one? This is a waste of money!
- FEWER technology in children's spaces! The Library should be a place where children can blessedly escape the screens that are now a ubiquitous presence in their lives, in school and at home. It is depressing that a space that should above all be consecrated to books has capitulated to the screen-ification of virtually all spaces in modern life.
- More authors as guest speakers
- Better tech for presentations in smaller meeting rooms
- Additional support/supervision/assistance with design software and Maker Studio equipment
- It's great as it is now, from my perspective (I'm 81, not looking for more activities and not into digital stuff)
- Puzzle Library
- Better marketing of the non-traditional Library services. Taking this survey is the first time I've heard of many such services and resources.
- More quiet study spaces - sometimes when school gets out, high schoolers can come in and create noise in the aisles while studying
- Update selection of reading club titles.
- more hours on weekends
- Would be cool if you had a way for patrons to use newspapers.com for free by using their Library account
- Adobe Illustrator, InDesign, and Photoshop
- Join CADL to increase the collection size
- more space, in general, like an upstairs
- I don't understand why electric vehicles are allowed to charge overnight at the Library, resulting in the taxpayers paying that bill.
- A bookmobile that would be in downtown E.L. sometimes
- Regular efforts to educate patrons on breadth of digital resources available would be helpful
- introductory sessions or tours to learn what resources are available and how to use them.
- Evening kids activity specifically for under 5s child
- Do you have full newspapers.com type archive access?
- I like physical books however I understand they are not storage space efficient. eBooks are an acceptable option.
- Activities for adults (e.g., DIY, personal finance) but with parallel children's activities
- Preloaded tablets, more kids activity kits, better toddler time (we go to other libraries for this)
- Join CADL!!!!
- Advertising your services and resources more. I did not know the Library has all the things it does until I took this survey.
- I am a senior Library user and would prefer more program availability in the daytime
- Less after-school for teenagers TOO noisy and rude
- Tablets, headphones, digital books and games for young readers

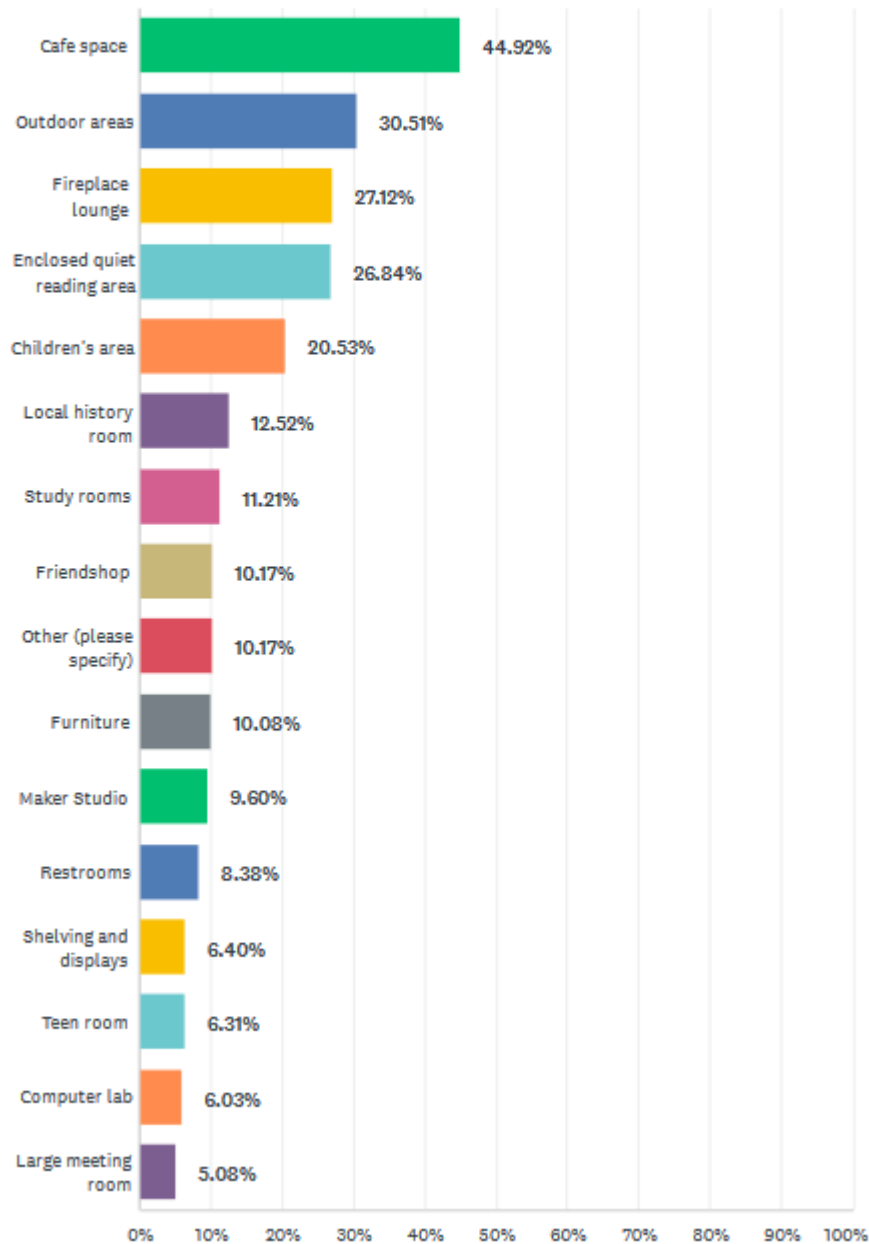
- More books
- We would love more activities and resources for elementary and middle school learners! There's tons of stuff for babies/toddlers/preschoolers, and a lot aimed at older teens, but very little available for kids ages 6 to about 12
- better management of students after-school
- More real books. I prefer to hold a book for reading
- More books inventory, including information, classics, international fiction and non-fiction
- The ability for MSU students to register for a Library card online--my application was rejected
- Broader advertisements of resources available
- ability to use resources such as Ancestry.com from home
- I would be interested in teaching a tai chi class for beginners and seniors but beneficial to all.
- More Hoopla borrows per person
- Continue to provide curbside pickup. Improve lockers pickup (seems to be inconsistent/glitchy)
- Only improvement suggestion is fewer homeless people and fewer solicitations at Library entrance
- An introductory class in using Maker Studio
- Additional energy plugs
- Outdoor programming; screen-free audiobook device for kids
- Teen room is troubling. A nice area is provided, yet noisy and disrespectful teens are all over, eating, talking loudly, etc. It appears to be a dumping ground for parents who don't trust their kids to get home and be alone for a couple hours in the afternoon ends
- Expanded parking
- Additional weekend activities for preschool or elementary kids
- Community gathering and engagement activities
- Morals
- more info on services offered
- Summer Sunday Hours
- More stuff kids, you are an important resource to many children.
- Join CADL. Don't be so elitist, snobby,& racist.
- I still don't understand how to find what films are in Kanopy
- I'm satisfied with current services.
- additional parking
- Hours - open on Sunday in the summer
- 0-5 class offer in afternoons. I love coming to the toddler class but must work or you don't run them during the summer
- more classic literature on CD
- More best-selling books
- Library order more new books . I often see books CADL has ordered and that ELPL takes much longer to order.
- coding class for the upper elementary or teens?
- ELPL Website can be slow/hard to access in-person at the Library when searching for Library materials. Unsure if it's an internet issue or a website issue.

- More books
- Be able to inquire about how to use my computer better.
- Adding a coffee shop/cafe
- Library app
- A broader radius so more of the community can utilize the resources you have available.
- If the Library were a safe space for all visitors, not a destination point for a rowdy few. That would be a really nice start. Noting also that, no Library staff ever returned my multiple phone calls concerning my terrible experience.
- I think the Library currently offers more items than necessary.
- More non-fiction books
- Possibly an app!
- open Sundays in summer! And later in the evenings, inc Fri and Sat.
- more books!
- Workshops, social oops.
- More books for teens - also replace missing children's books so we can read an entire series without having to find books elsewhere
- Cheaper cost/fee for Library cards
- Maybe the ability to rent out technology like iPads or digital cameras
- More books!
- More Legos more Legos more Legos
- Weekend activities for preschool and elementary school kids
- What happened to Quiet in the Library?
- Adult chess events
- Community gardening
- Mobile app, better integration with CADL, more extensive book collection
- become part of the CADL system
- Large format A0 printer
- More tables with access to outlets to charge computer
- Re: e-resources, if possible to expand the Hoopla daily collective balance, that would be helpful. Frustrating to have to borrow early in the day to borrow before the cap is reached.
- Library of things: cooking & baking items. Get a DW
- Better manage the Teen Rush that occurs each afternoon during the school year
- Larger collection of new books and DVDs
- More eBooks. You have to wait too long to borrow a book now
- Better selection of books
- More books
- How to download and use e-resources
- Open to non East Lansing residents
- Shared checkout privileges with CADL
- A broader and more inviting children's area, this will help bring in parents and kids and expose them to the Library and reading. make it more fun. with newer stuff- redesign- focus on the youth and bringing them into this world.
- 1:1 computer assistance, charging station

- I don't like the closed Sunday hours in summer. I'd almost prefer Saturday to be the closed day, with a short Sunday hours?
- I wish you were open longer hours on Sunday.
- Make it easier to get or renew Library cards online
- Professional librarians
- Just join CADL
- Allowing MSU staff employees to have EL Library cards.
- Being able to check out books from out of state.
- More teen audiobooks. Nice for trips.
- Bring 4K Blu-ray Discs (UltraHD Discs) of very few, select blockbuster movies
- Marking LGBTQ+ resources with a sticker on the binding (similar to the holiday books or historical fiction) for easy identification.
- Ability to reserve study spaces ahead of time
- young adult groups, maybe more towards college kids specifically
- Less technology in the children's space. Especially for the kids 0-5 years old, the American Pediatric Association recommends zero screen time a day. For kids 5 and up this is still recommended to be less than 2 hours. The iPads and computers added to the ELPL children's space has made it difficult to keep my kids engaged in reading and playing with the hands on toys there rather than just wanting to view screens. This from kids who do not even play screens at home. They see other kids playing the games and things and it's hard to want to focus on books. This is sad, since a Library really began with the conception of books and storytelling. The tech in the space is preventing this from happening in many cases. The vibe in the children's section has gone from mostly reading and playing to basically nearly all kids on devices and parents skimming their phones. Let's change this and move the technology to a designated space away from the early elementary books. Please :)
- I am a basic user: I just borrow books and DVDs.
- I think you do a great job! I would appreciate some classes on how to create short videos for marketing purposes.
- multilingual resources and language-learning programming
- Update in children's materials
- Become a part of CADL.
- Additional EV chargers
- I would love it if you had Overdrive. Can't promise to stop using CADL as well but I would use ELPL more for my reading as well as my child's!
- More blu-rays and dvds for movies and tv series
- Nothing, it's perfect.

Q17 Please consider which of the following possible IMPROVEMENTS to the Library's PHYSICAL SPACE would be important to you. (please check your top three choices)

Answered: 1,062 Skipped: 137



ANSWER CHOICES	RESPONSES	
Cafe space	44.92%	477
Outdoor areas	30.51%	324
Fireplace lounge	27.12%	288
Enclosed quiet reading area	26.84%	285
Children's area	20.53%	218
Local history room	12.52%	133
Study rooms	11.21%	119
Friendshop	10.17%	108
Other (please specify)	10.17%	108
Furniture	10.08%	107
Maker Studio	9.60%	102
Restrooms	8.38%	89
Shelving and displays	6.40%	68
Teen room	6.31%	67
Computer lab	6.03%	64
Large meeting room	5.08%	54
Total Respondents: 1,062		

For improvements to ELPL's physical space, respondents were most interested in café space, outdoor areas, a fireplace lounge, and an enclosed quiet reading area.

