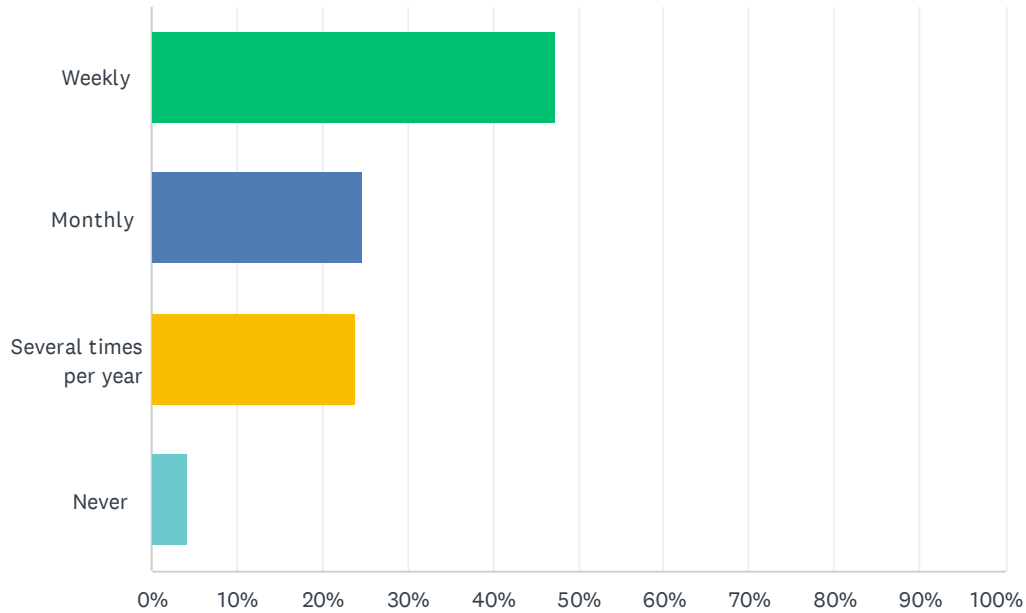


Q1 How often do you visit the Library or use the Library's online resources (eBooks, etc.)?

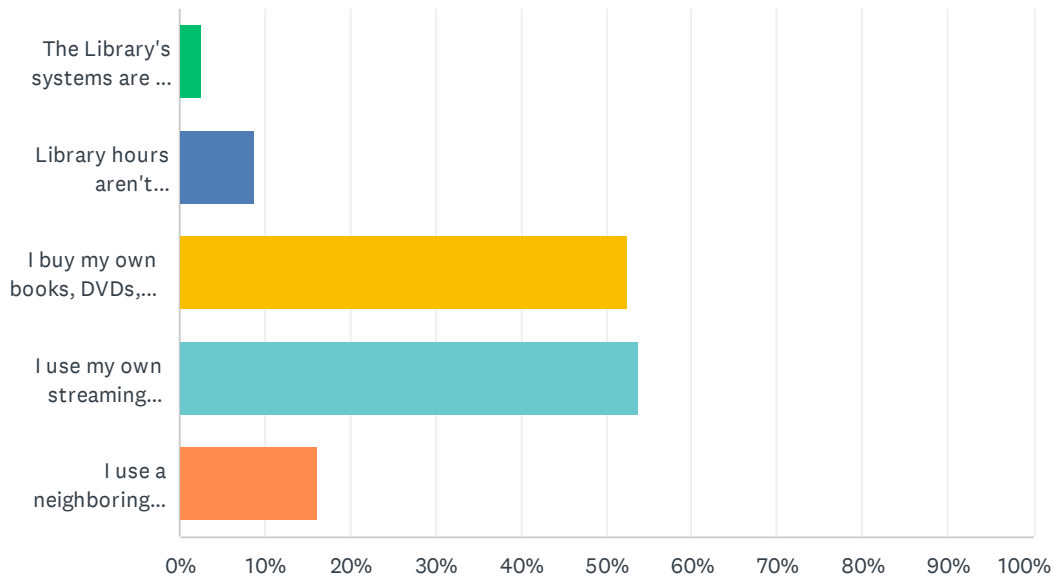
Answered: 336 Skipped: 2



ANSWER CHOICES	RESPONSES	
Weekly	47.32%	159
Monthly	24.70%	83
Several times per year	23.81%	80
Never	4.17%	14
TOTAL		336

Q2 If you do not use the Library regularly, why not? (Check all that apply)

Answered: 80 Skipped: 258



ANSWER CHOICES	RESPONSES
The Library's systems are too complicated and it is hard to find what I need	2.50% 2
Library hours aren't convenient	8.75% 7
I buy my own books, DVDs, magazines and eBooks	52.50% 42
I use my own streaming services for viewing and listening	53.75% 43
I use a neighboring public library	16.25% 13
Total Respondents: 80	

#	OTHER (PLEASE SPECIFY)	DATE
1	(I use a neighboring publi library) near my house	7/17/2023 9:13 AM
2	(I use another library) if necessary. Its larger, better staffed and more professional.	7/17/2023 9:04 AM
3	I'm a summer resident	7/17/2023 8:48 AM
4	Laketown township resident	7/13/2023 9:00 AM
5	Wish you were open just a little more evenings.	7/8/2023 10:56 PM
6	Fennville District Library	7/5/2023 11:38 AM
7	Too busy	7/2/2023 12:24 AM
8	I'm only in Douglas for 2months a year	7/1/2023 3:07 PM
9	Just busy with kids	7/1/2023 1:20 PM
10	Don't live in Douglas full-time.	6/30/2023 5:57 PM
11	When it was on Butler St. and was low cost in relative terms to what my family earned and	6/27/2023 11:47 PM

Saugatuck-Douglas District Library Community Survey

paid in taxes, the services it provided, and occasional book and a quite place to read it where what was what most of us considered the definition of what I library was, a place for books .

