

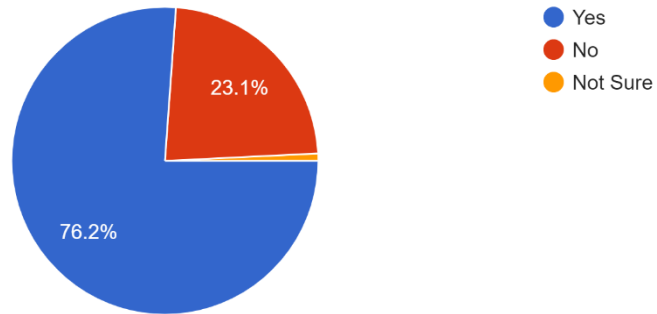


**Strategic Plan Survey
Response Data
Spring 2024**



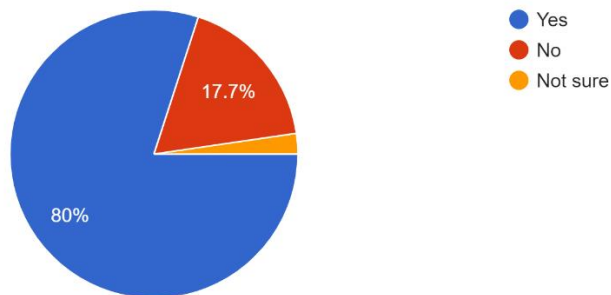
Do you live or own property within the Whitehall District Schools boundaries?

130 responses



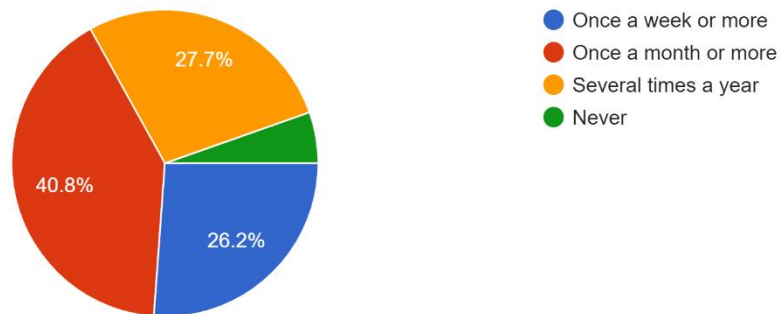
Do you have a White Lake library card?