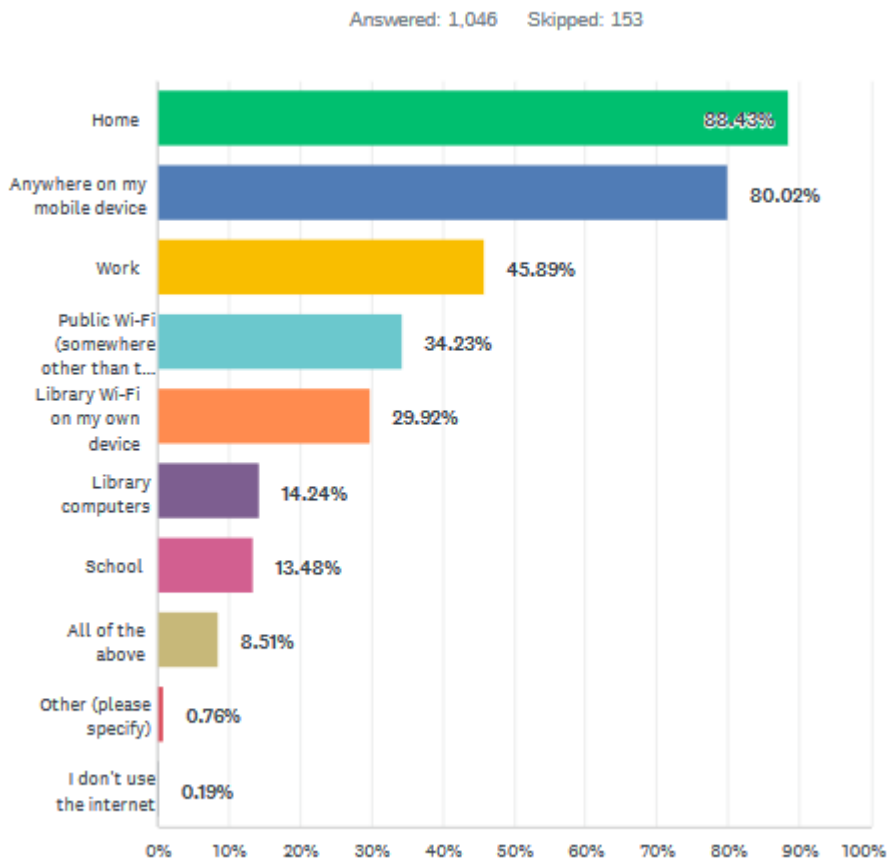
Other responses were:

- Outdoor areas and better community space parking.
- Take this down to just checking out books and move on.
- It breaks my heart to go into the children's space in the Library to see that it's one more place where children and parents have to struggle against the constant distraction of screens. There is a mountain of research on how harmful constant screens are for children -- and the poorest children are most vulnerable. Please return the children's section to a place where children can play and read without the distraction of screens.
- I find the Library comfortable and inviting: comfy chairs, windows looking to wooded area. Love it!
- I use the Friendshop often, but am not sure it can be expanded.
- Display local artists or art groups
- Maybe a (Biggby)coffee/Cafe with friendship shop. That way folks can grab a coffee and have a lightened conversation and not bother others studying. Have it in the front to the left. Also the computer lab by itself is a great idea. You can get more computers in there also it will be quite in the lab. Students wouldn't get interrupted by the Littles, or someone with a big mouth
- The Friendshop seems a little crowded.

- Teen room can get noisy - enclose it? Sometimes, homeless types have hung out, one had a weird habit of removing all ad card inserts from your magazines!
- Nothing applies to me -- I use what you offer, as you offer it, and adjust my schedule accordingly,
- no more noisy cafe space!!!!
- Engaging kid areas bring kids in and keep them occupied while parents gather books while also getting their interest piqued at a young age
- More access to outlets, there isn't enough
- Fewer brats
- bakery with the cafe space
- Better air purification systems so it is safer for immunocompromised people and all visitors
- Lockers for book pickup
- Move or sequester the teen space because of the noise
- EV charger(s); energy efficiency investments
- Expanded parking
- Bird feeders
- More seating for reading within the building
- Kid toilet
- Current children's area is mostly for toddlers or lower grade elementary kids. We need more reading space for upper grade elementary kids.
- additional eBooks and financial resources
- Maybe more/bigger teen space--they take up lots of room
- Outside playground
- Stop spending \$\$
- Get rid of the food & drink!
- Expanded access to more new books, either eBook or physical
- Co-working space
- I don't know if this is one of the other options, but adding in more private meeting spaces would be nice. Its really hard to reserve things
- More areas for group gatherings of up to 6 people. Comfortable chairs, no tables
- Better lighting on the front steps
- The teen room and expanded resources should be relocated to Hannah Community Center. Create a satellite space there in collaboration with ELPS and other teen-serving agencies?
- Make sure everything is accessible for people with limited physical abilities. Add info to website that makes it very clear like a tour so that people with anxiety of autism can see how it is set up and what to expect before coming- it would also help to make more things accessible online to reduce social anxiety
- I hate the orange wall in the meeting room, lol. I would love to see a refresh of the Library's paint/accent walls/color scheme. I think it's fun to have the space be colorful and I support having accent walls, but I'd love to have it look more cohesive and have better colors. also, more comfy furniture would be great.
- computer room to reduce noise in main space
- More peace and quiet like the old days. More whispering like old days.

- space for technology for kids that is away from books to encourage actual reading in the Library and rather than just screen time. Which is NOT recommended for kids and is already clearly a problem according to research across fields and disciplines, from physical health to mental health to education
- Parking
- more areas with comfortable seating, esp for elderly
- I would like to see the iPads removed from the children's area and other open-ended materials added (additional types of blocks, Legos, a puppet theatre, etc)
- I am really impressed with the physical Library! I think the spaces are useful, purposeful, and well maintained.
- What else could you possibly do???
- I love the East Lansing Library just as it is! (11)

Q18 Where do you access the internet? (please check all that apply)



ANSWER CHOICES	RESPONSES	
Home	88.43%	925
Anywhere on my mobile device	80.02%	837
Work	45.89%	480
Public Wi-Fi (somewhere other than the Library)	34.23%	358
Library Wi-Fi on my own device	29.92%	313
Library computers	14.24%	149
School	13.48%	141
All of the above	8.51%	89
Other (please specify)	0.76%	8
I don't use the internet	0.19%	2
Total Respondents: 1,046		

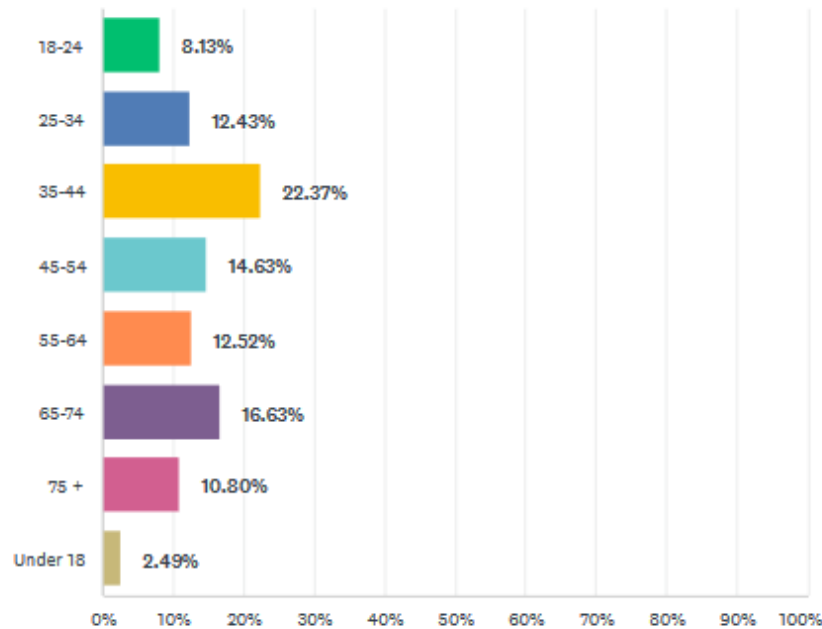
Most respondents access the internet at home or on their mobile devices wherever they are. One-third use public Wi-Fi somewhere other than the Library and 29.92% access Library Wi-Fi on their own device, followed by 14.24% who use Library computers.

Other responses were:

- Library hotspots
- Everyplace I go!
- MSU (as guest)
- check out mobile hotspots regularly
- Menards Garden Section

Q19 What is your age?

Answered: 1,046 Skipped: 153



ANSWER CHOICES	RESPONSES	
18-24	8.13%	85
25-34	12.43%	130
35-44	22.37%	234
45-54	14.63%	153
55-64	12.52%	131
65-74	16.63%	174
75 +	10.80%	113
Under 18	2.49%	26
TOTAL		1,046

About one-fourth of respondents were 35-44 years old followed by those 65-74 years of age. There were 2.49% who were under 18; however, all age groups were represented.

Q20 What might we do to better serve the community?

- Thank you for all you do! / Keep being amazing! / You're already great / We love you! (79)
- It would be nice to have some area reserved for quiet - if this is practical. Maybe it is just us "oldies" who long for some quiet space.
- You are doing a great job though I never understood why you didn't join CADL. I grew up in the area but moved back 18 years ago so didn't know what decisions were made in the time I was gone and CADL was formed.
- There was a super smash bros (video game) club through the middle and high school that my elementary aged boys were really interested in. I brought them once to watch and they loved it. Something similar for younger kids would be great. It would probably be best to limit the number of kids per session since they can get rowdy pretty quickly.
- Talk with city council about solutions to the rush of students hanging out after ELHS gets out
- I was unaware of the Library of things and had recently intended to inquire about this service. Better communication about what "things" are available would be helpful. I tried to talk to someone about this actually in the Library a few weeks ago but there was no staff person around to ask and the one at the front desk had a line up.
- Offer more services for elementary school children and curb the noise and cursing from teens, especially at the children's area. I understand this is difficult but perhaps remind teens they have a special area for themselves and young children need their space, too
- check better the returned material because we have been told to please return material that we have already returned
- Speech practice for young kids. Basically just volunteers who are willing to try to understand what my kid is saying. Also as a practice for social greetings/small talk/social etiquette.
- Please let kids play with free computer games.
- Continue to provide this resource space in a safe and friendly environment. Continue to provide the variety of options in which patrons may choose from. Continue to provide reasonably priced copy service. Continue to provide service at suitable hours and weekends.
- Have programs for teens where you learn how to use the 3D printer and wood laser where you can then do it yourself with help.
- Compare Midwest E Collection to Woodlands. Both availability and wait times. Check timeliness of ordering.
- More computers.
- Homeschool activities.
- Everything is great! I love how representative the books are when there is a national holiday going on (pride month, AAPI month, black history, etc.). The staff is also incredibly kind and helpful which I sincerely appreciate since I am here often! I think having more events within East Lansing would be a great way to get out there and see the community.
- I see some people in the Library who appear to be homeless. Perhaps the Library could partner with private/public/nonprofit agencies, offering resources on where they might find safe shelter, food, clothing and other essential living supplies. I think ELPL is a wonderful Library. The staff are very kind and helpful.