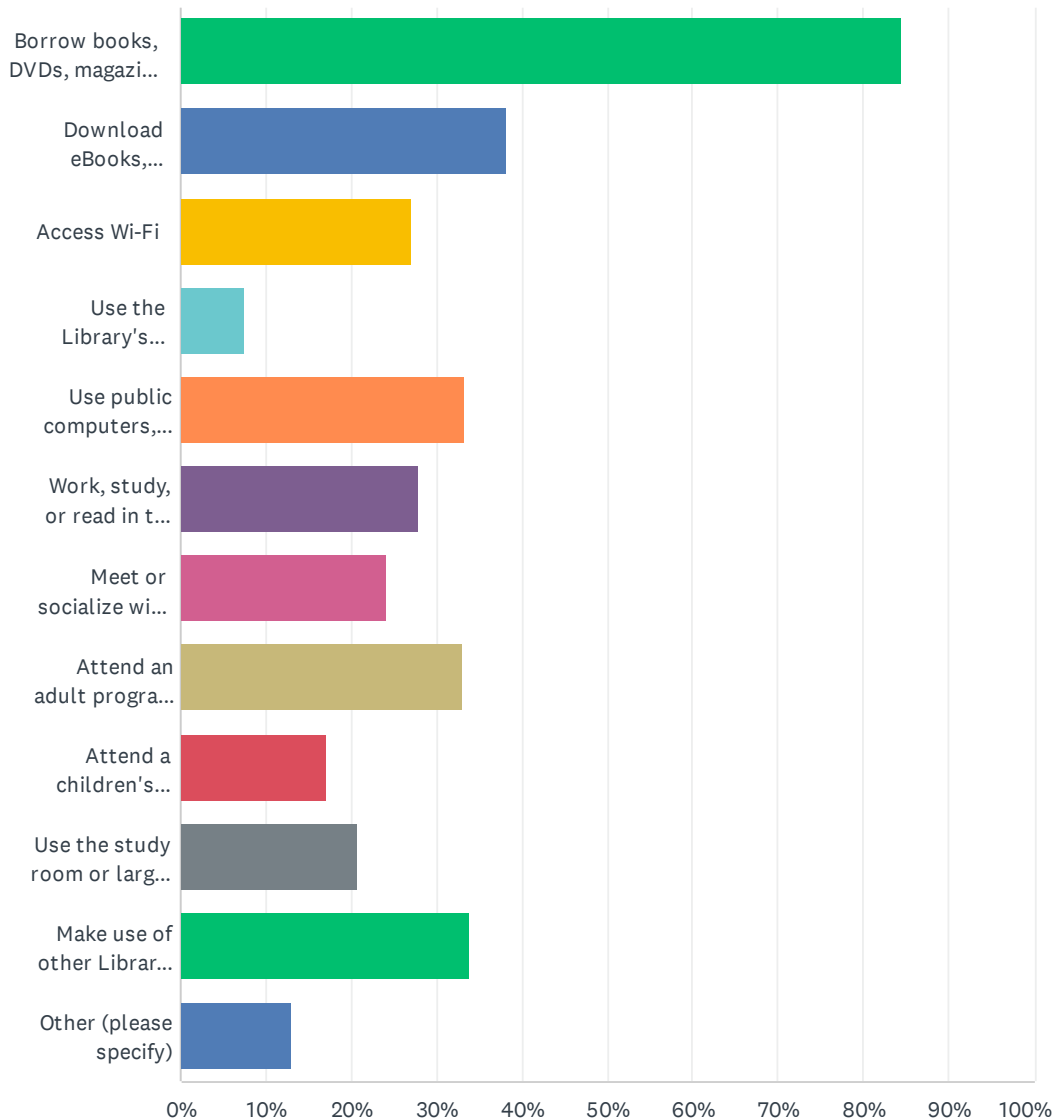
12	We come once a year when we are visiting	6/26/2023 6:02 PM
13	I lose myself in reading and have to limit my access.	6/26/2023 6:00 PM
14	I use the Herrick occasionally as well. I would say I'm at the SD Library every two weeks or so.	6/14/2023 11:59 AM
15	primary residence elsewhere	6/12/2023 11:37 AM
16	I use the library Libby App.	6/7/2023 8:09 AM
17	We live in Saugatuck only part time.	6/5/2023 2:00 PM
18	Na	6/4/2023 2:39 PM
19	There more often for events & BOTH book clubs!	6/3/2023 9:19 PM
20	Seasonal resident	6/2/2023 6:37 AM
21	I don't live local full-time	5/31/2023 10:12 PM
22	I am just not in the habit of coming to the library. I'd like to start- I DO have a membership.	5/31/2023 9:51 PM
23	Would like to go more, hope to when I retire.	5/31/2023 9:11 PM
24	I have very little time to read	5/31/2023 8:51 PM
25	Summer residents only	5/31/2023 5:38 PM
26	I live out of state.	5/31/2023 4:50 PM
27	I travel frequently	5/31/2023 3:41 PM
28	I use Libby from the library	5/31/2023 12:30 PM
29	Saugatuck is our 2nd home	5/31/2023 10:58 AM
30	Some events are too political and prefer to avoid these.	5/31/2023 10:58 AM
31	I have a cottage in Saugatuck and I use the library 2 or 3 times during the month I spend here each summer.	5/31/2023 10:25 AM
32	Have medical issue.	5/31/2023 10:18 AM
33	I am only in town intermittently during the year	5/31/2023 9:48 AM
34	Open "nights" more often would be helpful to me.	5/31/2023 9:33 AM
35	Part-time Douglas resident	5/31/2023 9:17 AM
36	I am a summer person and use the library weekly	5/31/2023 9:15 AM
37	lazy	5/31/2023 9:01 AM
38	I use the online resources exclusively.	5/31/2023 8:47 AM
39	I use Grand Rapids Public Library most often only because I'm in GR most Sundays. I use Fennville Library for my computer work, Saugatuck library for movies and donations. Many other libraries depending on my errand route.	5/31/2023 8:27 AM
40	I simply forget that it's a resource for me	5/31/2023 8:25 AM
41	Part time resident	5/31/2023 8:23 AM
42	I am not a full time resident	5/31/2023 8:19 AM
43	I recently got my card here so looking forward to using it. Will base answers on our Indy usage	5/31/2023 8:08 AM
44	Douglas is a second residence for us	5/30/2023 11:46 PM
45	We will not be in Douglas full time until August of 2024	5/30/2023 2:37 PM

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46	I am a frequent user of Hoopla which is sponsored by the library.	5/30/2023 12:53 PM
47	Love Libby. But often wait for new books too long. Also, sometimes you'll have a couple of books electronically in a series but you don't have all of them.	5/30/2023 11:59 AM
48	n/a	5/30/2023 10:57 AM
49	Hard to make it when working FT, then family obligations	5/30/2023 10:53 AM

Q3 If you made use of the Library in the last year -- either in-person or online -- what services did you or other members of your household use? (Check all that apply)

Answered: 333 Skipped: 5



Saugatuck-Douglas District Library Community Survey

ANSWER CHOICES	RESPONSES	
Borrow books, DVDs, magazines and audiobooks	84.38%	281
Download eBooks, eAudiobooks or stream media	38.14%	127
Access Wi-Fi	27.03%	90
Use the Library's online resources to do research, learn a language or look for a job	7.51%	25
Use public computers, print, make copies, scan documents or send faxes	33.33%	111
Work, study, or read in the fireplace room or on the patio	27.93%	93
Meet or socialize with others	24.02%	80
Attend an adult program (eg: information programs, book discussion, social gathering, etc.)	33.03%	110
Attend a children's program	17.12%	57
Use the study room or large meeting room	20.72%	69
Make use of other Library services such as the seed library, jigsaw puzzle exchange, notary public	33.93%	113
Other (please specify)	12.91%	43
Total Respondents: 333		

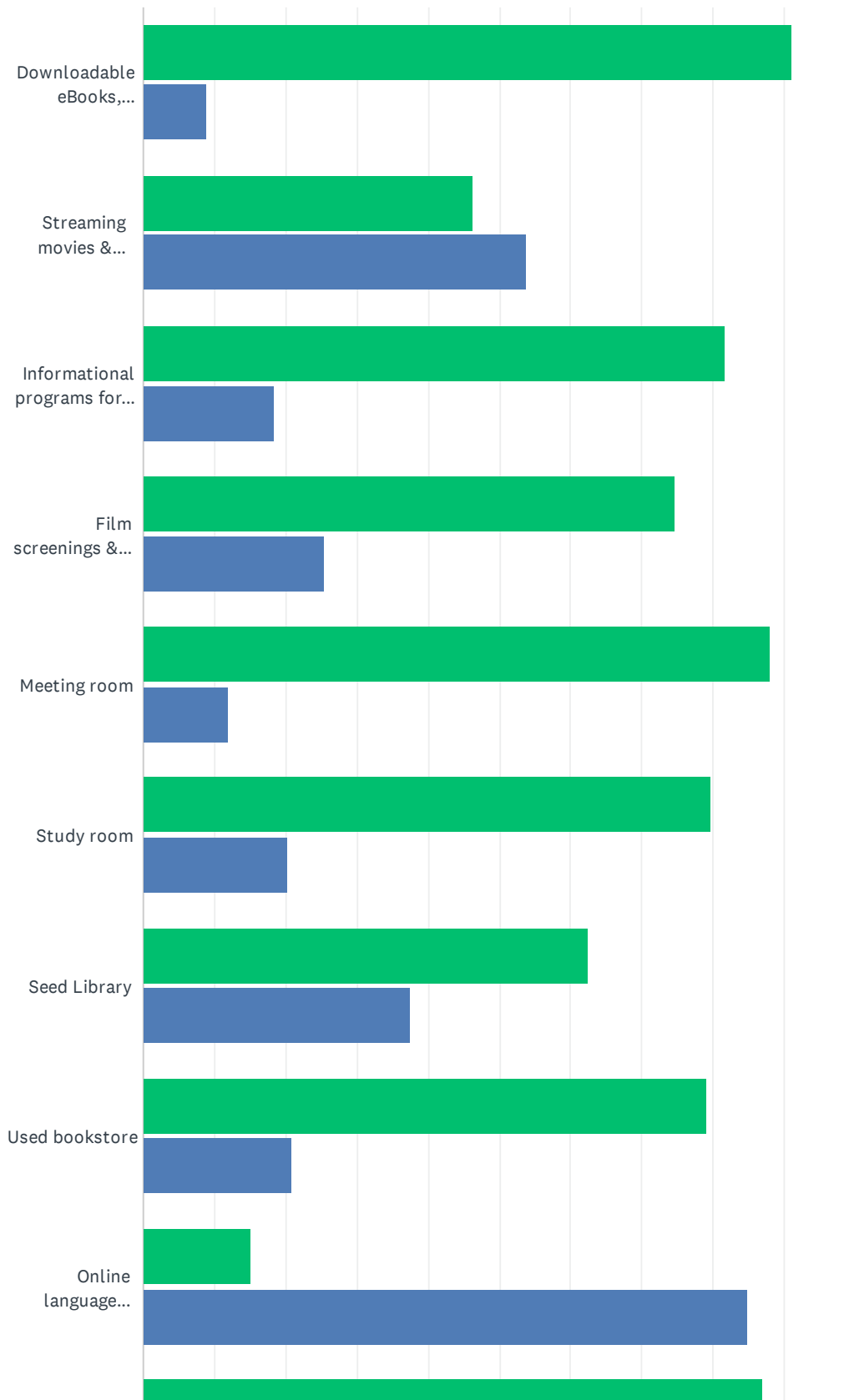
#	OTHER (PLEASE SPECIFY)	DATE
1	Jigsaw puzzle exchange: this is an AWESOME service! I have encouraged my friends and relatives to ask their libraries to start one!	7/17/2023 5:24 PM
2	Buy used books and donate books.	7/17/2023 9:32 AM
3	N/A	7/17/2023 9:04 AM
4	Love the quiet conference room for Teams and Zoom call. Only wish you had more.	7/17/2023 8:58 AM
5	Kids kits	7/17/2023 8:48 AM
6	Borrow mobile hotspot	7/13/2023 3:19 PM
7	Holland is closer but I value neighboring libraries	7/13/2023 9:00 AM
8	Donating what was being collected such as peanut butter.	7/4/2023 1:42 PM
9	Inter library loan	7/1/2023 3:07 PM
10	Mahjongg	7/1/2023 8:38 AM
11	Tutoring	6/30/2023 4:32 PM
12	In response to #4. A repository of books does not need to offer these things... mission creep, waist of tax payer dollars. Let's get back to basics. Of course I know what is offered, but think it is truly beyond the scope of what is needed .	6/27/2023 11:47 PM
13	Kids play area	6/26/2023 5:55 PM
14	Children's resources are great! (new boat/kitchen toys, toy bins, the kid-oriented computers)	6/22/2023 12:50 PM
15	Obtained free COVID tests	6/15/2023 5:53 PM
16	purchased books at used book area, donate books to used book section	6/12/2023 11:37 AM
17	Send for books not housed in our library. Used or I am helped by library staff with copying difficult materials. Technical problems with iPad/computer. Provide art exhibits	6/8/2023 3:36 PM
18	Copy the NYT Sunday puzzle to keep my brain cells firing.	6/7/2023 3:04 PM