130 responses



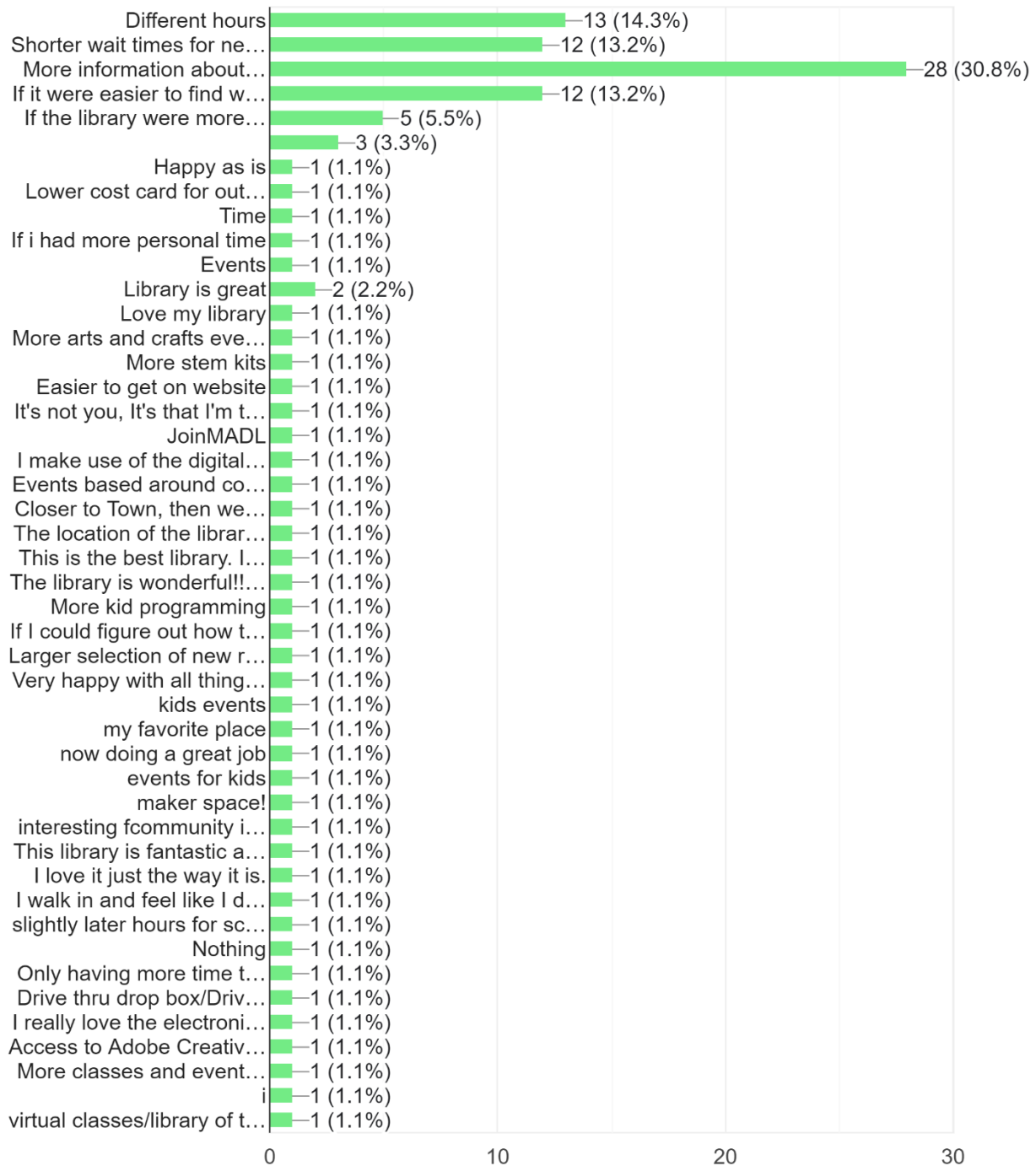
How often do you visit the White Lake library?