- It would be great to have a desk and a children's librarian present in the children's area during the day. Someone to greet children, recommend books based on their interests, and to generally engage with them. Also writing workshops for all ages would be great too!
- The computer space needs to be redesigned.
- By staying open. The Library is such an amazing place, I need to take better advantage of the resources available.
- Go to East Lansing Pride :)
- Have more snacks.
- I was amazed the other day when I heard that libraries are charged approx \$100/eBook AND it's only for a 2 year or 27(?) checkouts whichever comes first. I didn't realize this and always wondered why some eBooks became unavailable. Also felt guilty for not finishing a book thinking - oh I'll just check it out again.
- I think the Library is the greatest gift to the community possible. I love EL Library and all its wonderful employees! The place makes a huge impact positively!
- My granddaughter would like me to share my Native American exhibit. I would be willing to do so. November is Native American month. I am a Tribal Elder of the Little River Band of Ottawa Indians. "Chi miigwech". Big thank you.
- Native American displays.
- Services are great obviously. Great location, central and close to Hannah.
- Offer more community events for young adults (and adults) to connect and meet with people
- Make a Skibidi statue
- Hannah Community Center is less than 1/2 mile away and it's meeting room is underutilized. If Library study room/workspace were moved "down the block" it would free up space for more books and print
- Have more access to people who are visually impaired or deaf or using wheelchair.
- Ideally, the Library would be part of a large, multi-purpose complex of cultural facilities. In other words, a community center that is new, with up-to-date meeting spaces, technology, and facilities. In short, a 21st century Hannah Community Center.
- You are doing a wonderful job now. Maybe you could increase the outside area for donations - or let your patrons know what items are wanted/needed for donations.
- Just be a Library.
- Remove the iPads in the children's area. I don't think that they are useful for children's development, nor do they serve the overarching goals of the Library. Indeed, they are a distraction, and detract from children's engagement with books and literature.
- The ELPL is a wonderful resource and the librarians I've met are universally lovely. Putting iPads in the very middle of the children's section was well-intentioned, but it was a mistake. It would be an enormous win for the community to remove them.
- Classes for seniors.
- I think trying to engage the college students in the area could be beneficial.
- I loved the series of author events
- Bring me coffee in bed every morning!! Just kidding!
- More info on maker spaces. I know nothing about this. Larger selection of eBooks & audiobooks

- More borrows on the online borrowing. I hate when the daily limit has been reached for our Library. Maybe more passes too. We use the zoo pass. Could you get Impression 5 or Greenfield Village etc.? You guys are pretty awesome. My kids enjoy the kids/middle school programming and I love checking books out!
- Bring back One Book One Community and keep doing what you are doing - we love ELPL!
- more intentionally steward Library grounds with native plant species
- It would have been great to receive a mailed brochure from the Library after I had officially moved my residence to East Lansing letting me know about all of these resources. I have never been to the Library despite living here for 8 years and driving by it daily. This is because I was formerly a resident of Lansing and still have my CADL Library card. I check out around 75 audiobooks and eBooks per year through Libby and Hoopla. I have not considered getting an East Lansing Library card because I doubted that your online catalog on those two platforms was as extensive.
- East Lansing needs to increase the ELPL budget.
- Partner with local preschools more.
- Puzzle Library would be fun...we could donate a GREAT MANY to start...good ones ;-)
- Great job. The Library is lovely
- Teens in the Library are very disruptive (using loud vulgar language) & disrespectful- librarians ignore this very distracting behavior.
- Offer first aid/CPR certification classes
- I have trouble finding events on your website. It would be nice to pick up a physical copy at the Library every month. It's hard to find your tool Library on your website. I'd like more kid programming for school age kids (5-12) in the summer. Trying to attend all the opportunities to keep them reading this summer.
- Adjust the baby story times so that more of us can attend! I would love to come but they are all scheduled at the same time which is right in the middle of nap time for us. Time variation would be so very appreciated! I would also appreciate it if the Library was more cognizant of the fact that not everyone who lives in East Lansing adheres to the same political ideology. The Library is for everyone, and I truly believe your intention is to make everyone feel welcome, but sometimes when you push one side of the aisle over and over again it makes those of us who are more moderate or those who lean the other direction feel unwelcome.
- Continue to engage with the Community with inclusive programming and resources while reflecting on strategies to better develop relationships with patrons and support those that depend on Library resources to better their lives
- Maybe join up with CADL
- Need programs for teens but I don't enjoy taking my little kids there because the teen behavior is so bad after-school! Not acceptable in a public place like a Library. Makes me not take my kids there except on weekends or summer.
- Be more approachable
- More marketing of resources available at the Library
- My family loves to attend the community events hosted by the Library. I would love to see more family events, especially in the summer months.
- Expand communication about events and services
- It would be nice if there were more audio resources for learning languages.

- More engaging children's Library area.
- At age 75, I struggle with computer skills...dedicated appointments? I like the space at Delta Library for used books.
- We have children that are 1 and 4 and more toddler activities would be great
- Join CADL
- musical performances, some evenings would be nice, e.g. classical, jazz or singer-songwriter
- Game night on certain Fridays for middle/high schoolers. Same thing for the 21 and crowd on certain Saturdays. Nice fun way to meet new people. How about book clubs? One for beginners and one for the true book club folks.
- Merge with CADL
- Longer weekend hours Multiple entrances to the driveway
- Supporting houseless folks.
- This survey and focus group is great. Maintaining an open dialogue is a wonderful gesture of care and inclusion for the community. We value you and we feel good that you also value us.
- A bookmobile to check books and things out from that is right in the center of downtown E.L. would be helpful as a lot of us do not have cars, but we live walking distance to downtown East Lansing.
- We would love to see an outdoor space and a cafe/coffee shop in the Library.
- Provide community seminars on housing (programs available to different income brackets), DIY, Gardening, etc...
- Have a working online application for college students.
- Remind us of all your resources available through the eNewsletter
- Book on Tap: please don't allow people to dominate the discussion (example: Lillian) Films (DVDs) to check out: could you please get the Criterion collection? Bring back good adult movies, such as the feminist ones in 2019. Not popular (action or violent) movies but classics, international, and art films.
- Continue educating the public about what the Library offers and how to access it. Emphasizing that the Library is for EVERYONE. This survey, for example, is a great way to connect with people, find out what they value, what services, resources or materials they need/want and how to help everyone feel that the Library is for them!
- East Lansing Library is highly regarded, even when I lived outside of EL. The Library is a real gem to the community and we are fortunate to have such a great one. Although I don't have time to use it as often as I would like, I support any improvements and advancements the community recommends, including paying staff more. It's a valuable resource we should invest in.
- Why such wimpy hours on Fridays? Do you have the full newspapers.com type archive (e.g. Detroit Free Press back for the past century?)
- Continue asking, but most importantly, listening!
- The team is doing an amazing job helping folks with questions especially with the printer & scan machine. Is it possible to have a fax machine added to serve the need of faxing things. Thank you so much. We truly appreciate each and everyone of you. The team have some amazing people on there. My kiddo and I always look forward coming to the Library just because of the beautiful smile and greeting from the staff.

- I like the idea of bringing in experts on creative solutions to housing, transportation, other relevant issues and educating/mobilizing community members to help.
- Voting information
- Continue to promote BOOKS. They make the whole world accessible, and allow unique input from each reader. Try to educate patrons in how to use modern technology, without being used by it.
- Not let children scream so loudly while playing. It is very distracting. What happened to being quiet in the Library???
- More reading nooks
- Native ecology is in sore need of restoration, starting in our own yards. It would be great for the Library to facilitate and model this by restoring their grounds and providing workshops and seeds/starters for the community. It would tie nicely into the existing seed Library and STEAM programming.
- Please please please revamp toddler time and kid's area. We have attended maker time with older cousins and it was great, ty!! Would love preloaded kids tablets for road trips :) Thank you for listening!
- It would be great to not have the Library promoting LGBTQ+ things that are antithetical to children's rights and wellbeing. I'm glad so far that there has not been drag queen story hour. There is really no need to even fly a pride flag or promote LGBTQ+ books on the Library's summer reading lists or prominently display them. The Library can be a "safe" place without being in-your-face about this ideology, and it is less of a safe place for many because of it's stance and past actions.
- Ingham County is blessed with a robust and well-supported public Library system. While I appreciate the services the East Lansing Public Library provides, I wonder what we, as community members and taxpayers, are losing out on by ELPL remaining independent and duplicating efforts when we could benefit from the combined resources of the larger CADL system.
- Join CADL!
- Stay open later on Friday nights during the school year.
- Please keep in mind those with religious faiths who don't discriminate but do not celebrate or support LGBTQ
- Making yourself and your resources more visible to the community.
- continue to keep the Library quiet and respectful.
- Keep doing what you are doing! I enjoy coming to the Library and your always helpful staff!
- I would like a more diverse selection of banners out front. Asian/Hispanics/whites are not well represented.
- More robust social media presence might help the community know what tools and events that Library has to offer!
- More books
- Maybe have more activities connected with public schools in the area
- Don't forget us old folks.
- Just be available more - I feel like so often when we want to go to the Library, it's closed! Especially on days off for the kids, when there is so little else that is available to do that's educational.

- Increased monitoring and/or restrictions of teens using the Library after-school. This is typically when I am able to pick up books with my school-age son and we have heard a lot of loud, inappropriate language, bullying, etc. The Library is an important resource for all, but this environment is very unwelcoming for families with younger children.
- I love seeing outreach (job/house search, life skill classes, etc) for homeless and/or formerly incarcerated people, as well as stuff like workshops on local sustainability (eg in your own yard/community). Especially if you are able to expose more people to interacting with homeless people, to help work against prejudice in our community!
- The Library is already an invaluable asset to the community, you're doing a wonderful job :)
- You do a great job, it might be nice to have scholarships for Library cards especially when people live in areas that don't have or basically don't have a Library- like Bath. Some folks have an EL address but because they don't live in the city they can't use the Library without paying. It's SUCH a great Library, making sure it has equitable access would be wonderful.
- Keep working to get the word out on resources, services, etc and how to access them
- keep asking what you can do better.
- Improve air purification systems to make public spaces safer for everyone
- More Library branches
- More ways to get children to access books.
- Continue to offer high-quality resources and maintain excellent staff.
- Fostering real life non technology based interactions/meetings/ gatherings/. I think work should be done to go more analog as opposed to pushing for more technology or faster internet or more screens. I want real life actual people. I want to talk and laugh and do things that exist here, not in the cloud.
- Keep facilitating personal connections.
- More community events, libraries and public parks are some of the few third spaces I can inhabit as a young professional that don't charge to enter.
- You are doing great! I would like to see more older books kept at the Library.
- LESS CHAOS -- MORE LIBRARY
- You are already doing your best to meet community needs... please just stay in business.... Even if I do not use the Library as much as I did when I had small children, I support you in all possible ways.
- continue to offer MeLCat services; better facilitate book donations (I have many NEW books to donate), maybe facilitate some book-raising activities where people like me could donate class sets of books for children for local day cares or large print for elder care settings; please support LGBTQ+ youth and adults with a wide selection of books, engage the community in discussions about "banned books," making sure to include a wide variety of viewpoints and model ways for people to talk with each other about a book across differences in opinion. Thanks!
- Three ideas: 1) I would love to be able to move myself on the hold list one spot. For example, if I'm up for a book but already reading one, I would love to move it within the website/my profile one or two spots instead of going to the bottom. Maybe even a defer one spot choice in the system? 2) When there are books that are wildly popular, getting more than 2 or 3 copies so a patron isn't waiting for months. 3) A section for local or Michigan based authors!
- Fight book bans!