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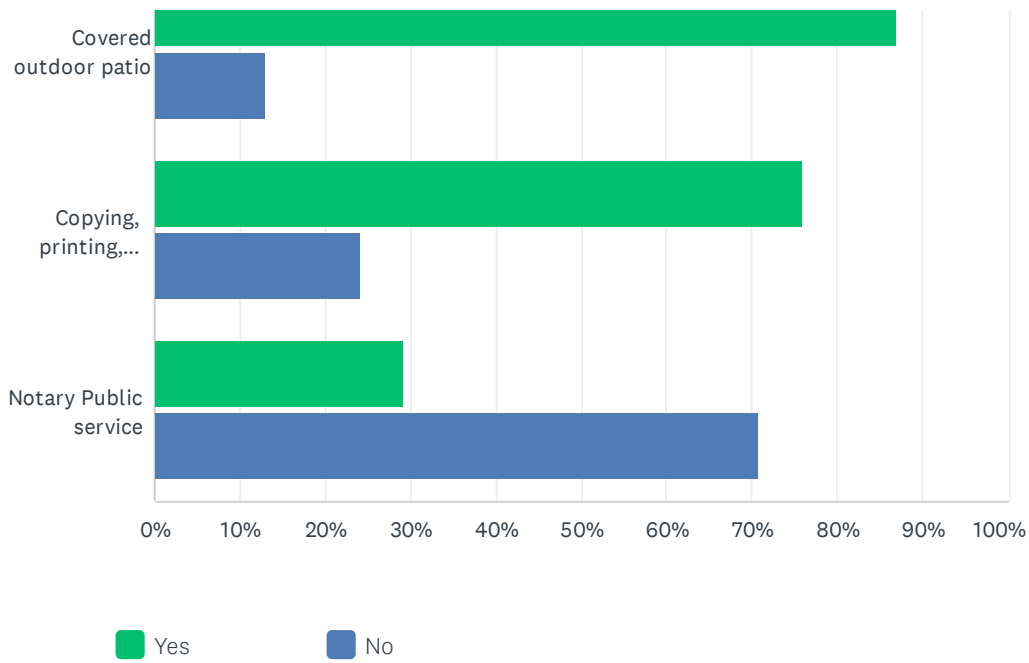
19	used the 'glass room' [is that the study room?]	6/7/2023 11:26 AM
20	Look at photo exhibit.	6/7/2023 8:09 AM
21	Pick up Covid tests (thank you!).	6/6/2023 1:22 PM
22	Buy books, contests	6/3/2023 1:56 PM
23	Buy books from Friends of the Library section	6/2/2023 8:46 AM
24	Love our Mah Jong games every Tuesday!	6/1/2023 11:43 AM
25	Used the hotspot	6/1/2023 7:33 AM
26	mah jongg	5/31/2023 9:48 PM
27	In addition to the above, the library is a quiet, beautiful Space to do any of the above. Also the staff is super, and very helpful, whether it be in 'hi tec,' or getting auto insurance!	5/31/2023 1:34 PM
28	Pick up the weekly newspaper.	5/31/2023 10:35 AM
29	mah jongh	5/31/2023 10:18 AM
30	New resident - getting to know resources	5/31/2023 9:25 AM
31	Although I support millage for the S/D library, I pay for and use my library card from the library in the city where I lived for most of my life. The S/D library is included in the digital library cooperatives to which I have access, but the other cooperatives allow a 21-day borrowing period. As a senior citizen, I borrow a lot of audio books. As soon as I finish the book I am reading, I look at all the books I have borrowed. I then select my next book in the order of how many other people have it on hold weighing the number of copies that are available. Inasmuch as I probably read about a book per day, I make my newly selected book available more quickly to others who are waiting to read the book. Sometimes, that creates a situation where I might have some books with a large number of available copies in borrowed book status for a long time. By following my process, however, I believe I am making the books that others want to read available more quickly and causing no harm by maintaining a borrowed book that no one else is trying to get—i.e., a book with many multiple copies that remain available to anyone else who wants to read a particular book.	5/31/2023 8:47 AM
32	The children's area!	5/31/2023 8:47 AM
33	Check about donating books	5/31/2023 8:29 AM
34	Initiate book purchases.	5/31/2023 8:27 AM
35	Used Book store	5/31/2023 8:08 AM
36	visited used books section and bought books	5/30/2023 11:46 PM
37	Summer reading program	5/30/2023 8:29 PM
38	Friends of the Library books and cards; received the summer children's information.	5/30/2023 8:27 PM
39	Give tours of our new building for my out of town family members and guests.	5/30/2023 7:03 PM
40	Saugatuck Douglas art gatherings.	5/30/2023 12:34 PM
41	Books on sale	5/30/2023 11:11 AM
42	Monthly book club	5/30/2023 11:06 AM
43	New resident - in the phase of "getting to know you"	5/30/2023 10:51 AM

Q4 Did you know that the Library currently offers these services?