130 responses

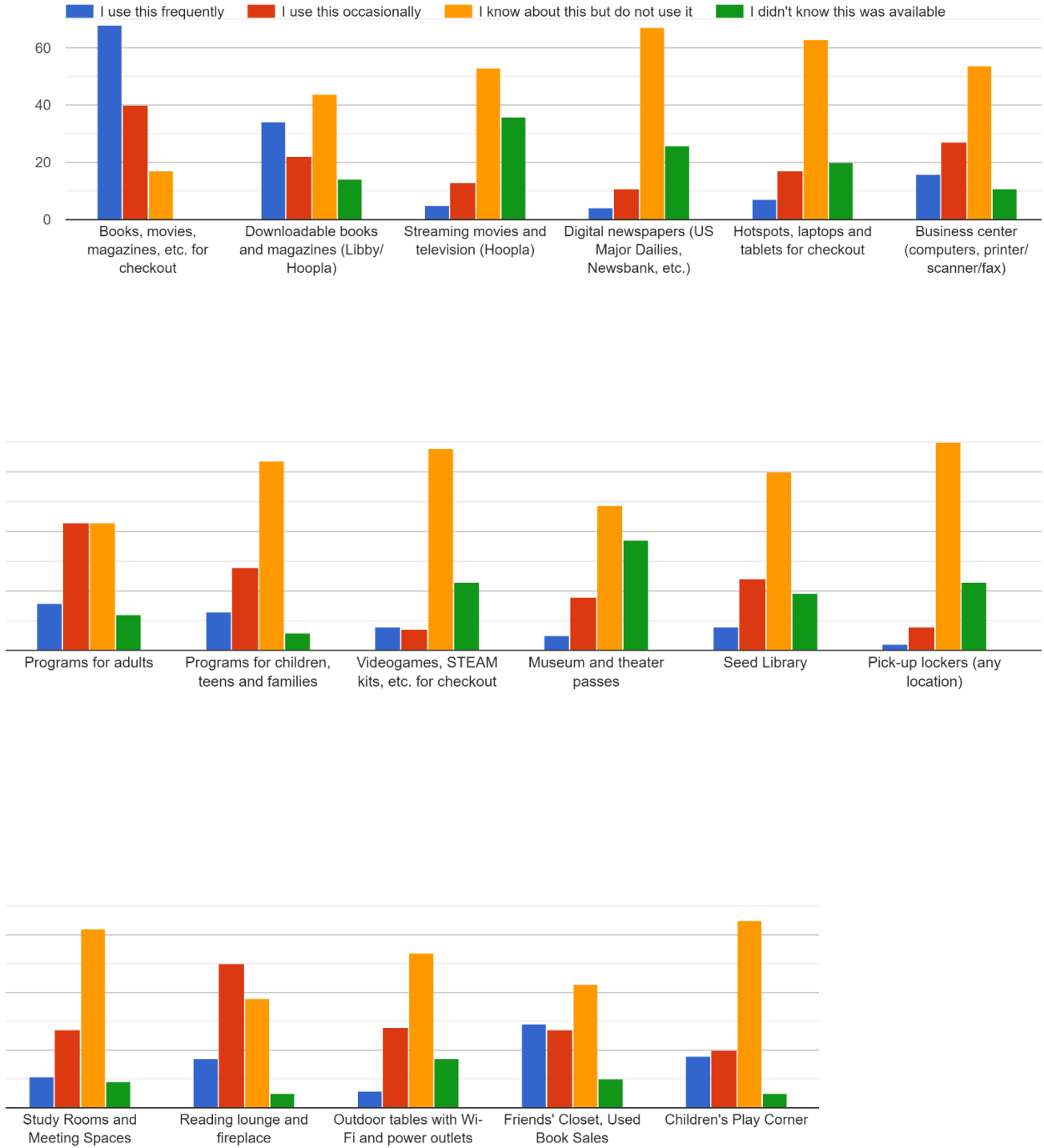


What might encourage you to use the library more? Choose all that apply.

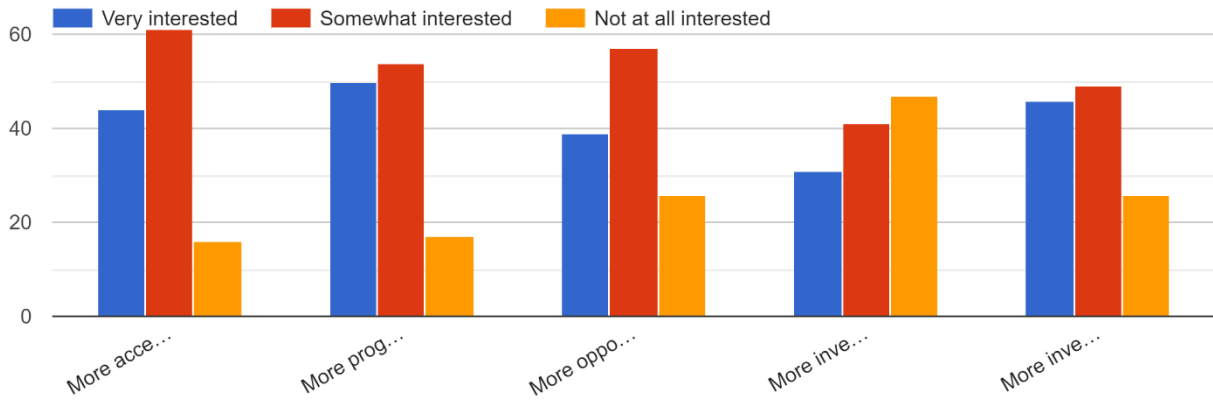
91 responses



Tell us about your use of the following library services over the past year:

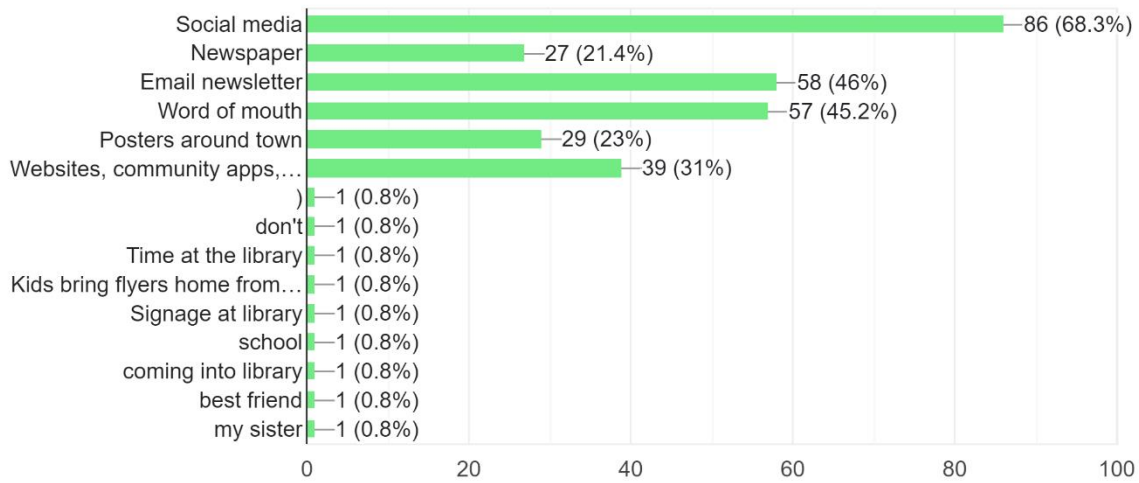


What should we focus on next? Please rate your interest in each of the following options.



How do you usually find out about events in our community? Choose all that apply.

126 responses



What do you like best about the library?

I like the quietness and the atmosphere

The staff

Convenience

Has great services

Personable

Great selection

"Reading room, printer use, children's book backpack"

Location and great staff

It's a very nice facility

Different age groups

Beautiful place workers are so nice

"Friendly and helpful staff and great resources."

Very nice location and personal

The staff

Everything. I think the staff is great and there is a lot of stuff to do

Accessibility and options

Very helpful staff. Wide variety of check out options.

The access to a variety of media, both digital and physical.

Having a computer and printer to use. I don't have either at home and so I really appreciate having those available to use at the library. Extremely handy and helpful. Thank you!!!

I like having access to books from all over the state, via LLC and MELCat.

Variety of books and materials. The staff!

Great selection of books. The staff is incredibly friendly and knowledgeable.

The super friendly and helpful staff

The staff and the lovely place to spend time

The open, warm space. Organized and uncluttered. Friendly staff willing to assist.

you have books !!!

It's well stocked and has loads of family programs

I love everything about our library!

I like being able to request a book online. I like the new book list. I like the staff and the setting.

I can order books from anywhere in the system, and they usually come quickly.

"The staff has always been friendly and welcoming and always helpful with questions and finding books etc.

We enjoy all the hands on stem kits and backpack kits."

very friendly and helpful

The location, the fireplace, and the kindness of employees.

Friendly staff, relaxing atmosphere

I prefer to order on line, yet the site is not as user friendly as other libraries.

Welcoming atmosphere

Peaceful and friendly atmosphere

Friendly, helpful staff. Beautiful location.

Staff and variety of offerings.

The helpful and friendly staff

Building floorplan

Every time I go I learn something new that is available there, for instance the full spectrum light box to help improve mood, the seed library, the Christmas store, and just from this questionnaire the STEAM checkouts!

It is very cozy and the librarians are very helpful.

Windows

Great variety of books and the ability to borrow video games.

I live to read. It's wonderful to borrow a book or get an audio book.

Friendly.

Variety of programs and community engagement

We love the children's area!

Willing to branch out new areas to expand usage of library

The staff-warm and welcoming

I LOVE the responsiveness of the staff, and their programming that spans all ages.

It is an equitable, safe space based around education

Books!

The reading lounge area with fire place, the story along bike trail, crafts and playtime that are offered to children.

Location, coziness, layout, meeting room, interesting things besides books to check out.

It's cozy!

Location and building.

Always friendly and welcoming

Location and membership in co-op (access to MADL)

So MUCH. Being able to rent a hot spot, request books, get museum passes...you offer so much.

Sometimes I wonder if I know about/am taking advantage of all the cool stuff. It's also such a beautiful library. The building, the location, the walking trails. Seriously love it. I bring guests frequently. Also love the new coffee!!

The atmosphere is welcoming and cozy

The location

The employees, friendly atmosphere, variety of programs. It's a wonderful place !