- Continue to provide contactless/virtual support/options due to mitigate/minimize the spread of COVID and other highly contagious diseases.
- Not sure. I love the ELPL and use it frequently, my only frustration is (1) being accosted at the entrance by solicitors. Some are very aggressive, it is awful. I now try to pick up my books in the lockers after hours to avoid it. And (2) the homeless people sleeping in the Library and doorway is upsetting. I have compassion but the Library is not a shelter and it drives patrons away.
- Your ideas are better than mine! I loved seeing children's groups using the Library this year. Maybe you've always done it and I just dropped in at the right time this year.
- Help convene citizens to meet each other, learn together, and be engaged.
- Please consider making the children's tablets as a checkout for in-Library use. Or adding a password that is readily available for adult to see, but not the kiddos. Separate space for tablet use? The noise from kids playing with puppets and play kitchen is a joy, but the noise from tablet games while encouraging my children to choose books is unbearable. Those tables are right by the baby board books right now; let's do better to make technology accessible within bounds!!
- If teens want to just socialize, perhaps the school district should resume the monitored after-school program they abruptly abandoned a few years ago, forcing the Library to pick up the slack
- Engage young people more in healthy activities.
- I would like to see another location.
- More language study and resources
- Include more clubs, workshops and programs for people 18 and older.
- Continue to serve everyone.
- Librarians at reference desks (main area and children's section)
- Library programs visiting area pre-schools to get kids excited about reading at an early age
- Several times I went to the lockers early and encountered people sleeping in front of the lockers. Once there was a loud verbal argument. The point of the lockers for me is to go on my way to work. If I feel unsafe, I leave my materials behind. I'm very sympathetic to people who lack the access to housing. If I leave my materials behind for personal safety reasons, it limits my access and use of the Library.
- Offer many activities for children that will enrich their lives and make reading a central part of their lives. Buy the best non-fiction books about history, culture, literature, animals, geography, and travel and continue to borrow from other libraries.
- Increase visibility (marketing).
- We have an East Lansing mailing address but must live outside your area and so we can't get a Library card to E.L. Library. It makes us feel a bit like we don't belong, so it makes us use the Library a little less than we would (this is probably more a me problem than a you problem). We love the Dino and bug days- thank you!!!!
- Quit indoctrinating our children. No child is made better by having been exposed to pornography.
- Bigger parking lot. More Library books.
- Keep Library open on Sunday year round.
- More tools in the tool Library

- Publicize the services you do offer.
- I'm here as a supporter of the ways ELPL serves the community already. If I have to add a suggestion to the box, perhaps consider additional campaigning for offerings outside of book borrowing; Increase community awareness of these programs and resources.
- On-site ESL courses
- Keep up the good work. My family and I have used the Library for 32+ years. Kids grew up going there for all of the programs and have fond memories. I miss the cozier design before the renovation.
- Being able to check out video games at the Library
- Keep young people engaged
- Free meeting space in the late evening for local non profits to use
- More locations & events.
- It would be lovely if there is a bigger audiobook selection (6k)! It seems like Okemos, Lansing, Haslett, DeWitt have shared 20k audiobook resources.
- Join CADL etc.
- Retrain the staff to have better relations with the public and not be openly hostile to people creating an environment that makes many people not feel comfortable coming in anymore.
- Publicize the resources more
- I do not have teens in my family but see heavy usage there from that age group. Possibly more offerings for them?
- Keep updating the book selection, including juvenile and young adult choices.
- Solve the problem of the teenagers who over take the Library after-school. It's very unwelcome for everyone else
- Run a short story competition.
- Since the remodeling, I miss the quiet magazine and reading area by the big front windows. I miss the puppet stage set up in the children's area. I miss a sense of cohesiveness.
- discount card to promote using local businesses or local events
- Those front steps need to be re-done. They are oddly shaped and awkward. Need to be wider, deeper, and maybe with a painted stripe on each. Some patrons have low vision, etc.
- I think you all are doing an amazing job!!
- Be open later. Already a really great Library!
- you're doing a great job!! the Library is one of my favorite places to visit in the community. I didn't know about your design and maker resources. I'd love to know if you offer a class to orient Library patrons to these resources and different classes to learn how to use these resources.
- More family events whether cultural or just fun activities for community to attend.
- Have one on one time to ask questions about the computer.
- More cultural/social activities for adults without kids
- More eBooks selection and checkout quantity.
- Make sure ALL young people feel welcome and accepted in the building, and that people aren't made to feel bad for returning things late
- Have a health and well-being section? It's the place to go for mental health books, physical health books, disease control books, edgy new research with advice on how to read such

materials. And experts come in to share their knowledge and resources that are available on that topic

- Keep pornographic materials out of children's and teen areas.
- Continue to build diverse collections and provide access to important information like local news
- I think the Library and its services are excellent. The only thing I wonder about would be some sort of enclosed/ more (?) secluded yet chaperoned/ soundproof area for teens to gather after-school that might contain their own machines for snacks etc. and materials of special interest to them
- Ya'll do a great job helping all of us. Thank you! That said, sometimes I have reference questions and I'm not sure who I can talk to about them. The people in the front are so nice, but it seems like not their job.
- The Library is not a welcoming space for people who simply want to enjoy a learning environment in relative peace and quiet. The Library has become a place we avoid. I do not understand why it is OK for teenagers to behave the way they do in the Library, nor do I understand why the ELPL thinks anyone will seriously participate in any activity when "Teen Time" is ongoing. The Library should serve everyone, not just a few. We need to identify alternative spaces, such as the Hannah Community Center, for teenagers after-school, and we need to have baseline standards for behavior, starting with: no swearing, no drug use, no fire starting. I also find it deeply upsetting that the Library involved in the 'fire in the bathroom' incident was publicly humiliated by the Library board, instead of respecting her personal information. Who on earth would even want to WORK at the Library under these circumstances let alone be a patron.
- Y'all already do so much! Please keep up supporting the many diverse needs in the community (career/employment services, food security, access to internet, etc.). These are all invaluable services that are important to many folks. Thank you for all that you do!!!
- Engage more with local artists, cottage bakers, more overlap with CADL and MSU libraries
- Keep doing what you're doing! Let us know how we in the community can come together to support you, as well!
- I think it would be a great idea to look into joining CADL - more resources for everyone!
- I think having more intentionality around communicating about teen presence at the Library may be helpful. There is a specific time of day when the Library is dominated by after-school programming, and I think that takes some people by surprise. Additionally, I would like to see limited Library hours on Sundays during the summer. I would rather have the Library closed on Sundays during the year and open for programming or checking out books during the summer.
- Please add some white and Asian persons on the mural outside of the Library. EL and surrounding area is multicultural not just Black.
- In my limited contact with the Library, I believe it has done a fabulous job. I hope the new Director carries on this vibe.
- You do a great job, but please have MORE BOOKS. I was devastated when you reduced the numbers of books so drastically after your renovation a few years ago. What a loss!
- I believe that two improvements would greatly increase the quality of services offered. First would be to introduce a warm food option like a vending machine that dispenses warm

foods or prepared meals in a space to heat those up. I suggest a remodeling of the store area into a small cafe style area with seating to support nutritional assistance to our community. I have an entire plan available to accomplish this goal. Improvement two would be to incorporate gardens and greenhouses around the property to not only teach the importance of food knowledge and self-sustainability but to use that food to feed the community. Best Wishes!

- We loved the STEM kits offered during COVID. It was so fun to have a curated activity; they really provided some sanity and we would love to keep doing them.
- It would be nice if you had a small coffee shop with seating to enjoy a cuppa coffee while working on my computer or reading.
- Expand small group learning opportunities on a wide variety of subjects.
- Offer more teen books
- More copies of popular books
- Highlight different services and spaces available in newsletters to familiarize others, but ELPL has many resources and does a good job w it already.
- Larger building
- Require the schools to help manage after-school group chaos
- Have a food cafe. More adult book clubs. Extended hours. More computer tech help.
- Puzzle exchange
- Please don't feel the need to jump in the bandwagon of every social justice topic of the week. We avoid the Library because we fear we will just be preached at about whatever the DEI topic of the moment happens to be. We're not anti-social justice, but we just want to go to a place where we can escape from the noise of the world and feel safe.
- Hold art classes in the maker area for adults
- Study spaces for college students specifically would be nice
- We have the greatest Library and I love that you are always trying to be better!
- Partner with other area libraries so we can check out materials elsewhere.
- I'm not sure what happened with the bookshop, but I really liked your options for physical media like CDs and movies. When I walk into the Library I feel it is geared more toward college students and children. Those may be the most popular demographics you see, but I'd love to see more things for the rest of the community to do.
- More community events in coordination with other agencies (private and public).
- More Legos more Legos more Legos
- Honestly, librarians do so much. I wish the social safety net was more robust so that you librarians would not be called on to do as much. Please know how much I appreciate the work that you do! PS. Book bans suck!
- Assure all users act in a civil and apply for a Library manner.
- I think more advertising of the Library's services online and through flyers would help spread awareness of them.
- I am most concerned about the City's reputation of drama and staff turnover. Anything the Library can do to increase transparency and share accurate information about the City would be helpful. I love the Library.
- Community garden/outdoor gathering spaces

- Join the CADL network, which has a far greater stock of materials and an easy way to get materials to your local Library.
- I think you serve the community pretty well but it would be nice to see more advertisements of what you do so your services can reach more people who are outside of the Library.
- Please stop being so political. ELPL is dear to me and my husband but I strongly disapprove of how liberal it is becoming. There has been a noticeable shift and while I don't want any books or subjects to be banned I wish there was a pathway to children's section that didn't include having to walk through divisive social issues. My family and I love people and are not unaware we all have freedom to live our lives differently it grieves me to see some lifestyles seemingly being pushed. Thank you for taking the time to read.
- Book recommendations based on previous checked out books.
- the only problem we had was in listening to e-audiobooks, they were all in use. but I think I read you've alleviated that problem.
- You guys are doing a pretty great job. But it would be really cool if there were more activity's for teens during the summer
- Offer homeschool opportunities.
- Integrate the Library's catalog with CADL to enable seamless borrowing across the system
- Join the CADL system
- We love the Library! I would love to see longer hours, and a cafe would be wonderful. I need there for business meetings, my kids go there after-school. And we use online resources a lot.
- Continue to be a safe space for teens and others who need a public place to go.
- Keep the book banners out.
- I love what you are doing. I have always been helped by staff with great attitudes.
- I find that I don't want to come to the Library after 3:00 during the school year. I find students are somewhat loud and the fact that they are eating greasy pizza in the Library is beyond belief. I think special areas should be set up for them at the back of the Library where they are a bother to the older patrons.
- Visit the Muskegon Library and it's teen room.
- Expand Library of things. Be more open minded about what's possible.
- Keep on doing what you do. The community reads programs have been important to the community but I didn't see them mentioned.
- Lower the cost of a non resident Library card, or have a reduced rate non-resident membership if they are members of CADL.
- As an East Lansing resident, I pay to be a CADL member too. Why? Because most material I want to borrow is not available at ELPL. I wish ELPL was a part of CADL. It doesn't make sense to be the only local Library that is not.
- Improve the Cloud Digital Library. Coming soon, or new titles get lost among 200+ titles. Use former model.
- I'd like to see a better Art exhibition area than the brick wall.
- Be open more hours. The Library is a tremendous resource, but people can only access it when it's open. The restricted hours during summer are especially frustrating.
- A separate, supervised area for teens so they aren't disrupting EVERYONE else at the Library from 2:45pm-5pm every day.

- Increase the range of non book items to borrow so we don't need to own occasional use items. (Like tools or garden supplies.) our son in Ann Arbor can borrow an incredible variety of things.
- I think you are doing a terrific job. The Howell Library hosts webinars for groups like the League of Women Voters. That's a useful service.
- I still don't understand why EL isn't part of the Capital Area District Libraries. It seems like EL exceptionalism prevents residents from being an inclusive and welcoming community participating in the broader region.
- You rock!
- CADL integration
- Online eBooks could be easier to get on Kindle!!!
- One-day Grace period on late fees for movies
- Be a professional Library. Forsake efforts to spread the sexualized religion of LGBTism, especially to children.
- Please bring back the One Book, One Community program including the writing workshop. I have missed it. And please keep investing in the available digital/audio books available through Cloud Library, Hoopla and Libby. I use those apps almost every day and have noticed the Cloud Library isn't updating as often with new releases.
- The Library needs a wider ranging and larger nonfiction book section.
- There are so many amazing resources at the Library. We have an awesome Library in EL!
- Offer opportunities to volunteer.
- Well, the limit on daily Hoopla borrows but you are already addressing that. And maybe if Sunday hours could continue year 'round
- I love MeL. Be sure to continue it. Might be worth more PR to make the community aware of it. I love the lockers, which provide 24/7 access to materials. Make sure that the Library provides an atmosphere of learning at all times -- sometimes late afternoons have been chaotic.
- Increased book inventory and perhaps a good audit of current inventory to replace old copies. More classic titles. I get concerned about the after-school crowd. I know these kids don't have anywhere to go but I have been there where it has felt unsafe and very loud. Could a tween/teen after-school area be a separate building?
- I love this Library. It is very nicely designed and very inviting. I would like do workshops on a variety of topics, such as travel, health, self-improvement, tolerance and inclusion, leading a life of purpose, and how-to classes for gardening, artwork, world languages, and more.
- Control the afterschool adolescents who are there to gather and chase each other
- promote more events
- Join CADL
- More hoopla borrows
- Merge with CADL
- I like the ability to check out materials with a CADL card as a guest patron- any further CADL integration would be helpful. I love the programs and community spaces available but would like to see dedicated "traditional" quiet spaces. Not necessarily silent study rooms but quiet spaces to read/work without normal volume conversations all around you.