Answered: 334 Skipped: 4



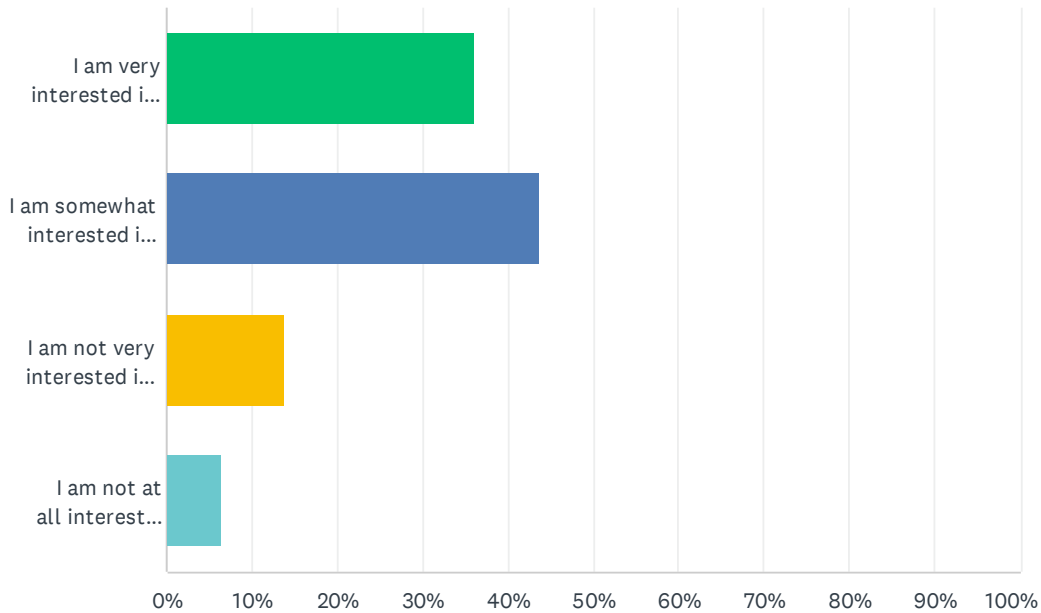
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	YES	NO	TOTAL	WEIGHTED AVERAGE
Downloadable eBooks, audiobooks & magazines	90.99% 303	9.01% 30	333	1.91
Streaming movies & television	46.36% 153	53.64% 177	330	1.46
Informational programs for adults	81.76% 269	18.24% 60	329	1.82
Film screenings & book discussions	74.62% 247	25.38% 84	331	1.75
Meeting room	88.15% 290	11.85% 39	329	1.88
Study room	79.75% 260	20.25% 66	326	1.80
Seed Library	62.39% 204	37.61% 123	327	1.62
Used bookstore	79.09% 261	20.91% 69	330	1.79
Online language learning program	15.12% 49	84.88% 275	324	1.15
Covered outdoor patio	86.89% 285	13.11% 43	328	1.87
Copying, printing, faxing, scanning & laminating	75.90% 252	24.10% 80	332	1.76
Notary Public service	29.18% 96	70.82% 233	329	1.29

Q5 Programs to promote health, wellness and personal growth. Examples include: exercise classes, cooking demonstrations and mental health workshops.

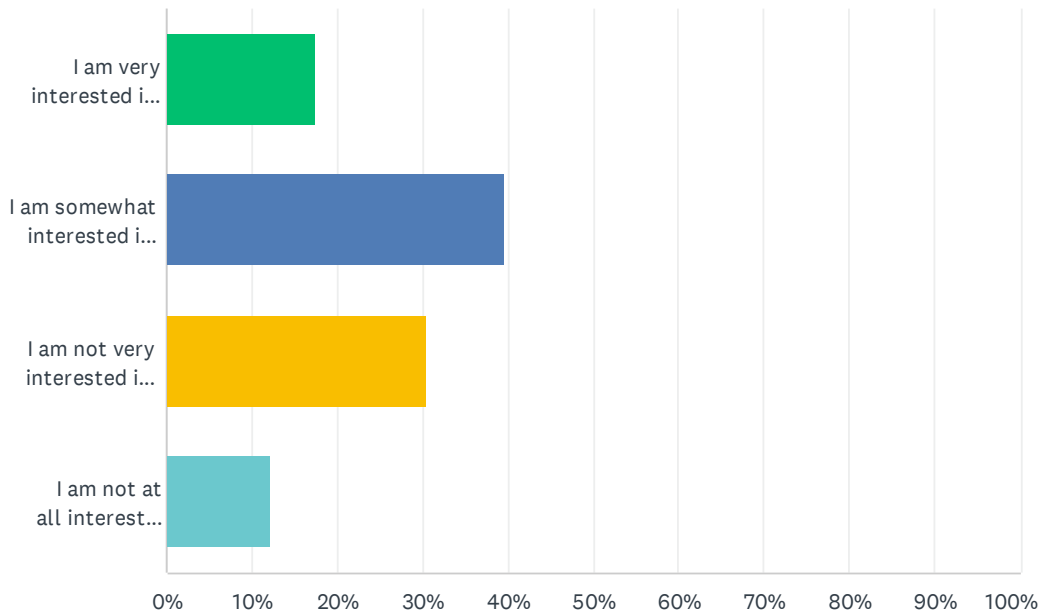
Answered: 330 Skipped: 8



ANSWER CHOICES	RESPONSES	
I am very interested in this type of service	36.06%	119
I am somewhat interested in this type of service	43.64%	144
I am not very interested in this type of service	13.94%	46
I am not at all interested in this type of service	6.36%	21
TOTAL		330

Q6 Resources to support the financial health and development of our community through outreach to small businesses, individual households and non-profit organizations. Potential topics and events include: seasonal job fairs, college savings, budgeting, estate planning information, job search tools, job skill training and marketing.

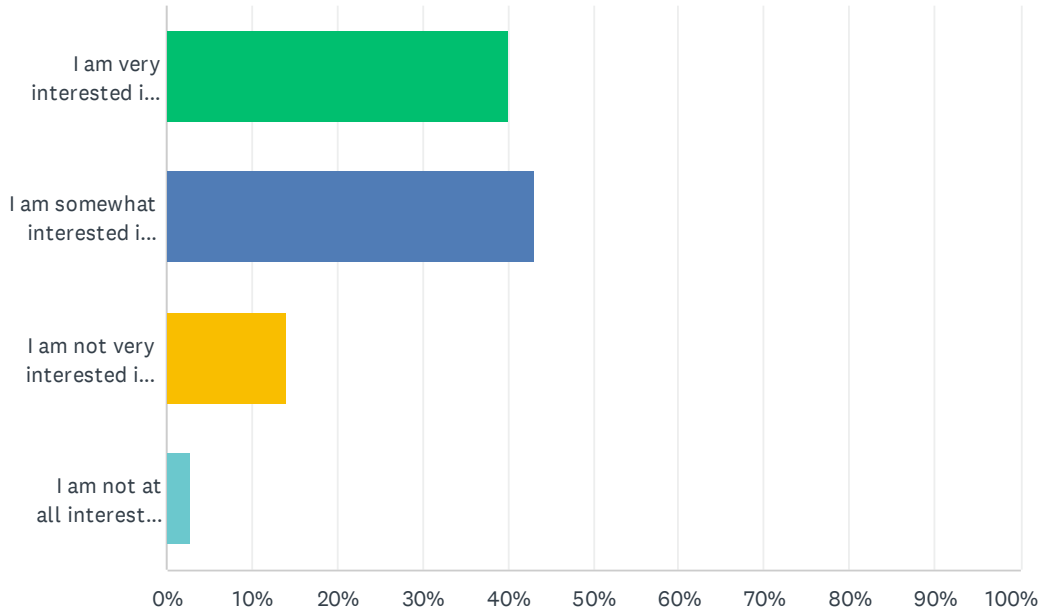
Answered: 327 Skipped: 11



ANSWER CHOICES	RESPONSES	
I am very interested in this type of service	17.43%	57
I am somewhat interested in this type of service	39.76%	130
I am not very interested in this type of service	30.58%	100
I am not at all interested in this type of service	12.23%	40
TOTAL		327

Q7 Opportunities for civic engagement and community conversation.
Examples include: voter forums; educational presentations on topics such as recycling, conservation and land use; access to information on government and social services.