Activities for all ages, so much kids – great

Youth programming and activities, everyone is very helpful and nice

Children's programs

I love the appearance and the comfort of the library as well as the friendly staff. Everyone is very helpful and pleasant. I have supported the library for many years including prior to and during the building of the current library. GREAT memories of the summer reading program with my boys and I am happy to see this carried on.

The wide variety of resources available and the range of programs offered

All of the available materials through Libby and Hoopla

The location is beautiful, and it encourages a little stroll on the path after you've visited the library.

Location

Inter library loan option

The librarians!

The staff are very helpful and customer service is great.

helpful staff, well stocked movies and books. I really like the craft website. I was able to learn a little about crochet this winter.

requesting books and reading room

Friendly staff and wealth of materials

3d printer and makerspace (at montague)

Easy access, friendly staff

everything

staff

convenient & friendly

How welcoming it is!

community events

new book section, friends closet

outdoor setting

DVDs

beautiful space

The librarians are fantastic. Love the movies we can rent. Love love love being able to get books from other libraries. The hours are good for working families. The building is very well done, being in the woods gives it a sanctuary feel. The library is quite welcoming in structure, location and staff. Also appreciate the feel that the library invites everyone in the community regardless of race, orientation, how one identifies, etc. Overall excellent library!

The staff is made up of the most knowledgeable and friendly people.

Diverse offerings in a comfortable welcoming space. Peaceful and relaxing environment.

Being able to watch movies and reading books without purchase new books or movies

ample parking and the building is attractive

The setting. It's so peaceful and relaxing.

varied access to so many things; a great all-around library especially for a small community

Variety of books

The kid's activities

Being able to read newspapers and magazines. Helpful staff

Books

Friendly and helpful. Lots of reading choices

BEAUTIFUL!

Access to Libby

I like the setting and ease of use

Welcoming helpful employees

The helpful and hard working library staff

Programs and children's area; it's a beautiful building and nice location by the trail

It is surrounded by beauty and staffed by wonderful angels of our community. It is a hub for growth, engagement, support and knowledge.

The library is inviting and relaxing. The views and fireplace. The location.

Curb appeal & reading room

Quiet, clean, well stocked, friendly help

a very well run library

the location-peaceful

Everything it offers!

If you could change one thing about the library, what would it be?

Less wait time for books

Love the way it is but could use more space

Na

More extensive book selection

Keep doing what you do.

better selection of newer movies at this place

Please get rid of the plastic sheet barrier at checkout. No longer needed and to hand stuff to the staff is a pain

More events

I would like to see more arts and crafts events for adults. I really enjoyed that when I used to live near the Norton Shores library. They had those at least once a month and I really enjoyed attending, the chance to be creative and make something new , and getting to chat with other people at those events.

1 day a week with slightly later hours. Maybe during peak-use months if year-round is tough for staff.

More adult programs like genealogy and other special interests

Larger area for children and families to play.

open longer hours

A dew more age related sections. My kids have a hard time starting a new book and stepping outside of their box of loved books. Too much choice!

I wish we could give more funding to the library.

I would change the log-in for my online account. I would like to have an actual username that I can remember versus having to use my long library card ID number.

Less detective novels and more new fiction copies.

Daytime play groups/activities for like 5-10 ages. Think homeschool community

Sunday hours!

Some Sunday hours.

Order more conservative books

Sunday hours :)

Nothing

Computer search for books could be easier.

Go back to the way to reserve books. I am having a very difficult time with the new system

nothing

That I knew more about what wonderful things are available!

I wish some of the books I wanted were at our library and not a different one.

Join MADL. Your collection is so limited

More digital books

Perhaps classes to show how the library works, that is, I'm use to the Dewey Decimal System. How do I use the new system?

The hours. Shortened/lack of hours on weekends and after school hours is NOT family friendly.

Would love more comfortable seating, especially around the children's area for parents.

NA

Being open for a couple hours on Sunday afternoon -- however, that is selfish and may not be beneficial for the entire community.

Community Events, opportunities to meet and integrate with the community for people newer to the area

"closer to town"

Better play area for children.

Earlier hours some days.

Location

I really wouldn't change anything, we have a great library!

Old and outdated materials should be removed, shelves are crowded

A dedicated announcement table so I feel in the know about all you offer.

The hours to be open later every day of the week

The set up of the adult section of books

I think it's already top notch and fabulous!!!

Not a thing!