- focus on the youth - ages 0-10. Remodel the kid's area and make it bigger. focusing on the youth will in turn pay out in long term use.
- Library outreach, such as booths at art fairs and other suitable cultural events.
- More baby/toddler activities
- I'd love to be able to check out books for four weeks without having to renew.
- Perhaps the mural on the north front facade of the Library has been explained, but it makes me wonder about white and Asian people are not depicted. Aren't all people welcome?
- more adult or all-age events, community/hobby related ones preferably. also, it would be nice if there was some really easy access document or page that suggested ways that one could give back to the Library. if there was some way for me to know if volunteers were wanted, or certain resources or supplies requested, I think I and many others would love the opportunity to give back
- More Library-on-the-Go events.
- Think about accessibility always: physical and mental
- I think mission creep is the real challenge: you should not be the sole entity trying to serve ALL needs of ALL people in EL. Partner with local groups who have primary responsibility for children: education, parks and rec, etc. THEY should be picking up some of the programming that you do because it is THEIR role. Also? I hate that mural. Yes, I understand why it was installed. And yes, art should be provocative. But it's terrible, detracts from the building itself, and makes me irritated every time I arrive at the Library. It's awful.
- I have loved all of the programs I have attended by Dr.B, and the outreach he has done in my school has been phenomenal! He is a true asset to the Library and the community as a whole. Any opportunities we have to continue to collaborate with him are amazing!
- Later hours. Buy more books.
- I wish teens could volunteer there. My teen loves books and would have loved to volunteer this summer to restock shelves or help in any other way, but I read on the website that volunteers were not accepted.
- Join CADL
- I'd love to see more fun programs for childless adults. A lot of times all the super fun "all ages" events are really just meant for kids and their families. I want fun adult trivia, games, cultural events, concerts, art, crafts, dances, etc. In addition to important informational stuff like housing seminars or current events. I think a lot of adult programming ends up being very serious, but adults like to have fun too! Also, I'd love to see more ecological awareness; maybe working with Adapt or something to rewild the Library grounds, and bring in more native plants and habitat for the nature around here. Everything is connected and this world is so precious; I'd love to see the Library take more of an active role in cherishing and protecting the natural resources it sits on.
- Open early on weekends and Sundays during school year.
- I do have a 12-year-old granddaughter that I wish was more involved with visiting and taking advantage of your resources but she is mostly uninterested.
- Have more stem toys and tinker items for elementary and younger children. And no tech in the play area
- It would be nice to have a higher limit on the daily checkouts from Hoopla so it wouldn't be necessary to wait until early in the next day.

- My vote is always for more Spanish books!
- More regular events with MSU and ELHS groups
- I would like a quiet reading space, or more chairs in a quiet area. The energy and vibrancy of having the babies-teens in the Library is wonderful, but it can make the space hard to enjoy if you want/need quiet.
- More notifications by email of events
- Offer community service/ volunteer opportunities. I'm not sure how or what but that would be neat.
- I am a big fan of the Library. The staff have been so helpful and friendly. My favorite place. In the winter, I love the fireplace and the comfortable chairs...I have been known to dose off (shhh), and it is nice to have a space like that. I am newer to the community and has really enjoyed what you have offered.
- Have more in-person events or activities for adults.
- More opportunities for adult book clubs or hobby groups (art, photography, gardening, community volunteering, yoga) on weekends and evenings for working adults.
- Please bring 4K Blu-ray Discs (UltraHD Discs) of select blockbuster movies. You usually buy several DVDs and Blu-rays of a single movie, and I suggest you replace one of the Blu-Rays with a 4K Blu-ray. Then, advertise on your website that you have purchased a few 4K Discs, and raise awareness about the much better quality of the 4K discs. Usually, you can buy a bundle of Blu-ray and 4K Discs at a reasonable price. There is a huge difference between Blu-ray and 4K discs.
- Please start bringing 4K discs for select movies. Start with a few 4K Discs (about 5-10) in 2025, then add a few more the following year. I want to donate my personal 4K discs to your Library to get this idea started. Here's our contact. (ehsan.ghane@outlook.com; mozhgan.foroughi@outlook.com)
- Enable more access to eMaterials. I dislike the limits imposed by Hoopla. Expand the hours of service to more hours in the a.m. Eliminate early closures.
- I think you all host great events that cater to the community, maybe some more options for adults would be helpful!
- Be more inclusive of more socially conservative families in the community. My children love to come to the Library but I limit their time due to content that the Library displays that is not age-appropriate for my children and/or our family values and beliefs. For example, we choosing to participate in a different Summer Reading Program due to the ELPL Teen Bingo board choices.
- Anything more you can do to encourage children to read would be helpful. Kids are in front of screens more than is healthy and reading is such a wonderful lifelong activity.
- I have only recently started engaging in more activities and services at the ELPL, but so far I have been extremely satisfied with staff and services
- Keep growing programs and materials, doing a great job
- Some of the resources listed in this survey, I was not aware of at the Library. I love the events like Books, Bites, and Bids
- If you could Share how to request books that we would like to be bought or have access to through our Library system.
- Health and wellness events (e.g. yoga) would be great!

- Collaborate with other city entities to provide better support the teens in our community
- You are doing great. The staff is amazing.
- More events
- Increase your collection of books and CDs and movies. Cut back if you need to on all the activities. Return your focus to the good old quiet days of libraries as resources of knowledge not as a noisy, community center. Pick your focus but be open to all types of books, Christian, non-Christian, conservative, liberal, multicultural, etc. in order to be as diverse as possible without excluding any groups
- Offer quiet study spaces and resources to the MSU students. Also, advertising the resources more to MSU students.
- Can you please ask local symphonies to give family concerts?
- Keep up with great programs for all ages in a diverse and inclusive space.
- make it easier/quicker to get a Library card
- Perhaps be a better steward of the taxpayers' dollars. Spending \$60,000 to have a DEI speaker spend a few hours with the city's staff and make a brief presentation at the Library is simply outrageous.
- Additional teen programming is always welcome as the Library has become my neurodivergent teen's favorite place, and a space he feels safe and comfortable and able to make friends.
- Would very much appreciate more Kindle options or subscriptions. Libby - I think it's the Woodlands Library? - is quite limited, and hoopla is good for audio but there's not much for Kindle
- Allow those who are members of nearby libraries to have free check outs at E. Lansing Library
- I love ELPL. My children and I come weekly. We love chess club, birding club, checking out books, the ease of putting books on hold, the waiving of fees on overdue books!
- more in-person programming on different subjects, please. and we love the Library and the librarians
- Bring back the "One Book, One Community" program.
- More adult classes
- Open registration for residents of other areas, like Delta Township Library does.
- Provide more opportunities(programs/meetings)
- Open earlier, especially in summer
- Consider expansion of the physical space. It seems quite crowded currently and noise easily travels. Meeting spaces are stark and not comfortable.
- Just keep doing what you're doing. I've been loving the Library since it went up - was it in the 60's? It's one of my favorite places to be.
- Keep buying books! You're doing great!
- Knowledgeable speaker(s) on civic issues; workshops on journaling, early advance planning of important documents, wishes for when one dies; teaching workshops; assistance to seniors on how to spot frauds and scams.
- Reduced Library card rate for 70+ year-old patrons.
- Become part of CADL.
- Encourage civil public dialog and hold thought-provoking seminars.

- I think it would be helpful to have a librarian stationed in the children's area to help with finding books (I know there is a children's librarian, but I don't usually see her unless she's leading a playgroup)
- Get a Library resident cat!
- Bring back the Friends of the Library book sale
- Enjoy the truck at the farmer's market
- Increase the daily allocation for Hoopla app
- More audiobooks on Libby.
- Better hours during summer months
- The building could be better.
- Give more free books
- Thank you for doing those and for this easy-to-use survey.
- I love the Library! It was a lifesaver during COVID, and we still use it regularly. I can't think of anything you can really do better. We're very happy with the Library as it is.
- Nothing. It's a great Library with great resources and staff.
- Please keep doing exactly what you do so well
- This survey is great; you are doing a wonderful job!

APPENDIX D:

Strategic Planning Retreat - SOAR Analysis

HOW WE FEEL AS WE BEGIN:



MISSION

Who do we serve?

- Anyone who walks into the Library
- Greater Lansing residents
- All members of community
- All ages
- The Community
- Anyone
- Residents and surrounding areas
- MSU/ELPS students
- World at large
- Underserved in need of free resources
- COEL residents (taxpayers)
- Residents of EL
- Everyone
- People @ outreach
- Community members

Note: "Attempts to make this more granular goes against the spirit of 'Everyone'"

What do we do?

- Books
- Public
- Collections
- Inspiration
- Creating community
- Community gathering place
- Go-to place for learning
- Pay attention to people
- Empowering the future
- Level the playing field
- Improve lives/community
- Safe haven; free of judgment or bias
- Barrier-free access to knowledge
- Technology
- Literacy
- Programming
- Space
- Safe place
- Information and materials
- Cultivate literacy (info, digital, etc.)
- Make political process more transparent
- Empowering people to become their best selves through building connections, ideas, one another and opportunities
- Welcoming and inclusive
- Access to knowledge, learning, recreation, and community gathering

Why do we do it?

- It's valuable, essential to human flourishing
- Almost no one else does it this effectively, for free
- We do it because it's rewarding, fun, and meaningful
- To empower our community
- Happier and joyful world
- Sense of fulfillment
- Foster a caring community
- That's what a library should do!
- Community pays us, give them what they want
- We're here because we want to be
- We're a better community when we can grow together

- These things are too important to human flourishing to keep behind a paywall
- Tour guides to a world of possibilities; not gate keepers of knowledge
- Value equity and accessibility
- Serve the people and community
- Professionalism
- Smiles! 😊
- We're funded by a supportive community
- Protect and cultivate democratic ideals
- Empowerment
- Equip people to make a positive change
- Meet/create community
- Disrupt pay to succeed model
- Informed citizenry
- Cultivate a brighter tomorrow

CORE VALUES

Strengths

- Materials
- Services
- Empathy
- Spirit of helpfulness
- Staff!! & united staff
- High expectations
- Dedicated Board of Trustees
- Dedicated Friends
- Appreciative community
- High level of support (millage)
- Commitment to growth
- Customer service
- Robust programming
- Serve everyone equally to best of ability!
- Commitment to DEI
- Programming/outreach
- Customer service
- Space
- Collection
- Supportive community!
- Marketing/communications
- Maker studio/STEAM theme days

- Talented, caring, intelligent, hardworking staff (and unions!)
- Free books/engagement/resources for EVERY age and stage of life
- Friends of ELPL!
- FREE!
- When we're working as a team, we're incredible!
- Intelligent staff – cognitive, social/emotional
 - passionate
 - caring
 - innovative
 - welcoming
 - open
 - affirming
 - empathetic
- Progressive, forward-thinking values
 - striving to be at forefront of inclusion
 - responsive AND leading
 - NOT issue-chasing. Considers whole picture, systems thinking
 - not afraid to test the waters
 - innovative
 - trust-filled conflict, healthy disagreement
 - valuing all voices
- Community LOVES library – engaged – spark joy
- Inviting physical space
- Collaborative spirit – partnership
 - democratic
 - non-transactional

Top Strengths

- Materials and services
- Board care
- Friends – Financially, store
- Staff - on top of industry
- Dedicated Board of Trustees
- Dedicated Friends group
- Customer service
- High level of community support (millage)
- Talented, caring, hardworking staff (and unions!)
- Exceptional customer service to everyone to the best of our ability, with a commitment to DEI
- FREE books and materials, engagement, and resources for EVERY age and stage of life