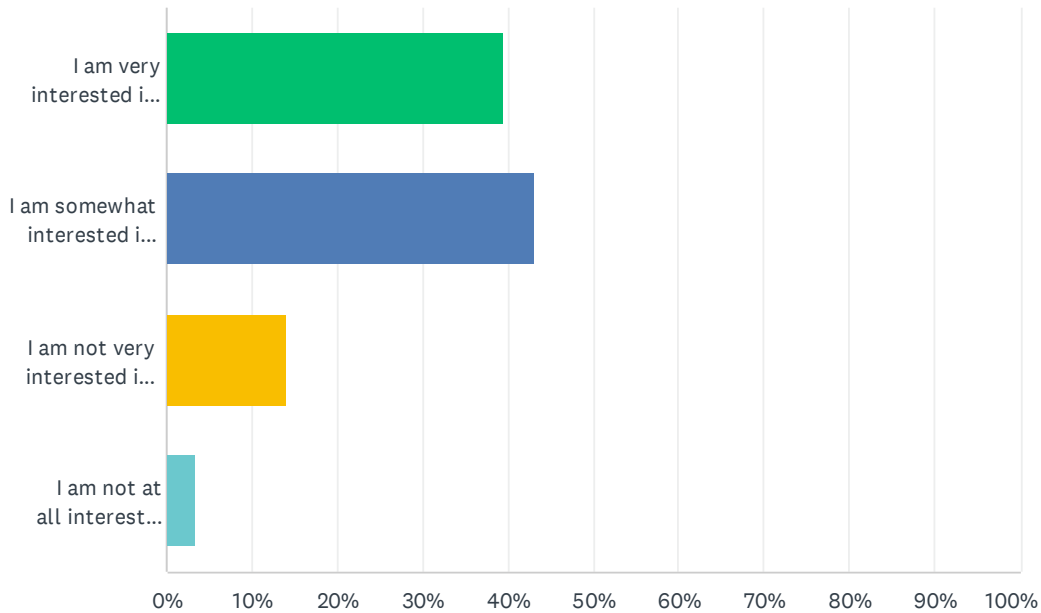
Answered: 329 Skipped: 9



ANSWER CHOICES	RESPONSES	
I am very interested in this type of service	40.12%	132
I am somewhat interested in this type of service	43.16%	142
I am not very interested in this type of service	13.98%	46
I am not at all interested in this type of service	2.74%	9
TOTAL		329

Q8 Explore options to more fully utilize the green space surrounding the Library. Possibilities include: a community garden, paths and benches, or a space for outdoor classes.

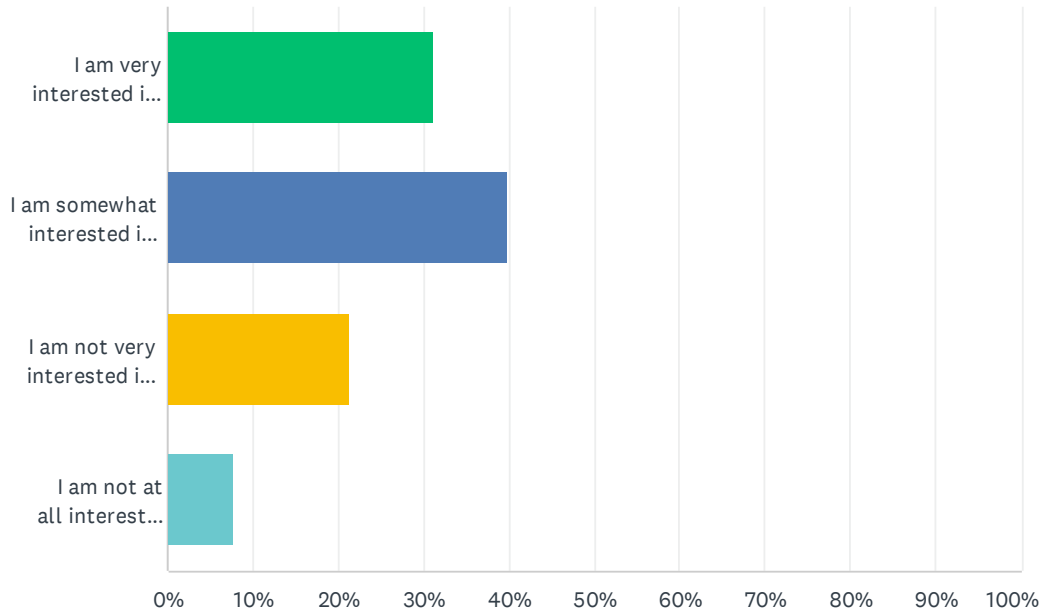
Answered: 329 Skipped: 9



ANSWER CHOICES	RESPONSES	
I am very interested in this type of project	39.51%	130
I am somewhat interested in this type of project	43.16%	142
I am not very interested in this type of project	13.98%	46
I am not at all interested in this type of project	3.34%	11
TOTAL		329

Q9 Provide access to hands-on materials including: 3D printers, digital recording equipment and specialized craft and DIY tools.

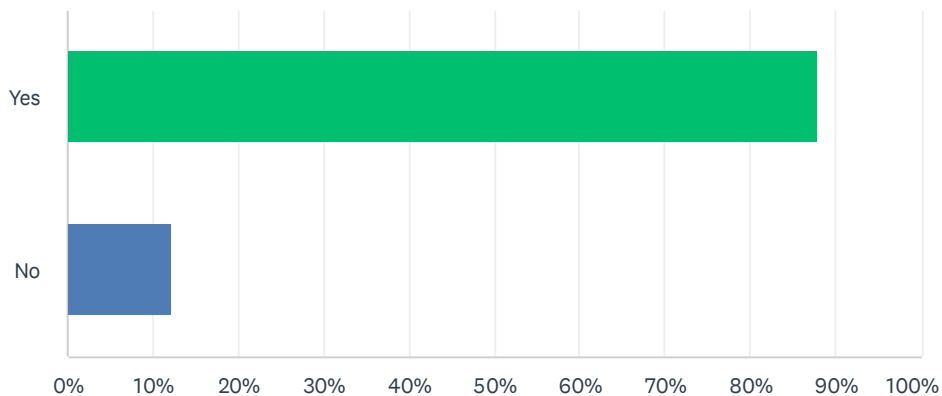
Answered: 328 Skipped: 10



ANSWER CHOICES	RESPONSES	
I am very interested in these types of materials	31.10%	102
I am somewhat interested in these types of materials	39.94%	131
I am not very interested in these types of materials	21.34%	70
I am not at all interested in these types of materials	7.62%	25
TOTAL		328

Q10 Do you have a primary or secondary residence in Saugatuck, Douglas or Saugatuck Township?

Answered: 322 Skipped: 16



ANSWER CHOICES	RESPONSES
Yes	87.89% 283
No	12.11% 39
TOTAL	322

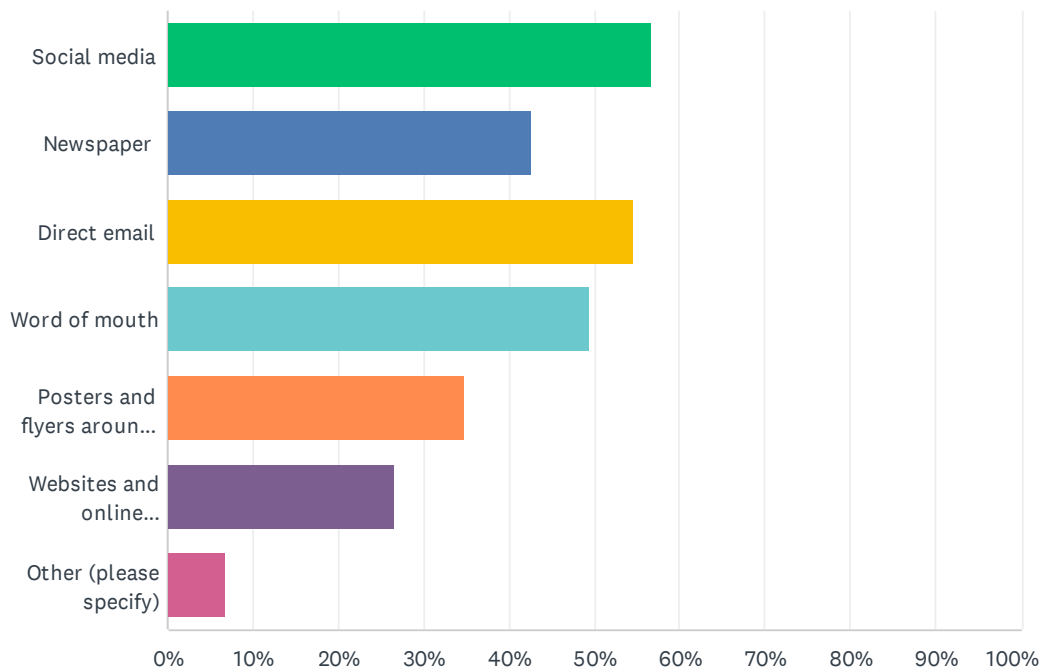
#	IF NO, PLEASE TELL US WHERE YOU LIVE?	DATE
1	Renter for summer - from Kalamazoo MI	7/17/2023 9:34 AM
2	Ganges	7/17/2023 9:22 AM
3	Summer resident	7/17/2023 9:17 AM
4	Fennville	7/17/2023 9:01 AM
5	Ganges Township	7/17/2023 8:47 AM
6	fillmore twp	7/13/2023 4:06 PM
7	Fennville	7/13/2023 3:21 PM
8	saint louis	7/6/2023 8:41 PM
9	Fennville	7/5/2023 11:40 AM
10	between South Haven and Glenn	7/4/2023 1:52 PM
11	Fennville	6/30/2023 7:48 PM
12	Saugatuck Township	6/29/2023 9:45 PM
13	Laketown Township	6/29/2023 6:42 PM
14	Saugatuck Township	6/28/2023 10:46 AM
15	I grew up and graduated from Saugatuck high School, I had enough fore-site to understand the importance of small town family life and community, don't destroy it with out sized spending, ie taxes on increasing fixed costs that aren't need . o	6/27/2023 11:55 PM
16	Glenn	6/26/2023 6:09 PM