Hours, wish there was more on the weekend, weekdays are hard to get to with after work

More kids books, specifically non-fiction

A bigger space for the children -- especially so that the staff does not have to put everything away on Fridays. My son lives in Grand Haven and utilizes Loutit library often for a space to take his children for a short play time and to choose books for them as well.

It's not a safe space. It's a safe space for the friends of the friends that run the show. It shows that the public is not heard as a whole as the board is not a mix of people but rather friends of friends to get what the library wants.

Increase hours to include evenings and Sundays (ie more open times for people with Mon-Sat working schedules)

Have later hours

A couple of years ago, I got accused by one of the library staff of ruining a DVD, when it was already scratched when I opened it at home. She did not believe me and treated me VERY disrespectfully. I have never gone back since. There is a stereotype about librarians, and her snarky and rude attitude lived up to it. I go to Hackley now, which is sad to me because I love the WL location. NEVER, EVER forget that it is your patrons that support and pay for your salary and that the customer is still always right, whether you want to believe it or not. Get rid of the librarians who do not work well with people, and I may come back. Truly sad and disappointed.

Easier Access to books from other libraries in Michigan

Better selection of new release movies on DVD.

some Senior Citizen focused talks, exercise, programs

open at 9 AM

nothing

kids area/make teen area for lower age

i like it, don't know what i would change

no changes

nothing at all

on line books

nothing (maybe wait times?)

maker space addition!

work closely with schools

Open earlier in the morning

Offer video games to rent like movies.

Better app for my phone. I miss the one that used to work.

Baby Time year round!

Open more. Mornings and evenings.

MODERN books for elementary-aged children

Renewing library card online

more book clubs and adult events - I keep missing the 2nd week of the month offerings

More large print

More audiobooks that have 30-45 minute stories.

Bigger

nothing really

I would love to be able to access Adobe Creative Suite, because it's very expensive and I only need it once or twice a month.

Add single-person rooms you can reserve to work in or have a small two or three person meeting.

Private enough you can take a phonecall

Less development along the bike trail/scenic areas.

need more dedicated work/study area-less noisy overall: kids, people on phones (that make it difficult for anyone really trying to study or work on computers)

What is the biggest challenge facing our community?

Politics

Thank you

Children's reading and tutoring, homework help

Na

Bigotry

politicians

Taxes going up and up

Only one? I can't narrow it down to one. Global warming, pollution, racism...

Building community/network of support

Probably housing.

Lack of investment in affordable housing.

Losing our quaint, small town feel by allowing investors to come in and take over the waterfront.

Preserving democratic values and collective solutions to problems.

too many pubs/breweries, not enough churches

Liberalism

Unsure

Business development.

To stay connected in unity supporting all who live here with kind, caring compassion.

Reading level. Poor schools and apathy

People need God. Honestly.

NA

Lack of critical thinking skills and people insisting public institutions such as school and libraries are "teaching CRT", and "indoctrinating our children", etc.

I don't claim to have a full picture of the community, but I believe that one issue is lower social cohesion, driven in some part by difficulties with transportation/ease of access

High prices

Diversity and acceptance

?

Need more activities for older children/teens locally, especially during winter. Bowling Alley, Jump Park, Community Pool, Roller Skating, Craigs Cruisers, etc are all in Muskegon or farther and not always convenient.

Tricky. Perhaps not knowing how much this small town really offers. My husband and I are relatively new to the area and are continually learning more. We often run into people who have been here for quite a while and they are unaware of some of the events or places we have attended or learned about because we're new and exploring.

Lack of housing and people knowing/having access to helpful resources

I'm not sure

Political divide :(

Polarization, fear, and not really listening to each other

Na

Financial struggles

I am guessing that funding any type of expansion would be the biggest challenge -- related to the fact that our community is divided as is every other community in this country today. I do not attend the library board meetings as I am fearful I would become even more distressed (and depressed!) over the situation in our country and the amount of disinformation and animosity that exists. Freedom of learning, expression, speech etc is paramount to our learning and growth and this freedom should not be under attack.

Inclusion for all in this community.

Closed-minded people who want to inflict their beliefs on others and want to close off opportunities for anyone not similar to themselves

The librarians who do not work well with people.