- Friends of ELPL!
- Supportive, engaged community!
- Programming and outreach (including Maker Studio!)
- Communication about all of the above 😊
- Staff (intelligent, passionate, innovative, creative)
- Progressive, forward-thinking values (innovation)
- Healthy, trust-filled conflict
- Engagement with community
- Collaborative spirit, democratic vision
- Inviting (physical space, approach) – place for patrons to be
- Committed to learning and growth
- Collection – relevant, diverse

VISION

Aspirations

- Expanded resources (staff, spaces, outreach)
- Organizational culture & structure
 - flourishing
 - innovative
 - trusting
 - consistent
 - transformational
 - nurturing
 - democratic
 - collaborative
- Community partnership & engagement
 - reducing division – bridging differences (MSU, City of EL, ELPS)
 - model and practice collaboration
 - reflection of the community and vision
- Innovative, nimble, responsive
 - empowering growth, learning
 - cultivating opportunities to build unity
 - our job is to help all people succeed
- “Building a better community”
- “Making a difference”
- New multistory building with adequate and functional space (ie teens, meeting space, maker studio, collections, Friends) – Gather Better
- Staff that is heard and works together to create solutions

- A HUB for resources of all kinds (info, education, entertainment, community resources, partnerships, ...)
- Native ecology restoration to grounds
- More staff and more training opportunities for all departments
- Relevant and engaging programming and materials
- Continue to connect community to ideas, opportunities, and one another
- More harmonious patron usage of space
- MORE of what we do well: programs/attendance; materials/usage; space/gathering; staff/training
- To lift up the vocation of librarianship – a model/paradigm library
- Collaboration with community partners, etc.
- No silos or divisions
- Implementation of short and long-term goals, including SP
- Revamped space! Especially the teen space
- Teens feel full ownership of the library
- Good, healthy, supportive, united workplace
- Empowering people to seek information and new perspectives
- Autonomy/clarity on relationship with CoEL
- Operational efficiency
- Pizza

Top Aspirations

- Place that trains leaders “aspiring leadership”
- Less transactional, more transformational
- Shifting approach – provide resources, support self-empowerment
- Expanded spaces
 - satellite locations
 - on the go
 - MSU library
 - barrier-free
 - all purposes
 - to collaborate, interact, socialize
- More staff
 - internal and outreach
 - collective sense of responsibility
 - less “stay in your lane”
- Strengthening relationships
 - Less town and gown division
 - business, ELPL, MSU, City of EL

- gathering space, barrier free, democratic
- mutual sense of trust and respect with leadership
- “Saved my life” “Democratic forum” “Building a better community” “Making a difference”
- “Empowering literacy, learning, connecting, growing”
- Unified, responsive at all levels of librarianship
- Innovative
- New multi-story building with more space(s), accessible – more harmonious patron usage of space
- Native ecology restoration/community gardens to grounds
- To be a model/paradigm/leader of modern librarianship – lift up the profession
- A HUB for resources of all kinds – info, education, entertainment, community, partnerships, etc.
- More staff, more training in all departments who collaborate in a heard and valued way (positive, inclusive, supportive, democratic work culture)
- Expanding what we do: more programs/attendees, space/gathering, materials/usage
- Enhanced collaboration with community partners, etc.
- Revamped/better space, esp. for teens
- Teens feel ownership of library spaces and services meant for them
- Well, healthy, united, supported/supportive workplace
- Operational efficiency
- Autonomy/clarity relationship with City of East Lansing
- (Pizza every day)

Vision Statements & Visual Representations of Vision

(*** represent dots from Energy Gram – “Which gives you the most energy?”)

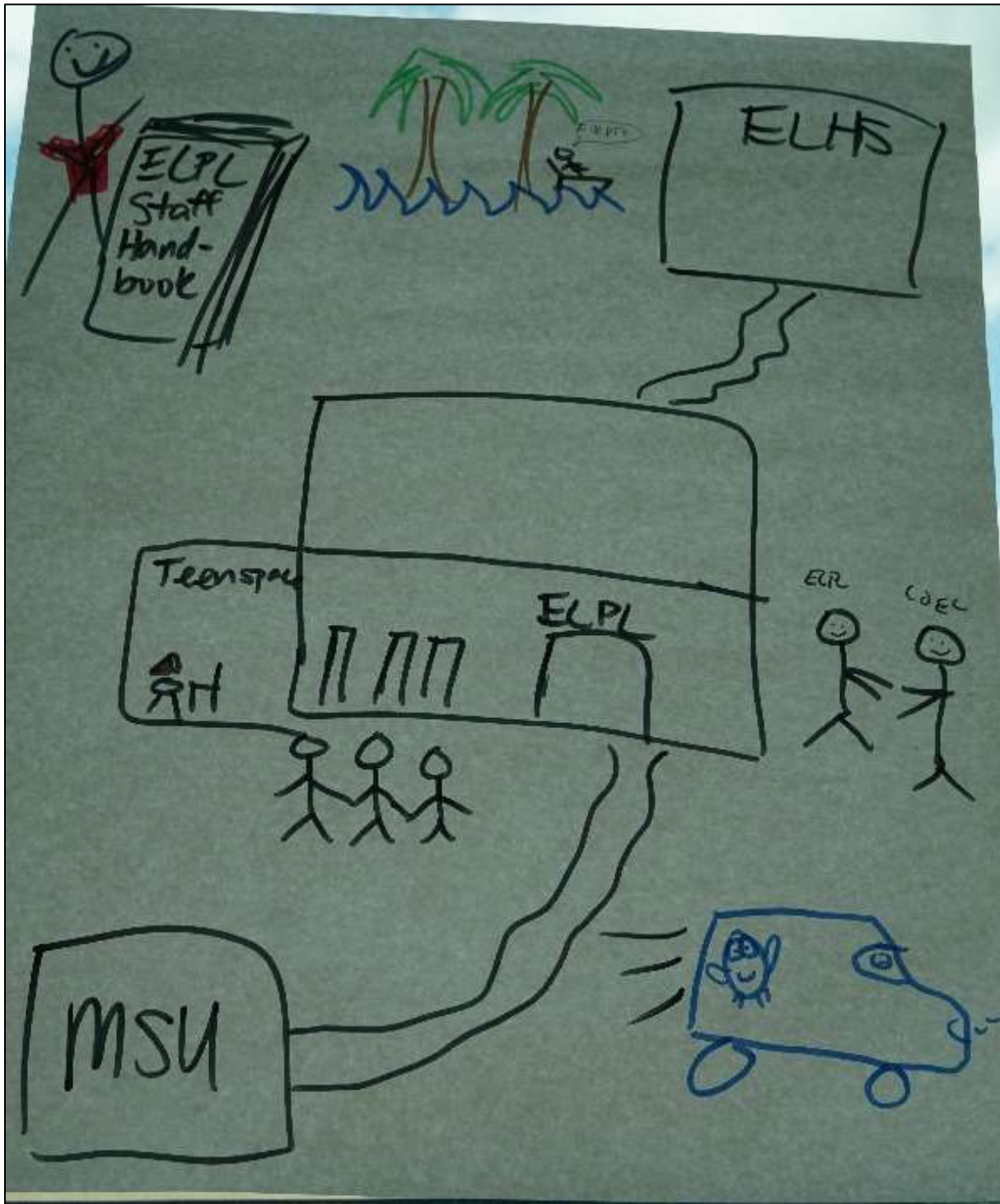


*******Energetic and knowledgeable library staff connect the community to ideas, opportunities, each other, and the world around them, in a new state-of-the-art building. 😊**



****Through a collaborative and transformative culture we are fostering opportunities for discovery.**

(BONUS: Reimagining ELPL as a true space for everyone. A cornerstone of the community that uplifts and strengthens bonds within and without.)



****ELPL: Building a strong, healthy library to inspire collaboration, curiosity, and engagement. (hoo hoo owl pizza)**

KEY STRATEGIC FOCUS AREAS

Opportunities

- Reconfiguring the space – building, grounds to meet the needs for local history, programming, gathering space, and ecology
- Create new ways of working together and documentation
- Moving toward trauma-informed librarianship
- Define and communicate our relationship with CADL and work on collaboration with them and other neighbors
- Opportunity to DO MORE!
- Cultivate safe engaging, intergenerational gathering spaces for the community
- Explore and pioneer what modern librarianship looks like (staffing and services)
- Build bridges and smash barriers!
- We have the opportunity to save the world from close-mindedness, bias, spite, and greed.
- Model for other libraries
- Evaluate disparities in patron desires and abilities to create and functional space
- Build trust at all levels of staffing to foster an energetic and engaged staff
- Collaborations/partnerships
- Community engagement
- Reimagining/expanding (spaces) (mindset) (operations)
- Shared sense of purpose
- Community building
- Fostering a sense of belongingness – Responsive DEI
- Maximize staff development resources/org. sustainability (Goal)
- Internal structure – build and develop
- Build real and meaningful connections with community partners
- Charter review – opportunity for clarity with relationship with CoEL
- More active and collaborative relationships with EL Schools
- Revamp teen space – expand – enhance
- Staff handbook
- Be a model for community support
- Challenges:
 - Democratic spirit – collaborative vision
 - Checks and balances – broadly speaking
 - Idea flows, buy-in, communication

Affinitized Groupings of Top Opportunities, draft names

(Place) (Partnerships, Collaborations)

- Ignite collaborations, partnerships, and community engagement
- More active and collaborative partnerships with ELPS
- Define and communicate our relationship with CADL and work on collaborations with them and others
- MSU
- Be a model for community support

(Space) (Operational Expansion, Innovation)

- Reimagine and expand mindset, spaces, and operations
- Build and develop internal structure
- Reconfigure space – building and grounds to create a safe and collaborative environment
- Create new ways of working together and build documentation and trust

(Purpose) (Belonging)

- Fostering a shared sense of purpose and belonging
- TIC (trauma-informed care) librarianship
- Explore and pioneer what modern librarianship looks like, including trauma-informed librarianship, staffing in-services
- Opportunity to build bridges, smash barriers, and save the world from close-mindedness, bias, spite, and greed!
- Safety

Across all 3 groupings, we want to remember, will be:

- Staffing
- Engagement
- Collection
- Communication

Results

(Place) (Partnerships, Collaborations)

6 months:

- More card sign-ups from MSU students/faculty/staff
- Events with other libraries
- Library On The Go policies and procedures
- Partnership/Collaboration request form
- One meaningful collaboration with East Lansing High School
- Regularized partnership meetings and plans
- Planning, meetings, communications with potential partners
- TS Librarian at school regularly
- School staff at Library regularly
- Communication on the relationship with CADL
- Regular program in high school ?ing school staff

2 years:

- Successful MSU Collaborative Engagement
 - Library card program
 - Deposit Room/collection @MSU libraries
- Increased attendance at Outreach
- Joint grant/project at schools
- Signature event collaboration with ELHS
- Positive Feedback
 - News articles
 - Program attendance
 - Decreased complaints
- Partner relationships, partner feedback, partner expansion
- Space within MSU

(Space) (Operational Expansion, Innovation)

6 months:

- Engagement building form
- Staff Internet
- Regular Department meetings and Team meetings
- Happier patrons
- More positive teen/tween behavior /attitudes
- Develop survey/evaluation process
- Fully updated policies, procedures, staff onboarding handbook/Intranet
- Begin process to revamp teen space

- Processes for onboarding new staff
- Staff/Collection expenditures increased to meet benchmark standards
- Intranet and/or handbook
- Planning for pop-up spaces/places
- Rearrangement of space (calls for plans, funding, for building and grounds)
- Staffing expansion plans

2 years:

- Pop-up libraries in strategically selected locations
- Funding secured, plans in place for expanding physical space
- Energized engaged staff
- Equal or greater comparative benchmark metrics
- Updated outdoor space
- Complete set of procedures with standardized update schedule
- Construction to space/infrastructure
- Handbooks
- More staff
 - Staff feedback, surveys
- Increased collection turnover

(Purpose) (Belonging)

6 months:

- Onboarding process that trains in Trauma-informed Care
- Internal Collaborations
- Increased visits to the Library
- Facilitate patrons to answer..."I am for a library that ____." to develop how to increase belonging and engagement
- Trauma-informed Care training
- All staff have trauma-informed care training and certification
- Standard, frequent feedback collection
- Planning engagements expansion (#, depth, breadth)

2 years:

- Staff makeup that reflects the community we serve
- Overall increase in patron engagement
- Major engagement event completely led by community taking place in the Library
- Formal documented role for Teen leaders
- Staff Satisfaction
 - Retention
 - Applicants

- Unity
- Feedback from focus groups/survey outreach to most marginalized groups on belongingness (teens, unhoused, non-residents, etc.)
- More engagement (#, depth, breadth)
- Patron/attendee feedback

APPENDIX E: Operational Retreat



TARGETING RESULTS

The groups prioritized the 3 Strategic Priorities.