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17	Missouri	6/26/2023 6:03 PM
18	Fennville	6/26/2023 5:57 PM
19	Douglas	6/20/2023 3:45 PM
20	Fennville	6/20/2023 11:27 AM
21	Manlius Township	6/19/2023 2:32 PM
22	Near Saugatuck Dunes State Park, Laketown Township	6/14/2023 12:04 PM
23	Fennville	6/8/2023 3:43 PM
24	Fennville	6/5/2023 5:06 PM
25	With our son	6/5/2023 2:03 PM
26	Manlies township	6/4/2023 2:28 PM
27	Douglas	6/3/2023 9:26 PM
28	Lake town Township	6/3/2023 3:54 PM
29	Casco Twp but use SD library instead of Fennville	6/2/2023 9:20 PM
30	Clyde Township	6/1/2023 3:35 PM
31	NKY	5/31/2023 5:08 PM
32	Indiana	5/31/2023 4:53 PM
33	Hamilton	5/31/2023 4:05 PM
34	Laketown	5/31/2023 4:03 PM
35	Douglas	5/31/2023 3:35 PM
36	Fennville	5/31/2023 2:50 PM
37	Douglas	5/31/2023 2:50 PM
38	Ganges Township	5/31/2023 12:27 PM
39	On the hill	5/31/2023 11:07 AM
40	South haven	5/31/2023 10:50 AM
41	Saugatuck Township	5/31/2023 10:35 AM
42	Wiley Road, Douglas Mi.	5/31/2023 10:18 AM
43	Glenn	5/31/2023 9:12 AM
44	Fennville	5/31/2023 9:03 AM
45	Ganges Township	5/31/2023 8:55 AM
46	Ganges Township	5/31/2023 7:01 AM
47	Laketown Township. My church is in Douglas.	5/30/2023 8:32 PM
48	South haven	5/30/2023 4:36 PM
49	Douglas	5/30/2023 2:03 PM
50	Fennville	5/30/2023 12:09 PM
51	a few miles south of Glenn MI	5/30/2023 12:05 PM
52	1448 Katherine ST. Fennville 49408 (Glenn)	5/30/2023 11:46 AM
53	Fennville	5/30/2023 11:03 AM

Q11 How do you usually find out about community events? (Check all that apply)

Answered: 323 Skipped: 15



ANSWER CHOICES	RESPONSES	
Social media	56.66%	183
Newspaper	42.72%	138
Direct email	54.49%	176
Word of mouth	49.54%	160
Posters and flyers around town	34.67%	112
Websites and online community message boards	26.63%	86
Other (please specify)	6.81%	22
Total Respondents: 323		

#	OTHER (PLEASE SPECIFY)	DATE
1	Local tv station	7/17/2023 9:40 AM
2	Visiting the library	7/17/2023 8:52 AM
3	library bulletin board or counter	7/13/2023 3:21 PM
4	library website	7/6/2023 8:41 PM
5	At the library	7/1/2023 3:14 PM
6	DES	6/30/2023 3:55 PM

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7	We stop by the library for a flyer on summer events.	6/26/2023 6:15 PM
8	Posted in library or community walls	6/26/2023 6:09 PM
9	If I miss something, my friends often tell me.	6/8/2023 3:39 PM
10	Library conversations	6/4/2023 2:28 PM
11	Church announcement or friend suggestion	6/3/2023 9:26 PM
12	Douglas UCC	5/31/2023 1:34 PM
13	Routinely read the Douglas City Manager Weekly Report for activities that impact Douglas. Very helpful. And factual.	5/31/2023 10:49 AM
14	Library Web-Site	5/31/2023 9:35 AM
15	Going into library itself	5/31/2023 9:20 AM
16	Email from the monthly library newsletter	5/31/2023 9:15 AM
17	emails from the library, and other places I signed up for or friends	5/31/2023 9:05 AM
18	Frustrating that there are no more newspapers with listed events fir I have missed out on many things. I do not have a computer as it is expensive and not easy to navigate.	5/31/2023 8:33 AM
19	Unfortunately the newspaper is of such poor quality, it's not dependable for current information	5/31/2023 8:31 AM
20	My visit weekly	5/30/2023 12:36 PM
21	Commercial Record	5/30/2023 12:33 PM
22	signs in the library	5/30/2023 11:03 AM

Q12 What else would you like to tell us about the Library?

Answered: 155 Skipped: 183

#	RESPONSES	DATE
1	You provide an essential service for which I am eternally grateful! Thank you!!	7/17/2023 5:26 PM
2	I love the staff - always so helpful and friendly. I'd like to see a slideshow/DVD of the Halloween parades. For the green space - add bricks to pave & names	7/17/2023 9:42 AM
3	1. We love our library!! The atmosphere, staff, materials and kids area. 2. Paint it a different color. More neutral/natural organic color than white 3. Make front landscaping look less like weeds - different plants? 4. Its a place with a very welcoming feel for everyone!! Good job!!	7/17/2023 9:40 AM
4	Love the library- great staff Wish you would reciprocate with Kalamazoo Library - some people work there but live here and are allowed to check out.	7/17/2023 9:34 AM
5	My family loves the library. Our children were very involved when they were young and now our grandchildren are doing the same. Our town would not be the same without our library.	7/17/2023 9:31 AM
6	We love the library and the staff	7/17/2023 9:28 AM
7	Thank you!	7/17/2023 9:27 AM
8	I love the library. I think the staff is super helpful.	7/17/2023 9:24 AM
9	It is an outstanding resource! Staff members are extremely helpful.	7/17/2023 9:22 AM
10	I love the library. The people who work there are always so welcoming and helpful.	7/17/2023 9:19 AM
11	I love this library so much	7/17/2023 9:17 AM
12	More foreign films - DVD especially	7/17/2023 9:12 AM
13	Too many books are unavailable when requested. Increase the inventory and make it current. There doesn't seem to be much information communicated about library events. Doesn't seem to extend itself into the community or to appear particularly welcoming or friendly.	7/17/2023 9:08 AM
14	Impressive, helpful staff	7/17/2023 8:56 AM
15	The adult collection is really lacking . Eg. I look for Booker Prize winners and finalists and starting with this year's list and working backwards, I couldn't find several years worth of works in this library. There are entire shelves dedicated to bestsellers that are terrible book - D. Koontz, D. Steele, T. Clancy, etc. Look to the Booker Prize, Nobel Prize, etc. for inspiration.	7/17/2023 8:52 AM
16	Do not squander resources on items 5-9. Add to collection--especially classics and 500 "Best Books". Be sure kids have access to wholesome Christian items, eg. Brave Books	7/17/2023 8:47 AM
17	I wanted audio books but our selection was a bit limited. Maybe that's improving with new formats. I like the discs in my truck. The people who work at the library have always been helpful and nice. We are lucky to have it!	7/14/2023 10:28 PM
18	Transition to the new facility has been amazing. Having worked in the old building for many years, I notice so many big and little advantages in the new space. I think you are doing a good job of utilizing it too.	7/13/2023 4:06 PM
19	I love the hotspot program. Wish there were more.	7/13/2023 3:21 PM
20	I find it to be an amazing resource and continuously pleased with what it offers. There would be such a hole in our community if the Library as is didn't exist.	7/11/2023 4:09 PM
21	The summer programs and kids programs are truly magical! So well organized and everyone is so helpful and kind! Thank you for making reading and learning fun!	7/6/2023 8:41 PM
22	Need a better online audiobook selection and in house DVD selection	7/6/2023 12:09 PM