Road repair

Affordable housing.

climate change

encouraging youth

lack of kindness

?

education

access to food

lack of kindness

opp'ties to talk about issues

PFAS and contamination

Negativity and divisiveness politics has driven.

I don't know yet. I am too new to the area.

That our city leaders are working to turn Whitehall / Montague into another Grand Haven - ruining it's small-town vibe.

Affordable housing for working poor

Finding friends and time to be with other families.

Book censorship

Censorship of books. Prejudice.

Crumbling roads

probably development and where it is going

Late stage capitalism

Mistrust in systems and government

Influx of rich assholes with little ties to the community buying and developing land all around, turning our beautiful little community into a cardboard, cookie cutter, "keeping up with the Jones'" -type race to see who can cram more bodies in.

Finding a way to engage with the high school age children.

narrow minded people, Trumppers, waste of tax payer money on special projects and that monstrosity that is being build on the old bowling alley site!

Is there anything else you would like to share?

No

Used library a lot when I had grand kids with us

Na

The library is a tremendous resource for the community.

The library staff are awesome! Always friendly and helpful! Thank you 😊

Time to do everything this community has to offer in different activities and entertainment. But a survey of the community like this might highlight other activities of greater interest.

The library is growing as a resource to families. Out reach, materials, equipment etc. I appreciate the focus.

I love that I can use this library as part of MADL system.

I like the programs occasionally on how to use/problem solve phone/computer problems. Also on ancestry

Libraries are essential

Very happy with the library and the staff overall.

"Work with other libraries to make the site easier to order books not available locally"

My family loves White Lake Community Library!

Thank you for being a positive part of our community

Thank you so much for all you do. You are amazing and provide wonderful things to our community ♡

I would love to see more educational kids programs, like the fossil program that was supposed to take place.

Add to local history section. So limited. Search engine on digitized collection is very lacking join MADL

NA

I think our library does a phenomenal job of serving the community!

I believe that there is an opportunity to support or serve as a foundation more community activity and integration. The library is an incredible institution which provides a shared space for what we may need.

I personally would like to see this expand to support/onboard members getting directly involved with operations in orthogonal structures rooted in the principles and values of the library

No. I love this library. Very inviting and welcoming.

No

A pavilion with picnic tables would be a great addition to the library, as well as a small park area with swingsets, slides, etc. Perhaps an outdoor bathroom or porta potty also for those stopping by when the library is closed. In the winter there could be sledding on the small hill. Another thought, although not really within the library's control but more of a community thing - the bike trail is great being so close to the library, and those in the city can get to the library by using it but the kids/families in the township neighborhoods off Whitehall Road, Pinetree, Pinecone, Siesta, Carefree, Easy, Benston, Hyde Park, Wiczer, etc cannot. Would be great to see the bike trail extended over to some of those neighborhoods, or even down by McDonalds/downtown.

Checkout should be faster, no need for receipts every time. All staff members should have basic knowledge of library activities.

I would love a clear announcement table at the library. Sometimes when I walk in there is so much to digest and I'm not sure where to look for new information or announcements. I also struggle selecting what book to read and think it would be really cool to have some recommended library books on display, perhaps in different categories such as most highly rated of the year or the sci-fi pick, etc.

No

I feel this library is a true gem with extremely hardworking and caring people working here

Thanks for all your hard work! We have an exceptional Library!

:)

We love your library!

Kudos to Virginia and the whole staff!! Please keep up the great work!

Let the public on the board so it's not just the people you want on it. Stop with the good ol boys club.

The library does a fantastic job, and I've been so glad to see the expansion of offerings over the last few years. The creativity great!

The exterior walls of the building are in need of repair due to water intrusion.

Thank you for creating such a welcoming environment!

no

keep up the good work

no

thank you for all you do! Love our library!

Love the library, everyone is so helpful

The staff is absolutely fantastic, the library is always clean and welcoming. They clearly seem to enjoy what they do and are ALWAYS willing to help.

Private work spaces are needed. The employees are friendly yet somehow unwelcoming. Inventory is dated and difficult to navigate. Cut funding for services that help the poor in our community since they don't use them anyway. Buy new books!

great staff!

You guys are real heroes in our community providing real services and resources to those who need them, unlike most of the self-congratulatory twits in the community whose purpose is to make a buck and a name for themselves. Best organization in Whitehall.

no

I love that library it has some things to offer for everyone.