VISION: We connect our community to each other and the world around us.

ORDER OF STRATEGIC PRIORITIES:

- Ignite Collaborations, Partnerships, and Community Engagement
- Foster a Shared Sense of Purpose and Belonging
- Expand Mindset, Spaces, & Operations



BRAINSTORMING POTENTIAL ACTIVITIES

Groups brainstormed potential activities that would support each Goal. Each person chose one activity under each goal that gave them the most energy, indicated by *.

STRATEGIC PRIORITY: Ignite Collaborations, Partnerships, and Community Engagement

GOAL: Enhance meaningful connections with community partners

- Bikemobile
- Local business that appeals to general interest (enrichment activities for adults) ***
- “check out” aka human library (learn from each other)
- Programming for seniors (collab with Hannah)
- Community focused adult programming (ie, craft with local businesses, local entrepreneurs) *
- Strengthened MSU connections
- LOTG on campus
- ELPL in MSU Library **
- All staff seek partnerships
- Partner database
- Techno tutoring with Tech Mobile
- Meeting space incentives for outside groups
- Community displays *

GOAL: Cultivate a collaborative spirit within the Library and the community

- Be present in the community – go to where the people are
- Evaluation/feedback program **
- (Lynda/LinkedIn Learning) program
- Essential life skills **
- Community highlight program
- “Librarian for the Day” program *
- Design contest for library card/logo/bookmark *

GOAL: Be a model for community transformation, support, and the democratic process

- Surveys *
- Add surveys to check-out slip ***
- Host town halls for community *
- Current events discussion program with speakers **

STRATEGIC PRIORITY: Foster a Shared Sense of Purpose and Belonging

GOAL: Seek to find common ground, equity, and unity

- Work/independent study *
- Digital literacy offerings
- Mentoring programs *
- Grant/scholarship program *
- More all ages programming **
- Promote ELPL by presenting at conferences
- Re-evaluate library roles
- More Maker programming
- Focus/define
- LOTG (another one?)
- Outreach policy
- Maker intern/more staff *
- IT Intern
- More diverse outreach to more schools, preschools, special education, group homes, CoEL summer camps *

GOAL: Guide our community in telling its story

- Local history *
- More comms staff ½ *
- Hire local history staff ½ *
- Oral history program ***
- Human library program *

GOAL: Explore, pioneer, and model modern librarianship

- Community dialogues *
- One Grand Read! TM (community read program) *
- Underserved communities outreach ***
- Passive feedback/talkback boards
- Nonresident fees/scale
- Promote/re-evaluate card types
- TikTok endeavors **
- Mentoring programs

STRATEGIC PRIORITY: Expand Mindset, Spaces, and Operations

GOAL: Build and develop a sustainable, supportive, transparent internal structure

- Standardizing on-boarding *
- Employee handbook/procedure manual **
- Recognition program *
- Intranet ***
- Mini Grants (Friends)
- Mentoring

GOAL: Reconfigure physical space to better meet patron needs and aspirations

- New building *
- Offsite storage
- Satellite spaces ***
- Environmental assessment
- Native ecology (landscaping) (ADAPT group partnership) *
- Sustainable Library designation *
- Local History (space, structure, storage)
- Accessibility Audit (clunky spaces, teen room, etc.) ***
- Sound Study
- Extension @ Hannah Community Center
- Modernizing the Library
- Café
- Study room reconsiderations

GOAL: Reinvent new ways of working together and deepening trust

- Recognition program
- Formalize the O3 process
- Handbook
- Social outings **
- Cross training/shadowing
- Professional Development **
- Self-Care program ***
- Shared PTO Bank
- Logo wear for staff

IDENTIFYING ORGANIZATIONAL COMPETENCIES

What does the organization need to do internally to achieve the above?

STRATEGIC PRIORITY: Ignite Collaborations, Partnerships, and Community Engagement

STAFFING:

- More = national average
- PT to FT
- Outreach Librarian
- Volunteer coordinator
- Data analyst
- Videographer
- More book vending machines
- Satellite library staff
- Assistant Director
- Maker/IT/comms staff

COLLECTIONS:

- More collections staff
- Collections Guidelines
- Collections to support programming/outreach
- Outreach collections process/procedure
- LOTG purpose
- Expand Library of Things broadly (cookware, puzzles, board games, sports equip, etc.)

FUNDING:

- Supplies for programming
- Outfit satellite locations
- Fundraising
- Bond issue
- Grant writing
- Scholarships
- Friends

MARKETING:

- Increase Comms team
- Infographics
- Targeted surveys
- Branding campaign
- Online library store (merch)/branded swag
- Resale store (outdated assets)

POLICIES:

- Outreach/programming
- Practice for public convo programs
- Schedule for revisions
- Procedural Manual
- Employee Handbook
- Staff intranet available

LOCATION/BUILDING/FACILITIES:

- New crib!
- Caregiver stations
- Empty storefront on Grand River
- Space study
- Empty room @ MSU

TECHNOLOGY:

- Data analysis tracking software
- Portable AV options
- Internet access on LOTG
- Tablets for engagement/evaluation
- Bikemobile
- More Beanstack programs/challenges
- Staff education

PARTNERS:

- MSU
- CADL
- CoEL
- EL Business Community
- ELPS
- Capital Area Literacy Org
- Social service agencies
 - Haven House
 - Punks w/ Lunch
 - Salus Center
- Rotary
- Kiwanis
- Friends

STAFF DEVELOPMENT:

- PTO for Staff Development
- MCLS, ALA, PLA, MLA, etc. – webinars
- Team building/Outings
- Team strategies

OTHER: NA

STRATEGIC PRIORITY: Foster a Shared Sense of Purpose and Belonging

STAFFING:

- Marketing intern/staff
- IT intern
- Local History staff
- Community Outreach staff/coordinator
- Social media/Communications staff
- Adult Services Specialist
- Separate full-time school liaison?
- Maker staff

COLLECTIONS:

- Expand in all areas:
 - Library of Things
 - For programming
 - Consolidated local history collections
- Revisit collections diversity audit
- Newspapers.com
- MSU

FUNDING:

- Grants (CoEL/ELPL (New) Grant Writer)
- Scholarships
- Capital Campaign
- Friends of ELPL!
- Fundraising
- Commercial donors
- Budget for student study/mini grants
- Funding for conferences/presenting

MARKETING:

- Quarterly – mailing to EL residents
- ELPL intro in New Resident folder
- Connect with Market ELPL through monthly/quarterly newsletters/apps/published by schools, preschools, senior programs (CoEL/Hannah)
- Community Bulletin Board/CoEL newsletter
- Board books for babies!
- Welcome packet for new parents/new babies, partner with hospitals

POLICIES:

- Expand, update, modernize
- Involve all staff for providing input
- Accession policy and more for Local History
- Guidelines for safe/respectful community conversations
- Work/study policy
 - Using time on clock for professional development and MLIS degree work
- Grant/scholarship policy

LOCATION/BUILDING/FACILITIES:

- Expand storage
- Continue purging
- More/bigger meeting space
- Space study
- Local History!
- Extension locations
- Outdoor performance/program space

TECHNOLOGY:

- Digitization station
- LOTG updates
- AV updates -? beginning in October
- Cell phones and laptops for staff
- Recording equipment for oral histories
- Survey tools
- Digital

PARTNERS:

- Book stores/shops (that also do programming – partner with them?)
- CADL
- Local businesses
- Grand Read partners
- LCC
- MI Works – employment skills workshops

STAFF DEVELOPMENT: NA**OTHER:**

- Bus passes!/Schedule change

STRATEGIC PRIORITY: Expand Mindset, Spaces, and Operations

STAFFING:

- We need more staff (permanent and/or interns)
 - Satellite spaces
 - Local history
 - HR specialist
 - Driver to move resources around
 - Grant writer
 - Makerspace
 - Communications
 - IT
- Contract services
 - Accessibility audit
 - Space audit
- Logo wear for staff when you get hired/money for swag

COLLECTIONS:

- Vox books (Tonie boxes)
- Formalizing selection process (recommendations from staff)
- More space
- Expanding connections to fulfill community need
- Consider – what would we put in satellite spaces?

FUNDING:

- Grants
- Friends
- Bonds
- Foundation
- Partners to share spaces (MSU, Hannah)
- Capital campaign?
- Scholarships
- Donations
- Promote name recognition programs
- More Library merch! (Shop and resale shop)

MARKETING:

- Tik Tok (and similar, videos)
- Getting avenues of social media
- Team jerseys

POLICIES:

- Unused resale of old equipment
- Intranet policies/what to post
- Shared PTO Bank policy
- Professional development
- Restorative justice
- Mentoring
- Onboarding process
- Volunteer policy
- Employee handbook updates (outreach policies, onboarding, bullying/harassment, crisis stuff)
- Procedure manual
- Emergency procedures
- Accessibility stuff

LOCATION/BUILDING/FACILITIES:

- Sound study
- Accessibility stuff
- Landscaping – natural, children’s garden
- Parking?
- How to do offsite storage
- Café – investigate?

TECHNOLOGY:

- Digitization of history (internal and community)
- Intranet – 3rd policy

PARTNERS:

- ADAPT
- See other sheets for more specific partners to investigate
- Community members – townhall/testing accessibility once we make changes/inhouse and online
- Disability Networks (coalitions)
- City planning – for satellite spaces

STAFF DEVELOPMENT:

- Accessibility training
- AV training
- Cross-training
- Social development
- Conference attendance
- Train on updates plans process as soon as done
- Board development
 - Invites, inclusion, organizational competencies, other...
- Team building (expand)

OTHER:

- Personnel committee
- Financial committee
- New Board/staff combo

MEASURABLE INDICATORS OF SUCCESS

How will we know we are achieving success for this strategic direction for the organization?

STRATEGIC PRIORITY: Ignite Collaborations, Partnerships, and Community Engagement

GOAL: Enhance meaningful connections with community partners

Outputs:

- Increase # of new partners
- Develop at least _____ new engagement opportunities
- More local businesses will participate in library engagement
- Staff will speak about ELPL at partner organizations

Outcomes:

- Participants will indicate partner engagement was meaningful
- Partners will say that working with ELPL has been great

GOAL: Cultivate a collaborative spirit within the Library and the community

Outputs:

- Staff will establish at least ____ collaborative engagement
- Train _____ staff in community engagement best practices

Outcomes:

- Partner will state that collab was beneficial
- Participant will indicate engagement experience made them feel part of community

GOAL: Be a model for community transformation, support, and the democratic process

Outputs:

- Respond to at least _____ community suggestions
- Increase # of participants attending community convos/civic events
- Host _____ World Café discussion trainings for community/staff

Outcomes:

- Patrons will state they feel library is a transformative place

STRATEGIC PRIORITY: Foster a Shared Sense of Purpose and Belonging

GOAL: Seek to find common ground, equity, and unity

Outputs:

- Increase variety of outreach to community
- Increase # of underserved participants at programming/outreach events
- Decrease # of behavior incidents

Outcomes:

- Increased public awareness/presence in the community
- Increased demand for more diverse programming
- Library a more peaceful and welcoming space

GOAL: Guide our community in telling its story

Outputs:

- Increase in local history offerings to draw more patrons to library
- Increased sharing of local human interest stories

Outcomes:

- Increased interest in local history in community
- Increased use of local history resources

GOAL: Explore, pioneer, and model modern librarianship

Outputs:

- Increased innovation in library services
- Increased Library of Things offerings to fulfill more needs
- Engage partners to provide programming for employment services (filling out apps, resume building, interviewing) (MI Works)
- Offer digital literacy classes

Outcomes:

- Increased feeling of patrons that unfilled needs are being met
- Increased employment for EL
- Less frequent tech help requests

STRATEGIC PRIORITY: Expand Mindset, Spaces, and Operations

GOAL: Build and develop a sustainable, supportive, transparent internal structure

Outputs:

- Increase personnel budget to 70%
- Establish a handbook
- Achieve 100% rate of training staff (both onboarding, and refreshing once quarterly)
- Increase budget for professional development

Outcomes:

- More staff available to serve the community
- Creates a sustainable workload for staff
- Staff feel more comfortable with policies and procedures
- Staff develops skills that allow them to further their careers

GOAL: Reconfigure physical space to better meet patron needs and aspirations

Outputs:

- Increase patron usage of specialized collections (Maker, CLC, Local History)
- Increase storage space for local history
- Increase budget for accessibility audit and space study
- Feasibility study and allocate budget for expanding library building, satellite locations, etc.