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23	I just recently got my library card now that I live here full time. You offer great resources and services and I just need to get back into practice of having a local library; it has been 25 yrs! Thank you!!	7/6/2023 10:42 AM
24	I love the children's programs and check out kits!	7/5/2023 11:40 AM
25	I know other programs are valuable too but it feels like the book selection should remain a focus	7/5/2023 7:17 AM
26	love the library	7/4/2023 1:52 PM
27	This library is a very valuable asset to this community. Doing many things right. Thanks!	7/4/2023 8:27 AM
28	The wait for audiobooks is much much too long.	7/2/2023 11:34 AM
29	I love all the activities in the winter months especially, like the puzzle challenges, or learning a new game with a group... what fun!!!!	7/2/2023 12:26 AM
30	Your staff are very kind and helpful!	7/1/2023 10:21 PM
31	I have enjoyed my time there. Although I really use the online resources more. LOVE the seed library. Would love to see that continue to expand too.	7/1/2023 7:03 PM
32	I love this library and your considerable efforts to provide Community services.	7/1/2023 3:14 PM
33	I love the library. Even though I am not interested in some of the programs you are planning, I think they are great offerings that serve the community.	7/1/2023 8:45 AM
34	Would be interested in a tools library	6/30/2023 7:48 PM
35	I love the library! The new space is absolutely gorgeous and the private meeting rooms have been incredibly helpful. Thank you for providing such amazing resources to the community, and I am excited to see what you have planned for the future.	6/30/2023 6:29 PM
36	How to; Use new technology like Google documents. Learn iPhone skills	6/30/2023 4:35 PM
37	Love the library, and I need to learn more about what is offered	6/30/2023 4:09 PM
38	We LOVE our trips to the library & enjoy all of the resources it has to offer.	6/30/2023 3:55 PM
39	Love the space, the lighting, the tables with plugs. The staff are upbeat. I know there is a movement to make libraries louder, talkier, with more engagement. But I like a quiet space. I do find the fiction selection limited, lots of thrillers and mysteries and YA. I would be interested in Spanish language books.	6/29/2023 9:45 PM
40	You need more meeting spaces for zoom or job interviews	6/28/2023 7:05 PM
41	I absolutely love the library and always have and always will.	6/28/2023 10:46 AM
42	It's ridiculous	6/27/2023 11:55 PM
43	Really think the library is poorly designed and wish I paid more attention to this when we voted for a new library. Having the check in desk at the front is noisy for those of us working on the computer, or study desk. This is not a hotel check in and the banter, while charming is disruptive. It should be moved. Very disappointing.	6/27/2023 11:04 AM
44	This library has the most amazing children's programming over the summer. Plus the staff are so friendly, committed and engage with the kids in a meaningful. We love it here.	6/26/2023 6:15 PM
45	We love our librarians	6/26/2023 6:11 PM
46	Really love the new play equipment in children's area. Would love to see an interactive children's nature space outside.	6/26/2023 6:09 PM
47	A great space.	6/26/2023 6:06 PM
48	This is a great library. Our grands love coming here.	6/26/2023 6:03 PM
49	For a relatively small community, we have an excellent library of services	6/26/2023 6:01 PM
50	Very well run operation, friendly staff. Appreciate connection to Lakeland Coop; wish there was one to Grand Rapids system.	6/26/2023 5:53 PM

Saugatuck-Douglas District Library Community Survey

51	love this space	6/20/2023 3:45 PM
52	I love using the library!	6/20/2023 11:27 AM
53	Very pleased with our library! I am happy there is so much for the children in our community! I love seeing children excited to be at the library!	6/17/2023 4:53 PM
54	everyone wh works at the library, in my experience, is very friendly, outgoing and helpful. This makes for a pleasant experience going into this beautiful building	6/15/2023 5:55 PM
55	It seems like it is just right for the community. It's bright, welcoming, staffed with knowledgeable people who are enthusiastic. I like libraries as a rule, and this seems like a very good one.	6/14/2023 12:04 PM
56	This is a great library! Thank you for all that you do!	6/12/2023 8:52 PM
57	There are some library services that I may not use personally however I support the library providing them to those in the community who do use them and may not have other options	6/8/2023 7:57 PM
58	Love my community library and the employees, they are all wonderful.	6/8/2023 4:06 PM
59	We really enjoy & appreciate the children's programming	6/8/2023 3:56 PM
60	I obviously don't utilize it enough!	6/8/2023 3:45 PM
61	I am so appreciative of the services & activities you offer. You have excellent, kind, resourceful staff.	6/8/2023 3:43 PM
62	Saugatuck-Douglas Library is a wonderful place and has been a great source of programs/information, learning, new ideas & community programs for the 36 plus years that I have had a connection/card/friends' member.	6/8/2023 3:39 PM
63	It would be nice if the library (or friends) provided the WSJ - at least on the weekend - for folks, too.	6/7/2023 3:06 PM
64	recommend library sponsor/convene world language learner conversation grps [e.g., Spanish]	6/7/2023 11:30 AM
65	Keep up the good work!	6/7/2023 8:01 AM
66	It is a wonderful space, and the light/bright environment and friendliness of the staff are transformative. I.e, I think people are genuinely happier for coming into the library. It is one of the best assets of the Saugatuck-Douglas community!	6/6/2023 1:28 PM
67	I love what you are doing -- seed & native plant promotion, community engagement, good books, canopy, etc. We appreciate you!! Our local library is excellent and so important to us.	6/6/2023 10:30 AM
68	Our library has the best of the best Madam's Librarian's 🌻 Thank You	6/6/2023 7:54 AM
69	It is beautiful, inviting setting with friendly helpful staff.	6/5/2023 2:03 PM
70	Love the new building. Staff are great. Thank you for supporting the art community.	6/5/2023 12:32 PM
71	I LOVE the Libby app. I feel that the library should dedicate more resources to increasing the amount of digital media available.	6/5/2023 11:41 AM
72	I am grateful to have such a beautiful and well staffed resource in our community!! I LOVE the meeting spaces, selection of materials to borrow, I always feel welcome! I love that you're keeping pace with technology like the check out app and digital lending. It makes me proud to bring people there...The staff, of course, is my favorite!	6/5/2023 10:16 AM
73	I appreciate it very much.	6/4/2023 2:42 PM
74	Best resource in our community! Grateful to live here & utilize the many programs & material they offer!	6/3/2023 9:26 PM
75	It's great! Staff are helpful. It's a great community resource	6/3/2023 8:43 PM
76	You have the best staff at the Saugatuck Douglas Library. I love coming there.	6/2/2023 9:20 PM
77	It is a great library. Thank you!	6/2/2023 6:39 AM
78	The Saugatuck-Douglas District Library is an invaluable resource for our community. Services provided are numerous and reach people at all stages of life. The staff are outstanding - they	6/1/2023 8:39 PM

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are thoughtful, knowledgeable and helpful with every inquiry. We are fortunate to have such an outstanding public space in our relatively small region. Thank you Ingrid and SDDL!