Outcomes:

- Patrons have more opportunities to strengthen skill sets and enrich themselves
- Local history collection becomes more accessible to patrons due to access
- Library is more welcoming and accessible to all
- Library finds places where the community can be served better

GOAL: Reinvent new ways of working together and deepening trust

Outputs:

- Increase staff social outings to at least once per quarter
- Increase budget for staff self care budget
- Increase budget for staff swag

Outcomes:

- Staff has opportunities to develop relationships outside of work structure
- Staff advocate for mental/physical needs more effectively
- Staff advertises and feels pride in their workplace

APPENDIX F: Additional Ideas from Library Staff

Collected over several days on a large Post-It and sent from Kevin King 10/28/24

Ignite Collaborations, Partnerships, and Community Engagement

- Aren't collaboration and partnership the same thing?
 - Perhaps the former is a one-off and the latter is ongoing?
- Workshops w/ local businesses
 - !
- Whiskey Tasting Workshop! (Adult programming)
- Humane Society Adoption Drive/Outreach? / How to take care of a pet
- Collaborate w/ Hannah Center on program for teens
 - !!
- Community outreach progs, like when we collab'd w/ Haven House & Constellation Cat Cafe
- The library will update and promote a standardized "community partnership" form available on its website
 - !!!
- The library board of trustees will include 'community partnerships and collaborations' as a standing item in their regular meetings
 - !!
- Build processes/procedures for donations/soliciting donations
 - !!
- Get East Lansing to look at Lansing's successful after school center for students/teens!
 - !!!
- Parade float next homecoming!
 - !
- Banned Book flash tattoo collab event w/ studio up the st.
 - !
- Have a presence at student orientations (MSU, ELPS) to let them know about us!

Expand Mindset, Spaces, and Operations

- Turn the 3rd floor of Hannah Center into a history/programming space
- Hire a space consultant so we all have places to work
- 2nd story! 😊
- Expand staffing
 - Evening manager?
- Revamp teen room! And add a door 😊
 - Yes!
- Branch on North side? (near DPW?)
- Replace DDC w/ more modern/inclusive organizational system

Foster a Shared Sense of Purpose and Belonging

- Staff outings/trainings
- Staff lunch!
- Employee of the month award!
 - Or quarter, since we have a smaller staff
- Team building exercises
- Hosting community conversations
- What about learning something tangible about each others jobs? Not so we must do it but to appreciate what gets done.
 - Yes Please!!!
- As a staff: discussion & reflection on librarianship as a vocation.
- Clear expectations in writing: this contributes to healthy work/life balance and fairness
- Programs that compliment/are in conversation with other local events/news
- Opportunities to move up and contribute @ ELPL – a training good for staff as baseline
- Create programming that highlights local culture/people/history.
 - !

APPENDIX G: Measurement Plan

The East Lansing Public Library will collect and monitor data at regular intervals to find out how it is progressing or developing in terms of the goals identified in the strategic plan. This monitoring will provide the library with the information needed to continually refine and enhance activities to reflect the changing needs and interests of the community.

A target has been established for each strategy in the plan. Targets include both qualitative and quantitative data. Qualitative data will come from surveys and provide information on outcomes, or about how people feel about an activity. Quantitative data will be collected from the library's integrated library system or manual tallies.

Ignite Collaborations, Partnerships, and Community Engagement

GOAL 1 – <i>Enhance meaningful connections with community partners.</i>	How?	When?
The number of partnerships and collaborations will increase by 5% annually.	Count	Annually
Depth and quality of partnerships and collaborations will improve. <ul style="list-style-type: none"> Over 75% of community partners will report that the Library is an excellent active partner. Community partners and collaborators will state that working with the Library benefits their work. 	Survey	Annually
The number of Library outreach opportunities will increase 5% annually.	Count	Annually
The relationship between the Library and MSU Libraries will be stronger, resulting in expanded, convenient, streamlined, and relevant access. <ul style="list-style-type: none"> The Library will initiate and facilitate at least three (3) outreach events at MSU annually. The number of MSU students accessing Library services will increase by 3% annually. 	Count	Annually

GOAL 2 – <i>Be a model for community transformation, support, and the democratic process.</i>	How?	When?
The number of first-time engagement attendees will be measured in FY25 and in following years increase 5% annually.	Count	Annually
Community members will report that engagement opportunities are responsive to their needs.	Survey	Annually
Patrons will report that attending Library engagement enriches their lives. <ul style="list-style-type: none"> Patrons will report having opportunities to strengthen their skill sets. 	Survey	Annually

<ul style="list-style-type: none"> Patrons will report that the Library has offered them new or unique experiences. 		
<p>Patrons will report an increased connection and awareness of the library's brand.</p> <ul style="list-style-type: none"> Community members will report they feel connected to the Library. Community members will report they are aware of the resources and services the Library has to offer. 	Survey	Annually

Expand Mindset, Spaces, and Operations

<i>Goal 1 – Build and develop a sustainable and supportive library structure.</i>	How?	When?
<p>Library staff will report that the library is a quality place to work.</p> <ul style="list-style-type: none"> Staff will report feeling appreciated and valued. Staff will report they look forward to coming to work every day. Staff will report feeling comfortable with policies and procedures. Staff will report that they feel confident in the skills required to do their jobs and further their careers. Staff will report feeling equipped to deliver high-quality service. Staff will feel comfortable approaching supervisors and administration for clarifications and suggestions. Staff will report transparency within the Library. 	Survey	Twice annually.
<p>Increase in understanding of and compliance with standards of operation.</p> <ul style="list-style-type: none"> Increase in number of staff using professional development. Staff will report feeling confident in their understanding of standards of operation. 	Survey	Twice annually.

<i>GOAL 2 – Reconfigure physical space to better meet patron needs and aspirations.</i>	How?	When?
The number of people visiting the physical Library space will increase by 5% annually.	Count	Annually
The number of people using Local History resources will increase by 5% annually.	Count	Annually
Patrons report the Library is more welcoming and accessible to all.	Survey	Annually

Foster a Shared Sense of Purpose and Belonging

GOAL 1 – <i>Guide our community in sharing its story.</i>	How?	When?
The Library will share at least twelve (12) human interest stories annually.	Count	Annually
Engagement with the Library newsletter will increase. <ul style="list-style-type: none"> • Average open rates will increase by at least 5% annually. • Average click rates will increase by at least 5% annually. 	Count	Annually
The Library will present at least six (6) programs in which the community can share their story and investigate their past.	Count	Annually
Patrons will report deepened ties to the community.	Survey	Annually

GOAL 2 – <i>Champion an innovative library in our community.</i>	How?	When?
The number of grants submitted will increase by 3% annually.	Count	Annually
Staff conference presentations, articles, and local and national committee participation will increase by 3% annually.	Count	Annually
Patrons will report that the Library is a center of innovation in the community.	Survey	Annually

APPENDIX H : Supplemental Information

Action Plan

- An Action Plan will be created to turn the Strategic Plan into action and help the library accomplish the Strategic Plan's goals and objectives.
- The plan will outline the potential opportunities, roles and responsibilities, and decisions necessary to turn the strategic plan into reality. Mapping out a strategic plan this way brings the strategy to life and drives success. It also ensures more buy-in from stakeholders, and guidance so that everyone involved knows what, when, and who will be initiating potential projects.
- The Library will review this document throughout the year to incorporate the ever-changing opportunities for the library, and the needs and interests of the community.

Communications Plan

- The library will hold a community unveiling party. There will be a short speaking program with press invited, before transitioning into an open-house event with refreshments, interactive activities designed to highlight the plan, giveaways, and more to share the new plan with the public and celebrate the library.
- A press release will also be distributed to the library's media list.
- In March, Director King will appear on 6 in the City and Studio 10 to share more information about the plan as part of the library's paid sponsorship packages with these outlets.
- Long-range plan will be made available on the library's website.
- A social media marketing piece will be created and shared as a pinned post on Facebook, Instagram, LinkedIn, and BlueSky.
- Postcards which state the values, vision, mission, and key priorities will be mailed to all East Lansing residents and distributed at the library and other locations.
- Presentations on the plan will be made to local service organizations.
- An article about the new long-range plan will be shared in the library's newsletter.

Financial Resources and Sustainability

- Our Operating Fund Budget will be based on available sources of public funding and will not exceed the assessed value growth quotient for the budget year.
- State, Federal, and non-governmental grants may supplement the budget.
- Funds may be used from the Friends of the East Lansing Public Library or the Capital Region Community Foundation.
- Collaboration with other groups in providing programs and services will enable cost-sharing.

Professional Development Plan

- The library director and Leadership Team will meet quarterly to assess staff training and discern areas of need.

- All staff will be encouraged to attend pertinent training, webinars, and conferences each year, and to take advantage of learning opportunities.

Collaboration

- We have memberships in Midwest Collaborative for Library Services (MCLS), Michigan Library Association (MLA), American Library Association (ALA), Kiwanis Club of East Lansing, East Lansing Rotary Club, and Lansing Regional Chamber of Commerce.
- We are members of the Woodlands Library Cooperative.
- Community partners include the City of East Lansing, Michigan State University, East Lansing Public Schools, and a variety of East Lansing nonprofits and businesses.

APPENDIX I: Technology Replacement Plan

Fiscal Year 2026

- Replace all staff and public computers that are incapable of upgrading to Windows 11 OS.
- Refresh catalogue kiosks with updated software.
- Implement Envisionware's Reservation Station suite or similar software to manage public computer access, public print station, and other reservable equipment and/or spaces.
- Implement an HR software suite to better manage library administrative functions.
- Implement a staff intranet solution with a focus on social engagement and promoting healthy internal culture. Emphasis on seamless integration with Microsoft 365 applications.
- Implement a plan for RFID wand usage in inventory management.
- Replace public printer/copier (purchased 2018)
- Replace change machine at public print station.
- Assess technology needs in the Children's Area (computers, AWE machines, iPads)

Fiscal Year 2027

- Implement a self-checkout device on the LOTG for easy mobile checkouts.
- Replace current 500D and 1000D self-checkout machines with upgraded models, placing an emphasis on enhanced accessibility (audio assistance, language support, etc.) (purchased 2019)
- Explore alternative content management systems for the library website (Wix, Vega, WordPress, etc.)
- Explore additional reservation services including passport photos and notary appointments.
- Explore live chat function for digital reference inquiries.
- Create a series of all-ages lectures focused on digital literacy and safety including cybersecurity, information....
- Replace video surveillance system and DVR storage.

Fiscal Year 2028

- Replace outdoor lockers (purchased 2020)
- Assess current ILS and investigate feasibility of open-source alternatives to Innovative.
- Refresh circulating hotspot collection with updated device models.
- Review/upgrade mobile checkout devices/Chromebook cart.
- Review/upgrade staff and public digitization services (local history and personal digitization projects)
- Implement a lockable battery/phone charging station for patron devices.
- Add electric outlets to East Bay seating area (wall and/or tables).
- Replace gas fireplace with electric fireplace.