79	Love the library, you do a wonderful job!	6/1/2023 3:49 PM
80	The library is the heart of the community. All the services, programs and resources make it a gold mine. Staff and wonderful and helpful. I'm so grateful we our library and that it's open to all	6/1/2023 3:30 PM
81	Greatly improve the selection of non fiction books - example: art, design, architecture. The website for book search needs a big upgrade.	6/1/2023 12:17 PM
82	I love it. Friendly, knowledgeable , helpful staff. Not as quaint and cozy as old library.	5/31/2023 9:50 PM
83	I love our library, it has a lot to offer.	5/31/2023 9:14 PM
84	I'd like to see the library stay a place where all feel welcome. On Friday, you're holding an event about book banning and the LGBTQ+ community. I'd like the library to steer clear of taking perceived stances on political issues.	5/31/2023 8:56 PM
85	It feels emotionally cold	5/31/2023 8:53 PM
86	Get books by Tim Dorsey	5/31/2023 8:27 PM
87	I would like to see more summer children's programs return. The weekly crafts, games, reading program, etc.	5/31/2023 5:39 PM
88	I think it's a fabulous library with great employees!!	5/31/2023 5:32 PM
89	Considering the small relative size of the Saugatuck-Douglas community, I think this library does a good job with regard to outreach, print, and online materials. If it were my only library, I would feel the lack of in depth and more varied print and online materials, and that includes the Lakeland collection. But I readily admit I'm spoiled, being a patron of the CHPL, Kenton and Campbell county libraries, with bigger populations, and in the case of Cincinnati, much larger funding sources, including a local tax levy and their Library Foundation.	5/31/2023 5:08 PM
90	I appreciate your willingness to purchase new books whenever possible to expand your collection.	5/31/2023 5:01 PM
91	I always feel welcome by the staff even though I am a part time summer resident. I have participated in some projects and activities and I feel like part of the community. Very welcoming and helpful group of staff and residents!	5/31/2023 4:53 PM
92	I love the décor & ambiance. It is very inviting.	5/31/2023 4:05 PM
93	More story times and baby programs	5/31/2023 4:03 PM
94	The space is big for the community size, I hope we can find a way to keep it actively used fully. I am worried we over built.	5/31/2023 3:43 PM
95	The staff is wonderful, helpful and always ready to help with people's needs.	5/31/2023 3:10 PM
96	I like bright new building and friendly staff. I think everyone is helpful and welcoming. I enjoy the services offered and the village show.	5/31/2023 3:03 PM
97	We love all the kids programs and go to as much as ablw	5/31/2023 2:50 PM
98	Excellent staff!! 😊	5/31/2023 2:50 PM
99	Love the library	5/31/2023 2:31 PM
100	Always have good words to say, but the above is pretty comprehensive!	5/31/2023 1:34 PM
101	I love the library. I love that you have a puzzle library. The lobby presentation of the books. The staff are friendly and helpful.	5/31/2023 12:01 PM
102	I've enjoyed Hoopla and Libby. I'd do love the space and know I should make more use out of it with our kids and myself personally.	5/31/2023 11:44 AM
103	I was in the library yesterday and left due to the surprising noise of children/boys playing video games on the library computers. This doesn't seem like the best use for the librarys resources or spaces. I thought the library was a quiet place and it wasn't yesterday.	5/31/2023 11:19 AM

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104	Librarians are extremely kind and helpful!!!! Love the kits available to kids and magazines for adults. Miss the old bookworm door handle at the old library	5/31/2023 11:07 AM
105	Great library! Could use social media to announce reoccurring events/services more often.	5/31/2023 11:01 AM
106	We love the children's section	5/31/2023 10:59 AM
107	The Library publishes a 'wish list' each Christmas of books/items patrons can buy and donate to the library (great idea!) I think it is important that the Library acknowledge these donations and send out (yes, mail) a short personal Thank You note to those that donated. Didn't we all learn when we were young to always Thank people for gifts?	5/31/2023 10:49 AM
108	The staff is terrific. They are knowledgeable and always helpful and friendly.	5/31/2023 10:41 AM
109	It's wonderful! Great staff!	5/31/2023 10:35 AM
110	It's awesome!	5/31/2023 10:18 AM
111	It would be nice to have a coffee/lunch corner to meet with a friend or small group. It's hard to find a quiet, private place to have important talks	5/31/2023 9:56 AM
112	It is a warm and welcoming place. I love it!	5/31/2023 9:49 AM
113	NA	5/31/2023 9:27 AM
114	Wish there was a drive-thru drop-off box.	5/31/2023 9:25 AM
115	I love this library. The staff have always been extremely helpful, love the staff picks, the programming, the puzzle exchange right out front, and new book section.	5/31/2023 9:20 AM
116	It's a wonderful resource. The staff are extremely knowledgeable and helpful.	5/31/2023 9:15 AM
117	It the most cleanest and brightness one around staff is so kind and ready to help if needed I love this library I do wish you have more stuff to do with toddler age and later in the day because it's hard to make it there at 1030	5/31/2023 9:12 AM
118	What a great, kind, knowledgable, helpful staff!!!!!!	5/31/2023 9:05 AM
119	I'm glad we have a quality library! It's a great resource for me and the community.	5/31/2023 8:56 AM
120	We love the children's programs.	5/31/2023 8:55 AM
121	We have used the library infrequently but it has nothing to do with the library - we just have not been in the routine of using the services. Thanks for reaching out.	5/31/2023 8:55 AM
122	The staff is very helpful and friendly I enjoy seeing the monthly flower/plant item at the front desk provided by the Garden Club Access to the large meeting room is wonderful	5/31/2023 8:55 AM
123	We so appreciate and enjoy your kids area! Excited about the new kitchen and boat.	5/31/2023 8:47 AM
124	We have a small home in Fraser (Grand County) Colorado with a library system that is similar in size to Saugatuck. Both are great library systems with very different offerings. We often think it would be good for the two of you to connect and get ideas from each other. We would love to see something similar to their ACCESS GRAND program in our area. This program is VERY popular, very successful and draws people into the library and to many local parks, businesses & non-profit organizations. (Thank you for doing this survey!) We love our library!	5/31/2023 8:46 AM
125	I'm of an age (50) that has a historical viewpoint of what a library is... mostly, a place where one must be quiet, and where I'll borrow books that I forget to return timely and ultimately be fined! (Are you still wondering why I don't go frequently?!?) Also, "Socialize with friends" (in response to how I've used the library) stands in contrast to my 50-yr old beliefs about a library! Is that what I should be using it for? Perhaps focusing on what a modern day library is (compared a library of 1980) would be helpful in driving usage?	5/31/2023 8:41 AM
126	You have an incredible staff! They are always eager and willing to help with resources and problem solve conundrums.	5/31/2023 8:36 AM
127	I would like to enjoy speakers on many subjects. My sister is always sharing with me the interesting programs she attends at Park Ridge and Des Plaines Illinois libraries.	5/31/2023 8:33 AM
128	Love the library! Thank you so much for providing these essential services!	5/31/2023 8:31 AM

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129	It is a beautiful space and a good place to write and do other computer-type work.	5/31/2023 8:26 AM
130	My family loves all the children programming! We come to the library often and always have a wonderful experience and love the staff.	5/31/2023 8:16 AM
131	Would love more children's story hours during weekends or after school times.	5/31/2023 8:15 AM
132	I LOVE all of the events held this winter, like the puzzle challenge, other game nights. What a simple, fun n way to spend a winter evening at your local library!	5/31/2023 7:01 AM
133	It takes much too long to get audiobooks	5/30/2023 11:33 PM
134	I am new in the area (<2 years) and think the Saugatuck/Douglas library is a gem. I have been going to the Holland Herrick Library. Thank you for being so welcoming. The librarians/staff have been wonderful!!	5/30/2023 8:32 PM
135	Love the new children's additions and the seed library is amazing.	5/30/2023 8:31 PM
136	Lots more dvd movies, and multiple copies. More LGBTQ+	5/30/2023 8:12 PM
137	We love the library! So many wonderful programs and such an inviting space!	5/30/2023 7:22 PM
138	A beautiful space that we are so fortunate to have in our communities.	5/30/2023 7:20 PM
139	I love our new library. The new children's' furniture is fantastic. Could the library borrow some of the "bank art" to display for a while?	5/30/2023 7:06 PM
140	I love love love our library! The Librarians are so kind and friendly Interesting program options! Willing to buy suggested books - so great!	5/30/2023 5:54 PM
141	The librarians are all so helpful and friendly.	5/30/2023 3:11 PM
142	I love it! And the library has great potential to become even more of a community hub with the direction that the library leadership is taking with input from the community.	5/30/2023 2:25 PM
143	I'm glad it's there and is a vibrant part of the community even if I don't often physically visit it. I'm also very happy the association the library has with Hoopla.	5/30/2023 12:58 PM
144	Fantastic resource I'm very inspired and proud of our community	5/30/2023 12:36 PM
145	I love it!	5/30/2023 12:05 PM
146	I think we're lucky to have such a great library in our little towns	5/30/2023 12:01 PM
147	I think the Library can serve the function of a center for information, sharing vehicles for information, education, and meetings. Thank you for all you do.	5/30/2023 11:46 AM
148	Appreciate staff!	5/30/2023 11:29 AM
149	Beautiful place with excellent staff. Thanks!	5/30/2023 11:13 AM
150	we are very fortunate to have the library and the many resources it offers.	5/30/2023 11:09 AM
151	I love the library! You have made it such a welcoming space. Thank you!	5/30/2023 11:03 AM
152	I love it! But really only for borrowing books and sometimes reading newspapers.	5/30/2023 11:00 AM
153	It is a driving force for community experiences. Vital as a support space for other clubs as well. Most phenomenal library I have encountered with always something to engage in	5/30/2023 10:58 AM
154	Looking forward to frequenting more often	5/30/2023 10:53 AM
155	LOVE our local library and all the awesome services you provide!!	5/30/2023 10:46 AM